

RFP# 09-01-14
Addendum #2

1. Earlier this year, we submitted the proposal for conducting a Citizen Satisfaction Census in response to an inquiry from the Communications department. Is the current RFP a follow-up?

Yes. A full RFP was necessary to solicit bids and select a suitable vendor. This RFP should be considered the formalized process to choose a vendor for the first Citizen Satisfaction Census of Pinal County residents.

2. If so, has the Statement of Work changed from the original requests? Specifically, the "ability to benchmark results on a national scale" appears to be a new criterion for evaluating proposals for this project. Does the County have a preferred national database in mind for use in the comparison / benchmarking of results? If so, could you please identify your preferred database?

We received preliminary proposals from at least one firm that suggested it would be of greater assistance to benchmark our results against satisfaction metrics from other survey data. We are new to this concept but it seemed valuable to explore as part of the vendor selection process. The County is interested in any relevant national benchmarking of customer satisfaction survey results from other jurisdictions.

3. Is Pinal County a member of the International City/County Management Association (ICMA), the sponsor of the National Citizen Survey, or does the County have some other means of accessing that particular database?

Pinal County is a member of ICMA. The RFP indicates that we will look to the vendor to provide national benchmarking if they are able to do so. If the County is to have a role in accessing benchmark data, please describe this in your proposal.