

RFP# 09-01-14 Customer Satisfaction Census  
Addendum #1

1. Has this survey been done in prior years? **No. This will be the first such survey.** And if yes...
  - a. Who was the prior survey vendor?
  - b. What was your level of satisfaction with the previous vendor?
  - c. What could have gone better with the last iteration of this project?
  - d. What was the approximate budget for the previous year the survey was done?
2. All things being equal, would the Pinal County select a local firm over others?  
**Page 11 of the Request for Proposals delineates how Pinal County intends to score the bids. Please also review the last paragraph of section 2.1.**
3. About how much do you have budgeted for this project? **Because this is the first such survey, we have not finalized the budget. As outlined in section 2.1, Pinal County intends to choose a vendor based upon sample size, survey company's recommended methodology and the data collection and analysis that will help us gauge, to the best degree possible, the public's impressions of and satisfaction with Pinal County services and programs.**
4. How much of a role does the lowest bid play in the overall evaluation process?  
**The cost factor is worth 400 points out of a possible 2000 points. Please see page 11 of the RFP for a full breakdown of the scoring.**

5. Have other firms submitted questions? If so, can we see all questions and answers? **All questions and answers will be posted as an Addendum on the Pinal County website under the original RFP link.**