



Request for Proposal (RFP)

City of Weldon Spring

5401 Independence Rd.

Weldon Spring, MO 63304

Phone: (636) 441-2110

Fax: (636) 441-2857

Request for Proposal: Community Wide Survey Services

RFP#: 01-102021

Date: September 4, 2020

The City of Weldon Spring has determined it is in its best interest to select a consulting firm to conduct a statistically valid scientific survey of Weldon Spring residents and businesses. The qualifications required of the consultant firm, nature and scope of the services to be provided are explained in this Request for Proposal (RFP) as an aid to potential responders in preparing their written proposal.

1. SUBMISSION OF PROPOSALS

- a. The submitting firm is responsible for all costs associated with preparing and submitting their proposal.
- b. Proposals will be accepted until 10:00 a.m. on September 30, 2020. Proposals received after this date and time will not be considered.
- c. Proposals shall be marked "Community Survey – City of Weldon Spring", with the firm's name and address clearly identified.
- d. Three copies of the proposal shall be submitted. All material submitted becomes the property of the City of Weldon Spring and shall not be returned.
- e. All materials and information returned with this proposal shall become part of any contract which results from this proposal.
- f. All questions or necessary clarifications pertaining to the proposal shall be submitted in writing, either hard or soft copy, no later than September 23, 2020 at 5:00 p.m. to:

Mitchell Jordan

Community Relations Coordinator & Public Information Officer

City of Weldon Spring 5401 Independence Rd.

Weldon Spring, MO 63304

(636) 441-2110 ext. 100

mjordan@weldonspring.org

(Questions from vendors pertaining to the request for proposal along with answers will be provided on the city website.)

- g. The city reserves the right to reject any or all proposals and to waive any technicalities therein. The city reserves the right to amend any portion of the request for proposal via an Addendum. It is the responsibility of the bidder to review the city website: www.weldonspring.org to ensure bidder has all current bid documents.
- h. Consultant finalists selected to proceed to the final evaluation process may be required to make an oral presentation of their proposal to the City of Weldon Spring prior to the contract award. Mitchell Jordan,

Community Relations Coordinator & Public Information Officer, will determine the time and locations for these presentations.

2. ACCOUNT MANAGER

- a. Proposals shall designate an account manager who will serve as the point of contact for the City of Weldon Spring and can only be removed from the account with written permission by the City of Weldon Spring.

3. SELECTION OF THE CONSULTANT

- a. Proposals will be evaluated by Mitchell Jordan of the City of Weldon Spring, assisted by designated city staff. The following will serve as the basic criteria for the selection of the consultant:
 1. Understanding of the scope of work as evidenced by the proposal and the ability of the firm to commence work in a timely manner.
 2. The qualifications of the submitting firm, the designated account manager and the account team assigned to the City of Weldon Spring.
 3. The scope of the services offered and the extent to which they meet or exceed the requirements of the City of Weldon Spring.
 4. Fees and applicable rates proposed to carry out the requested services. All necessary costs to be incurred by the City of Weldon Spring in order to provide the requested service shall be included in the proposal.

4. DESCRIPTION OF WORK

- a. Minimum of 210 household responses and 24 business responses with a preferred even distribution from all three (3) city wards.
- b. Survey length shall be approximately 15 – 20 minutes in length.
- c. Three major components of the surveys shall include (1) major issues/projects, (2) customer satisfaction with various city services, and (3) City Tax initiatives.

5. DELIVERABLES REQUIRED

- a. Development of survey questions following consultation with city representatives on key issues.
- b. Survey instrument and script.
- d. Completion of the survey in a minimum of 210 household responses and 24 business responses preferably with an even distribution from all three (3) city wards.
- c. Written report including analysis of survey responses, executive summary and cross tabulation of results as requested by city.
- d. Electronic submission of survey report, preferably in PDF format and a minimum of twelve hard copy submissions.
- e. Statistical presentation of all questions by community demographics.
- f. Presentation of results at a public meeting.

6. REQUIREMENTS OF PROPOSAL

- a. All Proposals must be limited to ten (10) pages.
- b. Description of survey methodology and approach.
- c. References and samples of work (will be returned at your request).
- d. Evidence of experience of principal representative and all firm staff assigned to project in conducting customer satisfaction surveys for other municipalities.
- e. Identification of any subcontractors that will be utilized in this project.

- f. Description of your firm’s capability of benchmarking survey results and providing comparative survey data of other municipalities in the St. Louis area, Missouri and nationally.
- g. Any additional information that will allow the city to evaluate your firm’s proposal.
- h. Not-to-exceed fee and payment schedule.
- i. Project timeline: It is the city’s expectation that the survey instrument will be completed and approved by the city by November 13, 2020 data collection will be completed by December 18, 2020, a draft report will be received by January 22, 2021 and a final report will be presented by February 12, 2021. If this is not feasible, please provide details as to why and an alternate timeline.
- j. Identify who or the party(ies) that will be making calls, if telephone survey is preferred method.
- k. Describe how the Internet can be used without creating bias or damaging randomness of the survey, if internet is preferred method.

Deliver or mail proposals to:

Mitchell Jordan
 Community Relations Coordinator & Public Information Officer
 City of Weldon Spring
 5401 Independence Rd.
 Weldon Spring, MO 63304

Deadline 10:00 a.m. September 30, 2020

Exhibit A: BID SHEET

Community Wide Survey Services

Item No.	Item Description:	QUANTITY:	UNIT PRICE:	TOTAL PRICE:
1	Residential Community Wide Survey	210		
2	Commercial/Business Survey Focus	24		
3				
4				
5				
6				
7				
8				
9				
10	Other			
			Grand Total:	

Print Name

Signature of Authorized Bidder

Date