

**Livermore Amador Valley Transit Authority**  
**1362 Rutan Court, Suite 100**  
**Livermore, CA 94551**

December 8, 2023

TO: Prospective Offerors

RE: Request for Quotation (RFQ)  
LAVTA ADA Paratransit Customer Satisfaction Survey 2023-11 (Low Quote)

The Livermore Amador Valley Transit Authority (LAVTA) is interested in obtaining quotes for the provision of an ADA paratransit customer satisfaction survey. Your firm is invited to submit a quote.

The successful vendor will be issued a purchase order, effective on or before December 31, 2023. No other written notification of the award will be sent.

The award will be based on the lowest quote received from responsive and responsible offerors as determined by LAVTA.

Your quote must be received by the undersigned no later than **2:00 p.m. PT December 21, 2023**. Quotes may be hand delivered or sent by delivery services or mailed, addressed to the undersigned at Livermore Amador Valley Transit Authority, 1362 Rutan Court, Suite 100, Livermore, CA 94551, or faxed to the attention of the undersigned at (925) 443-1375. Quotes may also be delivered electronically via email to [mtobin@lavta.org](mailto:mtobin@lavta.org).

A complete quote must be submitted with the following required forms:

1. Price quote with Signature (page 7)

A quote may be withdrawn by personal, written, or telegraphic request received from the bidder prior to the scheduled due date. No quote may be withdrawn for a period of 60 days after the opening date.

The Authority reserves the right, as the interest of the Authority requires, to postpone, accept or reject any and all quotes and to waive any informality in the quotes received.

If you have any questions relating to this solicitation, please contact me at (925) 455-7555.

Sincerely,

Mike Tobin  
Director of Operations

## **ADA Paratransit (Wheels Dial-A-Ride) Rider Satisfaction Phone Survey**

### **Goal**

To measure rider satisfaction of the “Wheels Dial-A-Ride” ADA paratransit service.

### **Deliverables**

The work to be completed includes conducting a phone and email survey, analyzing the survey results, and producing a final report as well as a PowerPoint presentation of the findings.

### **Phone/email survey parameters**

- Randomly select a 25% sample of Wheels Dial-A-Ride riders (1,013 eligible riders as of 11/22/2023)
- Ensure results are statistically reliable at 95% level of confidence  $\pm$  5% margin of error
- Riders to be screened to meet the following criteria:
  - Have used “Wheels Dial-a-Ride” service at least once within the last 12 months.
  - May be individuals who use "Wheels Dial-a-Ride" transportation services OR their relatives or caretakers who have been involved with scheduling, pickup, ride experience, and drop off.
- Email survey to be conducted via SurveyMonkey or similar platform.

### **The overall aspects of the service to be surveyed**

- Ride reservation process
- Ride pick-up
- Ride experience
- Drop-off
- Overall satisfaction

### **Responsibilities**

- LAVTA to provide the phone survey instrument (below)
- Contractor to adapt phone survey into an online survey platform (SurveyMonkey, for example)
- The proposer shall be responsible for the efficient and systematic collection of survey responses. This includes deploying the survey through various channels, ensuring a representative sample, and implementing mechanisms to maximize response rates.
- Upon completion of data collection, the proposer is required to conduct a quantitative analysis of the survey results. This analysis should go beyond mere reporting and should include statistical methods to derive meaningful insights. The proposer must provide a detailed and comprehensive overview of key findings, trends, and patterns identified in the data.
- A final report summarizing the results of the Customer Satisfaction Survey, along with all supporting documentation, must be submitted to LAVTA. The report

should be clear, concise, and visually appealing, incorporating charts, graphs, and other visual aids to enhance the understanding of the results.

**Minimum qualifications**

- Needs to be a social/market research firm
- Needs to have demonstrated experience conducting satisfaction surveys
- Needs to provide three references for similar projects

**Timeline**

All work to be completed and submitted to LAVTA by February 26, 2024.

