

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
Anticipated Posting Date
Commodity Code(s):

2023-Q3(Jul-Sep)-CATS-11410 2023-08-15 91866, 91885

Last Updated: 10/17/23

Requirements

Insurance Requirements

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

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Automobile-For automobile operations liability

General Liability-For bodily injury or property damage, arising from products, premises, completed work, personal & advertising injury

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Workers Compensation-For lost wages and medical expenses of injured workers

Estimated Total Value
The total project value is anticipated to be:
\$250,000 - 499,999
Contract Term
The term of the project is anticipated to be:
Not to Exceed
For Questions, Contact:
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Procurement Officer
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