



SPECIFICATION NO.  
TxDOT 968-85-60\*  
REVISED: JULY 2016  
Household Activity Travel Survey Services

PUBLICATION

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\* This Specification Supersedes TxDOT Specification No. 968-85-60, Dated June 2015.

## 1. SCOPE

This solicitation is for services to provide services to conduct Household Activity Travel Survey Services for the TxDOT, Transportation Planning and Programming Division. The purpose is to obtain the specified household activity travel survey data (Ref. Attachment C – Data File Formats). Travel information data collected will be utilized to update travel demand models for transportation planning. The identified study area is specified in Attachment A – Special Requirements. The Household Activity Travel Survey consists of the following basic tasks.

- 1.1. TASK A – Survey Selection, Sample, and Recruitment
- 1.2. TASK B – Pilot Survey
- 1.3. TASK C – Coordinate and Conduct Surveys
- 1.4. TASK D – Passive Global Positioning System (GPS) Data Collection
- 1.5. TASK E – Verify, Edit, Process and Geocode Survey Data
- 1.6. TASK F – Survey Documentation and Reports

## 2. ALTERNATIVE SURVEY APPROACHES

TxDOT allows alternative or innovative survey proposals that are reliable, realistic and provide benefits such as lower cost, improved data quality or reduced respondent burden. Alternative data collection methodologies, survey materials and technologies must enable the capture of complete and accurate information for all data fields specified in Attachment C – Data File Formats. The vendor shall include a detailed description of any alternative survey approach proposed and document its successful deployment in similar projects. The advantages and disadvantages of any recommended techniques, as well as the vendor's expertise with them, must be clearly defined. Proposals that do not include alternative survey approaches shall follow the sample data collection methodologies described in this specification.

## 3. DEFINITIONS OF TERMS AND ACRONYMS

- 3.1. CFR – Code of Federal Regulations
- 3.2. GPS – Global Positioning System
- 3.3. Household – All persons who occupy the same housing unit and share responsibilities and resources. A household may consist of a family, one person living alone, two or more families living together, or any other group of related or unrelated persons who make joint decisions and share resources.
- 3.4. MPO – METROPOLITAN PLANNING ORGANIZATION: An association of local agencies established to coordinate transportation planning and development activities within a metropolitan region of over 50,000 in population.
- 3.5. TxDOT – Texas Department of Transportation

#### 4. APPLICABLE LAWS AND STANDARDS

The vendor shall provide the specified service requirements in accordance with all applicable federal, state and local laws, standards and regulations necessary to perform the services, including, but not limited to:

- 4.1. Title 23 CFR Part 450 – Planning and Assistance Standards, Subparts B and C, latest edition
- 4.2. Executive Order 11246 entitled "Equal Employment Opportunity" as amended by Executive Order 11375 and as supplemented in Department of Labor Regulations (Title 41, CFR, Part 60).

#### 5. CURRENT ENVIRONMENT

TxDOT and MPOs need to update the basic travel information required for developing and calibrating trip generation and distribution models used in transportation planning. Long-range transportation planning efforts utilize traditional travel demand models that include trip generation, trip distribution, mode split, and 24-hour vehicular traffic assignment for metropolitan areas within Texas.

#### 6. RESPONDENT QUALIFICATIONS

The respondent shall:

- 6.1. Be a company engaged, in the business of providing Household Activity, Commercial Vehicle, Workplace and Special Generator or External Station Travel surveys used to update travel demand models for government entities, which include recruitment, interviews, geocoding and data reporting. The business should have successfully conducted these surveys for a minimum of three years within the last five years. Recent start-up businesses do not meet the requirements of this solicitation.

NOTE: A start-up business is defined as a new company that has no previous operational history or expertise in the relevant business and is not affiliated with a company that has that history or expertise. Two companies are affiliated if the two companies have a common parent company or if one is the parent or subsidiary of the other.

- 6.2. Be in good financial standing and current in payment of all taxes and fees such as state franchise fees. TxDOT reserves the right to request a copy of the respondent's audited or un-audited financial statement.

TxDOT may request a statement from the president, owner or financial officer on company letterhead certifying that the company is in good financial standing and current in payment of all taxes and fees.

When financial statements are requested, TxDOT will review the respondent's audited or un-audited financial statement in accordance with Texas Government Code, Title 10, Subtitle D, Section 2156.007 to evaluate the sufficiency of the respondent's financial resources and ability to perform the contract or provide the service required in the solicitation. TxDOT will be the sole judge in determining the sufficiency of the respondent's financial resources and ability to provide the service. Factors to be reviewed include:

- 6.2.1. Balance sheets

- 6.2.2. Net working capital
- 6.2.3. Current asset ratio
- 6.2.4. Liquidity ratio
- 6.2.5. Auditor(s) notes
- 6.2.6. Any notes to the financial statements

## 7. RESPONDENT REFERENCES

The respondent should submit a minimum of three references to substantiate the qualifications and experience requirements for similar services completed for three years within the last five years. References shall illustrate respondent's ability to provide the services outlined in the specification. References shall include name, point of contact, telephone number and dates services were performed. The response may be disqualified if TxDOT is unable to verify qualification and experience requirements from the respondent's references. The response may be disqualified if TxDOT receives negative responses. TxDOT will be the sole judge of references (Ref. Respondent References Form).

## 8. KEY PERSONNEL QUALIFICATIONS

The respondent shall provide the following key personnel:

- 8.1. PROJECT MANAGER: Shall have a minimum of three years' experience within the last five years in project management for travel surveys or similar services and shall have the knowledge to develop and implement the service requirements in this specification.
  - 8.1.1. Have a minimum of one year experience within the last three years in tele-surveying, web surveying and the use of Global Positioning System (GPS) equipment for the collection of travel data.
- 8.2. DATA MANAGER: Shall have a minimum of six months experience within the last three years in verifying, editing, geocoding and validating electronic data using file formatting as described in Para. 10.5, - Task E - Verify Edit, Process and Geocode Survey Data.

