



## City of San Antonio

June 10, 2016

### **REQUEST FOR PROPOSAL COMMUNITY SURVEY SERVICES 016-037**

To All Interested Parties:

The City of San Antonio is soliciting proposals from qualified and experienced respondents for Community Survey Services.

San Antonio is the seventh largest city in the United States, and the second largest city in Texas. Today, the City of San Antonio provides more than \$1 billion in services to its approximately 1,436,697 residents through its approximately 12,000 employees. Along with core municipal services, such as police, fire, 311, animal control, planning and development services, community services, and solid waste and recycling collection, the City operates municipal pools and maintains approximately 200 parks, green spaces and natural areas, and hiking/walking trails. The City also maintains and repairs more than 4,000 centerline miles of streets annually.

The selected consultant shall work with the City's Government and Public Affairs Department and shall conduct a survey in English and Spanish of the City of San Antonio residents, including 100 surveys per Council district, at a minimum, unless otherwise recommended by consultant. The sampling plan for the survey should produce a confidence level of 95% with an interval of +/- 5%. The City also requires a benchmarking analysis and is interested in obtaining Consultant's recommendations for suggested alternative approaches in the sample size, survey format or design, including pricing for optional services.

#### **SCOPE OF SERVICE**

The selected consultant will conduct a community-wide survey regarding City services in 2016. The information obtained during the 2016 survey will be used by the consultant to compare with the 2008, 2010, 2012 and 2014 biennial community survey results for benchmarking analysis and as a means to continue to improve customer service to our residents. In addition to the benchmarking, the City requires a comparison of the survey results to other large Texas cities and U.S. cities of similar size.

The selected consultant shall conduct a minimum of 1,000 total completed surveys in English and

Spanish, unless the consultant recommends an alternate sample size. Each survey will be offered to a random, stratified sampling of 100 residents, minimum, within each of the City's ten City Council Districts. The results of the survey will be provided to the City in both English and in Spanish. The sampling plan for the survey should produce a confidence level of 95% with an interval of +/- 5%.

In consultation with the City, the selected consultant shall define the necessary protocols and procedures to be followed during the course of this project. Using samples from the 2008, 2010, 2012 and 2014 survey instruments provided by the City, the selected consultant shall design the survey questionnaire. Personnel to be assigned to conduct the survey shall be bilingual and fluent in English and Spanish. The latest possible deadline for the completion of the preliminary survey results is November 28, 2016, and December 12, 2016 for final reporting of results.

Project Deliverables:

- Prepare a draft of survey questionnaire instrument in both English and Spanish for City approval.
- Identify a minimum of 100 residents within each Council District for the survey, unless otherwise recommended by consultant.
- Conduct completed surveys with bilingual English/Spanish surveyors.
- Data-enter residents' responses including verbatim responses to open-ended questions.
- Prepare a draft survey results tabulation report for City review, including the benchmarking of the prior four community surveys' data with the 2016 results and a comparison of City's 2016 survey results with other large Texas cities and U.S. cities of similar size, recommendations and Appendix A & B, the contents of which are described below.
- Submit preliminary tabulation report for City review and approval before any detailed report is generated. The preliminary draft shall be submitted in electronic format only, using color as will be presented in the final report.
- Following the City's written approval of the draft tabulation report, selected Consultant shall prepare and deliver a final report to the City in the format indicated below. All hard copy reports will be printed double sided in color. The results of the survey shall be reported by the selected consultant in both geographical and table formats – for both the entire population and the cross tabulation results by demographic characteristic.
- Selected Consultant's final report of results shall contain:
  - An Executive Summary in English & Spanish (Exhibit 1 & 6); hardcopy double-sided in color print and an electronic version to include:
    - Detailed review of all the survey findings for the year in which the survey occurs;
    - Benchmarking of the prior four community surveys' results compared to the results for the current survey year;

- Provide selected comparison of City of San Antonio 2016 Community Survey results to other large Texas cities and U.S. cities of similar size;
  - Complete methodological documentation to include a written statement of the response rate and sampling error;
  - Recommendations based on the current year's results.
- Appendix A – Survey Data by Council District (Exhibit 2)
- Appendix B - Geographical maps (Exhibit 3) with responses to selected questions by zip code in English & Spanish; hardcopy double-sided in color print, and an electronic version
- Appendix C – Importance - Satisfaction Analysis (Exhibit 4)
- Appendix D - Cross Tabulations of Item Responses by Selected Demographics in electronic format only (Exhibit 5)
- Open-Ended Comments in electronic format only
  
- Provide one hundred (**100**) bound double sided color copies of the final Executive Summary and Appendix A & B with tabbed versions of English and Spanish bound together.
  
- Prepare a draft of a PowerPoint presentation for City approval.

The selected consultant will be required to make a formal presentation to selected City management staff and/or City Officials regarding the survey findings, methodology, recommendations and Appendix A,B and C. The travel cost for this presentation must be included in the total all-inclusive maximum price on Attachment B – Price Schedule.

The selected consultant may also be asked to make a 2<sup>nd</sup> formal presentation to selected City management staff and/or City Officials regarding the results of the survey and methodology. Any additional costs for this optional presentation shall be outlined in Attachment B- Price Schedule.

The selected consultant shall be responsible for all costs associated with the printing and postage to the City for survey reports and other deliverables, and must be acceptable to the City.

**Project Success**

All work performed by Consultant shall be performed to the satisfaction of the Director of Government and Public Affairs. The determination made by the Director shall be final, binding and conclusive.

**Travel**

If the selected consultant is not located within the corporate limits of the City of San Antonio, the selected consultant shall not be required to travel to San Antonio or any other location for the performance of the services contemplated herein. All meetings (with the exception of the presentation(s) to City management staff and/or City Officials) shall be conducted telephonically.

