



Legislation Text

File #: 21-1715, **Version:** 1

STRATEGIC PRIORITY: Government Performance and Financial Management
AGENDA DATE: September 22, 2021
COUNCIL DISTRICT(S): N/A
DEPARTMENT: Office of Procurement Services
EXECUTIVE: Elizabeth Reich

SUBJECT

Authorize a two-year service contract with one, two-year renewal options, for resident and business surveys for Budget and Management Services - Allied Supply Chain Support and Services, lowest responsible bidder of six - Not to exceed \$120,662.35 - Financing: General Fund (subject to annual appropriations)

BACKGROUND

This action does not encumber funds; the purpose of a service contract is to establish firm pricing for services, for a specific term, which are ordered on an as needed basis.

This service contract will provide for resident and business surveys for Budget and Management Services. Beginning in 2005, the City embarked upon several customer service initiatives to ensure that the organization is providing exceptional service to the residents, businesses and communities of Dallas. In doing so, management has recognized the need for a standard mechanism to receive customer feedback that will allow the City to monitor long-term aggregated trends related to customer perception.

The survey and its administration are standardized to assure high quality survey methods and comparable results to other jurisdictions nationwide. Participating households and business shall be selected at random and the responding household member shall be selected without bias. A survey is completed once every other fiscal year. The last survey was conducted in 2020, thus service must begin in October of 2021 to initiate the data collection process for the 2022 fiscal year. The survey and its data can be found at the following link:

<https://dallascityhall.com/departments/budget/Pages/community-survey.aspx>.

As part of the solicitation process and in an effort to increase competition, the Office of Procurement Services used its procurement system to send out email notifications to vendors registered under relevant commodity codes. To further increase competition, the Office of Procurement Services uses historical solicitation information, the Internet, and vendor contact information obtained from user departments to contact additional vendors.

On November 10, 2015, the City Council authorized a living wage policy that requires contractors to pay their employees a “living wage” rate as established annually by the Massachusetts Institute of Technology Living Wage Calculator for Dallas County by Resolution No. 15-2141. The current calculated living wage during the solicitation process of this contract is \$12.38; the selected vendor meets this requirement.

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

This item has no prior action.

FISCAL INFORMATION

Fund	FY 2021	FY 2022	Future Years
General Fund	\$59,660.00	\$0.00	\$61,002.35

M/WBE INFORMATION

In accordance with the City’s Business Inclusion and Development Policy adopted on September 23, 2020, by Resolution No. 20-1430, as amended, the M/WBE participation on this contract is as follows:

Contract Amount	Procurement Category	M/WBE Goal	M/WBE %	M/WBE \$
\$120,662.35	Other Services	N/A	N/A	N/A
• The Business Inclusion and Development Policy does not apply to Other Service contracts.				
• Allied Supply Chain Support and Services - Local; Workforce - 66.67% Local				

PROCUREMENT INFORMATION

Method of Evaluation for Award Type:

Low Bid	<ul style="list-style-type: none">• Recommended vendor is based on the lowest competitive quoted price, who is also technically and financially capable of performing and completing the contract, and otherwise meets all material specification requirements• Negotiations are not allowed
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The Office of Procurement Services received the following bids from solicitation number BJ21-00016065. We opened them on May 21, 2021. We recommend the City Council award this service contract in its entirety to the lowest responsive and responsible bidder.

*Denotes successful bidder

<u>Bidders</u>	<u>Address</u>	<u>Amount</u>
*Allied Supply Chain Support and Services	1402 Corinth St. #143 Dallas, TX 75215	\$120,662.35
Consumer and Market Insights	3010 Lyndon B. Johnson Fwy. Suite 1200 Dallas, TX 75234	\$150,000.00
ComEngage, LLC	144 Railroad Ave. Suite 222 Edmonds, WA 98020	\$219,348.00
Elite Research, LLC	9901 Valley Ranch Pkwy. Suite 2035 Irving, TX 75063	\$228,250.00
ETC Institute	725 West Frontier Ln. Olathe, KS 66061	\$233,080.00
Zilo International Group, LLC	3939 East Arapahoe Rd. Suite 210 Centennial, CO 80122	\$308,008.00

OWNER

Allied Supply Chain Support and Services

Victoria Stevenson, President