



REQUESTS FOR PROPOSALS

Community Survey

Village of Oswego

LEGAL NOTICE

**INVITATION TO SUBMIT PROPOSALS
TO CONDUCT A COMMUNITY SURVEY**

The Village of Oswego, Illinois has issued this Request for Proposals for the purpose of selecting a qualified firm to develop, conduct and analyze a Community Survey for the Village of Oswego

A scope of services is included.

Proposals must be submitted no later than 10:00 a.m. on Thursday, June 23, 2016. Firms must submit three (3) completed hard copies and one digital copy in a sealed envelope clearly marked "Proposals for Community Survey." All proposals must include all costs in one sealed envelope clearly labeled as such. Proposals shall be mailed or hand delivered to:

Tina Touchette
Village Clerk
Village of Oswego
100 Parkers Mill
Oswego IL 60543

Re: Proposals for Community Survey

Proposals submitted must include all information and documents as requested in this request for proposals. No oral or electronic proposals, including those sent by facsimile or via email, will be accepted or considered. All proposals received after the submittal time will be rejected and returned unopened. The Village reserves the right to reject any or all proposals and to waive any informality. Proposal packets are available online at www.oswegoil.org or at the Oswego Village Hall, 100 Parkers Mill, Oswego, Illinois.

Proposals will be opened and evaluated in private and proposal information will be kept confidential until an award is made.

Questions shall be addressed to:

Christina Burns
Assistant Village Administrator/Human Resource Director
Village of Oswego
100 Parkers Mill
Oswego, IL 60543
cburns@oswegoil.org

SPECIFICATIONS

I. Conditions

1. The firm is responsible for being familiar with all conditions, instructions, and documents governing this contract. Failure to make such preparations shall not excuse the firm from performance of the duties and obligations imposed under the term of this contract.
2. The firm further understands and agrees that if this proposal is accepted, they are to furnish and provide all labor, materials, tools and equipment necessary as specified in this agreement.
3. The firm will not be reimbursed by the Village for any costs involved in the preparation and submission of the proposal.
4. The Village of Oswego is exempt from State and Federal taxes. Proposals shall not include any taxes or fees.
5. Prospective firms shall not contact any Village employee, official or board member on matters relating to this request for proposals, except as indicated herein.
6. Proposals shall be considered firm and valid for at least 60 days following submittal deadline.

II. Background

The Village of Oswego was first settled in 1833 and formally incorporated in 1852. The Village of Oswego is located approximately 50 miles southwest of Chicago in the northeast corner of Kendall County. The Village population reached 30,355 with the 2010 decennial census.

Oswego is well situated at the southern end of the Fox River Valley in Kendall County, Illinois. The community is striving to keep its small town character during a period of significant growth. The Village is a home-rule municipality.

III. Purpose

The purpose of this request for proposals (RFP) is to plan and conduct a community-wide survey for the Village of Oswego for the purpose of gathering information regarding quality of services and community priorities. The results of the survey will be used as the basis for an updated Strategic Plan. This will be the first comprehensive community survey conducted by the Village.

IV. Objective

The Village of Oswego is seeking statistically valid input on municipal services, the community environment, quality of life and other areas in which the Village has influence or oversight. The selected respondent will be responsible for formulating a survey questionnaire based on staff input and national and/or regional benchmark data, conducting a statistically valid survey, analyzing the survey responses and presenting a complete report to staff and the Village Board.

General Process and Schedule

Estimated Selection Process Steps	Date(s)
Release of Request for Proposals (RFP)	May 24, 2016
Proposals Due	June 23, 2016, 10 a.m.
Interview of Finalist(s) (If needed)	July 7, 2016
Estimated Village Board Approval	July 19, 2016
Estimated Engagement start	July 25, 2016

V. **Scope of Work**

The final project scope, responsibilities, and tasks will be determined with the preferred vendor who is selected. The successful vendor will need to demonstrate ability to perform the following scope of services:

- Present and implement current best practices in municipal survey work;
- Work collaboratively with the Village of Oswego staff and elected officials to determine the survey methods and questions;
- Develop survey questions and sequencing;
- Create the format and survey tool;
- Assist in drafting survey-related communications for Village publication;
- Generate survey list based on the Village’s water billing database;
- Administer the survey tool, including printing and mailing. Alternative survey distribution methods may be added as an alternate proposal if such methods meet the goals of reaching a diverse, random sample of participants;
- Enter and tabulate results;
- Present results including level of statistical accuracy;
- Provide data in a format accessible to the Village;
- Compile comprehensive and summary results reports as determined by the Village;
- Present summary findings at a Village Board meeting.

VI. **Proposal Requirements**

This section outlines the information that must be included in the Proposal. Vendors should review this list to ensure that their Proposals include all requested information prior to submission.