## 9. VENDOR REQUIREMENTS

The vendor shall:

- 9.1. Adhere to the TxDOT Terms and Conditions identified on the solicitation.
- 9.2. Conduct an orientation session prior to beginning survey work to be attended by all vendor employees, whether permanent, temporary or subcontractors, assigned to this TxDOT survey. The orientation session shall include, but not be limited to, an explanation of the survey goals, objectives, guidelines, safety procedures, and frequently asked questions.
- 9.3. Ensure vendor employees, whether permanent, temporary or subcontractors removed from the survey are not allowed to return to any TxDOT project.

- 9.4. Submit a detailed Survey Implementation Plan (Ref. Attachment B – Project Tasks) for all project tasks, no later than 30 days after the post award meeting. The vendor shall monitor and update the Survey Implementation Plan throughout the term of the purchase order, revising as appropriate, with prior approval from TxDOT. The Survey Implementation Plan shall include, but is not limited to, the following:
  - 9.4.1. A logical sequence of tasks and deliverables included in each project period.
  - 9.4.2. A clear definition of each task and deliverable to include:
    - 9.4.2.1. GPS Equipment Set-up and Operation, GPS Power Source and
    - 9.4.2.2. GPS Data Elements (Ref. Para. 10.4.2.3.)
    - 9.4.2.3. Action plan addressing hard-to-fill cells (Ref. Para. 10.1.8)
  - 9.4.3. Staff requirements for each task and deliverable
  - 9.4.4. A target completion date for each task and deliverable
  - 9.4.5. Task and deliverable relationships and dependencies
- 9.5. Provide deliverables as identified in Para. 11 and Attachment B – Project Tasks.
- 9.6. Establish a Toll Free telephone number to address questions and comments regarding the survey prior to contacting households. The vendor shall:
  - 9.6.1. Have trained employees, whether permanent, temporary or subcontractors, experienced in fielding travel survey questions from the public to answer calls from 7:00 a.m. to 9:00 p.m. on weekdays during the time surveys are conducted.
  - 9.6.2. Ensure the vendor’s employees, whether permanent, temporary or subcontractors, maintain a positive and professional attitude and demeanor at all times respecting the caller’s concerns and privacy when conversing with the public.
  - 9.6.3. Maintain records of all calls received. The call log shall be kept in electronic format and submitted with the Final Report unless requested by TxDOT prior to that time. Each call received by the vendor shall document the following:
    - 9.6.3.1. The date of the call
    - 9.6.3.2. The time of call using military time in hours and minutes
    - 9.6.3.3. Specific details of the nature or purpose of the call
    - 9.6.3.4. The survey location
  - 9.6.4. Use a pre-recorded message approved by TxDOT during weekends and from 9:00 p.m. to 7:00 a.m. on weekdays. The message shall provide basic details of the survey as well as time periods when a caller can call back to speak with an individual.

- 9.7. Submit all draft survey instruments requiring review or approval by TxDOT no later than 30 days after the post award meeting (Ref. Para. 11.4).
- 9.8. Begin contacting households within 60 days after the post award meeting unless TxDOT and vendor agree on a specific date or as otherwise stated (Ref. Attachment A – Special Requirements).
- 9.9. When requested by TxDOT, assist both the MPO and TxDOT representatives with any media event to publicize or respond to questions regarding the survey.
- 9.10. Submit a monthly progress report between the first and fifth of each month. The progress report shall include status of the previous month's work and any other information requested by TxDOT (Ref. Para. 10. 3.8 and Attachment B – Project Tasks).
- 9.11. CONDUCT: All vendor employees, whether permanent, temporary or subcontractors, shall treat the public, TxDOT employees and the designated TxDOT representative(s) in a courteous and professional manner at all times.
- 9.12. ADDITIONAL PERSONNEL: The vendor shall designate the specified personnel with the listed qualifications. TxDOT reserves the right to request proof of qualifications.
- 9.13. BACKGROUND CHECK: Conduct statewide DPS, Texas and out-of-state county courthouse verification of criminal and sex offender background checks on all vendors' permanent and temporary personnel and subcontractor personnel scheduled to work on TxDOT projects prior to beginning service start-up. Upon award, supporting documentation confirming the completion of these comprehensive background checks may be subject to review upon request by TxDOT or the TxDOT designee, or both, prior to beginning the service. Failure to produce the requested documentation may be cause for cancellation of the purchase order. The background checks shall include, but not be limited to, the following:
  - 9.13.1. Social Security Number verification.
  - 9.13.2. Statewide criminal and sex offender records for all Texas counties and out-of-state counties based on the current and previous addresses of the applicant for the last seven years.
  - 9.13.3. Persons convicted of sex crimes shall not be allowed to work on any TxDOT project.
  - 9.13.4. The vendor shall adhere to all federal laws and requirements for employability.
- 9.14. BILINGUAL REQUIRMENTS: A minimum of one survey worker who is fluent in both written and oral English and Spanish shall be present at all times:
  - 9.14.1. When households are being contacted for recruitment in the survey.
  - 9.14.2. When vendors are meeting with households that have agreed to participate in the survey and are predominately Spanish speaking.
  - 9.14.3. When Spanish is preferred by the household. The vendor shall develop and provide Spanish versions of the survey instruments. Written approval of the survey instruments by TxDOT is required prior to use.

- 9.14.4. All data collected in Spanish is required to be translated to English before submitting to TxDOT for review and acceptance.
- 9.14.5. The vendor shall provide Spanish-English bilingual telephone interviewers and workers to ensure that Spanish speaking households contacted for the survey are assisted immediately and without call back.