**Budget**

The City has established a maximum budget of \$49,500 for the completion of this project. Note, however, that price will be a factor in selection and award of the contract, so consideration to pricing should be given in submitting a proposal.

**Insurance Requirements**

If selected, Consultant shall be required to comply with the insurance provisions set forth below:

A) Prior to the commencement of any work under this Agreement, Consultant shall furnish copies of all required endorsements and completed Certificate(s) of Insurance to the City's Government & Public Affairs Department, which shall be clearly labeled "Community Survey Services/016-037" in the Description of Operations block of the Certificate. The Certificate(s) shall be completed by an agent and signed by a person authorized by that insurer to bind coverage on its behalf. The City will not accept a Memorandum of Insurance or Binder as proof of insurance. The certificate(s) must be signed by the Authorized Representative of the carrier, and list the agent's signature and phone number. The certificate shall be mailed, with copies of all applicable endorsements, directly from the insurer's authorized representative to the City. The City shall have no duty to pay or perform under this Agreement until such certificate and endorsements have been received and approved by the City's Government & Public Affairs Department. No officer or employee, other than the City's Risk Manager, shall have authority to waive this requirement.

B) The City reserves the right to review the insurance requirements of this Article during the effective period of this Agreement and any extension or renewal hereof and to modify insurance coverages and their limits when deemed necessary and prudent by City's Risk Manager based upon changes in statutory law, court decisions, or circumstances surrounding this Agreement. In no instance will City allow modification whereby City may incur increased risk.

C) A Consultant's financial integrity is of interest to the City; therefore, subject to Consultant's right to maintain reasonable deductibles in such amounts as are approved by the City, Consultant shall obtain and maintain in full force and effect for the duration of this Agreement, and any extension hereof, at Consultant's sole expense, insurance coverage written on an occurrence basis, unless otherwise indicated, by companies authorized to do business in the State of Texas and with an A.M Best's rating of no less than A- (VII), in the following types and for an amount not less than the amount listed below:

<u>TYPE</u>	<u>AMOUNTS</u>
1. Workers' Compensation	Statutory
2. Employers' Liability	\$1,000,000/\$1,000,000/\$1,000,000
3. Commercial General Liability Insurance to include coverage for the following:  a. Premises/Operations b. Products/Completed Operations c. Personal/Advertising Injury	For <u>Bodily Injury</u> and <u>Property Damage</u> of \$1,000,000 per occurrence;  \$2,000,000 General Aggregate, or its equivalent in Umbrella or Excess Liability Coverage

<p>4. Business Automobile Liability</p> <p>a. Owned/leased vehicles</p> <p>b. Non-owned vehicles</p> <p>c. Hired Vehicles</p>	<p><u>C</u>ombined <u>S</u>ingle <u>L</u>imit for <u>B</u>odily <u>I</u>njury and <u>P</u>roperty <u>D</u>amage of \$1,000,000 per occurrence</p>

D) Consultant agrees to require, by written contract, that all subcontractors providing goods or services hereunder obtain the same categories of insurance coverage required of Consultant herein, and provide a certificate of insurance and endorsement that names the Consultant and the CITY as additional insureds. Policy limits of the coverages carried by subcontractors will be determined as a business decision of Consultant. Respondent shall provide the CITY with said certificate and endorsement prior to the commencement of any work by the subcontractor. This provision may be modified by City’s Risk Manager, without subsequent City Council approval, when deemed necessary and prudent, based upon changes in statutory law, court decisions, or circumstances surrounding this agreement. Such modification may be enacted by letter signed by City’s Risk Manager, which shall become a part of the contract for all purposes.

E) As they apply to the limits required by the City, the City shall be entitled, upon request and without expense, to receive copies of the policies, declaration page, and all required endorsements. Consultant shall be required to comply with any such requests and shall submit requested documents to City at the address provided below within 10 days. Consultant shall pay any costs incurred resulting from provision of said documents.

City of San Antonio  
 Attn: Government & Public Affairs Department  
 P.O. Box 839966  
 San Antonio, Texas 78283-3966

F) Consultant agrees that with respect to the above required insurance, all insurance policies are to contain or be endorsed to contain the following provisions:

- Name the City, its officers, officials, employees, volunteers, and elected representatives as additional insureds by endorsement, as respects operations and activities of, or on behalf of, the named insured performed under contract with the City, with the exception of the workers’ compensation and professional liability policies;
- Provide for an endorsement that the “other insurance” clause shall not apply to the City of San Antonio where the City is an additional insured shown on the policy;
- Workers’ compensation, employers’ liability, general liability and automobile liability policies will provide a waiver of subrogation in favor of the City.

- Provide advance written notice directly to City of any suspension or non-renewal in coverage, and not less than ten (10) calendar days advance notice for nonpayment of premium.

G) Within five (5) calendar days of a suspension, cancellation or non-renewal of coverage, Consultant shall provide a replacement Certificate of Insurance and applicable endorsements to City. City shall have the option to suspend Consultant's performance should there be a lapse in coverage at any time during this contract. Failure to provide and to maintain the required insurance shall constitute a material breach of this Agreement.

H) In addition to any other remedies the City may have upon Consultant's failure to provide and maintain any insurance or policy endorsements to the extent and within the time herein required, the City shall have the right to order Consultant to stop work hereunder, and/or withhold any payment(s) which become due to Consultant hereunder until Consultant demonstrates compliance with the requirements hereof.

I) Nothing herein contained shall be construed as limiting in any way the extent to which Consultant may be held responsible for payments of damages to persons or property resulting from Consultant's or its subcontractors' performance of the work covered under this Agreement.

J) It is agreed that Consultant's insurance shall be deemed primary and non-contributory with respect to any insurance or self insurance carried by the City of San Antonio for liability arising out of operations under this Agreement.

