

Missouri Department of Transportation
David B. Nichols, Director

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ADDENDUM 001 Request for Proposal MoDOT Customer Satisfaction Tracking Surveys RFP 6- 150210LK

Offerors should acknowledge receipt of Addendum 001 (ONE) by signing and including it with the original proposal. The due date for receipt of proposal **has not** changed by this Addendum; the due date is **February 10, 2015 2:00PM Local Time**. Accordingly, the following clarifications, and or additional information, are believed to be of general interest to all potential Offerors. All other terms and conditions remain unchanged and in full force.

Name and Title of Signer (Print or type)	Name and Title of Department Authority Leann Kottwitz General Services Senior Specialist
Contractor/Offeror Signature (Signature of person authorized to sign)	Department of Transportation <i>Leann Kottwitz</i> (Authorizing Signature)
Date Signed:	Date Signed:02/03/2015

Question:

What is the length of the current survey (minutes)?

Response:

We do not know the length in minutes. The survey length varies depending on how long the customer talks.

Question:

What proportion of surveys is being conducted with cell phone users?



Response:

The contact list may include some cell phones, but the number varies based on the contact information supplied by the customer.

Question:

What factors are being weighted for nonresponse?

Response:

Nonresponses are not factored into the satisfaction ratings.

Question:

How satisfied is the client with the current incumbent?

Response:

Issues of satisfaction and/or dissatisfaction with the current incumbent will not be used in the selection process.

In the table of contents section (X) is stated below:

(X) Pre Eminence of Agreement Terms and Conditions.

Please replace with this heading:

(X) Federal Funding Accountability and Transparency Act of 2006.