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REQUEST FOR PROPOSALS (RFP) **RFP MoDOT CUSTOMER SATISFACTION TRACKING**

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LIST OF ACRONYMS

| | |
|--------------|---|
| MHTC | Missouri Highways and Transportation Commission |
| MoDOT | Missouri Department of Transportation |
| RFP | Request for Proposals |
| STIP | Statewide Transportation Improvement Plan |

INTRODUCTION

This Request For Proposal (RFP) seeks proposals from qualified organizations, namely private consultants, universities, and research organizations (hereinafter, Offeror), to furnish the described services to the Missouri Highways and Transportation Commission (MHTC).

Proposal packages must be submitted electronically or by mail or hand delivery to the Organizational Results Contract Administrator, Missouri Department of Transportation, 2217 St. Mary's Boulevard West, PO Box 270, Jefferson City, Missouri 65109. The proposal may be signed electronically and emailed to Karmen.Stockman@modot.mo.gov. Proposals must be time stamped, postmarked or hand delivered by midnight on December 19, 2008. Please reference the project title "MoDOT CUSTOMER SATISFACTION TRACKING."

MHTC reserves the right to reject any and all proposals for any reason whatsoever. Time is of the essence for responding to the RFP within the submission deadlines.

PROPOSAL

Printed or Typed Name: _____
Title of Offeror _____
Mailing Address: _____
City: _____ State: _____ Zip: _____
Telephone: _____ Fax: _____
Electronic Mail Address: _____

The Offeror agrees to provide the services under the terms of this RFP.

Authorized Signature of Offeror: _____

Date of Proposal: _____

ACCEPTANCE

This proposal is accepted by MHTC.

Name and Title

Date

SECTION (1):
GENERAL DESCRIPTION AND BACKGROUND

(A) **Request for Proposal:** This document constitutes a RFP from qualified organizations to provide an evaluation of satisfaction from various MoDOT outreach efforts:

- RD 09 030 Motor Carrier Services,
- RD 09 031 Motorist Assist,
- RD 09 032 Involved Public,
- RD 09 033 Planning Partners and
- RD 09 034 Right Transportation Solutions.

This proposal will result in a single three-year contract to provide products for these five surveys for the MHTC and the Missouri Department of Transportation (**MoDOT**).

(B) **Background:**

Motor Carrier Services (RD 09 030):

- a. MoDOT Motor Carrier Services is interested in an independent assessment of the percent of satisfied motor carriers through mailed surveys.
- b. Motor Carrier Services has four service areas: Enforcement of Regulations, Over-Size/Overweight (OS/OW) Permits, Operating Authority, and International Fuel Tax Agreement (IFTA)/International Registration Plan (IRP).
- c. MoDOT Motor Carrier Services will provide (by email) Excel spreadsheets of customers updated monthly.
- d. A survey tool has been developed that has been successfully implemented for three full years prior to this contract. Please see <ftp.modot.mo.gov/proposals> for details on the project inside the RD 09-030 Motor Carrier Services file. You may find an electronic copy of the Tracker at http://www.modot.org/about/general_info/Tracker.htm for details on the measure affected.

Motorist Assist (RD 09 031):

- a. MoDOT Motor Assist is interested in an independent assessment of satisfaction from all recipients of MoDOT's motorist assist service provided in the Kansas City and St. Louis metro areas.
- b. A survey tool has been developed that has been successfully implemented for three full years prior to this contract. Please see <ftp.modot.mo.gov/proposals> for details on the project inside the RD 09-031 Motorist Assist file. You may find an electronic copy of the Tracker at http://www.modot.org/about/general_info/Tracker.htm for details on the measure affected.

Involved Public (RD 09 032):

- a. The Missouri Department of Transportation is interested in an independent assessment of the percent of customers who are satisfied with feedback they received from MoDOT after offering comments.

- b. A survey tool has been developed that has been successfully implemented for three full years prior to this contract. Please see <ftp.modot.mo.gov/proposals> for details on the project inside the RD 09-032 Involved Public file. You may find an electronic copy of the Tracker at http://www.modot.org/about/general_info/Tracker.htm for details on the measure affected.
- c. Surveys are distributed upon the completion of key environmental or design milestones for the project. Based on the number of ongoing transportation projects, these milestones take place an estimated 20 to 30 times per quarter and will reflect an average of three meetings.
- d. As these milestones are completed, MoDOT will provide an email list of all meeting attendees. This list is the population to be surveyed.