#### 9.15. TRANSPORTATION

- 9.15.1. All vehicles utilized by the vendor shall be registered, inspected and insured in accordance with state law.
- 9.15.2. All personnel who will be driving to and from TxDOT work locations shall:
  - 9.15.2.1. Possess a valid Driver License acceptable in the state of Texas
  - 9.15.2.2. Have no Driving Under Influence (DUI) or Driving While Intoxicated (DWI) incidents on driving record within the past three years.
  - 9.15.2.3. Have no more than two moving violations on driving record within the past three years.

#### 9.16. SEXUAL HARASSMENT TRAINING

The vendor shall:

- 9.16.1. Provide a sexual harassment training course to all vendor employees, whether permanent, temporary or subcontractors, who work on any TxDOT survey during the term of the purchase order. All employees, whether permanent, temporary or subcontractors, shall attend or have attended this course within the past year.
- 9.16.2. Possess and maintain an original, signed, and dated certificate of completion for sexual harassment training for each employee, whether permanent, temporary or subcontractor. Certificates shall not be more than one year old.
- 9.16.3. Provide a copy of each sexual harassment certificate for each employee, whether permanent, temporary or subcontractor when requested by TxDOT (Ref. Attachment B – Project Tasks).
- 9.16.4. Maintain a zero tolerance policy on sexual harassment and immediately remove any employee from the survey not adhering to the policy.

### 10. KEY PERSONNEL REQUIREMENTS

#### 10.1. The PROJECT MANAGER shall:

- 10.1.1. Be a permanent employee of the respondent and serve as a primary point of contact for the term of the purchase order.
- 10.1.2. Be responsible for the day-to-day operation of the service in accordance with the requirements of the purchase order.

## 10.2. DATA MANAGER shall:

- 10.2.1. Be a permanent employee of the respondent.
- 10.2.2. Ensure accurate processing, geocoding, editing, verifying and correcting of all survey data as described in the solicitation.

## 10.3. ADDITIONAL PERSONNEL REQUIREMENTS

- 10.3.1. All vendor employees provided under this purchase order, whether permanent, temporary, or subcontractors, shall be trained to conduct the surveys including, but not limited to, tele-surveying and passive GPS data collection techniques.
- 10.3.2. APPEARANCE: All employees that interact with the public:
  - 10.3.2.1. Whether permanent, temporary, or subcontractors, shall be well groomed, neatly dressed and clothing shall be free of holes or tears.
  - 10.3.2.2. Shall not wear tank-tops, shorts or cutoffs.
  - 10.3.2.3. Shall wear identification badges which include the employee's legal first and last name and a current photograph.

## 11. SERVICE REQUIREMENTS

- 11.1. TASK A – SURVEY SELECTION, SAMPLE AND RECRUITMENT: The location for the household activity travel survey shall be for the areas as indicated (Ref. Attachment A – Special Requirements). The vendor shall:
  - 11.1.1. Acquire or develop a random sample of telephone numbers in the study area for use in the household activity travel survey. Households shall be randomly selected using a method whereby all listed and unlisted households or addresses with a working telephone have the same equal and non-zero probability of being selected.
  - 11.1.2. Over-sample households within each cell to insure that the cell quotas are met. Based on previous travel survey experience, approximately 20 to 30 percent will agree to participate in the survey. Telephone numbers shall be randomly selected from the population of all telephone numbers (including cellular phones and unlisted numbers) or addresses in the study area. The number of households to be surveyed is specified in Attachment A – Special Requirements.
  - 11.1.3. Contact the households by phone and use a prepared script to solicit the households' participation in the travel survey.
  - 11.1.4. Schedule travel days for survey participants between Monday and Friday on non-school holidays during the local area school year. Additionally, households with current college or university students attending classes on campus shall not be surveyed outside of the regular fall or spring semester for that college or university.

- 11.1.5. Maintain a Recruitment call log on the number of households contacted, including those households considered non-responsive. The call log shall be kept in electronic format and submitted with the Final Report unless requested by TxDOT prior to that time. Documentation shall include:
  - 11.1.5.1. Number of households vendor attempted to contact
  - 11.1.5.2. Number of households contacted
  - 11.1.5.3. Telephone number
  - 11.1.5.4. Date of call(s)
  - 11.1.5.5. Time of the call(s) using military time in hours and minutes
  - 11.1.5.6. Identification of each call's resolution
- 11.1.6. Obtain information and collect data concerning the characteristics of the household, persons in the household, and vehicles available to the household as part of the prepared script for solicitation. In general this includes, but is not limited to, the following:
  - 11.1.6.1. Number of persons in the household
  - 11.1.6.2. Annual household income and type of residence
  - 11.1.6.3. Vehicle information – number owned, number available, make, model, commercial or private use
  - 11.1.6.4. Person information – age, sex, ethnicity, employment, student status, occupation by employment category
  - 11.1.6.5. Employment information – self-employed, employer name and address, home office or business, telecommuting
  - 11.1.6.6. Household information – household characteristics and information as indicated in the data file formats
  - 11.1.6.7. (Ref. Attachment C – Data File Formats). These provide the formats to be used by the vendor and specify the data elements to be obtained during the survey.
- 11.1.7. Monitor Cell Quotas: Maintain a running account, based on the stratification cell each household falls into (Ref. Attachment A – Special Requirements), of the households that agree to participate in the survey. As the quota for each cell is reached, households falling within those categories shall not be requested to participate, but the household characteristics data shall be collected and provided to TxDOT at the conclusion of the survey. This data shall be provided in the same format as that used for surveyed households having activity trip records.

11.1.8. Address Hard-to-fill Cells: In previous travel surveys, filling hard-to-fill cells in a timely manner in some cases has been problematic. In light of this, the vendor shall include a detailed plan of action in the Survey Implementation Plan addressing how quotas shall be met for cells that are found to be hard-to-fill. When the survey data collection reaches 60 percent completion of the cells, implement special monitoring of the cells that are lagging behind. The use of targeted over-sampling may be one means of attempting to fill hard-to-fill cells.

