

**CITY COUNCIL REGULAR SESSION**

Resolution authorizing execution of an agreement with Northwest Research Group to conduct annual performance measures surveys to evaluate City of Bellevue's resident opinion of city services. The total contract amount is not to exceed \$291,935, plus applicable taxes.

Toni Call, Director, 452-7863

Micah Phillips, Performance Measurement Program Administrator, 452-6994

*Finance & Asset Management Department*

**EXECUTIVE SUMMARY**

Adopting this Resolution will allow the City to conduct an annual performance measures survey to collect statistically reliable data that represents City of Bellevue residents. Findings help the City understand how residents perceive City services and to make service delivery improvements accordingly.

**RECOMMENDATION**

Move to adopt Resolution No. 9540

If approved, effective date: 01/22/2019

**BACKGROUND/ANALYSIS**

The City of Bellevue has conducted 21 annual performance measures surveys to gauge residents' satisfaction with Bellevue's performance on key community indicators as well as general satisfaction with other city services. The City has worked with the Northwest Research Group on this survey for nearly 15 years. Beginning in 2017, survey outreach and deployment was offered in five languages: Chinese, English, Korean, Russian and Spanish. This multi-lingual approach will continue throughout the term of this contract.

A competitive procurement process was conducted to identify the most qualified vendor to conduct the performance survey. City staff consulted the vendor roster, reviewed Statements of Qualifications, and evaluated 11 vendors based on:

- Qualifications and Experience
- Education and Professional Background
- Appropriateness (of project approach, methodology, etc.)

Northwest Research Group more closely met the evaluation criteria and was selected as the most qualified vendor.

**POLICY & FISCAL IMPACTS****Bellevue City Code**

BCC 4.28 provides for the fair and equitable treatment of all persons involved in the purchasing process. Council approval is required to award the bid where the cost exceeds \$90,000.

BCC 4.28.190 defines the general standards for determining the lowest responsible bidder.

### **Fiscal Impact**

Approval of this action obligates the City to pay Northwest Research Group to conduct the annual performance surveys, perform all analysis, reporting and related survey work. The 2019 performance survey will be \$54,350 growing annually for a total five-year obligation not to exceed \$291,935, plus applicable taxes.

This expenditure was anticipated within the 2019-20 Adopted Finance & Asset Management Department Budget for the first two-year term of the contract. Future funding for the remaining years of the contract will be requested in subsequent budget processes.

### **OPTIONS**

1. Adopt the Resolution authorizing execution of an agreement with Northwest Research Group to conduct annual performance measures surveys to evaluate City of Bellevue's resident opinion of city services. The total contract amount is not to exceed \$291,935, plus applicable taxes.
2. Do not adopt the Resolution and provide alternative direction to staff.

### **ATTACHMENTS & AVAILABLE DOCUMENTS**

Proposed Resolution No. 9540

### **AVAILABLE IN COUNCIL LIBRARY**

Northwest Research Group contract