Planning Partners (RD 09 033):

- a. The Missouri Department of Transportation is interested in an independent assessment of Planning Partners to determine their level of satisfaction with the amount of involvement they have in transportation decision-making.
- b. A survey tool has been developed that has been successfully implemented for two full years prior to this contract. The survey asks for planning partner rating based upon the meetings attended during the previous year. Please see <ftp.modot.mo.gov/proposals> for details on the project inside the RD 09-033 Planning Partners file. You may find an electronic copy of the Tracker at http://www.modot.org/about/general_info/Tracker.htm for details on the measure affected.
- c. A developed survey and e-mail distribution list will be provided containing names and email contact information for survey targets.

Right Transportation Solutions (RD 09 034):

- a. The Missouri Department of Transportation is interested in an independent assessment of customers to determine their perceptions toward specific projects. Ultimately answering the question of: "Did MoDOT provide the right transportation solution?" in relation to their local project.
- b. A survey tool has been developed that has been successfully implemented for one full year prior to this contract. The survey asks for customer ratings based upon the particular projects in their area during a specified time period. Please see <ftp.modot.mo.gov/proposals> for details on the project inside the RD 09-034 Right Transportation Solutions file. You may find an electronic copy of the Tracker at http://www.modot.org/about/general_info/Tracker.htm for details on the measure affected.

(C) Fiscal Year: The fiscal year runs from July 1-June 30.

(D) Contract Period: The project contract period will begin the date the agreement is executed by the MHTC and end May 15, 2012 unless otherwise agreed to by the parties.

- (E) **RFP Schedule of Events:** The following RFP Schedule of Events represents MoDOT's best estimate of the schedule that shall be followed. Unless otherwise specified, the time of day for the following events shall be between 7:30 am and 4:00 pm, CST. MoDOT reserves the right at its sole discretion to adjust this schedule, as it deems necessary.

| Schedule of Events |
|---|
| MoDOT posts the RFP on December 3, 2008 to the research website: http://www.modot.mo.gov/services/OR/orRFP.htm |
| Written comments and/or questions must be postmarked and mailed to the Contract Administrator at 2217 St Mary's Blvd., West, PO Box 270, Jefferson City MO 65109 or faxed to 573-526-4324 or submitted electronically to Karmen.Stockman@modot.mo.gov by December 10, 2008 |
| MoDOT will post the responses to written comments and/or questions by December 12, 2008 on the research website: http://www.modot.mo.gov/services/OR/orRFP.htm . |
| Deadline for proposal submission is Midnight CST on December 19, 2008 . Please see the Introduction for specific mailing and electronic addresses. |
| MoDOT will notify the preferred proposal Offeror by December 31, 2008 . |
| The proposed contract end date will be May 15, 2012 unless the parties agree otherwise. |

SECTION (2):
SCOPE OF WORK

(A) **Services:** The successful Offeror shall provide the following services:

- (1) **Research Objectives:** MHTC is soliciting proposals from qualified organizations, namely private consultants, universities and/or research organizations. MHTC expects this research to provide an evaluation of MoDOT's customers' satisfaction toward specific programs as described in detail below and to be summarized and promptly reported electronically on a schedule listed below.

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 implementation versus the costs of current practice.

- (2) **Project Requirements:**

Motor Carrier Services (RD 09 030):

Research Objectives: The Missouri Department of Transportation (MoDOT) is soliciting proposals to provide an evaluation of satisfaction from a random selection of 800 Motor Carrier Services' customers with approximate equal representation among the four service areas (Enforcement, OS/OW, Operating Authority, and IFTA/IRP). MoDOT expects this review to result in quarterly reports summarizing the data received by using the following methodology:

- a. Ascertain customers' overall customer satisfaction and satisfaction with MoDOT's new online registration system for OS/OW permits. Plus, provide participants the opportunity to provide more in-depth feedback through an email address printed on the bottom of the survey.
- b. Guarantee that the same customers will not be surveyed more than once within a six-month period.
- c. The survey is conducted each quarter using a list of customers served within the quarter. The results are reported the following quarter in MoDOT's Tracker. Reports are due in early July; October; January and April each year. The report for January (the quarter that includes customers served in October, November, December) is reported in the April Tracker. The April report (including the months January, February, March) is reported in the July Tracker.

