

August 6, 2018

CITY COUNCIL AGENDA MEMORANDUM

SUBJECT

Resolution authorizing the execution of a contract not to exceed \$179,000, plus applicable taxes, with Elway Research, Inc. to provide public opinion survey research on solid waste customers' satisfaction with Republic Services for a term of five years. This is consistent with the 2014 Comprehensive Garbage, Recyclables, and Organics Collection Contract ("the Contract").

FISCAL IMPACT

The City will compensate Elway Research, Inc. for an annual public opinion survey research for a five-year term, beginning in 2018. Funding for the public opinion survey research is provided for in the annual contract fee paid by Republic Services to the City.

The total five-year contract will be for a not-to-exceed amount of \$179,000, plus applicable taxes. Sufficient funding is available in the Utilities Department operating budget for the 2018 survey. Funding for the 2019-2022 surveys will be proposed in future budget cycles. The costs for each year of the contract are detailed below:

	2018	2019	2020	2021	2022	Total
Single-family survey	\$19,000	\$19,250	\$20,000	\$20,750	\$21,250	\$100,250
Multifamily/Commercial survey	\$15,000	\$15,250	\$15,750	\$16,250	\$16,500	\$78,750
Total	\$34,000	\$34,500	\$35,750	\$37,000	\$37,750	\$179,000

STAFF CONTACTS

Nav Otal, Utilities Director, 452-2041

Lucy Liu, Utilities Assistance Director, 452-4445

Stephanie Schwenger, Solid Waste Program Administrator, 452-7103

Utilities Department

POLICY CONSIDERATION

Bellevue City Code 4.28, Procurement: This Chapter provides for fair and equitable treatment in the City's purchasing process, by maximizing the purchasing value of public funds and by providing safeguards for maintaining a purchasing system of quality and integrity. Chapter 4.28 governs the procurement of professional and general services and requires Council approval for contracts over \$90,000. This is a service contract that is greater than \$90,000.

BACKGROUND

The City of Bellevue contracts for collection of garbage, recyclables, and organics with Rabanco, Ltd., doing business as Republic Services of Bellevue. Consistent with the Contract terms, the City uses a third-party professional survey company to conduct annual surveys of solid waste customers to gauge their satisfaction with the services provided by Republic Services.

Specifically, the surveys measure solid waste customers': (a) satisfaction with Republic Services' performance in specific areas, and (b) awareness of, and practices and preferences around, recycling and organics. The City conducts one survey among single-family customers and a second survey among managers and/or owners of multifamily complexes and commercial properties. The City uses the results to:

1. Determine Republic Services' compliance with customer satisfaction standards in the Contract;
2. Make improvements or policy changes to waste prevention and reduction programs; and
3. Plan and allocate program and staff resources.

The City received three vendor proposals through an open competitive procurement process. Elway Research, Inc., the incumbent, was selected as the best value vendor, based on the proposed project approach given contractual and budget constraints, experience, expertise in solid waste and recycling market research, qualifications, and price. Elway Research, Inc. ranked highest on the qualifications review and submitted the lowest priced proposal.

The contract with Elway Research, Inc. includes resources to implement the City's current questionnaire design and sample size (500 to 600 single-family customers and 200 multifamily/ commercial customers). The contract will likely require an amendment if substantial changes occur to the sample size or questionnaire design. The contract includes data collection via telephone by professional interviewers, data collection via online interviews, survey analysis, a written report of the results, and presentation of the results.

The results of the survey are presented to the Environmental Services Commission and included in the annual solid waste contract performance report to Council.

EFFECTIVE DATE

If approved, this Resolution becomes effective immediately upon Council adoption.

OPTIONS

1. Adopt the Resolution authorizing the execution of a contract not to exceed \$179,000, plus applicable taxes, with Elway Research, Inc. to provide public opinion survey research on solid waste customers' satisfaction with Republic Services for a term of five years. This is consistent with the 2014 Comprehensive Garbage, Recyclables, and Organics Collection Contract ("the Contract").
2. Do not adopt the Resolution and provide alternative direction to staff.

RECOMMENDATION

Option 1

MOTION

Move to adopt Resolution No. 9451 authorizing the execution of a contract not to exceed \$179,000, plus applicable taxes, with Elway Research, Inc. to provide public opinion survey research on solid waste customers' satisfaction with Republic Services for a term of five years. This is consistent with the 2014 Comprehensive Garbage, Recyclables, and Organics Collection Contract ("the Contract").

ATTACHMENTS

Proposed Resolution No. 9451

AVAILABLE IN COUNCIL DOCUMENT LIBRARY

Proposed Professional Services Contract with Elway Research, Inc.