

Missouri Department of Transportation
Patrick McKenna, Director

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ADDENDUM 001 REQUEST FOR PROPOSAL

RFP 6-170323LK A REPORT CARD FROM MISSOURIANS

Offerors should acknowledge receipt of Addendum 001 (ONE) by **signing** and **including it** with the original proposal. The due date for receipt of proposals is **unchanged** by this Addendum. 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.

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| Name and Title of Signer (Print or type) | Name and Title of Department Authority Leann Kottwitz, CPPB Senior General Services Specialist |
| Contractor/Offeror Signature _____ (Signature of person authorized to sign) | Department of Transportation Leann Kottwitz <i>Leann Kottwitz</i> |
| Date Signed: | Date Signed: March 10, 2017 |

Question #1:

While it's noted in the RFP that you want a phone survey for this project, are you open to other methodologies to collect the data that would be more efficient and cost-effective?

Response #1:

You are welcome to suggest alternate methodologies as long as you can guarantee and provide statistically valid comparisons to prior years' data.

Question #2:

Are you open to using more than one methodology (both quantitative and qualitative) to collect feedback for this project?

Response #2:
Same as Response #1.

Question #3:
It's noted in the RFP to collect the same number of completes from each of the 7 districts. Are you open to having more or less than 500 total completed surveys numbers for each district based on the actual percentage of the Missouri population that live in each area, which would get you closer to a representative sample of Missourians?

Response #3:
Same as Response #1.

Question #4:
As long as the results are still statistically significant and representative of the Missouri population, are you open to collecting fewer than 3,500 total completes?

Response #4:
Same as Response #1.

Question #5:
Are you open to a more narrative report with written explanations of the data analysis, along with recommendations/insights and relevant graphs/data tables?

Response #5:
Same as Response #1.

Question #6:
With regards to Section 5, Item (Q) in the RFP, will our firm need to file a Missouri corporate income tax return if we are retained to perform this work?

Response #6:
You will need to check with your accountant.

Question #7:
With regards to Section 5, Item (Z) in the RFP, as our firm is a professional services provider with no connection to construction-related related activities, our general liability coverage is less than what is specified (\$1 million vs \$3 million per single occurrence). Similarly, because our firm owns no vehicles, our automobile liability coverage is also less than what is specified (\$1 million vs \$3 million per single occurrence). In addition, because our firm has no employees nor a physical presence in Missouri, we do not carry Missouri State Workmen's Compensation. Will this level of coverage be a barrier that prevents our firm from being considered for this project?

Response #7:

You must have the level of coverage(s) noted in the RFP requirements.

Question #8:

What were the budget/contract amounts for the 2015 and 2013 Report Card From Missourians Projects?

Response #8:

This has no relevance to the current RFP – as noted in the current RFP, cost is one of the criteria which will be considered.

Question #9:

What is the Department's allocated budget or "not-to-exceed" cost figure for the 2017 Report Card From Missourians Projects?

Response #9:

The Department does not have an allocated budget or not to exceed cost figure for this – as noted in the RFP, cost is one of the criteria which will be considered.

Question #10:

We are not completely clear on paragraph 2, page 7: "the project deliverables shall include an implementation value for each individual recommendation. This analysis should provide a real-time comparison of the value resulting from implementation versus the costs of current practice." Are you looking for a monetary/dollar value estimate of recommendations on how to improve customer satisfaction? Would MoDOT staff be available to work on this with the vendor, i.e., to help estimate current costs vs. potential costs of proposed solutions?

Response #10:

Please delete this paragraph from originally issued RFP, it does not apply.

Question #11:

We are an out-of-state vendor. Would we still be required to register with Secretary of State, as per p. 15?

Response #11:

Yes

Question #12:

Per p. 16, Transient Employer Certificate, we are an out-of-state vendor, and would be conducting the necessary telephone, analysis, and reporting services from offices located outside of Missouri. Are we still required to submit this Certificate?

Response #12:

Yes. If you need assistance with obtaining a Transient Employer Certificate, please call the Missouri Department of Revenue at (573) 751-0459.

Question #13:

When has the Report Card Survey initiative started/for how many years has it been conducted?

Response #13:

MoDOT has been conducting customer satisfaction surveys for more than a decade.

Question #14:

Who is the current vendor for this project?

Response #14:

The RFP includes a link to the prior years' surveys where you can find this information.

Question #15:

Per p. 9, paragraph 1. Proposal Format, you require 3 electronic copies. Is it OK to submit 1 electronic copy on a CD/flash drive that could be reproduced on your end as many times as needed?

Response #15:

Yes

Question #16:

In the final, complete report, do you require historical comparisons to previous years for survey questions that are re-used?

Response #16:

Yes, historical comparisons are needed to prior years' results.