K) It is understood and agreed that the insurance required is in addition to and separate from any other obligation contained in this Agreement and that no claim or action by or on behalf of the City shall be limited to insurance coverage provided..

L) Consultant and any Subcontractors are responsible for all damage to their own equipment and/or property.

### **Indemnification Requirements.**

If selected, Consultant will be required to comply with the indemnification provisions shown below:

**CONSULTANT covenants and agrees to FULLY INDEMNIFY, DEFEND and HOLD HARMLESS, the CITY and the elected officials, employees, officers, directors, volunteers and representatives of the CITY, individually and collectively, from and against any and all costs, claims, liens, damages, losses, expenses, fees, fines, penalties, proceedings, actions, demands, causes of action, liability and suits of any kind and nature, including but not limited to, personal or bodily injury, death and property damage, made upon the CITY directly or indirectly arising out of, resulting from or related to CONSULTANT'S activities under this Agreement, including any acts or omissions of RESPONDENT, any agent, officer, director, representative, employee, consultant or subcontractor of CONSULTANT, and their respective officers, agents employees, directors and representatives while in the exercise of the rights or performance of the duties under this Agreement. The indemnity provided for in this paragraph shall not apply to any liability resulting from the negligence of CITY, its officers or employees, in instances where such negligence causes personal injury, death, or**

**property damage. IN THE EVENT CONSULTANT AND CITY ARE FOUND JOINTLY LIABLE BY A COURT OF COMPETENT JURISDICTION, LIABILITY SHALL BE APPORTIONED COMPARATIVELY IN ACCORDANCE WITH THE LAWS FOR THE STATE OF TEXAS, WITHOUT, HOWEVER, WAIVING ANY GOVERNMENTAL IMMUNITY AVAILABLE TO THE**

**CITY UNDER TEXAS LAW AND WITHOUT WAIVING ANY DEFENSES OF THE PARTIES UNDER TEXAS LAW.**

The provisions of this INDEMNITY are solely for the benefit of the parties hereto and not intended to create or grant any rights, contractual or otherwise, to any other person or entity. CONSULTANT shall advise the CITY in writing within 24 hours of any claim or demand against the CITY or CONSULTANT known to CONSULTANT related to or arising out of CONSULTANT's activities under this AGREEMENT and shall see to the investigation and defense of such claim or demand at CONSULTANT's cost. The CITY shall have the right, at its option and at its own expense, to participate in such defense without relieving CONSULTANT of any of its obligations under this paragraph.

Defense Counsel - CITY shall have the right to select or to approve defense counsel to be retained by CONSULTANT in fulfilling its obligation hereunder to defend and indemnify CITY, unless such right is expressly waived by CITY in writing. CONSULTANT shall retain CITY approved defense counsel within seven (7) business days of CITY'S written notice that CITY is invoking its right to indemnification under this Contract. If CONSULTANT fails to retain Counsel within such time period, CITY shall have the right to retain defense counsel on its own behalf, and RESPONDENT shall be liable for all costs incurred by CITY. CITY shall also have the right, at its option, to be represented by advisory counsel of its own selection and at its own expense, without waiving the foregoing.

Employee Litigation - In any and all claims against any party indemnified hereunder by any employee of CONSULTANT, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation herein provided shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for CONSULTANT or any subcontractor under worker's compensation or other employee benefit acts.

**Proposal Requirements**

If interested in providing these services to the City, please submit a proposal to the City which includes the following information:

- Identification of the proposing firm or agency, the project manager, and the principal-in-charge (if different from the project manager);
- Experience and background of staff members to be assigned to the project;
- Provide one (1) electronic CD with four (4) of your most recent municipal community survey samples and associated final reports.
- Proposed/recommended methodology and reasons for recommendation;
- Proposed schedule of events for the implementation of the Community Survey Services to include development of survey script for City approval, telephonic surveys and data analysis;
- Proposed plan for online survey component to be considered;
- Proposed plan to conduct operations, including service categories, specific tasks, and staff assignments (identify number of bilingual staff members to be utilized in conducting

- telephonic surveys);
- Attachment A – General Information Form and References
  - Attachment B - Price Schedule
  - Attachment C - Contracts Disclosure
  - Attachment D - Litigation Disclosure

Respondent shall submit One (1) original, signed in ink, one (1) compact disk (CD) and five (5) hard copies of the proposal. Respondent shall submit these items in a sealed package, clearly marked on the front of the package: **“Community Survey Services 2016 for Government & Public Affairs”**.

**Proposals must be received no later than 11:00 a.m. CST, on Friday, June 24, 2016, to be considered.** Submittals should be delivered to the **Office of the City Clerk, P.O. Box 839966, San Antonio, Texas 78205.** Submissions sent via **facsimile or e-mail will not be accepted.**

Please be advised that the City of San Antonio is not responsible for receipt of submittals past the due date stated in this solicitation. Any submittals not in the physical receipt of the Office of the City Clerk by the stated due date and time will be considered late and may be declared non-responsive.

The selection process utilized by the City of San Antonio for this solicitation shall be a fair and impartial, comparative evaluation of the proposals received, and shall be based on consultant qualifications, experience, proposed methods, cost of survey, and ability to meet the City’s deadline.

Questions regarding this project should be addressed to Tony Aguilar, Finance Department, Purchasing Division via e-mail to [tony.aguilar@sanantonio.gov](mailto:tony.aguilar@sanantonio.gov).

Thank you for your consideration.