Motorist Assist (RD 09 031):

Research Objectives: The Missouri Department of Transportation (MoDOT) is soliciting proposals to provide an evaluation of satisfaction from all recipients of MoDOT's motorist assist service. MoDOT expects this review to result in

quarterly reports summarizing the data received by using the following methodology:

- a. Distribute up to 6,000 surveys each quarter (4,000 out of the St Louis office, and 2,000 out of the Kansas City office). The project PI provides physical surveys along with a business reply envelope using the PI's bulk mail permit to MoDOT Motorist Assist who in turn distributes them to customers after providing roadside assistance. Customer responses are mailed directly to the PI.
- b. Survey includes an additional scannable field to identify the MoDOT operator number to report any variance by operator. Other modifications, limited to minor alterations, may be made if stakeholders wish to obtain data pertaining to different aspects of the service.
- c. The PI logs any check or money order received with the surveys. All such monies along with a copy of the check log are forwarded on a monthly basis to MoDOT Accounts Receivable, 105 West Capitol Avenue, PO Box 270, Jefferson City, MO 65102.
- d. The PI logs the number of surveys received by operator number as they come in. This log is forwarded electronically on a monthly basis to MoDOT.
- e. The PI tabulates the results for the overall satisfaction rating and provides a comprehensive report to MoDOT in early July; October; January and April each year. The results are reported each quarter in MoDOT's Tracker.
- f. Some accommodations for the St. Louis surveys must be made to coordinate efforts to measure customer satisfaction with the I-64 project.

Involved Public (RD 09 032):

Research Objectives: The Missouri Department of Transportation (MoDOT) is soliciting proposals to provide an evaluation of satisfaction from all involved public to gauge their satisfaction with feedback they received after offering comments at project related public meetings. MoDOT expects this review to result in a quarterly reports summarizing the data received by using the following methodology:

- a. An average of 1,500 surveys mailed per quarter for a total of up to 6,000 surveys per year.
- b. Along with the survey, a letter to the respondents explaining why they have received a survey and asking for their cooperation. This letter also provides the contact information of the appropriate MoDOT contact in case the respondent's name and address are incorrect or if the respondent has additional questions.
- c. Semi-annual report to MoDOT at the beginning of the month in December and June each year.

Planning Partners (RD 09 033):

Research Objectives: The Missouri Department of Transportation (MoDOT) is soliciting proposals to provide an evaluation of satisfaction from MoDOT's Planning Partners to find out the percent of positive feedback responses received from Planning Partners regarding involvement in transportation decision-making. MoDOT expects this review to result in quarterly reports summarizing the data received by using the following methodology:

- a. An assessment of Planning Partners' satisfaction with input towards decisions using an Internet survey once each year in January. Planning Partners are asked to provide feedback on MoDOT's performance in the previous calendar year.
- b. Contact respondents by email once prior to survey to notify that survey will be forthcoming, second e-mail with a link to the online survey, final e-mail to remind.
- c. A draft comprehensive report of the results is due to MoDOT by February 27 with the final report due by March 31 each year and results are reported in the April Tracker.

Right Transportation Solutions (RD 09 034):

Research Objectives: The Missouri Department of Transportation (MoDOT) is soliciting proposals to provide a direct measure of customers' perception toward specific projects using an assessment of customer satisfaction with the transportation solutions. MoDOT expects this review to result in an annual report summarizing the data received by using the following methodology:

- a. Participant identification strategy, data collection plan, and survey prototype.
- b. A survey to address small, medium, large and significant projects – for three completed projects in each of the ten districts.
- c. The survey plan must ensure the safety of all surveyors and participants.
- d. Work with each district contact to identify appropriate survey distribution location for each project and devise a creative distribution process.
- e. Coordinate survey collection.
- f. Annual report to MoDOT on December 15 each year.
- g. Data entry and analysis of survey results in a report to MoDOT.

- (3) **Budget:** The successful Offeror shall provide the research services for a budget no greater than one hundred eighty thousand dollars (\$180,000) annually or five hundred forty thousand dollars (\$540,000) total for three years of service.

(B) Specific Requirements of the RFP: The Offeror will provide MoDOT's Contract Administrator a proposed work plan to meet all provisions noted in Section (2), Paragraph A, adhering to the following specific requirements:

- (1) Proposal work plans are limited to ten (10) single spaced pages. The entire proposal must include the scope of work, experience pages (attach Exhibit B), personnel pages and reference listing (attach Exhibit A). Proposals should use a font size of no less than eleven (11) points. Organizational charts and resumes are not included in the ten-page limit.
- (2) Proficiency with and access to Microsoft Word, Access and Excel, as well as SPSS, or other statistical programming software that can accommodate surveys.
- (3) Offeror must be able to comply with the following proposed schedules of events upon award of contract:

Motor Carrier Services (RD 09 030): Monthly invoices must indicate services by project number

| EVENT | RECEIPT DATE |
|--|---|
| Contractor receives previous surveys and contacts for this project | Upon selection |
| MoDOT sends Contractor MCS survey contacts for surveys covering previous month's clients | First week of each month |
| Contractor mails dated surveys to MCS survey contacts | Upon receipt |
| Contractor provides Q1 MCS survey report for MoDOT covering January – March 2009 (draft due one week prior) covering January – March 2010 (draft due one week prior) covering January – March 2011 (draft due one week prior) | July 7, 2009 July 7, 2010 July 7, 2011 |
| Contractor provides Q2 MCS survey report for MoDOT covering April – June 2009 (draft due one week prior) covering April – June 2010 (draft due one week prior) covering April – June 2011 (draft due one week prior) | October 6, 2009 October 6, 2010 October 6, 2011 |
| Contractor provides Q3 MCS survey report for MoDOT covering July – September 2009 (draft due one week prior) covering July – September 2010 (draft due one week prior) covering July – September 2011 (draft due one week prior) | January 7, 2010 January 7, 2011 January 6, 2012 |
| Contractor provides Q4 MCS survey report for MoDOT covering October – December 2010 (draft due one week prior) covering October – December 2011 (draft due one week prior) covering October – December 2012 (draft due one week prior) | April 6, 2010 April 6, 2011 April 6, 2012 |

Motorist Assist (RD 09 031): Monthly invoices must indicate services by project number

| EVENT | RECEIPT DATE |
|---|---------------------|
| Contractor receives previous surveys and contacts for this project | Upon selection |
| Contractor supplies Business Reply envelopes for surveys to MoDOT St. Louis and Kansas City Districts with own return address on them. Annually ensure stock is sufficient in both Districts. | Upon selection |

| | |
|---|---|
| Contractor e-mails MoDOT a monthly operator log itemizing the number of surveys received by operator number | First week of each month |
| Contractor sends MoDOT Accounts Payable a monthly check log itemizing any funds received through MA survey | Second week of each month |
| Contractor provides Q1 MA survey report for MoDOT covering April – June 2009 (draft due one week prior) covering April – June 2010 (draft due one week prior) covering April – June 2011 (draft due one week prior) | July 7, 2009 July 7, 2010 July 7, 2011 |
| Contractor provides Q2 MA survey report for MoDOT covering July – September 2009 (draft due one week prior) covering July – September 2010 (draft due one week prior) covering July – September 2011 (draft due one week prior) | October 6, 2009 October 6, 2010 October 6, 2011 |
| Contractor provides Q3 MA survey report for MoDOT covering October – December 2009 (draft due one week prior) covering October – December 2010 (draft due one week prior) covering October – December 2011 (draft due one week prior) | January 7, 2010 January 7, 2011 January 6, 2012 |
| Contractor provides Q4 MA survey report for MoDOT covering January – March 2010 (draft due one week prior) covering January – March 2011 (draft due one week prior) covering January – March 2012 (draft due one week prior) | April 6, 2010 April 6, 2011 April 6, 2012 |

Involved Public (RD 09 032): Monthly invoices must indicate services by project number

| EVENT | RECEIPT DATE |
|---|--|
| Contractor receives previous surveys and contacts for this project | Upon selection |
| Contractor mails out surveys as meeting attendant contact information is received (estimated average of 3 meetings per quarter) | Upon receipt |
| Contractor provides 1 st semi-annual IP survey report for MoDOT (Reflecting results from surveys mailed after November 1 and received by the end of May) | June 1, 2009 June 1, 2010 June 1, 2011 |
| Contractor provides 2 nd semi-annual IP survey report for MoDOT (Reflecting results from surveys mailed after May 1 and received by the end of November) | December 1, 2009 December 1, 2010 December 1, 2011 |

Planning Partners (RD 09 033): Monthly invoices must indicate services by project number

| EVENT | RECEIPT DATE |
|--|---|
| Contractor receives previous surveys and contacts for this project | Upon selection |
| Contractor and MoDOT finalizes questions for survey | December 10, 2009 December 10, 1010 December 10, 1011 |
| MoDOT provides database of survey recipients to Contractor | December 18, 2009 December 17, 1010 December 19, 1011 |
| Contractor e-mails survey to recipients (with advance notice sent to | January 12, 2010 |

| | |
|--|---|
| recipients one week prior and reminder one week after) | January 12, 1011 January 12, 1012 |
| Contractor provides Draft PP survey report for MoDOT | February 26, 2010 February 28, 1011 February 29, 1012 |
| Contractor provides Final PP survey report for MoDOT | March 31, 2010 March 31, 2011 March 30, 2012 |