## Phone Survey Instrument

### Introduction

- Hello! I am calling on behalf of “Wheels Dial-a-Ride”. We are an independent research firm surveying individuals that use “Wheels Dial-a-Ride” to evaluate how the service is doing. Your comments will be kept confidential. Would you please take a few minutes to provide us with your feedback on “Wheels Dial-a-Ride”?
  - Yes - (Proceed with survey)
  - No - (Thank you and have a good day!)
- Have you used the service within the last 12 months?
  - Yes - (Proceed with survey)
  - No - (Why haven’t you used the service? Thank you and have a good day!)
- Please help us understand your level of satisfaction recently in the following areas with “Wheels Dial-a-Ride”. I will be asking you a series of questions.

### Pre Pick-up/Scheduling your Trip

- Help us understand how your phone call to “Wheels Dial-a-Ride” reservations went. Please give me your level of agreement with the following statements:  
(Scale 5 point: 1. Strongly Disagree 2. Disagree 3. Neither Agree nor Disagree 4. Agree 5. Strongly Agree)
  - Hold times were not an issue
  - I had no problems navigating the phone menu
  - The person on the phone was knowledgeable
  - Overall, it was easy to make arrangements for transportation on the phone

### Pick-Up

- Now we would like to inquire about your pick-up experience.  
(Scale 5 point: 1. Strongly Disagree 2. Disagree 3. Neither Agree nor Disagree 4. Agree 5. Strongly Agree)
  - Driver was on time
  - Driver arrived at correct address and pickup spot with no issues
  - Driver was courteous and helpful
  - Driver was dressed appropriately and clean
  - Overall, I have a high level of satisfaction with the pickup experience
  -

### Rider Experience

- Now we would like to ask about your experience during transportation.  
(Scale 5 point: 1. Strongly Disagree 2. Disagree 3. Neither Agree nor Disagree 4. Agree 5. Strongly Agree)
  - Driver operated vehicle safely and followed all traffic laws

- Do you use a wheelchair or scooter?
  - Yes
  - No
  - Sometimes
- If Yes or Sometimes
  - My mobility device was safely secured in the vehicle
- The vehicle/shuttle was clean
- The vehicle/shuttle was modern and in working order
- Overall, I have a high level of satisfaction with the riding experience

### **Drop Off**

- Next we would like to ask about your drop off experience.  
(Scale 5 point: 1. Strongly Disagree 2. Disagree 3. Neither Agree nor Disagree 4. Agree 5. Strongly Agree)
  - Driver dropped me off on time and in correct place
  - When I asked for assistance while exiting the vehicle the driver was able to accommodate
  - Overall, I had a high level of satisfaction with the drop off experience

### **Overall Ridership Satisfaction**

- How would you rate your experience with the “Wheels Dial-a-Ride” service in general?  
(Scale 5 point: 1. Very Poor 2. Poor 3. Satisfactory 4. Great 5. Excellent)

If Satisfactory, Great or Excellent:

- Please provide Wheels Management with your thoughts on how our service can be even better (open-ended question)

If Poor or Very Poor:

- Please provide Wheels Management with your thoughts on how we may improve our service (open-ended question)

If the respondent raises a concern / gives negative open-ended comments about the service:

- Sorry to hear about your negative experience. Would it be ok with you if the Wheels staff followed-up with you about your concern?
- Yes - (Which phone number should the Wheels staff member call to reach you?)
- No - (Thank you for taking our survey!)

### **Additional Questions**

- Are you familiar with My Transit smartphone app and have you used it for scheduling/viewing/cancelling your Wheels Dial-A-Ride rides?
  - Have used
  - Have heard about it, but haven't used
  - Have not heard about it
  - Not sure
  
- Are you familiar with the Wheels Para-Taxi program and have you used it?
  - Have used
  - Have heard about it, but haven't used
  - Have not heard about it
  - Not sure
  
- Are you familiar with regional One Seat Ride program and have you used it?
  - Have used
  - Have heard about it, but haven't used
  - Have not heard about it
  - Not sure

### **Demographic Questions**

- Please self-identify your race/ethnicity (check all that apply):
  - American Indian or Alaska Native
  - Asian
  - Black or African American
  - Hispanic or Latino
  - Native Hawaiian or Other Pacific Islander
  - White
  - Other \_\_\_\_\_
  - Decline to state
  
- What is your annual household income bracket:
  - \$0 - \$29,750
  - \$29,751-\$49,600
  - \$49,601-\$59,520
  - \$59,521-\$78,850
  - \$> \$78,851 +
  - Decline to state
  
- Thank you for taking our survey!