**Attachments:**

- Attachment A - General Information Form and References
- Attachment B - Price Schedule
- Attachment C - Contracts Disclosure Form
- Attachment D - Litigation Disclosure Form
- Attachment E - Signature Page

**Exhibits:**

- Exhibit 1 – 2014 San Antonio Community Survey Final Report (English Version)
- Exhibit 2 - Appendix A 2014 Community Survey Data by District
- Exhibit 3 - Appendix B 2014 Community Survey GIS Maps
- Exhibit 4 - Appendix C 2014 Community Survey Importance Satisfaction Analysis
- Exhibit 5 - Appendix D 2014 San Antonio Community Survey Tabular Data
- Exhibit 6 - 2014 San Antonio Community Survey Final Report (Spanish Version)

**ATTACHMENT A**

**GENERAL INFORMATION FORM**

**1. Respondent Information:** Provide the following information regarding the Respondent.

(NOTE: Co-Respondents are two or more entities proposing as a team or joint venture with each signing the contract, if awarded. Sub-contractors are not Co-Respondents and should not be identified here. If this proposal includes Co-Respondents, provide the required information in this Item #1 for each Co-Respondent by copying and inserting an additional block(s) before Item #2.)

Respondent Name: \_\_\_\_\_

(NOTE: Give exact legal name as it will appear on the contract, if awarded.)

Principal Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone No. \_\_\_\_\_ Fax No: \_\_\_\_\_

Website address: \_\_\_\_\_

Year established: \_\_\_\_\_

Provide the number of years in business under present name: \_\_\_\_\_

Social Security Number or Federal Employer Identification Number: \_\_\_\_\_

Texas Comptroller's Taxpayer Number, if applicable: \_\_\_\_\_

(NOTE: This 11-digit number is sometimes referred to as the Comptroller's TIN or TID.)

DUNS NUMBER: \_\_\_\_\_

Business Structure: Check the box that indicates the business structure of the Respondent.

Individual or Sole Proprietorship If checked, list Assumed Name, if any:

\_\_\_\_\_

Partnership

Corporation If checked, check one:  For-Profit  Nonprofit

Also, check one:  Domestic  Foreign

Other If checked, list business structure: \_\_\_\_\_

Printed Name of Contract Signatory: \_\_\_\_\_

Job Title: \_\_\_\_\_

Provide any other names under which Respondent has operated within the last 10 years and length of time under for each:

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Provide address of office from which this project would be managed:

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone No. \_\_\_\_\_ Fax No: \_\_\_\_\_

Annual Revenue: \$ \_\_\_\_\_

Total Number of Employees: \_\_\_\_\_

Total Number of Current Clients/Customers: \_\_\_\_\_

Briefly describe other lines of business that the company is directly or indirectly affiliated with:

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List Related Companies:

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- 2. Contact Information:** List the one person who the City may contact concerning your proposal or setting dates for meetings.

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone No. \_\_\_\_\_ Fax No: \_\_\_\_\_

Email: \_\_\_\_\_

- 3.** Does Respondent anticipate any mergers, transfer of organization ownership, management reorganization, or departure of key personnel within the next twelve (12) months?

Yes \_\_\_ No \_\_\_

4. Is Respondent authorized and/or licensed to do business in Texas?

Yes \_\_\_ No \_\_\_ If "Yes", list authorizations/licenses.

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5. Where is the Respondent's corporate headquarters located? \_\_\_\_\_

6. **Local/County Operation:** Does the Respondent have an office located in San Antonio, Texas?

Yes \_\_\_ No \_\_\_ If "Yes", respond to a and b below:

a. How long has the Respondent conducted business from its San Antonio office?

Years \_\_\_\_\_ Months \_\_\_\_\_

b. State the number of full-time employees at the San Antonio office. If "No", indicate if Respondent has an office located within Bexar County, Texas:

Yes \_\_\_ No \_\_\_

If "Yes", respond to c and d below:

c. How long has the Respondent conducted business from its Bexar County office?

Years \_\_\_\_\_ Months \_\_\_\_\_

d. State the number of full-time employees at the Bexar County office. \_\_\_\_\_

7. **Debarment/Suspension Information:** Has the Respondent or any of its principals been debarred or suspended from contracting with any public entity?

Yes \_\_\_ No \_\_\_ If "Yes", identify the public entity and the name and current phone number of a representative of the public entity familiar with the debarment or suspension, and state the reason for or circumstances surrounding the debarment or suspension, including but not limited to the period of time for such debarment or suspension.

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8. **Surety Information:** Has the Respondent ever had a bond or surety canceled or forfeited?

Yes \_\_\_ No \_\_\_ If "Yes", state the name of the bonding company, date, amount of bond and reason for such cancellation or forfeiture.

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**9. Bankruptcy Information:** Has the Respondent ever been declared bankrupt or filed for protection from creditors under state or federal proceedings?

Yes \_\_\_ No \_\_\_ If "Yes", state the date, court, jurisdiction, cause number, amount of liabilities and amount of assets.

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**10. Disciplinary Action:** Has the Respondent ever received any disciplinary action, or any pending disciplinary action, from any regulatory bodies or professional organizations? If "Yes", state the name of the regulatory body or professional organization, date and reason for disciplinary or impending disciplinary action.

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**11. Previous Contracts:**

a. Has the Respondent ever failed to complete any contract awarded?

Yes \_\_\_ No \_\_\_ If "Yes", state the name of the organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

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b. Has any officer or partner proposed for this assignment ever been an officer or partner of some other organization that failed to complete a contract?

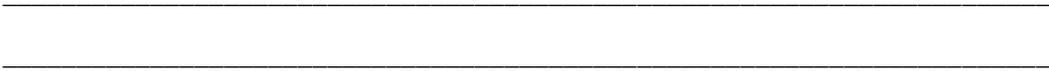
Yes \_\_\_ No \_\_\_ If "Yes", state the name of the individual, organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

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c. Has any officer or partner proposed for this assignment ever failed to complete a contract handled in his or her own name?

Yes \_\_\_ No \_\_\_ If "Yes", state the name of the individual, organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.



## REFERENCES

Provide three (3) references, preferably municipal, that Respondent has provided community survey services to within the past three (3) years. The contact person named should be familiar with the day-to-day management of the contract and **be willing to respond to questions** regarding the type, level, and quality of service provided.