Right Transportation Solutions (RD 09 034): Monthly invoices must indicate services by project number

| EVENT | RECEIPT DATE |
|---|---|
| Contractor receives previous surveys and contacts for this project | Upon selection |
| MoDOT provides a list of projects and District Contacts to Contractor | August 11, 2009 August 11, 2010 August 11, 2011 |
| Contractor finalizes zip code list with MoDOT District Contacts | August 31, 2009 August 31, 2010 August 31, 2011 |
| Contractor mails survey to recipients within zip code list | Sept-Nov 2009 Sept-Nov 2010 Sept-Nov 2011 |
| Contractor provides RTS survey report for MoDOT | December 15, 2009 December 15, 2010 December 15, 2011 |

- (C) **Administration of Program:** The Offeror will consult MHTC's Contract Administrator, as noted in Section (3) regarding any problems involved with the administration of the services provided pursuant to this RFP.

SECTION (3):
AGREEMENT REQUIREMENTS

The following contract provisions shall govern this RFP. The award of this RFP is subject to a post-award negotiated contract or Task Order Form. These same contract provisions are incorporated by reference into the post-award negotiated contract or Task Order Form. If the parties are unable to agree to terms in the post-award contract or Task Order Form, MHTC shall reserve the right to cancel the award of the RFP and contract and further select a different Offeror.

(A) MHTC's Representatives: MHTC's representatives may designate by written notice other persons having the authority to act on behalf of MHTC in furtherance of the performance of the Agreement.

(1) Contract Administrator: MoDOT's Contract Administrator is designated, as MHTC's representative for the purpose of administering the provisions of the Agreement as defined in Paragraph (E) of this section. The Contract Administrator is responsible for directing or negotiating any changes in the terms, conditions or amounts specified in the contract on behalf of MHTC. The Offeror shall fully coordinate its activities for MHTC with those of the designated Contract Administrator. The designated Contract Administrator shall be:

Ms. Karmen Stockman
Organizational Results
Missouri Department of Transportation
2217 St Mary's Blvd., West
Post Office Box 270
Jefferson City, MO 65109

Email: Karmen.Stockman@modot.mo.gov

(2) Technical Liaison: MoDOT's Technical Liaison is responsible for technical coordination, oversight and review of performance and deliverables on behalf of MHTC. As the work of the Offeror progresses, the Offeror shall make advice and information on matters covered by the Agreement available to the Technical Liaison throughout the effective period of the Agreement. The designated Technical Liaison shall be:

Mr. Bill Stone
Organizational Results
Missouri Department of Transportation
2217 St Mary's Blvd., West
Post Office Box 270
Jefferson City, MO 65109

Email: William.Stone@modot.mo.gov

- (B) **Release to Public:** No material or reports prepared by the Offeror shall be released to the public without the prior consent of MHTC’s Technical Liaison.
- (C) **Assignment:** The Offeror shall not assign or delegate any interest, and shall not transfer any interest in the services to be provided (whether by assignment, delegation, or novation) without the prior written consent of MHTC’s Technical Liaison.
- (D) **Status as Independent Contractor:** The Offeror represents itself to be an independent contractor offering such services to the general public and shall not represent itself or its employees to be an employee of MHTC or MoDOT. Therefore, the Offeror shall assume all legal and financial responsibility for taxes, FICA, employee fringe benefits, workers’ compensation, employee insurance, minimum wage requirements, overtime, or other such benefits or obligations.
- (E) **Components of Agreement:** The Agreement between MHTC and the Offeror shall consist of: the RFP and any written amendments thereto, the Standard Solicitation Provisions and General Terms and Conditions that are attached to this RFP, the proposal submitted by the Offeror in the response to the RFP and the post-award contract agreement signed between the parties. However, MHTC reserves the right to clarify any relationship in writing and such written clarification shall govern in case of conflict with the applicable requirements stated in the RFP or the Offeror’s proposal. The Offeror is cautioned that its proposal shall be subject to acceptance by MHTC without further clarification.
- (F) **Amendments:** Any change in the Agreement, whether by modification or supplementation, must be accompanied by a formal contract amendment signed and approved by the duly authorized representative of the Offeror and MHTC.
- (G) **DBE/WBE Participation Encouraged:**
- (1) Offeror are encouraged to submit copies of existing affirmative action programs, if any. Offeror are also encouraged to directly hire minorities and women as direct employees of the Offeror. MHTC reserves the right to consider the use of minority and female employees when making the award of the Agreement.
 - (2) Regardless of which persons or firms, if any, that the Offeror may use as subcontractors, sub consultants, or suppliers of goods or services for the services to be provided, the Offeror ultimately remains responsible and liable to MHTC for the complete, accurate and professional quality/performance of these services.
- (H) **Nondiscrimination:** The Offeror shall comply with all state and federal statutes applicable to the Offeror relating to nondiscrimination, including, but not limited to, Chapter 213, RSMo; Title VI and Title VII of Civil Rights Act of 1964 as amended (42 U.S.C. Sections 2000d and 2000e, *et seq.*); and with any provision of the “Americans with Disabilities Act” (42 U.S.C. Section 12101, *et seq.*).

