

## City Council – Action Request Form

**Date:** March 21, 2022

**To:** Mayor, Mayor Pro Tempore, and Members of the City Council

**From:** Patrice Toney, Assistant City Manager  
Marla Newman, Community Development Director  
Shantell McClam, Purchasing Director

**Council Action Requested:**

Resolution Awarding Contract for Code Enforcement Supplemental Services

**Strategic Focus Area:** Livable Neighborhoods

**Strategic Objective:** Improve Character and Conditions of Neighborhoods

**Strategic Plan Action Item:** No

**Key Work Item:** No



**Summary of Information:**

The Community Development Department has an immediate need for a contractor to provide code enforcement supplemental services, including initial inspections, re-inspections as well as case maintenance. The need for these services is due in large part to the COVID 19 operational impact and the need for the department to continue to provide exceptional customer service. In order to meet state and federal requirements, contract staff will use the City of Winston-Salem's code enforcement system and infrastructure, e.g., email system, iPads, iPhones and landline phones. Code Enforcement staff will train contract staff on City Ordinances and interpretations before beginning tasks and before handling of responsibilities to ensure compliance with community expectations. This contract will be paid using salary savings.

City/County Purchasing issued a Request for Proposals (RFP) to provide supplemental code enforcement services, with proposals received on January 10, 2022, from the following firms: BB Foster Consulting PC, located in Greensboro, NC, and Municipal Services/State Code Enforcement, Inc., located in Greensboro, NC.

Terms of the bid document specified detailed evaluation criteria of business location, M/WBE commitment, cost effectiveness/price value, qualifications & experience, and reference list of governmental clients. An evaluation panel of staff members from Community Development, Planning, and the Office of Business Advancement and Inclusion reviewed the proposals received. See Exhibit B for the detailed scores.

**Committee Action:**

<b>Committee</b>	<u>Finance 3/21/22</u>	<b>Action</b>	<u>Approval</u>
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<b>For</b>	<u>Unanimous</u>	<b>Against</b>	<u></u>
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**Remarks:**

Based upon the evaluation panel's assessment, it is recommended that a three-year contract for code enforcement supplemental services per the prices offered in the RFP be awarded to Municipal Services/State Code Enforcement, Inc., in the amount of \$300,000.

Terms of the bid specify an initial contract period of three years and reserve the right for the City to extend this contract for as many as two additional 12-month periods, if both parties agree and funds are made available for that purpose, for a potential total estimated contract value of \$500,000

M/WBE comment: Notifications were sent to all local M/WBE and area HUB businesses on a weekly basis and the bid opportunity was advertised on the city and state websites. See Exhibit A for a complete list of businesses notified of this bid and the workforce demographics of the recommended vendor.