

Missouri Department of Transportation  
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## ADDENDUM 002 Request for Proposal MoDOT Customer Satisfaction Tracking Surveys RFP 6- 150210LK

Offerors should acknowledge receipt of Addendum 002 (TWO) 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:02/06/2015

**Question:**

Does MoDOT require formal monthly reports (a document with a discussion of the results in a visual and textual form) or only monthly briefing as discussed in the timeline on pp. 5-6?

**Response:**

MoDOT expects a report for the monthly briefing to include a discussion of the results in a visual and textual form.

**Question:**

Minimum of 200 completes per month: How many numbers are available each month and if we are able to complete more than 200, should we do that?



**Response:**

MoDOT provides a contact list of customers based on how many customers contact us each day. The number varies from 400-1000. Completing more than 200 is at the discretion of the contractor.

**Question:**

Web Option: How many email addresses are there each month?

**Response:**

Email addresses also vary based on how many customers contact us and provide an email in addition to a phone number. The number averages around 100-200.

**Question:**

What has been the response rate in previous years?

**Response:**

MoDOT requires a minimum number of surveys completed so response rate is irrelative. The contractor is expected to continue calling/emailing until the minimum number of completed surveys is achieved.

**Question:**

For the Right Transportation Solution: What are the reporting requirements? Annual report is indicated by Dec. 18, 2015. Will there be individual reports as each project is completed, or district?

**Response:**

One annual report is required covering all projects. In addition, separate district supplements are required.

**Question:**

500 addresses per project area: How many interviews do you expect to be completed from this number?

**Response:**

There is no expectation for responses per project – it is based on customer participation.

**Question:**

Are you open to other methodologies other than mail? Telephone for instance?

**Response:**

Survey methodology is prescribed as mail for this survey

**Question:**

Page 5, table at bottom (Customer Relations Events and Dates). The second item refers to “15 monthly briefing showing results...” Is this a typo, where the intended figure is 12? If the intended figure is 15, what are the three additional items?

**Response:**

This is a typo – it should read: Contractor provides monthly briefing.....

**Question:**

Page 7, (A) (1) states, “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 the implementation versus the costs of the current practice.” Does this cost-benefit analysis refer to the cost of the research versus the cost of the DOT project, or is it the cost of recommend implementations which arise from the research?

**Response:**

If your proposal includes recommendations on survey approaches not currently being used, you are required to provide a cost-benefit analysis for implementing those recommendations compared with current survey practices.