CITY OF BLOOMINGTON

Office of the Mayor

Community Survey
Request for Qualifications

ISSUED:

September 16, 2016

DEADLINE FOR RESPONSES:

October 12, 2016 at 4:00 PM EST

ADDRESS ALL QUALIFICATION STATEMENTS TO:

Mick Renneisen
Deputy Mayor
renneism@bloomington.in.gov

General Information and Summary

Organization Requesting Qualifications
City of Bloomington
Office of the Mayor
401 N. Morton St., Suite 210
Bloomington, IN 47404

Contact
Mick Renneisen
Deputy Mayor
renneism@bloomington.in.gov

Background
The City of Bloomington, Indiana is nestled in the rolling hills of southern Indiana with an estimated population of 84,067 as of 2015. Bloomington is the county seat of Monroe County, located approximately 50 miles south of Indianapolis, and is proud to be the home of Indiana University's flagship campus (a tier one research institution with approximately 43,000 students), Ivy Tech Community College and the award-winning Monroe County Community School Corporation. Home to leading companies in the life sciences industry, Bloomington is also known for its arts and culture scene.

Scope of the Project
The City of Bloomington (the City) is issuing a Request for Qualifications (RFQu) to assist in the planning, development, implementation, compilation, and analysis of a community survey. In addition, the Consultant must provide both written and oral reports to city staff and elected officials. The survey is intended to measure residents' satisfaction with city services as well as to gather opinions on selected issues in the community. This will be the first comprehensive city services survey to be completed by the City and will be used as a baseline against which to measure future results. The City of Bloomington Parks and Recreation Department has regularly conducted satisfaction surveys, most recently in 2015.

The scope of work is expected to include, but is not limited to, the following tasks:

1. **Develop Survey Instrument:** The Consultant will meet with elected officials, administrative staff, and other staff as necessary to design the survey instrument. Where appropriate, the Consultant will employ survey questions used by other similarly sized communities to ensure consistency and allow comparison of finalized results. The

Consultant will develop a survey that assesses community satisfaction with city services, program planning, budgeting, and goal setting.

2. **Survey Implementation/Administration:** Assuming the acceptability of the survey instrument, the Consultant will determine the best way to administer the survey to ensure it is statistically valid for a diverse population of approximately 84,000 people, and Consultant will administer such survey.
3. **Analysis of Survey Results:** The Consultant will analyze the survey results and is expected to explain what the results mean for the City and how the City can use the information to advance key city priorities and projects. This analysis will include geocoding, so the City may better understand how opinions about issues and services vary according to location within the community. Results must also be provided in electronic format upon completion.
4. **Benchmarking:** The Consultant will provide comparisons of the City's survey results with other communities regionally and nationally.
5. **Report:** The Consultant will create a report that includes both a written summary and a graphical presentation of the survey results and associated analysis. The Consultant will present the report to elected officials and staff in person.
6. **Timeframe:**

September 16-28	RFQu Posting
October 5 4:00 pm EST	Deadline for questions/clarifications
October 7 5:00 pm EST	Deadline for responses to questions/clarifications from the City
October 12 4:00 pm EST	RFQu Response Deadline
* October 13-21	Qualifications Evaluation & Interviews
October 28	Notify Respondents of Results
November 1, 2016 - January 1, 2017	Survey Formulation
January and February 2017	Survey Implementation
March 2017	Report

* Review dates indicated are tentative and subject to change

Submission Requirements

Submissions must be prepared electronically using 8.5" x 11" paper format with a text size no smaller than 11 point font and margins no less than one inch. File size may not exceed 5MB.

Submissions will only be accepted in electronic PDF format and should be sent to renneism@bloomington.in.gov with a subject line of "RFQu Response – [Individual/Consultant Name]." Submissions received after 4:00 pm EST on October 12 will not be considered. Paper submissions will not be considered.

The City reserves the right to reject any and all proposals based upon evaluation of the considerations listed in the RFQu, as well as to determine which Consultant has the necessary background, skills, and understanding required for this Community Survey.

Communications and Project Management

All communications from interested parties to the City during the RFQu submittal process shall be made electronically through email only. Should any interested party find discrepancies in, or omissions from, this RFQu, or should they be in doubt as to the meaning of anything in the RFQu, written notification should be made to Mick Renneisen at renneism@bloomington.in.gov no later than October 5 by 4:00 pm EST.

Interpretation of this RFQu will be made only by written addendum to the RFQu. A copy of each addendum will be posted on the City's website at bloomington.in.gov/rfp no later than October 7. Interested parties are responsible for checking the City's website for addenda, though the City may choose to contact all known interested parties with notification of posted addenda.

The City will not be responsible for any other explanations or interpretations of this RFQu. If significant changes to this RFQu are required then the City may postpone the final date for Submission.

Interested parties may notify the City in writing via email to renneism@bloomington.in.gov of their intent to submit a response to this RFQu, but are not required to do so. Failure to notify the City of intent to submit a response may result in omission from future communications in regards to this request including notification of addenda and response results.

Responses to the RFQu must be submitted in PDF format no later than October 12 at 4:00 PM EST. Responses, which in the judgment of the City, are incomplete, inaccurate, or otherwise not in compliance with the requirements described in this RFQu may be rejected.

Any costs incurred while responding to this RFQu shall be the responsibility of the entity submitting the response. This includes, but is not limited to, costs for travel and per diem, attending interviews, providing presentations or demonstrations, and participating in contract negotiation sessions.

Except as required by law, submissions received by the City in response to this RFQu will not be disclosed to any third parties.

Proposal Format

1. Full name and address of the Consultant.
2. Contact information for the person authorized to serve as point of contact during the RFQu evaluation process and to negotiate on behalf of the individual/Consultant or team if selected.
3. Brief description of the history, mission, and organizational structure of the Consultant.
4. Brief statement of the Consultant's approach to satisfying the requirements of this project.
5. Brief statement of the Consultant's experience with projects similar in size and scope involving governmental entities (please provide names and phone numbers as references).
6. Name and qualifications of the primary supervisor of the project, plus names and qualifications of the one or two professional staff members who will be assigned to the project.
7. A statement of whether or not the Consultant is currently involved with any material litigation, arbitration, or bankruptcy proceedings, or has been within the past three years directly or indirectly.
8. Examples of data sets, maps, reports, etc. that would be used to relate the results of the community survey.
9. Statement of Work: Provide a narrative description of the services you propose to provide and a statement of how your Consultant proposes to achieve each of the identified tasks within the timeline of the project.
10. Budget: Specify a not-to-exceed cost for each of the services per task, or separately indicate your Consultant's hourly rates and charges including rates for subcontractors, travel, etc.
11. Other (optional)
    Any information not covered in previous sections that the responder feels is relevant and worthwhile to include. Inclusion of this information is optional. Potential relevant information could include: Disadvantaged business enterprise (DBE) qualified, local individual or business (corporate or field office within 50 miles).

Selection Process

Following the deadline, all submissions will be reviewed and rated based on the desired qualifications described in this RFQu. A personal interview will then be arranged with finalists, involving one company officer and at least one key staff member assigned to the project. City Administration will make the final decision.