

Delaware Department of Transportation
QUESTIONS AND ANSWERS
CUSTOMER SATISFACTION SURVEYS & RESEARCH SERVICES
1688 Request For Qualifications
Wednesday, August 20, 2014

Q #	Question	Answer
20	RFQ, Page 2, Services Required 2. Telephone interviewing/Electronic networking: "Transit riders- 100 calls Shippers & Carriers- 100 Calls General users- 900 calls Web surveys- 300 address based sampling". Are these quantities of calls made and web surveys emails sent or quantities of calls and web surveys that were actually responded to completely?	These were the number responded to completely.
19	Is it necessary to be approved or certified by the State of Delaware in order to submit a proposal or expression of interest in response to this RFQ?	No.
18	Would DeIDOT consider defining its requirements in greater detail and issuing a definite quantity RFQ?	We will move forward with the RFQ as issued. If required greater detail will be provided to the selected firm.
17	Please explain the size and scope of the "300 copies of the brochure to be delivered to the Department". Are these brochures an abbreviated version of the final report, or a three-fold style pamphlet? Who will use/receive these brochures (internal or external stakeholders? DeIDOT staff?) ? Will DeIDOT provide a checklist of information that must be contained within the brochure?	They are an abbreviated report and these will be for internal/external customers. Yes we have previous years format to go by and we can advise of what information must be included.
16	What is the average page count of the final report from years past?	About 150 pages one sided.
15	In the "Project Overview", the RFQ states that 300 internet requests per year be distributed randomly to General users. In the next sentences, the RFQ also states that electronic networking will be utilized to collect data from Transit riders. In the "Services Required" section, the RFQ specifies 100 calls made to both transit riders and Shipping & Carriers, as well as 900 to general users, yet does not specify a breakdown of the 300 Web Surveys. Can you please describe the desired amounts of web surveys to be given across the three categories (i.e. 100/100/100, 150/150/0, 300/0/0)?	300 web surveys for General User Questions across all three counties. We provide the survey to be filled out.

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14	RFQ, Page 2, Services Required, 3. Publishing/printing Capabilities for deliverables: What quantities of printed reports are anticipated? What types of covers, paper and binding will be required? Will cover design be required? Will distribution/ mailing/ shipping	We only require 3 copies of final report with an electronic copy as well. No distribution required as report comes to us and is put on DelDOT's web page.
13	RFQ, Page 2, Services Required, 2. Telephone interviewing/Electronic networking: Will DelDot provide the contractor with a list with contact information for participants for data collection, interviews and surveys?	The selected consultant will need to purchase random call list for all three counties. We will provide list of shippers/carriers and Rail Road companies.
12	Does DelDOT prefer that the contractor be located in or near Dover, Delaware or within a certain number of miles of Dover, Delaware? If so, how many miles. Please be specific.	Please see the response to Question 11.
11	Does DelDOT require that the contractor be located in or near Dover, Delaware or within a certain number of miles of Dover, Delaware? If so, how many miles. Please be specific.	Location is not a factor for selection.
10	How much notice will an awarded contractor have between being awarded a task order and the start of the performance period?	1 month for training and setting up phone center.
9	RFQ, Expression of Interest Requirements 2. B. Letter of Interest (4) "Availability of personnel for immediate placement" -- Is this a staff augmentation contract or a consulting contract for Customer Satisfaction Surveys & Research Services??	This a consulting agreement.
8	What is the projected schedule of projects that will be performed by the contractor(s) awarded contracts under this RFQ?	That information is not available at this time.
7	What level of effort/labor hours by labor category were expended annually on these or similar services by contractors to DelDOT in the past few years?	About 1,400 hours on phone call and web portion. 370 hours on writing report.
6	In the past what was the average dollar amount of an order/or project for these or similar services?	That information is not available at this time.
5	What dollar amount does DelDOT project will be spent annually under the contract(s) and orders that will result from this contract?	That information is not available at this time.
4	What dollar amount was spent annually on these or similar services by DelDOT in the past few years?	That information is not available at this time.
3	If there is no incumbent, what are the names of the contractors who have been providing the same or similar services to DelDOT? Are those contractors eligible to bid on this RFQ?	N/A
2	Is there an incumbent contractor for these services? Who is the incumbent? Is the incumbent eligible to bid?	AECOM Technical Services, Inc. is the current incumbent. All interested firms are encouraged to apply.
Friday, August 15, 2014		

Q #	Question	Answer
1	Are the Required Forms in Appendix A to be filled out and included as part of the Letter of Interest? Or are they only to be included should the firm be selected as part of proposal process?	These forms should be included with your Letter of Interest.