General Instructions

All questions should be directed to Christina Burns, Assistant Village Administrator, by email to cburns@oswegoil.org, no later than June 10, 2016. Questions received after this deadline will not be accepted.

Answers to Submitted Questions

Answers to submitted questions will be published on the Village’s website no later than June 15, 2016, at www.oswegoil.org/business-and-development/bids-and-rfps.aspx.

Proposals Due

Three (3) original and one (1) electronic version on a CD or USB flash drive in Word or PDF format and one (1) separate sealed cost proposal must be received no later than June 23, 2016 by 10:00 a.m. addressed to

Tina Touchette
Village Clerk
100 Parkers Mill
Oswego, IL 60543

Requests for extension of the submission date will not be granted unless deemed in the best interests of the Village. Vendors submitting proposals should allow for normal mail or delivery time to ensure timely receipt of their proposal.

Any proposal received after the stated closing time will be returned unopened. If proposals are sent by mail or other carrier (UPS, FedEx, etc.) to the Village Clerk's Office, the vendor shall be responsible for actual delivery of the proposal to the Village Clerk's Office before the stated closing time. If mail or carrier service is delayed beyond the date and hour set for the closing time, proposals thus delayed will not be considered and will be returned unopened.

Fax or email proposal submittals will not be accepted.

VII. Proposal Format

Proposals should follow the Request for Proposals format provided below. Please include a Table of Contents at the beginning of the proposal clearly outlining the contents of each section. Please provide the following sections, as a minimum:

- a. Cover Letter signed by an individual authorized to bind the proposing entity. The cover letter should include a statement of professional qualifications, an interest in providing professional services in connection with the proposed project and the official name and address of the company submitting the proposal. (1 page maximum)
- b. A description of the firm's qualification, history, number of employees, methodology proposed to conduct the community survey, including objectives, processes, procedures and end product (8 page maximum)
- c. Qualifications for all professional staff members, including subcontractors, who will work on the project, including specific areas of responsibility and qualifications and experience in those specializations. (10 pages maximum)
- d. A project schedule including beginning and ending dates for each phase of work.
- e. A list of references for similar projects completed in the past five years including names of contact persons and telephone numbers, description of services provided, start date and end date of contract (if applicable)
- f. A project budget that includes a not-to-exceed cost for professional services to complete the entire scope of work, including a breakdown of costs for specific portions of the project and services included as outlined in the above Scope of Services. The budget shall also include any limitations to the scope of services.
- g. Any potential work not included within the proposed scope of services, or which has not been mentioned in this RFP, must be clearly identified, along with a suggested basis for payment, should those services be necessary or elected by the Village.

Note: All Proposals must be signed by a duly authorized official representing the vendor.

Only written communication from the Village may be considered binding. The Village reserves the right to terminate the selection process at any time and to reject any or all Proposals. The contract will be awarded to the vendor whose overall Proposal best meets the requirements of the Village.

The Village shall not be responsible for any pre-contract costs incurred by interested vendors participating in the selection process.

The contents of each vendor's proposal shall remain valid for a minimum of 60 calendar days from the proposal due date.

Vendors should provide copies of any sample contracts for outsourced communication/marketing services. Please note that all contracts are subject to negotiation.

The Village of Oswego will require the vendor selected to agree to include the contents of this Request for Proposals and all representations, warranties, and commitments in the proposal and related correspondences as contractual obligations when developing final written contracts.

VIII. Proposal Evaluation

Proposals will be evaluated based on the following criteria:

- Technical approach, including project design and methodology
- Firm's qualifications, background and prior experience in conducting similar surveys
- Understanding of the scope of the project
- Firm's ability to meet schedule and results achieved with similar projects
- Professional qualifications and references for key personnel
- Cost

The respondent must demonstrate the ability to provide:

- Excellent oral and written communications skills.
- Develop and conduct a statistically valid community survey.
- Experience with municipal survey projects of similar size and scope.
- Knowledge of emerging trends and technologies.
- Ability to effectively collect, compile and assemble information clear, concise manner.

IX. Village Responsibilities

The Village will provide the consultant with all relevant information it has pertaining to the organization, projects, and operations. If required the Village will work to provide an amicable agreement for use of technology including access to a computer, fax machine, copier, printer, telephone extension, internet service, secure wireless network, email address, general office supplies, and if necessary office space located in Village Hall (100 Parkers Mill).

Available Budget/Contract

The Village wishes to negotiate a contract with a "not to exceed" The Village of Oswego assumes no liability for actions of the Consultant, Consultant's directors, officers, owners, employees, agents or any other person acting on or purporting to act on behalf of Consultant (the

“Consultant Group”) under this Professional Services Agreement. Consultant agrees fully to indemnify and hold harmless the Village of Oswego against any and all liability, loss, damage, cost or expenses, including attorneys' fees, which the Village of Oswego may sustain, incur or be required to pay as a result of any and all wrongful or negligent acts of the Consultant Group in the performance of its/his/her services and obligations under this Professional Services Agreement. The foregoing indemnity shall also apply to, but not be limited to, any failure of the Consultant to obtain permission from the Village prior to any personnel or replacement personnel providing services under this Professional Services Agreement.