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY  
QUOTE FORM**

**ADA PARATRANSIT CUSTOMER SATISFACTION SURVEY  
RFQ #2020=3-XX**

<i>Services Description</i>	<i>Total Amount</i>
ADA Paratransit Customer Satisfaction Survey meeting or exceeding Scope of Work specifications as stated in Request for Quote #2022-11	\$

SIGNED:        The undersigned certify that we sign this Quote Form with full and proper authorization to do so.

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Name of Individual, Partner or Corporation

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Address City, State and Zip Code

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Telephone Number                      Fax Number                      E-Mail

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Authorized Signature Title                      Date

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Authorized Signature Title                      Date

\*If Contractor is a corporation, two corporate officers must sign on behalf of the corporation as follows: (1) Chairman of the Board, President, or Vice President; and (2) Secretary, Assistant Secretary, Chief Financial Officer, or Assistant Financial Officer. In the alternative, this Contract may be executed by a single officer or a person other than an officer provided that evidence satisfactory to LAVTA is provided, demonstrating that such individual is authorized to bind the corporation (e.g., a copy of a certified resolution from the corporation's board or a copy of the corporation's by laws).

## Purchase Order Terms and Conditions

**Any request for exceptions must be made at the time Quote is submitted and is subject to LAVTA's consideration and approval.**

1. **ACKNOWLEDGEMENT OF PURCHASE ORDER.** If a Purchase Order ("Order") that AUTHORITY sends to SELLER is not returned within seven (7) working days of SELLER'S receipt of it, the AUTHORITY will deem the Order to have been accepted by SELLER and thereby a legally binding CONTRACT entered into by both parties. Unauthorized conditions, limitations, or provisions to a Purchase Order ("Order") will not be included in a CONTRACT unless specifically accepted in writing by the AUTHORITY. These TERMS AND CONDITIONS shall govern this Order.
2. **DELIVERY IN ACCORDANCE WITH SPECIFICATIONS.** SELLER shall deliver order in accordance with prices, delivery and specifications of this Purchase Order. SELLER shall notify AUTHORITY promptly if SELLER is unable to ship complete order by the date specified.
3. **SHIPPING.** SELLER shall ship the order to the AUTHORITY's address on the face of this document unless otherwise specified. Shipment shall be accompanied by a packing slip identifying the contents of the shipment.
4. **CHANGES.** AUTHORITY may suspend this Order or make changes in any terms and conditions governing this Order at any time. If any change causes a change in the price of this Order or in the time required for its performance, SELLER shall promptly submit its claim for adjustment in writing to the AUTHORITY. All changes shall be by confirmed written amendment issued by AUTHORITY. Nothing in this clause excuses SELLER from proceeding immediately with this Order as changed.
5. **CANCELLATION, DEFAULT AND REMEDIES.** AUTHORITY reserves the right to cancel this Order at any time and for any reason upon written notice to the SELLER. If the SELLER fails, after reasonable notice by AUTHORITY, to cure a deficiency in performance or lack of progress, AUTHORITY shall have all remedies as may be available whether or not it terminates this Order, including, but not limited to, the payment by SELLER to AUTHORITY of all expenses incurred by AUTHORITY in reprocurring from another source the same or similar goods or services that SELLER failed to furnish satisfactorily. For services, AUTHORITY will only pay for those services performed satisfactorily up to the date of termination.
6. **OWNERSHIP OF WORK/RECORDS.** All materials to which SELLER has access to or prepares under this Order shall be the property of AUTHORITY; shall be held in confidence by SELLER; shall not be released without permission of AUTHORITY; and shall be returned to AUTHORITY upon termination or completion of Order. SELLER shall maintain all data and records relating to its performance of this Order for three (3) years after AUTHORITY makes final payment under this Order and shall permit AUTHORITY to inspect, audit and copy these records.
7. **CONDITION OF PRODUCTS.** Products offered and furnished must be new and previously unused and of manufacturer's latest model unless otherwise specified herein.



