



Delaware Department
of Transportation

AGREEMENTS 1548

CUSTOMER SATISFACTION SURVEYS STATISTICS & RESEARCH SERVICES

QUESTIONS AND ANSWERS

October 13, 2010

Question 36:

Are we correct in assuming that the requested C. "Company Information" is not supposed to be part of the B. Letter of Interest and thus is not part of the 4 page limit of the Letter of Interest?

Response to Question 36:

That is correct.

Question 35:

Has the 2010 survey already been conducted?

Response to Question 35:

No.

Question 34:

Who conducted the previous study, in 2006?

Response to Question 34:

The study conducted in 2006 was performed by DMJM Harris.

Question 33:

Were studies conducted from 2007-2009? If not, why not?

Response to Question 33:

The most recent study conducted in 2009 was performed by AECOM, formerly known as DMJM Harris.

Question 32:

According to the Overview of Selection Process section on page 3, we are not to submit costs with our initial Expression of Interest. Is that correct?

Response to Question 32:

That is correct. Additional information (i.e. pricing) may be requested later in the process.

Question 31:

Are we allowed to use the web as a channel to augment the calls and paper surveys?

Response to Question 31:

Currently the approach is phone calls and paper surveys. Additional means of collecting this information may be discussed in the future.

Question 30:

The projected call volume in the RFP is 1,400. Would you please tell us if this per month, quarter, year, or for the three year task?

Response to Question 30:

Telephone calls are made yearly

Question 29:

Do the 1,400 random calls represent "attempted" calls or "completed" interviews (i.e. reached users). If it is completed interviews, our total call volume will be higher depending on conversion rates. Knowing this will help us scope the project.

Response to Question 29:

The 1400 calls represent completed calls thus the total call volume will be higher to complete the survey.

Question 28:

It is not clear what information we need to provide to be considered in the next round.

Response to Question 28:

The information that needs to be submitted for consideration is listed in the portion of the RFQ that is labeled Expression of Interest Requirements, Items 1, 2A-D.

The Department's Selection Committee will review the submissions and determine if there will be a need for any further information from the firms submitting.

Question 27:

Is there a document that described what information is needed from the vendor for the expression of interest submission? Perhaps even old examples?

Response to Question 27:

Please feel free to view the Department's web site; <http://www.deldot.gov>. On the left side of the screen click on 'Doing Business', under 'Professional Services', click on 'Current Requests for Consulting Services'.

Question 26:

Will we have access to the survey instruments/questionnaires used in previous waves?

Response to Question 26:

Yes. This information will be available.

Question 25:

Will we have access to the sample plan used in previous waves of this research?

Response to Question 25:

Yes. This information will be available.

Question 24:

Were quota groups established for each segment and if so, what were those quotas (e.g., n = ___ auto commuters, n = ___ transit commuters, n = 100 business shippers, etc.)

Response to Question 24:

Transit riders- 100 calls
Shippers & Carriers-100 calls
General users-1200- calls

Question 23:

Is there a willingness/interest in expanding the business sample to n = 200+?

Response to Question 23:

This may be discussed in the future.

Question 22:

What analytics were used/are expected in previous waves (e.g., descriptive statistics only, multivariate analyses/drivers of satisfaction, etc.)?

Response to Question 22:

For example mean and mode statistics used to quantify results. They can refer to 2006/2009 document to see what is reported.

Question 21:

Are we repeating what's already been done or are you seeking consultation to make enhancements to the survey instrument or method?

Response to Question 21:

Additional means of collecting this information may be discussed in the future.

Question 20:

Does data collection HAVE to be by telephone or are you open to online? If telephone, I'm assuming RDD or are there lists to be provided?

Response to Question 20:

Currently the approach is phone calls and paper surveys. Telephone calls (approximately 1,300) are made randomly to general users here in Delaware. The shippers and carriers list will be provided by DeIDOT. Additional means of collecting this information may be discussed in the future.

Question 19:

Would the pre-proposal meeting be in person and if so, would costs be reimbursed?

Response to Question 19:

Attendance at pre-proposal meetings would be at the consultant's expense.