NOTE: 90 percent cell completion required: Meet a minimum of 90 percent completion of the target number of samples for each individual cell as specified (Ref. Attachment A – Special Requirements). Additional surveys collected in some category cells (overages) may be used to reach the target in other cells, so long as useable surveys from the correct stratification are obtained for at least 90% of the target sample for each cell.

11.1.9. Incentives: The vendor may choose to include the use of incentives as a means to improve the response of the survey. If the vendor chooses to use incentives, TxDOT will review and approve the type of incentives in writing prior to use by the vendor. The total cost of any incentives will be borne by the vendor.

11.2. TASK B – PILOT SURVEY: This survey is identical to the surveys detailed below. It is used as a practice survey to test survey procedures, survey instruments, data collection, processing, geocoding and survey methodology prior to performing any other survey. Sample data collection methodologies and materials are described in this specification.

If the traditional approach and materials are used, the pilot survey shall:

11.2.1. Entail the collection of complete data using an activity travel diary and include a complete pre-test and evaluation of the full survey methodology including sample generation, recruitment, reminder, survey, and data retrieval, processing, geocoding and editing.

11.2.2. Include collection of trip data using GPS technology from a specified number of households participating in the pilot survey. The required number of useable GPS surveys to be completed is specified in Attachment A – Special Requirements.

11.2.3. The pilot households will not count toward the total sample requirement of households. Key items to assess in the pilot study include, but are not limited to, the following:

11.2.3.1. Response rate of households agreeing to participate in the survey

11.2.3.2. Proportion of recruited households providing complete travel survey data

11.2.3.3. Adequacy of survey materials and scripts for recruitment and retrieval, particularly variables eliciting a high non-response rate or a refusal

EXAMPLE: Were surveys easily understood and was a good flow maintained during the telephone portions of the survey?

- 11.2.3.4. Method of employing GPS technology to ensure that data is collected only when subject vehicles are in use. Use of GPS hardware and downloading software to ensure proper functioning.
  - 11.2.3.5. Use of edit programs or templates to test data input and file structure for errors.
- 11.3. TASK C – COORDINATE AND CONDUCT SURVEYS: Sample data collection methodologies and materials are described in this specification.
- 11.3.1. If the traditional approach and materials are used, the vendor shall:
  - 11.3.2. Mail a pre-notification letter or postcard to all households randomly selected to participate in the survey.
  - 11.3.3. Ensure Spanish versions of all survey materials and scripts are available and provided.
  - 11.3.4. Provide survey instruments and activity travel survey mail-out: Once a household is recruited, prepare and mail an activity travel survey packet a minimum of five working days in advance of the household's assigned travel day. The survey instrument to be used in the study shall be in the form of an activity travel diary. The vendor shall work with the designated TxDOT representative to develop an activity travel survey instrument for use in the survey. TxDOT will provide a sample activity travel survey mail-out packet if requested. The sample mail-out packet contains the general information pamphlet and the activity travel survey used in previous household activity travel surveys in Texas. The vendor shall prepare and reproduce English and Spanish versions of the survey instruments for use in the survey, as well as thank you letters and travel day reminders. The vendor shall submit all final survey instruments to TxDOT for written approval. The activity travel survey mail-out packet shall include the following:
    - 11.3.4.1. General information pamphlet explaining the survey
    - 11.3.4.2. An activity travel survey for each member of the household
    - 11.3.4.3. A letter thanking the household for the household's participation and explaining the study
    - 11.3.4.4. Travel day reminder sheet
    - 11.3.4.5. Postage paid return envelope
    - 11.3.4.6. Contact name and toll free number in the event that the household has questions or concerns
  - 11.3.5. Obtain the required survey data: The specific travel and activity data to be collected for each person in the surveyed households are detailed in Attachment C – Data File Formats. Examples of these data include:
    - 11.3.5.1. Name and address of activity

- 11.3.5.2. Type of activity
- 11.3.5.3. Purpose and mode of travel for each trip
- 11.3.5.4. Type of vehicle used, number of persons in vehicle, and if passenger or driver
- 11.3.5.5. Vehicle use by non-household members
- 11.3.5.6. Bus and parking information
- 11.3.5.7. Start and arrival times for each trip
- 11.3.6. Place Reminder Calls: Make a reminder call to each household the day before the household's assigned travel day. As part of the call:
  - 11.3.6.1. Confirm if the household has received the household's survey packet.
  - 11.3.6.2. Request specific addresses or nearest intersecting streets be recorded in the surveys.
  - 11.3.6.3. Answer any questions that the household may have regarding the survey.
  - 11.3.6.4. Schedule a call-back time for the data retrieval.
- 11.3.7. Conduct Data Retrieval Calls: Call the household at a pre-arranged call back time to retrieve the household's data the day after the household's scheduled travel day.
  - 11.3.7.1. For scheduled households where no contact is made or where the household requests additional time, data retrieval may be delayed, but shall begin no later than four days after the household's assigned travel date. Data retrieval for delayed households shall be fully complete within seven days of the household's travel date.
  - 11.3.7.2. Additional time for data retrieval will be allowed for households that complete and return the household's surveys by mail.
  - 11.3.7.3. If the household has not been contacted within four days after the household's travel day, the household shall be replaced.