8. **INSPECTION AND ACCEPTANCE.** All items are subject to final inspection and acceptance by AUTHORITY at destination, notwithstanding prior payment to obtain cash discount. SELLER is to pay transportation and shipping charges to remove rejected materials or products.
9. **DELIVERY CHARGES.** If price quoted on this order includes an additional charge for delivery from point to origin, SELLER shall show such delivery charge on the invoice as a separate item and such charge shall not be subject to California State Sales/Use Tax. No additional charge for transportation, containers, packing, etc. will be allowed unless so specified in this Order.
10. **PAYMENT.** Each order and shipment shall be invoiced separately and shall be submitted to the attention of Accounts Payable at the AUTHORITY's address on the face of this document. AUTHORITY will make payment within thirty (30) days of AUTHORITY'S acceptance of the approved invoice. All invoices and packing slips/bills of lading shall reflect the AUTHORITY'S Purchase Order number. No C.O.D. shipments will be accepted. For services, AUTHORITY shall be invoiced monthly.
11. **WARRANTY.** SELLER warrants that all materials furnished shall meet all requirements and conditions of the AUTHORITY'S Order and manufacturer's warranty, if any, and shall be fit for the purposes intended and shall be free of all patent and latent defects in design, material, and workmanship. SELLER agrees that by acceptance of this warranty and acceptance of the materials or supplies provided by the SELLER, the AUTHORITY does not waive any warranty, either expressed or implied in Sections 2312-2317, inclusive, of the Commercial Code of the State of California or of the United States.
12. **TITLE AND RISK OF LOSS.** Unless otherwise provided in this Order, SELLER shall have title to and bear the risk of any loss or damage to the goods ordered until they are delivered in conformity with this Order at the specified F.O.B. point. Upon such delivery, title shall pass from SELLER to AUTHORITY and SELLER'S responsibility for losses or damage shall cease, except for loss or damage occurring prior to or upon delivery, or loss or damage resulting from SELLER'S negligence or intentional acts. Passing of title upon such delivery shall not constitute acceptance of the goods and services by AUTHORITY.
13. **ASSIGNMENTS AND SUBCONTRACTING.** Neither this Order nor any interest herein nor any claim hereunder may be assigned or subcontracted by SELLER either voluntarily or by operation of law, without the prior consent of AUTHORITY. No consent shall be deemed to relieve SELLER of its obligations to comply fully with the requirements thereof.
14. **SELLER'S STATUS.** SELLER is an independent contractor. Neither SELLER nor any party contracting with SELLER or employed by SELLER shall be deemed an agent or employee of AUTHORITY.
15. **INDEMNIFICATION/INFRINGEMENT.** The SELLER shall indemnify, keep and save harmless the AUTHORITY and its directors, officers, employees and agents against all suits, claims, liabilities and expenses (including attorneys' fees) that may be based on any injury to or death of any person or any damage to property that may occur, including any suits or proceedings claiming an infringement of any patent or other third party intellectual property

right of the United States, or that may be alleged to have occurred, arising from the performance of this Order by the SELLER, whether or not it shall be claimed that the injury was caused through a negligent act or omission of the SELLER or its employees or agents. The SELLER shall, at its own expense, pay all charges of attorneys and all costs and other expenses arising or incurred in connection with the action. If any judgment shall be rendered against the AUTHORITY in any such action, the SELLER shall at its own expense satisfy and discharge it. The SELLER agrees that it will, at its own expense, defend all suits and all proceedings instituted against the AUTHORITY and pay any award of damages assessed against the AUTHORITY in any suits or proceedings if they are based on any claim that the materials or equipment provided under this Order, or any part thereof, or any tool, article or process used in manufacture thereof constitutes an infringement of any patent of the United States. This indemnification shall be in addition to the warranty obligations of VENDOR and shall survive termination or expiration of this Order.

