

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