- 11.3.7.4. Each individual in the household shall be interviewed when retrieving the data and shall be asked if they used the activity travel diary to record trips or if they are providing the information from memory. If it is not possible to interview every individual, a proxy may provide the information for another individual in the household provided the proxy has the individual's activity travel diary to use as a source for the information and agrees to return the activity travel diary in the mail. A responsible adult may report the activities and trips for minors in the household. After the activity and household information has been obtained over the phone, the household shall be asked to mail back the activity travel surveys using a self-addressed stamped envelope provided for that purpose. The vendor shall code the survey interview information and use an edit program or template to determine if any information is missing or is not clearly coded. If necessary, the vendor shall call the household back to clarify any missing or unclear information.
- 11.3.8. Zero-Trip Households and Persons: If no trips are reported by one or more of the persons in the household during the household's travel day, the interviewer shall ask for additional clarification to determine if there were adequate reasons for the person(s) reporting no trips and record that information on the survey form. The survey information for households or persons reporting no trips on the travel day shall be reviewed and validated by a supervisor to determine if the response was reasonable. If it is determined that the response is not reasonable, the household shall be considered as a non-respondent and shall be replaced.
- 11.3.9. Monthly Progress Reports: Monthly progress reports shall be submitted to the designated TxDOT representative and shall show the current status of household recruitments, completed surveys, zero trip households, zero-person trips by age cohorts, and household income refusals.
- 11.4. TASK D – PASSIVE GPS DATA COLLECTION: GPS shall be used in a passive data collection effort from a sub-sample of households recruited for the activity travel survey (Ref. Attachment A – Special Requirements). The GPS data from a household will only be considered useable if the household also participated in the activity travel survey portion of the survey. The vendor shall:
- 11.4.1. Provide all necessary GPS equipment to perform Task D – Passive GPS Data Collection.
- 11.4.2. Include the following information in the Survey Implementation Plan:
- 11.4.2.1. GPS Equipment, Set-up and Operation: GPS equipment shall only collect data when the vehicle is in operation and be programmed to turn off when the speed of the vehicle falls below five miles per hour for a continuous period of 30 minutes or more. Equipment installed in the vehicle shall be completely passive and require no action on the part of the driver to initiate or stop data recording. Vendor shall record the odometer readings of each of the vehicles at the time of installation and removal of the GPS units.

- 11.4.2.2. GPS Power Source: GPS units shall be operated from a continuous power source that cannot be easily disconnected by vehicle occupants or others. The vendor may use a GPS unit having a power source other than the vehicle (i.e., battery powered) if such a self-powered unit can still meet data collection and storage requirements.
- 11.4.2.3. GPS Data Elements: GPS data elements to be collected as part of the survey (Ref. Attachment A – Special Requirements).
- 11.4.2.4. Install and remove GPS and data recording equipment on up to three available vehicles per household.

#### 11.5. TASK E – VERIFY, EDIT, PROCESS AND GEOCODE SURVEY DATA

- 11.5.1. The designated TxDOT representative will provide computer programs or templates to the vendor for use in checking the survey data prior to submission. The data will be checked and corrected to address records with errors, missing or incomplete information, or illogical responses.
- 11.5.2. The vendor shall process the survey data into specified data files in a prescribed format. Examples of these file formats are shown in Attachment C – Data File Formats.
- 11.5.3. The vendor shall geocode the trip origins and destinations in the survey data to the appropriate longitude and latitude. Survey locations, addresses, trip origins, and trip destinations collected in the surveys shall be geocoded to longitude and latitude points to an accuracy of six decimal places. For example, a longitude of -97 degrees, 27 minutes, and 42 seconds would be coded as -97.461667.
- 11.5.4. The vendor shall geocode the trip origins and destinations to the appropriate longitude and latitude. The following coding procedures shall be used:
  - 11.5.4.1. Addresses, intersections, or specific place names collected in the survey shall still be entered into the data file even if it could not be geocoded to a longitude and latitude.
  - 11.5.4.2. Locations within the state of Texas that cannot be geocoded shall be coded 666.666666 for the longitude and latitude.
  - 11.5.4.3. Locations that are in Mexico shall be geocoded 777.777777 for the longitude and latitude.
  - 11.5.4.4. Locations that are outside the state of Texas shall be coded 999.999999 for the longitude and latitude.
  - 11.5.4.5. Locations that fall within the study areas that cannot be geocoded shall be coded 888.888888 for the longitude and latitude.
- 11.5.5. Within 60 days of the date the survey data was collected, the files shall be electronically transmitted to the designated TxDOT representative as instructed in the post-award meeting.

- 11.5.6. Electronic data submittals will be accepted by TxDOT between the first and the fifth day of each month. Data submittals transmitted outside of this time period will not be recorded or accepted.
  - 11.5.7. The data will be processed and checked to identify potential errors such as records with missing, incomplete, conflicting, or illogical data. If TxDOT, within 30 days of original receipt, determines the data is unacceptable, the data shall be returned to the vendor with an itemized listing of the errors or problems for correction.
  - 11.5.8. The vendor shall return the corrected data to the designated TxDOT representative within ten calendar days of receipt.
  - 11.5.9. The vendor shall be solely responsible for any costs associated with correcting errors found in the data.
- 11.6. TASK F – SURVEY DOCUMENTATION AND REPORTS
- 11.6.1. The vendor shall number, organize, and sort all project reports and survey instruments and place them in labeled boxes. Boxes shall be labeled by study area and submitted to TxDOT at the end of the survey.
  - 11.6.2. Completed survey instruments and other documents created or completed during this project shall become the property of TxDOT.
  - 11.6.3. An electronic copy of the Preliminary Report shall be provided to TxDOT within 60 calendar days of acceptance of the final data set by TxDOT.
  - 11.6.4. Following acceptance of the Preliminary Report, 12 copies of the Final Report shall be prepared and delivered to TxDOT within 30 calendar days with all corrections and comments from review of the Preliminary Report incorporated. Final Reports shall be organized and bound with durable covers.
  - 11.6.5. Final Report shall be submitted electronically to TxDOT in Microsoft™ Word™ for Windows™, compatible with TxDOT's current version. All accompanying artwork (i.e., photographs, charts, illustrations) shall be included in JPEG or GIF format. The file name shall clearly reference the artwork's location in the Final Report. In addition, the Final Report shall be submitted electronically to TxDOT in Adobe Portable Document Format (.pdf).
- 11.7. COMPLAINTS
- 11.7.1. Complaints filed by the public against the vendor, or any employee of the vendor, regarding work performed by the vendor under this service shall be answered in writing by the vendor to the complainant within five days of receipt of complaint with a copy to TxDOT.
  - 11.7.2. The vendor shall provide a toll-free telephone number where complaints or requests for additional information can be referred (Ref. Para. 8.6.).