- (I) **Executive Order:** The Consultant shall comply with all the provisions of Executive Order 07-13, issued by the Honorable Matt Blunt, Governor of Missouri, on the sixth (6th) day of March, 2007. This Executive Order, which promulgates the State of Missouri's position to not tolerate persons who contract with the state engaging in or supporting illegal activities of employing individuals who are not eligible to work in the United States, is incorporated herein by reference and made a part of this Agreement.
- (1) By signing this Agreement, the Consultant hereby certifies that any employee of the Consultant assigned to perform services under the contract is eligible and authorized to work in the United States in compliance with federal law.
- (2) In the event the Consultant fails to comply with the provisions of the Executive Order 07-13, or in the event the Commission has reasonable cause to believe that the Consultant has knowingly employed individuals who are not eligible to work in the United States in violation of federal law, the Commission reserves the right to impose such contract sanctions as it may determine to be appropriate, including but not limited to contract cancellation, termination or suspension in whole or in part or both.
- (J) **Incorporation of Provisions:** The Consultant shall include the provisions of Section 3, Paragraph (I) of this Agreement in every subcontract. The Consultant shall take such action with respect to any subcontract as the Commission may direct as a means of enforcing such provisions, including sanctions for noncompliance.
- (K) **Bankruptcy:** Upon filing for any bankruptcy or insolvency proceeding by or against the Offeror, whether voluntarily, or upon the appointment of a receiver, Offeror, or assignee, for the benefit of creditors, MHTC reserves the right and sole discretion to either cancel the Agreement or affirm the Agreement and hold the Offeror responsible for damages.
- (L) **Law of Missouri to Govern:** The Agreement shall be construed according to the laws of the state of Missouri. The Offeror shall comply with all local, state and federal laws and regulations relating to the performance of the Agreement.
- (M) **Cancellation:** MHTC may cancel the Agreement at any time by providing the Offeror with written notice of cancellation. Should MHTC exercise its right to cancel the Agreement for such reasons, cancellation will become effective upon the date specified in the notice of cancellation sent to the Offeror.
- (N) **Venue:** No action may be brought by either party concerning any matter, thing or dispute arising out of or relating to the terms, performance, nonperformance or otherwise of the Agreement except in the Circuit Court of Cole County, Missouri. The parties agree that the Agreement is entered into at Jefferson City, Missouri, and substantial elements of its performance will take place at or be delivered to Jefferson City, Missouri, by reason of which the Offeror consents to venue of any action against it in Cole County, Missouri.

