

Resolution #21-0536
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**RESOLUTION AWARDING CONTRACT FOR
RESIDENT SATISFACTION SURVEY DEVELOPMENT**

WHEREAS, City/County Purchasing issued a Request for Proposals (RFP) to provide resident satisfaction survey development with proposals received on August 31, 2021, from the following firms: ETC Institute, Inc. located in Lane Olathe, KS, and Research Analysis Group, LLC, located in Atlanta, GA; and

WHEREAS, terms of the RFP specified detailed evaluation criteria of business location, M/WBE commitment, cost effectiveness/price value, relevant qualifications and experience and methodology and approach. An evaluation panel of staff members from Utilities, Office of Performance and Accountability, and the Office of Business Advancement and Inclusion reviewed the proposals received and are recommending award to ETC Institute, Inc. in the initial contract amount of \$39,625; and

WHEREAS, terms of the RFP reserve the right for the City to extend this contract for as many as two additional 12-month periods with an annual increase of 2% each year, if both parties agree and funds are made available for that purpose, for a potential total estimated contract value of \$121,268.35; and

WHEREAS it is the recommendation of the Finance Committee that a contract for resident satisfaction survey development per the prices offered in the RFP be awarded to ETC Institute, Inc., in the initial contract amount of \$39,625, and that this contract may be renewed for two additional 12-month periods with an annual increase of 2% each year, if both parties

agree and funds are made available for that purpose, for a potential total estimated contract value of \$121,268.35.

NOW, THEREFORE, BE IT RESOLVED by the Mayor and City Council of the City of Winston-Salem that a contract for resident satisfaction survey development per the unit prices offered in the proposal is hereby awarded to ETC Institute, Inc., in the initial contract amount of \$39,625, and that this contract may be renewed for two additional 12-month periods with an annual increase of 2% each year, if both parties agree and funds are made available for that purpose, for a potential total estimated contract value of \$121,268.35.

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

BE IT FURTHER RESOLVED that funds have been appropriated in the FY 2021-22 budget to cover the cost of this contract through June 30, 2022, with contract extensions thereafter subject to future budget appropriations.