

Request for Information



State of Alaska
Department of Health
Division of Senior and Disabilities Services

RFI Number: 27-002

Date Issued:

SENIOR AND DISABILITIES SERVICES HOME AND COMMUNITY-BASED SERVICES CAHPS SURVEY ADMINISTRATION FOR CMS QUALITY MEASURE SET REQUIREMENTS

Introduction:

The State of Alaska, Department of Health (DOH), Division of Senior and Disabilities Services (SDS), is issuing this Request for Information (RFI) to gather information from qualified and experienced vendors capable of administering the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey in accordance with the Centers for Medicare & Medicaid Services (CMS) Quality Measure Set requirements.

Background Information:

SDS oversees Medicaid home and community-based services (HCBS) for the State of Alaska. Beginning in 2028, CMS is requiring states to report on measures in the 2028 Quality Measure Set (QMS). As part of the QMS, states are required to administer and report the results of an experience of care survey. SDS has identified the CAHPS survey to assess participant experience, support quality improvement efforts, and ensure compliance with federal reporting requirements.

SDS is exploring options for third-party administration of the CAHPS survey and the development of reports that extract the information required by CMS. The vendor would be responsible for administering the survey to approximately 4600 Alaskans aged 18 and older who participate in the following home and community-based services:

- Intellectual and Developmental Disabilities Waiver
- Alaskans Living Independently Waiver
- Alaskans with Physical and Developmental Disabilities Waiver
- Children with Complex Medical Conditions Waiver
- Individualized Supports Waiver
- Community First Choice Services

SDS seeks information on vendors' capabilities to perform survey administration, data validation, analysis, geographic stratification, and reporting to meet QMS requirements for measures related to the experience of care survey.

Response Information:

Vendors who believe they can provide the above services are invited to respond to this RFI. Responses should include:

1. Vendor's complete company name, address, telephone number, and email address for the vendor's contact person.

2. Description of vendor's capabilities and experience related to CAHPS survey administration or similar experience of care surveys.
3. Description of vendor's ability to support SDS in fulfilling the CMS 2028 Quality Measure Set for measures related to the experience of care survey reporting requirements or similar reporting requirements.
4. Description of vendor's ability to complete work in twelve (12) months.
5. Overview of vendor's standard reporting package.
6. Description of vendor's overall staffing plan and estimated costs.

Procurement Officer Contact Information

Interested parties who can create a funding formula as described in this RFI must submit their response in writing via email by 12:00 p.m., prevailing Alaska time, on August 14, 2026, to the following individual:

Alison Carpio
Procurement Officer
Department of Health
Departmental Support Services
Alison.carpio@alaska.gov

All questions must be directed to the procurement officer listed above.

Please also copy doh.procurement.proposals@alaska.gov on the email submission.

It is the responsibility of the interested party to follow up with the procurement officer listed above to ensure their response was received prior to the time and date specified.

Important Notice:

This RFI does not extend any rights to prospective vendors or obligate the State to conduct a solicitation or execute a contract. Nor will the State be financially responsible for any costs associated with the preparation of any response to the requested information. This RFI is issued for the sole purpose of obtaining information as described in this notice. However, the information obtained from this request may be used to prepare a solicitation or contract in the future.

Disclosure of Response Contents:

If a solicitation or contract results from this RFI, all response information, including the name of the respondent, will be held confidential until the time a Notice of Intent to Award is issued. If a contract is executed, responses will be held confidential until the time of contract execution. Thereafter, responses will become public information.

The Alaska Public Records Act (ARPA) requires public records to be open to reasonable inspection. Trade secrets and other proprietary data contained in responses may be held confidential if the respondent requests that in writing to the procurement officer, and if the procurement officer agrees in writing. The respondent's request must be included with the response, must clearly identify the information to be held confidential, and must include the reasons for confidentiality.

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