

**CITY OF DAVENPORT, IOWA
REQUEST FOR QUALIFICATIONS
CITIZEN SATISFACTION SURVEY**

Project Description

The City of Davenport, Iowa is seeking a qualified professional firm or service provider to conduct a citizen satisfaction survey to objectively measure public opinion on the delivery of major City services and identify priorities among residents as part of the City's budgeting and planning processes.

Potential service providers are invited to submit their qualifications for providing this scope of work. The City of Davenport reserves the right to reject any or all submittals.

The selected service provider will report to the City Administrator's Office.

Scope of Services

The survey will be designed to coordinate with the International City/County Management Association (ICMA) Center for Performance Measurement data collection and be comparable with the 2006 citizen satisfaction survey administered in-house by the City of Davenport. Survey results will be statistically valid and reflective of the demographic profile of all residents in the City of Davenport.

The final report conducted by the service provider may include, but is not limited to the following:

- Executive summary
- Statistical analysis of survey results
- Optional comparison with national norms
- Survey background
- Profile of the City of Davenport
- Profile of respondents
- General overview of the survey
- Content descriptions and summaries for each survey topic
- Copy of the survey instrument
- Twenty (20) color copies of the final report and a copy in electronic format

The service provider will also make a final presentation to the Davenport Mayor, City Council and staff.

The final scope of services will be negotiated with the service provider deemed most qualified and modified as necessary.

Submission Requirements

Interested firms should submit the following information in their response to this Request for Qualifications:

- Company information and profile (including name, and contact information)
- Background/qualifications of all professional staff members who will work on this project including the name of a project manager who will be the lead person/primary contact throughout the survey process.

- Recent experience of the service provider, including similar projects undertaken for other municipalities. (i.e. discuss your firm's experience blending results of citizen satisfaction surveys created and administered by the client city/organization or other outside firm with that of the firm's process and results. Include sample of how the results were blended and presented to the city/organization.
- Reference list with at least three (3) clients, addresses, telephone numbers and contact persons for whom similar projects have been performed.
- Identify the potential for utilizing subcontractors, and describe corporate policies on using WBE/MBE firms.
- The expected cost is not to exceed \$10,000.
- Description of survey methodology and approach.
- Proposed project schedule.
- Other items the service provider wishes the City of Davenport to consider in evaluating the service provider's response to this request for qualifications.

Selection Criteria

The City will be evaluating the Requests for Qualifications based on, but not limited to, the following selection criteria:

- The professional and ethical reputation of the service provider.
- The service provider's demonstrated proposal and expertise in performing the services required for this project.
- The qualifications and experience of the staff that will be in charge of the project.
- The past record of performance with respect to quality of work and ability to meet schedules.
- The service provider's ability to complete the outlined project in a reasonable time frame and at a reasonable cost.

Deadline

Responses must be received by the City of Davenport on or before 3:00 PM CDT September 22, 2008.

Responses may be submitted in person, electronically or through regular mail. Proposals received after the stated date and time will not be considered. **All submissions must be signed and dated.**

Please submit responses to:

ATTN: Citizen Satisfaction Survey RFQ
 Kristi Keller
 Purchasing Division
 226 West 4th Street
 Davenport, Iowa 52801

All material submitted will become the property of the City.

PLEASE NOTE:

In its sole discretion, the City of Davenport may withdraw this request either before or after receiving proposals, may accept or reject proposals, and may accept proposals that deviate from the format suggested in this request as it deems appropriate and in its best interest. In its sole discretion, the City may determine the qualifications and acceptability of any party or parties submitting proposals. Any misrepresentation shall be grounds for rejection of the proposal.

Contacts

RFQ Process:

Kristi Keller
Purchasing
Finance Department
226 West Fourth Street
Davenport, Iowa 52801
(563) 888-2077
Email: klk@ci.davenport.ia.us

Project:

Tanisha Briley
Assistant to the City Administrator/Budget Manager
226 West Fourth Street
Davenport, Iowa 52801
(563) 888-3384
Email: tbriley@ci.davenport.ia.us

ADDITIONAL PROVISIONS

Signature by Responsible Party

All proposals must be signed with the firm name and by a responsible officer or employee authorized to transact business on behalf of the firm, partnership or corporation. No consultant may assign or transfer any legal or equitable interest in the proposal after the date and hour set for the receipt of proposals.

City's Rights Reserved

The City reserves the right to accept or reject any or all proposals in whole or in part, to waive any irregularities in any proposal, to accept the proposal which, in the judgment of the City is most advantageous to the City and to re-advertise if desired, and to select for interview those respondents whose proposals, in the sole judgement of the City, best meet its needs.

Conflict of Interest

The consultant must disclose any interest of the firm or its employees, either direct or indirect, that would conflict in any manner or degree with the performance of its services in connection with this project.

Interest of Public Officials

No member, officer or employee of the City during the period of this project or for one year thereafter shall have any interest, direct or indirect, in this proposal or the proceeds thereof.

Indemnification

The consultant agrees to protect, defend, indemnify, and hold harmless the City of Davenport, its elected and appointed officials, agents, and employees from and against any and all liability, damages, claims, suits, liens, and judgments, of whatever nature, including claims for contribution and/or indemnification, and for injuries to any person or persons caused by the consultant's proposals or subsequent submittals. The consultant's obligation to protect, defend, indemnify, and hold harmless, as set forth hereinabove, shall include any matter arising out of any actual or alleged infringement of any patent, trademark, copyright, or service mark, or any actual or alleged unfair completion, disparagement of product or service, or other business tort of any type whatsoever, or any actual or alleged violation of trade regulations.

City Use

The City shall have the unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data or other materials prepared under this process.

Verbal Agreement

No verbal agreement or conversation with any elected or appointed official, agent or employee of the City, either before, during or after the submittal of this proposal, shall affect or modify any of the terms or obligations herein contained, nor shall such verbal agreement or conversation entitle the consultant to any additional compensation or consideration whatsoever under the terms of this request for qualifications.

Changes

The City may request changes in the scope of services. Such changes shall be incorporated in written amendments to this request for qualifications.

Anti-Discrimination

The consultant shall not discriminate against any person or applicant for employment because of race, color, creed, religion, sex, national origin or ancestry, age, marital status, physical or mental disability, or political beliefs or affiliations. The City of Davenport has not established WBE/MBE goals, but the use of such subcontractors is encouraged.