- (O) **Ownership of Data and Reports:** All documents, data, reports, exhibits, surveys, etc. produced by the Offeror at the direction of MHTC’s representatives and information supplied by MHTC’s representatives shall remain the property of MHTC.
- (P) **Confidentiality:** The Offeror shall not disclose to third parties confidential factual matters provided by MHTC’s representatives except as may be required by statute, ordinance, or order of court, or as authorized by MHTC’s representatives. The Offeror shall notify MHTC immediately of any request for such information.
- (Q) **Nonsolicitation:** The Offeror warrants that it has not employed or retained any company or person, other than a bona fide employee working for the Offeror, to solicit or secure the Agreement, and that it has not paid or agreed to pay any percentage, brokerage fee, gift, or any other consideration, contingent upon or resulting from the award or making of the Agreement. For breach or violation of this warranty, MHTC shall have the right to annul the Agreement without liability, or in its discretion, to deduct from the Agreement price or consideration, or otherwise recover the full amount of such fee, commission, percentage, brokerage fee, gift or contingent fee.
- (R) **Conflict of Interest:** The Offeror covenants that it presently has no actual conflict of interest or appearance of conflict of interest and shall not acquire any interest, directly or indirectly, which would conflict in any manner or degree with the performance of the services under this Agreement. The Offeror further covenants that no person having any such known interest shall be employed or conveyed an interest, directly or indirectly, in this Agreement.
- (S) **Maintain Papers:** The Offeror must maintain all working papers and records relating to the Agreement. These records must be made available at all reasonable times at no charge to MHTC and/or the Missouri State Auditor during the term of the Agreement and any extension thereof, and for three (3) years from the date of final payment made under the Agreement.
- (1) MHTC’s representatives, as noted in Section 3, Paragraph A, shall have the right to reproduce and/or use any products derived from the Offeror’s work without payment of any royalties, fees, etc.
 - (2) MHTC’s representatives, as noted in Section 3, Paragraph A, shall at all times have the right to audit any and all records pertaining to the services.
- (T) **Indemnification:** The Offeror shall defend, indemnify and hold harmless the Commission, including its members and department employees, from any claim or liability whether based on a claim for damages to real or personal property or to a person for any matter relating to or arising out of the Offeror’s performance of its obligations under this Agreement. Any requirement of the Offeror that MHTC indemnify and hold harmless the Offeror in its response to this RFP or in the post-award contract will result in the Offeror’s response being deemed non-responsive and will be rejected.

(U) **Insurance:** Prior to contract signing, the Offeror may be asked about its ability to provide certificates of insurance which meet, or approach, the following coverage:

- (1) General Liability Not less than \$400,000 for any one person in a single accident or occurrence, and not less than \$2,500,000 for all claims arising out of a single occurrence;
- (2) Automobile Liability Not less than \$400,000 for any one person in a single accident or occurrence, and not less than \$2,500,000 for all claims arising out of a single occurrence;
- (3) Missouri State Workmen's Compensation policy or equivalent in accordance with state law.

SECTION (4):
PROPOSAL SUBMISSION INFORMATION

(A) **SUBMISSION OF PROPOSALS:** Proposal work plans are limited to ten (10) single spaced pages. The entire proposal must include the scope of work, experience pages, personnel pages, and reference listing. Proposals should use a font size of no less than eleven (11). Organizational charts and resumes are not included in the ten-page limit.

- (1) **Signature:** Proposals should be signed and returned (with necessary attachments) to the Contract Administrator as provided in this RFP, Section (3), Paragraph A. Specifically, any form containing a signature line in this RFP and any amendments, etc., must be either electronically or manually signed and returned as part of the proposal.
- (2) **Submission of All Data Required:** The Offeror must respond to this RFP by submitting all data required in Section (4), Paragraph (B) below for its proposal to be evaluated and considered for award. Failure to submit such data shall be deemed sufficient cause for disqualification of a proposal from further consideration.
- (3) **Public Inspection:** The Offeror is hereby advised that all proposals and the information contained in or related thereto shall be open to public inspection post contract award, and that MHTC does not guarantee nor assume any responsibility whatsoever in the event that such information is used or copied by individual person(s) or organization. Therefore, the Offeror must submit its proposal based on such conditions without reservations.
- (4) **Clarification of Requirements:** Any and all questions regarding specifications, requirements, competitive procurement process, or other questions can be submitted either in electronic or written format and directed to the Contract Administrator at RDTCComments@modot.mo.gov or Missouri Department of Transportation, 2217 St. Mary's Blvd., West, PO Box, Jefferson City Missouri 65109 or fax (573) 526-4324. These items should be postmarked, emailed or faxed no later than December 10, 2008.

(B) REQUIRED ELEMENTS OF PROPOSAL

- (1) **Work Plan:** The proposal must include a work plan to accomplish the Scope of Work as outlined in Section Two (2).
- (2) **Experience:** The proposal must clearly identify the Offeror's experience in offering the services requested in this RFP during the past three (3) years. The description should include a list of the agencies that the Offeror has served or currently serves. The description should also include the curriculum vitae of the principal investigator, which could include:
 - a. Education

- b. A selection of articles relating to customer satisfaction surveys published in scholarly journals.
- c. A selection of salaried, contract, or extension projects performed relating to customer satisfaction surveys that demonstrate the principal investigator's expertise using surveys. Particular examples demonstrating the ability to consistently meet rigid deadlines and coordinate with other surveying efforts are preferred. The Offeror should provide the following information related to previous and current services/contracts performed by the Offeror's organization and any proposed subcontractors which are similar to the requirements of this RFP:
 - i. Name, address, and telephone number of client/contracting agency and a representative of that client/agency who may be contacted for verification of all information submitted;
 - ii. Dates of the service/contract; and
 - iii. A brief, written description of the specific prior services performed and requirements thereof.
 - iv. The above information may be shown on the form attached as Exhibit A "Prior Experience" to this RFP or in a similar manner.

