Charlotte Area Transit System / General Services

Transit Survey Research and Performance Management

Transit Survey Research and Performance Management Understanding how well The Charlotte Area Transit System (CATS) is performing on the key elements of service delivery is essential. There are two scopes to the solicitation (Scope A & B). Transit Survey Research Objectives and Performance Management Services (A) 1. Customer Satisfaction Surveys 2. Focus Group Research 3. Community Research 4. Mystery Shopper Program 5. Employee Engagement Research 6. Data Analyses and Reporting 7. Additional Survey/Research as needed or recommended B) 1. Data Analyses 2. Organize and Facilitate Goal Setting 3. Performance Reporting PSR # 1513

Details

Posting Number	2023-Q3(Jul-Sep)-CATS-11410
Anticipated Posting Date	2023-08-15
Commodity Code(s):	91866, 91885

Requirements

Last Updated: 10/17/23

Insurance Requirements

The City requires the awarded vendor(s) to obtain and maintain the following insurance coverage types:

- [x] Automobile-For automobile operations liability
- [x] General Liability-For bodily injury or property damage, arising from products, premises, completed work, personal & advertising injury
- [x] Workers Compensation-For lost wages and medical expenses of injured workers

Estimated Total Value

The total project value is anticipated to be:

- [x] $250,000 - 499,999

Contract Term

The term of the project is anticipated to be:

- [x] Not to Exceed

For Questions, Contact:

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