**SS00-17-40010 - Prospective Client Survey Schedule – FY 2021 - Option Year Three**

**Period of Performance 09/14/20-09/13/21.**

| **Estimated option award date: 09/14/20** | **DATE** | **COMMENTS** |
| --- | --- | --- |
| Initial conference call with SSA | 09/15/20 |  |
| Provide confirmation that security clearance forms have been submitted for all employees | 09/29/20 | Applies only to new employees not previously cleared for work in previous contract option years. |
| Provide return address/P.O. Box to be used for the survey | 10/06/20 | Email |
| Provide final proofs of scannable questionnaire and formatted correspondence  | 10/13/20 |  |
| Provide documentation of accurate capture of scannable survey results | 10/27/20 |  |
| Sample sent 11/02/20; contractor confirms receipt next day | 11/03/20 | Email, encrypted |
| Prenotice postcard mailed | 11/10/20 | Sent to all sampled individuals |
| Initial survey package mailed  | 11/17/20 | Sent to all sampled individuals |
| Follow-up postcard mailed | 11/24/20 | Sent to all sampled individuals |
| Follow-up survey package mailed  | 12/15/20 | Sent only to non-responders |
| Closeout letter mailed | 01/05/21 | Sent only to non-responders |
| Fielding period ends | 02/23/21 |  |
| Final survey data file due  | 03/23/21 | Email, Excel; encrypted using WINZIP |
| Provide summary report of quality control procedures | 04/06/21 | Email, Word |
| After notification from SSA that data files are acceptable, contractor confirms destruction of all related data files and scanned paper surveys  | 05/04/21 | Email |