Question 18:

In bullet 4 in Letter of Interest section, what do you mean by, "Availability of personnel for immediate placement"? Do you simply mean to be placed on the project vs. going somewhere?

Response to Question 18:

Personnel ready to begin work on the project.

Question 17:

We are a fairly small company, and do not have audited statements, or a federally negotiated indirect rate. Would we still be eligible?

Response to Question 17:

Yes. The Department's Audit Section will work with you to meet our needs.

Question 16:

What are the registration requirements or procedures (if any) for firms located outside of Delaware to be eligible as vendors for this project?

Response to Question 16:

There is no pre-registration requirement in order to submit an expression of interest on this project. The selected firm may be required to register with DelDOT upon selection. In addition, a Delaware business license would be required if awarded the project.

Question 15:

Will there be periodic quotas for completing telephone interviews? What number of interviews should be completed monthly? Quarterly? Yearly?

Response to Question 15:

Telephone interviews are completed within a month usually in the fall, and then the data is compiled from all the phone calls.

Question 14:

How frequently will you expect to receive data reports?

Response to Question 14:

Data reports come in as draft after the phone calls. Several months later, reports for each category (i.e. transit riders, shippers & carriers, etc...) should be submitted.

Question 13:

Publishing/printing capabilities for deliverables--Can you please clarify this requirement? Does this refer to printing hard copies of the technical report referenced in #5. If yes, how many printed copies will be required? If no, please advise.

Response to Question 13:

Yes- we request at least 2 copies of the technical report and approximately 1000 copies of the brochure.

Question 12:

Telephone interviewing, totaling over 1400 calls--We assume this refers to 1400 calls each year. Is our assumption correct?

Response to Question 12:

Yes.

Question 11:

Based on the scope of work required, we assume the General Users are just the general population of Delaware, and we would pull the sample randomly from the state. How about the Shippers & Carriers - would DelDOT provide the sample of respondents meeting these criteria? Or is the successful vendor responsible for developing the Shippers & Carriers sample?

Response to Question 11:

The general users is a random sample from all three counties in the state. The shippers and carriers list will be provided by DelDOT.

Question 10:

On p. 4, under Company Information, bullet (f) - does the 1-single sided sheet of paper limit pertain solely to "additional relevant information" or to the entire "Company Information" section?

Response to Question 10:

Item C. Company Information- should include the items requested (i.e. company name, contact...) and if necessary you may use 1-single sided page to include any "additional relevant information" you wish to include.

Question 9:

Is there a paper choice? Is the cover paper different than inside page paper?

Response to Question 9:

At this time, there is no specific information with regard to paper

Question 8:

Can Indian company bid on this project?

Response to Question 8:

Yes, please note a Delaware business license would be required if awarded the project.

Question 7:

Can we work on complete offshore development model, INDIA?

Response to Question 7:

There is nothing prohibiting this approach as long as all requirements are met.

Question 6:

Can we send the proposal through email?

Response to Question 6:

No, electronic submission is not acceptable. Hard copies of the Expressions of Interest must be received by DelDOT.

Question 5:

Do you have any specific budgets placed in for this project?

Response to Question 5:

We do not advertise any budgetary figures.

Question 4:

Are you open to suggested changes to the survey plan from the methodology used in years past?

Response to Question 4:

Currently the approach is phone calls and paper surveys. Additional means of collecting this information may be discussed in the future.

Question 3:

Can you clarify for us the sampling methods and sources used for both target audiences, General Transportation Users and Shippers and Carriers, in past surveys?

Response to Question 3:

The general user's is a random sample from all three counties in the state. The shippers and carriers list will be provided by DelDOT.

Question 2:

The RFP indicates "survey card distribution." Can you tell me how many were handed out last time and how this was accomplished? Were you looking for a specific group such as transit riders?

Response to Question 2:

The successful vendor will be distributing approximately 300 survey cards from several transit locations through the State. Next, phone calls will be made to approximately 35 card recipients per each of Delaware's three counties for a total of just over 100 phone calls.

Question 1:

Is there an incumbent for the survey (Agreement No. 1548)?

Response to Question 1:

There is currently no incumbent for this Agreement.