- 11.7.3. The vendor shall provide business-type cards to the public as necessary, which contain a contact name and the toll-free telephone number for persons to call for complaints, comments, or questions relating to the survey. Failure to adhere to these requirements will be deemed grounds for cancellation of the purchase order.

## 12. VENDOR DELIVERABLES

The vendor shall submit:

- 12.1. Survey Implementation Plan (Ref. Para. 8.4.).
- 12.2. Recruitment calls log and related documentation (Ref. Paras.10.3.5, 10.3.6).
- 12.3. Survey Instruments: Final forms shall be provided no later than 30 days after the post award meeting. English and Spanish versions shall be provided (Ref. Para. 10.5.2.).
- 12.4. Pilot Survey Data in the specified format (Ref. Attachment C – Data File Formats)
- 12.5. Travel surveys and geocoded survey data in the specified format (Ref. Para. 10.6. and Attachment C – Data File Formats).
- 12.6. Monthly progress reports (Ref. Para 10.3.8.).
- 12.7. Survey reports and survey instruments in labeled boxes (Ref. Para. 10.1).
- 12.8. Preliminary and Final Reports (Ref. Paras. 10.6.4.- 10.6.5.).

## 13. VENDOR PERFORMANCE

- 13.1. Vendor performance will be monitored on a regular basis by TxDOT. Unsatisfactory performance such as late, incomplete, or poor quality work may result in a negative vendor performance report, cancellation of the purchase order, or both.
- 13.2. Exceptional performance includes but is not limited to deliverables made early upon TxDOT request or exceptional work or customer service.

## 14. PERSONNEL CONTINUITY AND REPLACEMENT

- 14.1. TxDOT recognizes that events beyond the control of the vendor such as the death, physical or mental incapacity, long-term illness, or the voluntary termination of employment of any Key Personnel, will require the vendor to propose a replacement. In the event such a replacement is necessary, the vendor agrees that personnel shall not begin work on the project without prior written approval from TxDOT.
- 14.2. Any Key Personnel assigned to the project shall remain available for the entirety of the project as long as that individual is employed by the vendor.
- 14.3. If TxDOT determines any personnel are unable to perform in accordance with the service requirements or to communicate effectively, the vendor shall immediately remove that person.

- 14.4. Proposed replacement personnel shall meet minimum qualifications and have experience comparable to the person(s) being replaced. Replacement personnel shall be provided at no additional cost to TxDOT. Resume(s) and reference(s) may be requested for the proposed replacement(s). TxDOT may reject any replacement if references or past working performance is questionable or unfavorable. TxDOT will be the sole judge of the qualifications of the proposed replacement personnel.

## 15. QUALITY ASSURANCE PLAN

16. The vendor shall provide a comprehensive, continuous, and measurable quality assurance program. The plan shall include:
  - 16.1. Strategies and processes to promote quality.
  - 16.2. Procedures to ensure consistent and timely turnaround of corrected data.
  - 16.3. Procedures for conducting audits of data collection, processing and entry tasks.
  - 16.4. Controls to be used within the project to assure quality and consistency throughout the term of the purchase order.

## 17. VENDOR PERSONNEL SAFETY

The vendor shall provide all required safety equipment and instruct personnel to observe all safety policies, rules and requirements at all times, including, but not limited to, hard hats, safety vests, safety shoes, and goggles.

## 18. WORK HOURS

- 18.1. Work hours are flexible, due to the need to contact households throughout the day and during the evening.
- 18.2. Recruitment and data retrieval for travel surveys may be conducted at any time convenient to the vendor and participant, including weekends.

## 19. SUBCONTRACTING

- 19.1. Subcontractors providing service under the purchase order shall meet the same qualifications and service requirements and provide the same quality of service required of the vendor.
- 19.2. No subcontract under the purchase order shall relieve the primary vendor of responsibility for the services.
- 19.3. The vendor shall be the only contact for TxDOT and subcontractor(s).
- 19.4. The vendor shall manage all quality and performance, project management, and schedules for subcontractors. The vendor shall be held solely responsible and accountable for the completion of all work for which the vendor has subcontracted.

- 19.5. TxDOT retains the right to check subcontractor's background and make a determination to approve or reject the use of submitted subcontractor(s). Any negative responses may result in disqualification of the subcontractor.
- 19.6. TxDOT reserves the right to request the removal of vendor's subcontractor staff deemed unsatisfactory by TxDOT.
- 19.7. Subcontracting shall be at the vendor's expense.
- 19.8. During the term of the purchase order, if the vendor determines a need for a subcontractor change, TxDOT shall be notified in writing by the vendor within five calendar days of any proposed change. The vendor shall be required to provide references and work history for any proposed subcontractor to TxDOT. No change will be allowed without written authorization by TxDOT.
- 19.9. SOLICITATIONS OVER \$100,000: TxDOT will make an initial determination of whether subcontracting is probable. If TxDOT has determined that subcontracting opportunities are probable, the class and items in which HUBs may be registered will be noted in the solicitation along with the required forms and instructions. Responses that do not include a completed HUB Subcontracting Plan as indicated on the solicitation shall be rejected pursuant to Texas Government Code §2161.252(B).

## 20. TRAVEL

All travel and per diem shall be included in the unit price.

## 21. CONFLICT OF INTEREST

The vendor, vendor's personnel, and vendor's subcontractor(s) shall affirm not to have, nor acquire any interest during the term of the purchase order that would conflict in any manner with the performance of the vendor's obligations in regards to services authorized.

