

**RESOLUTION APPROVING THE EXTENSION OF INDEPENDENT  
CONTRACTOR AGREEMENT FOR RESIDENT SURVEY ADMINISTRATION  
TO ETC INSTITUTE**

**WHEREAS**, the City-County Purchasing Department advertised a Request for Proposals (RFP) in August 2017, to provide services related to the research, development, administration, and analysis of a resident survey. The objective of the RFP was to identify and select a provider to assist with development of a survey tool; fully administer, collect, analyze and provide response results; and present same to the City Manager and Council; and

**WHEREAS**, in September 2017, the City received proposals from Volcano Consulting, LLC, Nexus Analytics, National Research Council, EvalGroup, and ETC Institute; and

**WHEREAS**, an evaluation panel of City staff reviewed the proposals received to select the one most qualified to meet the requirements of the RFP, according to the following criteria: M/WBE commitment, cost and value, ability to meet time sensitive milestones, proposed data analysis, presentation, and quality of proposal; and

**WHEREAS**, the evaluation panel assigned the highest score to ETC Institute based on qualifications and experience, cost and value, ability to meet time sensitive milestones, proposed data analysis, presentation, and quality of proposal; and

**WHEREAS**, in November of 2017, the City entered into a one year agreement with ETC Institute for services related to the research, development, administration, and analysis of a resident survey for the City. The term of the agreement reflected that the City had not determined the frequency with which to conduct regular resident engagement; and

**WHEREAS**, ETC Institute performed satisfactorily in all areas of survey design, administration, and reporting during the 2018 Resident Survey project; and

**WHEREAS**, based on conversations with management and City Council, staff has recommended measuring service perceptions from residents every year in order to establish baseline trend data faster and react to resident needs more swiftly; and

**WHEREAS**, the original agreement with ETC institute was entered into prior to the change in the City's RFP process that provides additional preference for local firms and minority participation; and

**WHEREAS**, ETC Institute has voluntarily agreed to meet a minimum goal of 10% M/WBE participation for total project cost.

**NOW, THEREFORE, BE IT RESOLVED** by the Mayor and City Council of the City of Winston-Salem that the City Manager is authorized to extend the initial contract for services related to the research, development, administration, and analysis of a resident survey by a term of up to three years, at a cost not to exceed a two percent increase in cost over the previous year.

**BE IT FURTHER RESOLVED** that the City Manager and City Secretary are hereby authorized to execute the contract on behalf of the City with contract forms to be approved by the City Attorney.

**BE IT FURTHER RESOLVED** that the award of this contract amendment constitutes a preliminary determination as to the qualification of the bidder. The City is not legally bound to perform the contract until the contract is duly executed by the City.