



REQUESTS FOR PROPOSALS

Community Survey

Village of Oswego

Addendum No. 1

June 6, 2016

Addendum No. 1 addresses all questions issued prior to June 6, 2016. Questions submitted prior to 5 p.m. on June 10, 2016 will be answered in a second addendum by June 15. If no additional questions are submitted, a second addendum will not be issued.

Questions submitted from potential bidders and answers provided below.

Q1. Does the water billing database include phone numbers? Are they mostly landline or cell?

Answer: The Village's water billing data base does include some numbers (estimated to be 75 percent), however not all customer accounts include phone numbers and the Village has not comprehensively verified the accuracy or source of the numbers previously provided.

Q2. Do you want the questionnaire sent to all households or a randomly selected sample of households?

Answer: A statistically valid random sample of questionnaires is adequate for this survey.

Q3. Do you want the questionnaire to be sent to those who rent?

Answer: Yes, renters should be included in the survey.

Q4. Would you consider conducting a telephone survey rather than a mail survey?

Answer: A telephone survey would be acceptable so long as it achieves the goal of a statistically valid sample of residents.

Q5. When do you need the results by?

Answer: The goal is to have the survey results by early October in order to use the results for fall strategic planning. The date the final report is issued is negotiable.

Q6. What is the budget for the project?

Answer: \$25,000 was included in the FY2017 budget to complete the survey.

Q7. Under IV. Objective the RFP states "The selected respondent will be responsible for formulating a survey questionnaire based on staff input and national and/or regional benchmark data ..." What is meant by national and/or regional benchmark data?

Answer: If possible, the Village would like to be able to use the survey data to compare our perceived service quality to similar municipalities. Where there are such opportunities for comparisons, the questions should be adequately similar so as to ensure an accurate comparison is being made. The Village does not currently subscribe or participate in any national or regional benchmarking services. We would plan to work with the selected consultant to identify data sources, or data resources, that would provide benchmarking data.

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