



Solicitation Addendum

RFP No. 26-006

Addendum No. One (1)

Title Regional Onboard Customer Satisfaction Survey

August 3, 2025

1. Pursuant to the Instructions to Offerors section 4. Addenda, the solicitation due date has been extended to **August 7th, 2025, 3:00PM local NC time.**
2. The solicitation document has been revised and replaced on the GoTriangle website to reflect the changes from Addendum No. One (1). All the changes to the solicitation document are highlighted yellow.

3. Questions and Answers

Q: Are all buses in all four systems now equipped with APC's?

A: Refer to the Scope of Services Section 4.2, Subsection (2.6), bullet point a.

Q: Section 4.3.1, part k asks personally identifying questions (email and phone number) such questions may result in both high and skewed non-response because of concerns with privacy and personal safety. Is this required or negotiable?

A: Refer to the Scope of Services Section 4.5, Subsection (5.4), bullet point a.

Q: Section 4.3.3 "Create digital and print versions". Does this mean that you require that an online version be prepared? Since you also require a paper survey printed in English on one side and Spanish on the other, what is the intended purpose of the online version?

A: Refer to the Scope of Services Section 4.3, Subsection (3.3), bullet point a.

Q: Section 4.5.3 It is our understanding that GoRaleigh conducted a survey of ADA passengers in 2023 or 2024. Can you share the questionnaire and methods of sampling and administration of that survey with bidders so that we have a better understanding of whether to replicate that survey or recommend altering the approach?

A: Information is not available.

Q: Section 4.5.3 Also regarding the ADA bus services, would you share the approximate number of users in each of the four systems and how the consultant would be permitted to communicate with them?

A: Information is not available.

Q: For sampling purposes, are all four systems now using the same data format for their paddles (Run assignments)? Also, will that information be available to the consultant electronically?

A: Information is not available due to different data formats.

Q: What is the not-to-exceed budget for the proposed Fall 2025 survey project?

A: Refer to the Instructions to Offerors Section 3, Contents of Submittal, Subsection 3.10.

Q: What is the total target survey sample size? Are there separate targets for the individual transit operators?

A: Seeking statistically valid samples for each system based on total ridership estimates. Refer to 2023 survey results for GoTriangle as an example:
https://gotriangle.org/sites/default/files/publications/gotriangle_onboard_survey_report_2023.pdf

Q: Various project meetings with Go Triangle representatives. Are these meetings desired to be in-person or virtual?

A: Refer to the Scope of Services Section 4.2, subsection (2.1).

Q: In referencing “ADA trips” (Section 3.4, page 5), are you referring to ADA paratransit trips? If not, please clarify how fixed-route ADA trips would be treated differently from non-ADA trips with respect to surveying.

A: Refer to the Scope of Services Section 3.4.

Q: Please clarify whether ADA paratransit services are included in this survey effort. If so, are those surveys expected to be conducted onboard the vehicles or will alternate methodology (such as a direct mail survey) be considered?

A: Refer to the Scope of Services Section 5.4.

Q: Please clarify what you are looking for under Task 4.2.6 (page 5 & 6), “Collect boarding and alighting data on sampled routes.” Is this a boarding and alighting count by stop (documenting the number of people getting on and off) or is this data about where an individual respondent will get on and off the bus (via the survey)?

A: Refer to the Scope of Services Section 4.3, Subsection (3.1), bullet point m.

Q: Please share average daily boardings per route for October and November 2024 for all operators included in the survey.

A: Information is not available.

Q: Does Task 4.7.3 (page 8), “Comparison of collected data with past survey results,” refer to comparison with the most recent survey results (2023)? Or would it also include prior surveys? If so, how far back would need to be reflected in the comparison?

A: Refer to the Scope of Services Section 4.7, Subsection (7.3), bullet point d.

Q: Task 4.7.2 (page 8). “Provide at least two online presentations of the final results as reported in the Final Reports”. What is the desired timeframe for the two online presentations?

A: Refer to the Scope of Services Section 4.7, Subsection (7.2).

Q: What is the project timeline? What is desired deadline for final report deliverables?

A: Refer to the Scope of Services Section 4.1.

Q: Would Go Triangle consider pushing the proposal deadline date back given the answers to questions are scheduled to be released on August 4 (with a proposal deadline of August 6)?

A: Refer to the Solicitation Cover Page, and the Instructions to Offerors Section 1, Proposal Submittal.

Q: We understand the scope of the survey initially includes GoTriangle, GoDurham, GoRaleigh, and GoCary. Is it likely that other operators (such as Chapel Hill Transit, Duke Transit, and NCSU) will also be included? Should the cost proposal reflect only the initial four operators? Will additional funding be available if any other operators are added?

A: Refer to the Scope of Services, Section 3.3.