

Under SECTION IV – SCOPE OF WORK on page 5 regarding the statement "statistical comparison with the norm" does that mean you want us to show if a response for a segment is above or below the norm for that study?

This item assumes that the successful contractor will have sufficient experience with and/or statistical data from other recent customer service surveys in order to provide a valid comparison of the Air District's responses with those of other similarly situated employers.

We have used SurveyMonkey for all our client's surveys in total confidentiality for the past two years and it is easily viewable on the Explorer web browser. Will this be an acceptable hosted site?

A proprietary, complex, secure, and robust survey instrument is preferred to SurveyMonkey. However, we can not guarantee that any particular instrument will be acceptable. All proposals will be evaluated on their various merits as relates to other proposals and to the qualifications and scope of work as detailed in the RFP.