



December 19, 2023

To: All Interested Parties

From: Mike Tobin
Director of Operations

RE: RFP for LAVTA DAR CUSTOMER SATISFACTION SURVEY RFQ #2023-11

Addendum Number 1

This correspondence constitutes official record of the first alteration of a “LAVTA DAR CUSTOMER SATISFACTION SURVEY RFQ 2023-11” issued on December 8th, 2023.

This Addendum responds to written questions as follows:

QUESTION	RESPONSE
Q1. The first page of the RFP says LAVTA wants the Price form submitted. Page three states provide three references for similar projects. What is the desired format of the response to the RFQ? Are you looking for a firm to submit a mini proposal (include company background, qualifications, references, etc.)? Or just the price form?	A1. Mini proposal is preferred.
Q2. There seems to be conflicting statements as to the preferred methodology for this survey. There is language about a phone and online survey. In other places it states an online survey. Is LAVTA open to any/other methodologies besides the telephone and email survey mentioned in RFQ?	A2. We are only looking for a combination of both telephone AND e-mail surveys.
Q3. What is the condition of the current LAVTA ADA client database? Regarding the 1,013 eligible riders as of 11/22/23 – are these all clients who have ridden the service in the last 12 months? Do the database include phone numbers, emails, and mailing addresses for all clients?	A3. Not all 1,013 have used the service in the last 12 months, 526 people have used the service from 1/1/23 to 1/17/23. We will be providing a separate spreadsheet that lists everyone who has actually used the service in the last 12 months. We will also be providing phone numbers and email addresses.

QUESTION	RESPONSE
<p>Q4. Regarding sample size, has a hard collection target been set? How many surveys were collected the last time this similar survey was conducted? The RFQ notes LAVTA wants a 25% random sample of the 1,013 riders as well as 95/5 confidence level. This seems to be a collection target of 279 valid surveys.</p>	<p>A4. Last year 187 surveys were completed, and the year prior 284 surveys. We would like as many surveys as possible.</p>
<p>Q5. When was the last time this survey was conducted? Does LAVTA want to use the exact same questions? Is LAVTA open to revisions to the survey questions/responses provided in the RFQ? The survey was last conducted year ago as it is an annual survey.</p>	<p>A5. The vast majority of the questions have been the same year to year with minor tweaks, but this year we added several new questions.</p>
<p>Q6. Is LAVTA looking for comparisons to the previous survey results? (when they mention “trends” on page 2)</p>	<p>A6. Yes, we will be providing the results of the previous surveys for comparison.</p>
<p>Q7. Who is the incumbent firm? What is the quality of prior survey data?</p>	<p>A7. We don’t have an incumbent firm and go out for bids every year. The quality of prior survey data has been great, except for last year as the last year’s firm was not a qualified survey company.</p>

Other than those specifically listed above and in the attached documents, no other sections, terms or conditions of the above cited solicitation are being altered at this time. All other sections, conditions and language not specifically cited as altered in this document are still in full and original effect.

Submitted:



Mike Tobin, Director of Operations

December 19, 2023

Date