### Reference No. 1:

Firm/Company Name: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Telephone No. \_\_\_\_\_ Fax No: \_\_\_\_\_  
Email: \_\_\_\_\_  
Date and Type of Service(s) Provided: \_\_\_\_\_  
\_\_\_\_\_

### Reference No. 2:

Firm/Company Name: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Telephone No. \_\_\_\_\_ Fax No: \_\_\_\_\_  
Email: \_\_\_\_\_  
Date            and            Type            of            Service(s)            Provided:  
\_\_\_\_\_  
\_\_\_\_\_

### Reference No. 3:

Firm/Company Name: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Telephone No. \_\_\_\_\_ Fax No: \_\_\_\_\_  
Email: \_\_\_\_\_  
Date and Type of Service(s) Provided: \_\_\_\_\_  
\_\_\_\_\_



**ATTACHMENT B**  
**PRICE SCHEDULE**

<p>Total all-inclusive fee for completion of proposed work including all costs associated with the performance of services and travel and lodging for the required presentation to City management staff and/or City Officials.</p>	<p>\$ _____</p>
<p>Additional costs, including travel and lodging, for the optional, additional formal presentation to the selected City management staff and/or City Officials.</p>	<p>\$ _____</p>
<p>On-line survey component (optional consideration)</p>	<p>\$ _____</p>
<p>Additional optional professional services (please provide explanation of services)</p>	<p>\$ _____</p>

**ATTACHMENT C**

**City of San Antonio**

**CONTRACTS DISCLOSURE FORM**

Please complete Attachment C and submit with your submittal package.

Contracts Disclosure Form may be downloaded at

<https://www.sanantonio.gov/eforms/atty/ContractsDisclosureForm.pdf>.

Instructions for completing the Contracts Disclosure form are listed below:

1. Download form and complete all fields. Note: All fields must be completed prior to submitting the form.
2. Click on the "Print" button and place the copy in proposal response as indicated in the Proposal Checklist.

**ATTACHMENT D**

**LITIGATION DISCLOSURE FORM**

**Respond to each of the questions below by checking the appropriate box. Failure to fully and truthfully disclose the information required by this Litigation Disclosure form may result in the disqualification of your proposal from consideration or termination of the contract, once awarded.**

Have you or any member of your Firm or Team to be assigned to this engagement ever been indicted or convicted of a felony or misdemeanor greater than a Class C in the last five (5) years?

Yes \_\_\_ No \_\_\_

Have you or any member of your Firm or Team to be assigned to this engagement been terminated (for cause or otherwise) from any work being performed for the City of San Antonio or any other Federal, State or Local Government, or Private Entity?

Yes \_\_\_ No \_\_\_

Have you or any member of your Firm or Team to be assigned to this engagement been involved in any claim or litigation with the City of San Antonio or any other Federal, State or Local Government, or Private Entity during the last ten (10) years?

Yes \_\_\_ No \_\_\_

**If you have answered “Yes” to any of the above questions, please indicate the name(s) of the person(s), the nature, and the status and/or outcome of the information, indictment, conviction, termination, claim or litigation, as applicable. Any such information should be provided on a separate page, attached to this form and submitted with your proposal.**

**ATTACHMENT E**

**SIGNATURE PAGE**

By submitting a proposal, Respondent represents that:

If Respondent is a corporation, Respondent will be required to provide a certified copy of the resolution evidencing authority to enter into the contract, if other than an officer will be signing the contract.

If awarded a contract in response to this RFP, Respondent will be able and willing to comply with the insurance and indemnification requirements set out in RFP.

If awarded a contract in response to this RFP, Respondent will be able and willing to comply with all representations made by Respondent in Respondent's proposal and during Proposal process.

Respondent has fully and truthfully submitted a Litigation Disclosure form with the understanding that failure to disclose the required information may result in disqualification of proposal from consideration.

Respondent agrees to fully and truthfully submit the General Information form and understands that failure to fully disclose requested information may result in disqualification of proposal from consideration or termination of contract, once awarded.

(S) he is authorized to submit this proposal on behalf of the entity.

If submitting your proposal by paper, complete the following and sign on the signature line below. Failure to sign and submit this Signature Page will result in rejection of your proposal.

\_\_\_\_\_

Respondent Entity Name

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

**EXHIBIT 1**

**2008, 2010, 2012 and 2014 Community Survey Final Reports**

**2008 Survey**

[Attached at end of this RFP](#)

**2010 Survey:**

<http://www.sanantonio.gov/Portals/0/Files/Commpa/slidingads/2010CommunitySurveyFinalReport.pdf>

**2012 Survey:**

[http://www.sanantonio.gov/Portals/0/Files/2012SACommunitySurveyFinalReport\\_Version8\\_Aug13.pdf](http://www.sanantonio.gov/Portals/0/Files/2012SACommunitySurveyFinalReport_Version8_Aug13.pdf)

**2014 Survey attached at end of this RFP**

<http://cosaweb/pdf/2014commSurvey/2014commSurvey.pdf>

**EXHIBIT 2**

**Appendix A 2014 Community Survey Data by District**

[http://cosaweb/pdf/2014commSurvey/Appendix%20B\\_Data%20by%20Council%20District.pdf](http://cosaweb/pdf/2014commSurvey/Appendix%20B_Data%20by%20Council%20District.pdf)

**EXHIBIT 3**

**Appendix B 2014 Community Survey GIS Maps**

<http://cosaweb/pdf/2014commSurvey/AppendixA.pdf>

**EXHIBIT 4**

**Appendix C 2014 Community Survey Importance Satisfaction Analysis**

[http://cosaweb/pdf/2014commSurvey/Appendix%20C\\_I-S%20Analysis.pdf](http://cosaweb/pdf/2014commSurvey/Appendix%20C_I-S%20Analysis.pdf)