16. **INSURANCE.** If SELLER is providing services to the AUTHORITY, SELLER shall maintain workers' compensation insurance in accordance with state requirements. SELLER shall also maintain commercial general liability insurance, including automobile liability insurance, in the amount of at least \$1,000,000 per claim. AUTHORITY reserves the right to require submittal of a certificate of insurance naming the AUTHORITY, its directors, officers, employees and agents as additional insureds. In addition, SELLER shall maintain professional liability insurance if applicable.
17. **FEDERAL, STATE AND LOCAL LAWS.** SELLER'S acceptance of this Order certifies that goods and services sold and furnished to AUTHORITY by SELLER are produced and sold in conformity with all applicable federal, state and local laws, rules, ordinances and regulations, including all applicable environmental statutes, regulations and guidelines.
18. **FEDERAL CLAUSES.** LAVTA requires that Purchase Order holders comply with current Federal Transit Administration (FTA) clauses which are found in FTA Circular 4220.1F, as may be applicable.
19. **ENVIRONMENTAL COMPLIANCE.** SELLER shall comply with applicable environmental statutes, regulations and guidelines in performing the work under this Order, including laws on the disposal of hazardous wastes. The SELLER shall bear full and exclusive responsibility for any release of hazardous or nonhazardous substances or disposal of hazardous wastes during the course of performance of this Order. The SELLER shall be solely responsible for all claims and expenses associated with the disposal of hazardous wastes or with the response to, removal or remediation of any release, including without limitation, payment of any fines or penalties levied against the AUTHORITY by any governmental authority as result of such release. The SELLER shall hold harmless, indemnify and defend the AUTHORITY from any claims, suits or actions arising from such disposal or release. SELLER shall immediately notify the AUTHORITY of any accidental incident related to the handling, transportation or disposal of hazardous or non-hazardous substances. The AUTHORITY reserves the right to gain access to and inspect SELLER vehicles and/or facilities that handle, transport, or dispose of hazardous or non-hazardous substances.
20. **PROHIBITED INTEREST.** By submitting an Order, the SELLER represents and

warrants that neither the Executive Director nor any director, officer, or employee of the AUTHORITY is in any manner interested directly or indirectly in the SELLER, the Order or in the CONTRACT which may be awarded under it, or in any expected profits to arise therefrom.

21. **DISADVANTAGED BUSINESS ENTERPRISES/NONDISCRIMINATION.** The SELLER shall not discriminate on the basis of race, color, national origin, or sex in the performance of this CONTRACT. The SELLER shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of U.S. Department of Transportation-assisted CONTRACTS. Failure by the SELLER to carry out these requirements is a material breach of this CONTRACT, which may result in the termination of this CONTRACT or such other remedy, as the AUTHORITY may deem appropriate. SELLER will use its best efforts to ensure that barriers to participation by Disadvantaged Business Enterprises do not exist. SELLER shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin or disability. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment advertising, layoff or termination, rates of pay or any other forms of compensation and selection for training, including apprenticeship.
22. **GOVERNING LAW.** This Order, the resulting CONTRACT and the work performed under it shall be governed by these Terms and Conditions and the laws of the State of California. The parties agree that venue for any court proceeding relating in any way to this contract shall be exclusively in Alameda County, California.
23. **TAXES:** AUTHORITY is exempt from Federal Taxes or Federal Transportation Taxes.
24. **PRECEDENCE OF DOCUMENTS:** In the event of conflict between these TERMS AND CONDITIONS and the terms contained in any other documents relating to this Order, these TERMS AND CONDITIONS shall govern. If this Order is provided pursuant to an on-call services agreement (Agreement) between SELLER and AUTHORITY, under which the AUTHORITY may request SELLER to perform specific scopes of services during the term of the Agreement, in the event of any conflict between these TERMS AND CONDITIONS and the terms and conditions of the Agreement, the terms and conditions of the Agreement shall prevail.