## 22. FEDERAL FUNDING

The purchase order will be supported in part with federal funds, therefore, the following federal laws and standards apply, including the following:

- 22.1. Title 42 U.S.C. §§ 2000d-2000d-7, with the exception of sections 2000d-5 and 2000d-6, also known as - Title VI of the Civil Rights Act of 1964, including any amendments.
- 22.2. Title 49 CFR Subtitle A - Office of the Secretary of Transportation, Parts 1-99, including any amendments.
- 22.3. OMB Circular A-87 - Office of Management and Budget Circular relating to Cost Principles for State, Local and Indian Tribal governments.
- 22.4. OMB Circular A-102 - Office of Management and Budget Circular relating to Grants and Cooperative Agreements with State and Local Governments.
- 22.5. OMB Circular A-133 - Office of Management and Budget Circular relating to Audits of States, Local Governments and Non-Profit Organizations.

## 23. AMENDMENTS

TxDOT reserves the right to amend the purchase order, within the original scope, by written agreement at any time during the term of service, as may be necessary to achieve the highest quality of production by the most efficient and cost-effective means or to include a different element or special feature that was not contemplated or fully developed at the time of solicitation. The amendment process will be accomplished through a Purchase Order Change Notice (POCN).

## 24. INVOICING INSTRUCTIONS

24.1. ORIGINAL INVOICE: The vendor shall provide a comprehensive and detailed invoice with reference to the line item on the purchase order for each item charged. The original invoice shall be e-mailed to the e-mail address indicated on the purchase order to ensure timely payment and shall include the following:

- 24.1.1. Complete purchase order number.
- 24.1.2. Vendor Federal Employer Identification Number (EIN).
- 24.1.3. A comprehensive and detailed invoice with reference to the basis for each item charged.
- 24.1.4. Original documentation that validates the charges.
- 24.1.5. Location of study area on each invoice.

NOTE: Invoices requiring correction shall be re-submitted with a new invoice date.

24.2. PAYMENT REQUIREMENTS: Payment will be based on the receipt of deliverables meeting the specification requirements and accepted in writing by TxDOT.

## 25. TxDOT RESPONSIBILITIES

TxDOT will provide:

- 25.1. A contract manager as the point of contact.
- 25.2. Review and approval of incentives (Ref. Para. 10.1.10.).
- 25.3. Examples of survey instruments to be utilized when conducting surveys if requested (Ref. Para 10.3.3).
- 25.4. A format in which data shall be submitted.
- 25.5. A computer program or template for use in checking the survey data.
- 25.6. Written approval of acceptance of completed tasks and data eligible for payment.
- 25.7. Periodic audits or field reviews as needed to ensure that the vendor is operating the program under the requirements of state law, specifications and terms and conditions of the purchase order.

- 25.8. Consistent responses to frequently asked questions when calls are received on the vendor toll-free telephone number.
- 25.9. Press releases for use by MPO and TxDOT staff to increase public awareness and encourage participation by the traveling public

## 26. RESPONSE SUBMISSION

- 26.1. GENERAL FORMAT: The respondent shall submit one signed and dated original (marked Original) and 3 copies on flash drives. The submission should be in separate loose leaf binders on one sided 8-1/2 x 11 inch paper and be tab-indexed corresponding to the sections listed below. Plastic spine-bound or wire bound submittals are highly discouraged. Include only the information specified for each section.
- 26.2. ORIGINAL RESPONSE: Failure by the respondent to submit the documentation listed below will disqualify the respondent from further consideration. The response submission shall be submitted in the following format:
  - 26.2.1. Section 1 – Schedule 1 – Pricing
    - 26.2.1.1. If addendums are generated as part of this solicitation, include the original signed and dated addendum(s) in Section 1
    - 26.2.1.2. Copies: Include 3 copies of the Schedule 1 – Pricing in a sealed, separate envelope with the original submittal.
  - 26.2.2. Section 2 – Schedule 2 – Original, signed and dated Execution of Proposal
  - 26.2.3. Section 3 – Schedule 3 – Respondent Qualifications and Experience: Complete and return detailing respondent qualifications and experience.
  - 26.2.4. Section 4 – Schedule 4 –Key Personnel Qualifications and References: Complete and return for each proposed key or respondent personnel position.
  - 26.2.5. Section 5 – Schedule 5 -Texas Family Code
  - 26.2.6. Section 6 – Demonstration of Capability: The respondent’s approach and ability to meet the service requirements as specified in the solicitation shall be demonstrated. The response should be specific and address all requirements described in the solicitation in the order presented in Para. 8. The respondent shall submit written documentation addressing how the vendor intends to meet the following:
    - 26.2.6.1. Orientation Session (Ref. Para. 8.2).
    - 26.2.6.2. Survey Implementation Plan (Ref. Para.8.4).
    - 26.2.6.3. Clear definition of each task and deliverable (Ref. Para.8.4.2).
    - 26.2.6.4. Background Check (Ref. Para.8.13).
    - 26.2.6.5. Bilingual Requirements (Ref. Para. 8.14)

- 26.2.6.6. Transportation (Ref. Para.8.15.).
- 26.2.6.7. Sexual Harassment Training (Ref. Para. 8.16)
- 26.2.6.8. Staffing plan: Submit a proposed staffing plan to demonstrate staff qualification and experience, including subcontractors. This plan should describe the number of staff proposed for this project, the functions each will perform and the percentage of time each will be assigned to this project during the contract term.
- 26.2.7. Section 7 – Performance Requirements: Respondent shall provide a detailed response specifying exactly how the requirements outlined in Para. 10 of the solicitation will be fulfilled.
- 26.2.8. Section 8– HUB Subcontracting Plan
- 26.2.9. Copies: The three flash drive copies (marked Copy) shall include only the following sections:
  - 26.2.9.1. Section 3 – Respondent Qualifications and Experience.
  - 26.2.9.2. Section 4– Key Personnel Qualifications.
  - 26.2.9.3. Section 6 – Demonstration of Capability.
  - 26.2.9.4. Section 7 – Performance Requirements.
- 26.3. The following should be submitted with the response. Failure by the respondent to submit the documentation listed below may disqualify the respondent from further consideration.
  - 26.3.1. Section 9– Financial Standing
  - 26.3.2. Statement from the president, owner or financial officer on company letterhead certifying that the company is in good financial standing, current in payment of all taxes and fees (Ref. Para. 5).
  - 26.3.3. Section 10 – Respondent References