**EXHIBIT 5**

**Appendix D 2014 San Antonio Community Survey Tabular Data**

[http://cosaweb/pdf/2014commSurvey/Appendix%20D\\_tabular%20data.pdf](http://cosaweb/pdf/2014commSurvey/Appendix%20D_tabular%20data.pdf)

**EXHIBIT 6**

**2014 San Antonio Community Survey Final Report (Spanish Version)**

<http://www.sanantonio.gov/Portals/0/Files/commpa/slidingads/2014commSurveySpanish.pdf>

EXHIBIT 1 (part 1)

**EXECUTIVE SUMMARY**

EXHIBIT 1 (part 1)

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## EXECUTIVE SUMMARY

In November, 2007, the City of San Antonio released a request for proposals for a project to measure residents' satisfaction with City services, but also to measure overall satisfaction with the city. In December 2007, The Culture and Policy Institute (CPI) at The University of Texas at San Antonio was selected to carry out this project. The method proposed was a survey administered by telephone. Item development was an iterative process that began with the City providing CPI with a list of potential topics, CPI drafting items, the City providing feedback on the items, and the CPI revising items. Both English and Spanish versions of the survey were developed. Once the item development process was complete, the survey was administered to residents with listed phone numbers and addresses falling within the 10 City Council districts. Numbers were obtained by random sampling supplemented with geographically based replacement sampling for areas that happened to be underrepresented by the random sample. A total of 1060 residents completed the survey, corresponding to a 95% confidence interval of +/- 3% for items on which all respondents provided an opinion. Completions by city council district ranged from 100 to 119, corresponding to an average 95% confidence interval between +/- 9 % and +/- 9.8 %, depending on the district.

### Demographic Characteristics of Respondents

Approximately equal numbers of respondents were obtained from each of 10 council districts, with completions by council district ranging from 100 to 119. The overwhelming majority of respondents reported they were registered to vote (84%), with somewhat fewer reporting having voted in the last Mayoral or City Council election (58%). The sample closely approximated census estimates in terms of race, the percentage of households with children, and (among employed respondents) those using a personal vehicle to travel to work. As is common in telephone surveys, we had a greater proportion of females (66%) than males (44%). The estimated mean age of the sample was 51.1 years old, and the estimated mean household income was just over \$ 67,700. Of those reporting their highest level of education, 28.2% had some college courses but no college degree, 9.4% had an Associate's or technical degree, 19.9% had a Bachelor's degree, 16.5% had a graduate or professional degree, and the remaining participants had completed high school or less. Similar to previous surveys the CPI has conducted in San Antonio, approximately 7% of the surveys were given in Spanish. Turning to the ethnicity of participants, 47% reported being either Latino or Hispanic. In terms of race, the majority of respondents who reported being a single race reported being White or Caucasian (66%).

### Major Findings

#### *Overall opinions of San Antonio and City services*

The first 4 questions on the survey assessed participants' overall opinions of San Antonio. These items were assessed on a scale of *Excellent, Good, Fair, Poor, or Very Poor*. In general, residents' overall opinions of San Antonio are favorable. Approximately 87% rated San Antonio as either an excellent or good place to live, 78% rated the quality of life in San Antonio as excellent or good, and 79% rated it as an excellent or good place to raise a family. Opinions of City Services were less positive, but 66% of the respondents stated that overall, the City's services were excellent or good.

As is often the case, respondents' opinions of San Antonio as a place to live, the quality of life in San Antonio, San Antonio as a place to raise a family, and the overall quality of City Services varied by demographic variables. Which demographic variables mattered varied by item. For some, ethnicity mattered, for others education or income. However, it is worth noting that for the questions on which San Antonio received high ratings (i.e., as a place to live, quality of life, and as a place to raise a family), all groups provided high ratings. For example, the ratings of San Antonio as a place to live varied by respondents' education, with those having the least education also having the least positive opinion of San Antonio. Yet, 76% of respondents in this group rated San Antonio as an excellent or good place to live. As such, even those who had the least positive opinions about San Antonio as a place to live, the quality of life in San Antonio, and San Antonio as a place to raise a family still had relatively positive opinions on these issues.

To assess geographic differences in ratings of the overall quality of City Services, average satisfaction was computed at the zip-code level and plotted using geographic analysis software. Examination of these averages revealed a fairly even distribution of opinions around the city with ratings from most zip codes averaging in the "fair" or "good" range (see Figures 1-4, Appendix 1). Inspection of the data also suggest that the relatively low ratings were not because respondents thought the services overall were *bad*, they just did not feel the services overall were actually *good*.

### ***Satisfaction with specific services***

The second section of the survey assessed residents' satisfaction with a number of specific services. These items were based on a scale of *very satisfied*, *satisfied*, *unsatisfied*, and *very unsatisfied*. Because not every resident was expected to have experience with or an opinion of every service, respondents were given a *no opinion* option for these items. City-wide, many participants had no opinion about the City's web-based payment services (40% no opinion), ease of obtaining garage sale permits (53% no opinion), obtaining other permits (61% no opinion), and the City's job training programs (46%). This suggests that many residents are either unaware of the existence of, or have had no experience with, these services.

Of the services about which most residents had an opinion, residents were most satisfied with fire services (96% satisfied or very satisfied). Residents were also very positive in their opinions of EMS services (93% satisfied or very satisfied), library services (92% satisfied or very satisfied), and police protection (84 % satisfied or very satisfied). Residents were negative in their opinions of street repair (only 37% satisfied and 3% very satisfied), code enforcement (46% satisfied, 6% very satisfied), and sidewalk maintenance (54% satisfied, 4% very satisfied). With respect to street repair, at least part of the dissatisfaction may be due to dissatisfaction with IH 10 and Loop 410. During the open-ended part of the survey, it was not uncommon for respondents to express dissatisfaction with the IH 10 and Loop 410 construction and repair projects. This suggests that respondents thought that the City either is or should be responsible for the highway projects. As such, it is likely that residents' opinions of the highway projects overseen by Texas Department of Transportation are influencing residents' opinions of the City's street repair efforts. In other words, it is likely that *part* of the low ratings received by street repair are due to confusion among residents about what is, and is not, under the control of the City.