(3) Personnel: Please indicate the name, location, telephone number, fax number and email address of the primary contact person for the Offeror. Information presented in this section should highlight the Offeror's previous experience, as well as any work with other state agencies or local governments in Missouri. The Offeror must furnish a complete listing of each subconsultant, if any, and complete contact information for that subconsultant. The Offeror may utilize Attachment B "Personnel Expertise Summary" for summarizing the personnel information and should submit detailed resumes for proposed key personnel.

- a. Offeror should provide an organizational chart showing the staffing and lines of authority for the key personnel to be used. The relationship of service personnel to management and to support personnel should be clearly illustrated.
- b. If personnel are not yet hired, the Offeror should provide detailed descriptions of the required employment qualifications; and detailed job descriptions of the position to be filled.
- c. The Offeror should submit a copy of all licenses and/or certifications for all proposed personnel which may be required by state, federal, and/or local law, statute, or regulation in the course of performance of the Offeror's profession. If not submitted with the proposal, MoDOT reserves

the right to request and obtain a copy of any license or certification required to perform the defined services prior to contract award.

- (4) **References:** Proposals should indicate the name, title and telephone number of at least three officials of clients within the past three years.

(C) **EVALUATION CRITERIA AND PROCESS:**

- (1) **Evaluation Factors:** Any agreement for services resulting from this RFP shall be awarded to the Offeror providing the best proposal to MHTC. After determining responsiveness, proposals will be evaluated in accordance with the following criteria:

- a. Research problem is understood and expressed clearly in the response.
- b. The proposed approach appears feasible in solving the problem.
 - i. Proposals will be subjectively evaluated based on the Offeror's distinctive plan for performing the requirements of the RFP. Therefore, the Offeror should present a written narrative, which demonstrates the method, or manner in which the Offeror proposes to satisfy these requirements. The method by which the proposed method of performance is written is left to the discretion of the Offeror.
 - ii. The following method is recommended, but not required: Identify each specific paragraph and subparagraph of the Contract Requirements by paragraph and page number as an item for discussion. Immediately below these numbers, write a description of how, when, by whom, with what, to what degree, why, where, etc., the requirements will be satisfied.
 - iii. The proposal is clear, well written and results in a sense of confidence that the Offeror could complete the task. The language of the narrative should be straightforward and limited to facts, solutions to problems, and plans of action.
- c. Experience, reliability and expertise of personnel
 - i. Experience and reliability of the Offeror's organization are considered subjectively in the evaluation process. Therefore, the Offeror is advised to submit any information, which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP.
 - ii. The qualifications of the personnel proposed by the Offeror to perform the requirements of this RFP, whether from the Offeror's

organization or from a proposed subcontractor, will be subjectively evaluated. Therefore, the Offeror should submit detailed information related to the experience and qualifications, including education and training, of proposed personnel.

d. Previous performance of the personnel and or organization

- (2) **Historic Information:** MHTC reserves the right to consider historic information and facts, whether gained from the Offeror's proposal, question and answer conferences, references, or other sources, in the evaluation process.
- (3) **Responsibility to Submit Information:** The Offeror is cautioned that it is the Offeror's sole responsibility to submit information related to the evaluation categories and that MHTC's representatives are under no obligation to solicit such information if it is not included with the Offeror's proposal. Failure of the Offeror to submit such information may cause an adverse impact on the evaluation of the Offeror's proposal.

SECTION (5): EXHIBITS

Attach as many sheets as necessary

EXHIBIT A

PRIOR EXPERIENCE

1) Prior Services Performed:

Company Name: _____

Address: _____

Contact Name: _____

Telephone Number _____

Description of Services: (include dates):

2) Prior Services Performed:

Company Name: _____

Address: _____

Contact Name: _____

Telephone Number _____

Description of Services: (include dates):

EXHIBIT B
PERSONNEL EXPERTISE SUMMARY

Attach resumes for key personnel as well as licenses and certifications *for all* proposed personnel.

| Personnel | Background and Expertise of Personnel |
|---------------|---------------------------------------|
| <i>Name:</i> | |
| <i>Title:</i> | |
| <i>Name:</i> | |
| <i>Title:</i> | |