The Consultant shall maintain workers' compensation insurance on its own behalf and shall fully indemnify and hold harmless the Village of Oswego against any and all liability, loss, damage, cost or expense which the Village of Oswego may sustain, incur or be required to pay as a result of any and all accidental injuries suffered by the Consultant Group.

It is understood and agreed to by the parties that the Consultant must be required to maintain Commercial General Liability insurance with coverage limits of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate, and Automobile Liability coverage with limits of not less than \$500,000 per occurrence and \$1,000,000 aggregate. A Certificate of Liability Insurance naming elected and appointed officials, employees and agents of Village of Oswego as additional insureds shall be attached to this Professional Services Agreement.

X. Termination

This Professional Services Agreement may be terminated immediately by, or at the direction of, the Village Board, in the Village Board's sole discretion; and in such an event, Village Board shall cause immediate written notice of such termination to be given to Consultant. In every such event in which the Village Board shall terminate the services of Consultant, Consultant is obligated and agrees to refund to the Village of Oswego all moneys paid to it by the Village of Oswego for services not rendered by said Consultant through the date on which Consultant shall receive notice of termination or the effective date thereof. Further, in the event of such termination, the Consultant shall immediately deliver or return to the Village of Oswego all work product produced by or for the Village of Oswego under this Professional Services Agreement.

XI. Notice

Any notices which are required to be given or which may be given under this Professional Services Agreement shall be sent to the parties at the addresses shown in the "Parties" Section of this Professional Services Agreement. Service may be given by any means capable of producing a written confirmation of receipt, excluding e-mail.

XII. Non-Assignability

Consultant understands that this Professional Services Agreement is an agreement for the personal services of Consultant or its/his/her employees and that it is made by the Village of Oswego in reliance on Consultant's or its/his/her employees' personnel skill and knowledge in the activity to be conducted, and as represented by Consultant. Accordingly, this Professional Services Agreement is non-assignable by Consultant.

XIII. Regulations

A. Compliance. The Consultant warrants that it is familiar with and shall comply with Federal, State and local laws, statutes, ordinances, rules and regulations and the orders and decrees of any courts or administrative bodies or tribunals in any manner affecting the performance of the Agreement including without limitation Workers' Compensation Laws, minimum salary and wage statutes and regulations, laws with respect to permits and licenses and fees in connection therewith, laws regarding maximum working hours. No plea of misunderstanding or ignorance thereof will be considered.

B. Evidence of Compliance. Whenever required, the Consultant or subcontractor shall furnish the Client with satisfactory proof of compliance with said Federal, State and local laws, statutes, ordinances, rules, regulations, orders, and decrees.

C. Non-discrimination. Consultant shall comply with all terms of the Equal Employment Opportunity Clause of the Illinois Fair Employment Practices Commission.

At all times Consultant shall remain in compliance with the Illinois Human Rights Act (775 ILCS 5/2-101, et seq.), and in addition shall at all times comply with Section 2-105 of the Illinois Human Rights Act requiring a written sexual harassment policy as defined therein.

D. Drug-Free Workplace: Consultant shall comply with all terms of the Drug Free Workplace Act (30 ILCS 580).

E. Certification. Consultant understands, represents and warrants to the Village that the Consultant is in compliance with all requirements provided by the Acts set forth in this Section XI and that it will remain in compliance for the entirety of the Agreement. A violation of any of the Acts set forth in this Section is cause for the immediate cancellation of the Agreement. However, any forbearance or delay by the Village in canceling this Agreement shall not be considered as, and does not constitute, Village's consent to such violation and a waiver of any rights the Village may have, including without limitation, cancellation of this Agreement.

XIV. Miscellaneous

A. This Professional Services Agreement, which includes the Proposal referred to under Section IV, constitutes the entire agreement between the parties pertaining to the subject matter hereof and supersedes all prior or contemporaneous agreements and understandings of the Parties in connection therewith. No modification of this Professional Services Agreement shall be effective unless made in writing, signed by both parties hereto and dated after the date hereof.

B. This Professional Services Agreement shall be governed by and construed in accordance with the laws of the State of Illinois. Venue for any dispute arising hereunder shall be the Circuit Court of the Twenty Third Judicial Circuit, Kendall County, Illinois.

C. Each of the parties acknowledges the receipt of good and valuable consideration for its/his/her respective agreements contained in this Professional Services Agreement.

D. This Agreement may be executed in counterparts, each of which shall be deemed to be an original, but all of which together will constitute one and the same instrument.