Geographic analyses suggest that opinions of sidewalk maintenance, street cleaning, police protection, crime prevention, fire prevention and education, traffic signal timing, and quality of recreational facilities vary by location within the city. To assess these differences, average satisfaction was computed at the zip-code level and plotted using geographic analysis software. Examination of these averages suggests for many services, pockets of dissatisfaction exist, and that these pockets are distributed across most and in some cases all districts (See Appendix 1, Figures 5-22 for average ratings of each service by zip code).

### ***Experiences and satisfaction with Fire, Police, and EMS***

Approximately 37% of respondents reported requesting police service from the City in the last 2 years. Requests were made for a wide range of reasons, but the 3 largest were for general neighborhood disturbances, automobile accidents, and property crimes such as theft and burglary. Respondents were generally satisfied with the service they received, with 70% of those having requested service reporting being either satisfied or very satisfied. The proportion of the sample requesting service was too small to make examinations by demographic variables or type of request meaningful.

Approximately 22% of respondents reported requesting fire or EMS service from the City in the last 2 years. The majority of those requests (82%) were for ambulance or other EMS services. Only 16% requested service related to a fire event, and the remaining were non-emergency requests. Once again, those requesting service were generally satisfied. Of those requesting fire or EMS, 93% reported being satisfied or very satisfied. As with satisfaction with police, the proportion of the sample requesting service was too small to make examinations by demographic variables or type of request meaningful.

### ***Experiences and satisfaction with the 3-1-1 system***

Only 48% of respondents reported having used the 3-1-1 system. There were no differences by demographic variables in the likelihood that a respondent had tried the system. Of those reporting having tried the system, 93% rated 3-1-1 as either easy or very easy to use. Similarly, 78% of those who reported having tried the system rated their call taker's knowledge as good or excellent and 89% rated the call taker's courtesy as good or excellent.

### ***Perceptions of services to specific populations***

Participants were asked their opinion of the quality of services provided to low-income residents, senior citizens, and disabled persons, as well as the City's performance in providing residents with information in both English and Spanish. These items were based on a scale of *excellent, good, fair, poor, very poor, and no opinion*. Of those choosing an option other than no opinion, 78% rated the City as either good or excellent at providing information in both English and Spanish. However, the City received low marks in the other three areas. Only 49% of those choosing an option other than no opinion rated the City's performance in providing services to low income residents as either excellent or good. For services to senior citizens and disabled persons, only 46% of those expressing an opinion rated the City's performance as excellent or good. When respondents were asked what the City of San Antonio could do to make San

Antonio a more livable place in the future and invited to tell us "anything else" they thought the City should know about its services, several themes emerged. Regarding low income residents, these themes ranged from improving health care, to providing financial support for educational activities, to reducing utility costs. Regarding senior citizens, the main themes were health care, safety / protection, and reducing utility costs. No specific themes emerged with respect to better services for disabled persons.

Opinions regarding how well the City provided these services again varied by location. Examination of responses at the zip code level suggests that pockets of dissatisfaction exist, and that these pockets are distributed across most and sometimes all districts (See Appendix 1, Figures 27-30, for average ratings by zip code). The exception is for ratings of performance at providing information to residents in English and Spanish. Although some regions were less positive than others, ratings averaged "good" or better in all zip codes.

### ***Perceptions of input to the City government***

Perceptions of city government items were based on a scale of *strongly agree, agree, neutral, disagree, strongly disagree, and no opinion*. Most respondents chose an option other than "no opinion" for each of these items. Of the respondents who expressed an opinion with respect to whether the City listens to its citizens, only 56% agreed or strongly agreed. Similarly, when respondents were asked what the City could do to make San Antonio a more livable city in the future and invited to tell us "anything else" they thought the City should know about its services, comments such as "listen more" were common. Several respondents suggested better access to local officials and more frequent appearances of council members and other local officials at regional or neighborhood meetings.

With respect to the two budget questions, only 32% of respondents choosing an option other than no opinion agreed or strongly agreed that they had a good understanding of the City's budget. Of those expressing an opinion regarding whether they would like the City to provide better opportunities for residents to participate in the annual budget process, 60% agreed or strongly agreed. In other words, the number of respondents wanting to participate in the budget process was double the number who thought they understood the budget. Examination of responses at the zip code level revealed variation by location, but the differences were generally small.

### ***Perceptions of potential problems***

Participants were asked their opinions about various potential problems in the city of San Antonio. For each item, participants were asked to respond with *not a problem, a minor problem, a moderate problem, a major problem, or no opinion*. One potential problem with these response options is that participants have a tendency to fail to distinguish between the seriousness of various problems (e.g., all problems are at least "moderate"). However, other cities have used this response scale in previous surveys, and the potential value of being able to compare to other cities was judged to outweigh the risk of using this sort of scale. Because most respondents rated most problems as at least "moderate", for summary purposes it is most informative to look at the relative percentages of respondents rating each problem as "major" for these items. Of the list of potential problems respondents were asked to rate, 62 % of respondents expressing an opinion on

graffiti rated it as a major problem. The percentage of those rating drugs and the youth school dropout rate as major problems were each 64%. In contrast, respondents appeared to view noise issues and the economy as particularly unimportant problems. City-wide, only 15% of those expressing an opinion on noise felt it was a major problem, and 25% of those having an opinion on the economy felt that it was a major problem. However, the results with respect to the economy must be taken as somewhat tentative. Although it was not rated as a major problem by many respondents, a number of respondents used the open-ended portions of the survey to raise issues regarding economic growth and job programs.

