

**To Whom It May Concern:**

**CUSTOMER FEEDBACK SOUGHT – CONTRACT ADVERTISEMENT & AWARD DIGITAL STRATEGY**

Date: July 12, 2017

In 2015, the Contract Ad & Award office surveyed customers to get your thoughts on how our office distributes a variety of documents. We would like to thank the nearly 250 customers that responded to our survey. As a result of the survey responses, Contract Advertisement and Award has been busy implementing a variety of changes in response to your feedback:

- A subscription email service for the Call for Bids, Design-Build Project Opportunities and Contractor Bulletins, bringing you advertisements and updates straight to your inbox
- The added flexibility of choosing either paper or electronic plans and specifications
- A new online order page
- The option to add an email address to the Planholder List and receive alerts about Addenda, Reference Information, Questions and Answers and other project information by email
- A subscription email service for each Design-Build project under procurement
- A redesigned website focusing on usability and customer feedback
- Continued training for electronic bidding

In the spirit of continual improvement, we are asking for your feedback once again. Please tell us how we are doing in this [brief four-question survey](#) about how you interact with us, what you think about our recent changes, and where we need to make additional improvements. If you have additional feedback, please email [CAA@wsdot.wa.gov](mailto:CAA@wsdot.wa.gov).