## 27. RESPONSE EVALUATION

- 27.1. STEP 1 – REVIEW OF RESPONSES BY PURCHASING: Only a complete response with the listed required submittal documents and meeting minimum qualifications will be considered. Failure to meet the minimum qualifications and submit the required documents will result in a response being declared non-responsive.
- 27.2. STEP 2 – INITIAL EVALUATION: A TxDOT evaluation committee will evaluate and score each response based on established criteria. Respondents shall not contact members of the evaluation team. Responses will be evaluated according to the respondent’s ability to best satisfy TxDOT requirements. Respondent’s submission is evaluated and scored on a weighted system to determine the best value as follows:

- 27.2.1. Respondent qualifications and experience will comprise 60% of the evaluation total. Pricing submitted for the solicitation requirements will be 40% of the evaluation total.
- 27.3. STEP 3 – ORAL PRESENTATION: TxDOT may request that selected respondents, including key personnel participate in an oral presentation. The TxDOT evaluation committee will evaluate and score each oral presentation. All responses will be evaluated according to the respondent's ability to best satisfy TxDOT requirements.
  - 27.3.1. The initial selection of respondents qualifying to proceed to this step will maintain the pricing weight at 40%. The initial evaluation score of the qualifications and submission information will be replaced with the oral presentation score at 60%.
  - 27.3.2. TxDOT will advise each respondent in writing of the location, date and time of the scheduled oral presentation. A minimum of two weeks' notice will be given to the respondent(s) selected for the oral presentation phase.
  - 27.3.3. TxDOT may provide the respondent with a list of proposed key personnel required to attend and participate in the meeting. Respondent and proposed key personnel should be prepared to address any questions that may be asked by TxDOT evaluators.
  - 27.3.4. TxDOT reserves the right to continue discussions with selected respondent(s).
- 27.4. NEGOTIATIONS: Upon completion of oral presentation evaluation scoring, TxDOT reserves the right to enter into negotiations with one or more selected respondents.
- 27.5. STEP 4 – BEST AND FINAL OFFER (BAFO): TxDOT reserves the right to request a BAFO from selected respondent(s).
  - 27.5.1. The respondent(s) shall submit a final price and any added value. If more than one respondent reaches this level, the negotiated terms, references, BAFO and added values will be the considered in the award. TxDOT will make the final determination on the best value.
  - 27.5.2. TxDOT may award the purchase order for the service without requesting a BAFO.

## 28. AWARD

TxDOT reserves the right to award a purchase order(s) to the company that provides the best value to TxDOT in performance of this service. TxDOT may award to a single vendor, multiple vendors, or use any combination that best serves the interest of TxDOT.

- 28.1. BEST VALUE: TxDOT will be the sole judge of best value. Best value criteria may include, but are not limited to:
  - 28.1.1. Best meets the goals and objectives of the solicitation as stated in the Service Requirements.
  - 28.1.2. Best meets the quality and reliability of the proposed goods and services.
  - 28.1.3. Experience in successfully providing services in the solicitation.

## 28.2. TYPES OF AWARD

28.2.1. Single Award: One purchase order awarded to a single vendor.

## 29. POST AWARD MEETING

Vendor(s) shall be required to attend a post award meeting in person OR via teleconference, OR via web conference with TxDOT within 30 calendar days after the award of the purchase order. The purpose of the meeting is to discuss the terms and conditions of the purchase order and to provide additional information regarding the purchase order. Vendor(s) and TxDOT shall identify specific goals, strategies and activities planned for meeting particular program area objectives.

## 30. TRANSITION OF TxDOT PROPERTY

TxDOT will provide assistance as needed for the efficient and smooth transfer of all TxDOT property, including but not limited to: Publications, documents, property, equipment, and other material which TxDOT retains ownership rights related to work provided under a previous or current purchase order.

30.1. **BEGINNING PHASE**: The vendor awarded a purchase order as a result of this solicitation, shall, at the request of TxDOT, be responsible for contacting the previous vendor to request the transfer of all TxDOT property. The transition of TxDOT's property shall occur within an agreed upon time frame to assure the new vendor can begin providing services as required by TxDOT.

30.2. **CANCELLATION OR TERMINATION OF THE PURCHASE ORDER**: At the end of the purchase order term or if the purchase order is cancelled by either party, the vendor(s) shall return all TxDOT property to TxDOT or transfer all TxDOT property to the TxDOT designated vendor(s) immediately upon TxDOT's request.

## 31. CONTRACT ADMINISTRATION

Administration of the purchase order is the responsibility of TxDOT. TxDOT Procurement Division staff will be responsible for administering the contractual business relationship with the vendor.

31.1. Any proposed changes to work to be performed, whether initiated by TxDOT or the vendor, must receive final written approval in the form of a Purchase Order Change Notice signed by the authorized TxDOT purchasing agent.

31.2. Upon issuance of purchase order, TxDOT will designate an individual to serve as the Contract Manager and point of contact between TxDOT and the vendor. The Contract Manager does not have any express or implied authority to vary the terms of the purchase order, amend the purchase order in any way or waive strict performance of the terms or conditions of the purchase order. This individual's contract management and contract administration responsibilities include, but are not limited to:

31.2.1. Monitoring the vendor's progress and performance and ensuring services conform to established specification requirements.

31.2.2. Managing the financial aspects of the contract including approval of payments.

31.2.3. Meeting with the vendor as needed to review progress, discuss problems and consider necessary action.

- 31.2.4. Identifying a breach of contract by assessing the difference between contract performance and non-performance.
- 31.2.5. Other areas as identified by the Comptroller of Public Accounts Contract Management Guide, latest edition.