As with other issues, perceptions of problems varied by location (see Appendix 1, Figures 31-42 for average rating by zip code). For example, although noise and the economy were rated as relatively less important problems at the city level, they were rated as moderate or major problems in some areas. Examination of the data revealed that residents of zip codes in the higher-numbered districts typically rated the problems as less severe than did those in lower-numbered districts. However, this varied by item, with rated seriousness distributed in pockets around the city for some problems (as with previous items), and clustered more closely together in particular areas for other problems

#### ***Exploratory analyses: Predicting overall beliefs***

To help understand respondents' opinions of San Antonio and City Services, several exploratory analyses were conducted. These analyses related participants' opinions regarding services and problems to their opinions on the 4 overall questions from the beginning of the survey (San Antonio as a place to live, the quality of life in San Antonio, San Antonio as a place to raise a family, and overall quality of services provided by the City). To perform these analyses, participants' responses to items regarding specific services and problems were grouped into 9 factors. For an explanation of how and why this was done, see the "Exploratory Analyses" subsection of the "Detailed Findings and Implications" section of the full report. The factors used were infrastructure, recreation and education, permits, police, fire, culture, treatment of special populations, crime, and poverty. The infrastructure factor consisted of individuals' opinions regarding street repair, sidewalk maintenance, street cleaning, traffic signal timing, flood control, and code compliance. Recreation and education consisted of individuals' opinions regarding the quality of parks and recreation facilities, availability of those facilities, early education programs, and job training programs. The police factor consisted of individuals' opinions regarding police protection and crime prevention. The fire factor consisted of individuals' opinions regarding fires services, fire prevention and education, and emergency medical services. The culture factor consisted of individuals' opinions on the variety and quality of cultural and arts activities in San Antonio. Treatment of special populations consisted of individuals' opinions on the services provided to low income residents, senior citizens, disabled residents, and how well the City does at providing information in English and Spanish. The factor we labeled crime consisted of individuals' opinions regarding crime (in general), drug use, illegal dumping, and graffiti. Finally, poverty consisted of individuals' opinions regarding the magnitude of the problem of the homeless, youth school drop out rate, poverty, adult illiteracy, and the economy.

Once the 9 factors had been formed, we examined the relationship of the 9 factors to each of the 4 overall questions (San Antonio as a place to live, quality of life, as a place to raise a family,

and overall quality of services provided by the City) separately. Participants' scores on the infrastructure, treatment of special populations, and culture factors were related to respondents' opinions on each of the 4 overall questions. However, which other factors were related to respondents' overall opinions varied by question. Respondents' ratings of San Antonio as a place to live were related to respondents' scores on the police factor in addition to the culture, treatment of special populations, and infrastructure factors. Quality of life was related respondents' scores on the fire and poverty factors in addition to the culture, treatment of special populations, and infrastructure factors. Ratings of San Antonio as a place to raise a family were related to respondents' scores on the crime factor in addition to the culture, treatment of special populations, and infrastructure factors. Finally, respondents' opinions of the services provided by the City overall were related to respondents' scores on the recreation and education scale and on the police scale in addition to the culture, treatment of special populations, and infrastructure factors

### **Summary Implications**

Residents of different areas vary widely in their opinions of the services they receive and the seriousness of the potential problems included on the survey. Some areas are happier with the services they receive than others. The open-ended responses also showed that some respondents thought different areas received different treatment. Whether the differences in satisfaction reflect differences in services or differences in perception of services cannot be answered by this survey. Reviewing the availability and quality of services to residents of areas that gave the City low ratings would be a useful step in helping the City determine the best way to proceed.

Of the issues measured in the current survey, three groups of issues had a strong influence on residents' general opinions of San Antonio (the place) and the services provided by the City. Respondents who gave the City relatively more positive ratings on these issues rated San Antonio and the City in a more positive light overall compared to respondents who gave the City relatively less positive ratings on these issues. The three most broadly influential groups of issues were services related to infrastructure (e.g., street repair, sidewalk maintenance), services provided to specific populations (e.g., low income residents, senior citizens, and the disabled), and the cultural and arts activities available in the city. Although residents were moderately satisfied with cultural and arts activities, the City's services related to infrastructure and specific populations were among the lowest-rated services in the survey. Although survey methods cannot establish causation, the correlations found are consistent with the idea that improving satisfaction in these 3 areas is likely to have a broad impact on residents' opinions of San Antonio in general and services the City provides in particular.

Turning to residents' perceptions of problems, aggregating across all regions of the city, respondents viewed the amount of graffiti, the youth school drop out rate, and drug use as particularly major problems. Two of these (graffiti and drug use) contributed to residents' opinions regarding San Antonio as a place to raise a family. Responses to the open-ended portions of the survey suggest that residents do not feel the city is making enough effort towards fighting these problems. In addition to stepping up ongoing efforts, it may be useful for the City to make their campaigns towards fighting graffiti and drugs more visible (at least when this will not impair the effectiveness of the program).

Finally, a large proportion of residents do not appear to feel that the City listens to them. Typically, informing respondents that they are being called because the City wants to know what residents think would increase the extent to which people believe the City is interested in their opinions. If anything, our estimate of the percent of residents who believe that the City listens to its citizens should be slightly inflated. Yet, only 56% of those expressing an opinion felt that the City listens to its citizens. Several literatures suggest that residents who feel they have more of a voice are more likely to become involved in and put more effort towards activities that would support the community. As such, this is an important issue. Some data in the current survey suggest that one large influence is direct and personal interaction. As San Antonio continues to grow, it may or may not be feasible to provide residents with the amount of interaction they desire. It may be useful for the City to learn more about what factors influence residents' perceptions on this issue.