

**REQUEST FOR PROPOSALS FOR
CITY OF LOUISVILLE
CUSTOMER SATISFACTION SURVEY FOR CITY TRASH,
RECYCLING & COMPOST HAULING SERVICES**

The City of Louisville is accepting proposals from qualified consultants (“consultant”) to conduct a customer satisfaction survey for City trash, recycling and compost hauling services. Please review the following pages for complete information on the request for proposal process.

Timeline of Activities and Proposal Format

- A pdf document delivered via email to EHogan@LouisvilleCO.gov. The City of Louisville will receive proposals in response to this RFP until 4:00 PM Mountain Time, “our clock” on October 21, 2022. Proposals received after that time will not be reviewed.
- Interviews of applicants selected by City and contract signed on November 1, 2022.
- Survey conducted in December 2022 with final results delivered by January 31, 2023.

Section 1. Summary of Request

Purpose – The City of Louisville is accepting proposals from qualified consultants to conduct a customer satisfaction survey for City trash, recycling and compost hauling services. The City awarded a 5-year contract for trash, recycling and compost hauling services starting in September 2019. In 2023 the City will issue a Request for Proposals for the next 5-year contract. The results of the customer satisfaction survey can help inform this process.

Survey Example – The survey is expected to be 1-2 pages in length and delivered to approximately 5,000 customers.

Questions regarding the proposal can be directed to:

Emily Hogan
City of Louisville
749 Main Street
Louisville CO 80027

303.335.4528
EHogan@LouisvilleCO.gov

Section 2. Scope of Work

The Scope of Work shall include but is not limited to the following:

- Development & management of statistically valid survey
- Instrument design and layout
- Suggested method of delivery (mail, phone, online, etc.)
- Language access options to ensure availability for non-English speaking residents
- Sample procurement and file preparation
- Meetings with staff to finalize survey
- Printing and mailing of surveys and/or phone delivery of survey
- Cleaning and coding of returned surveys
- Entry of data from completed surveys
- Preparation of report of results
- Cross tabulation of selected results for some sociodemographic subgroups

Section 3. Standard Terms and Conditions

When preparing a proposal for submission in response to this RFP, consultants should be aware of the following terms and conditions which have been established by the City of Louisville:

- This request for proposals is not an offer to contract. The provisions in this RFP and any purchasing policies or procedures of the City are solely for the fiscal responsibility of the City, and confer no rights, duties or entitlements to any party submitting proposals. The City of Louisville reserves the right to reject any and all proposals, to consider alternatives, to waive any informalities and irregularities, and to re-solicit proposals.
- The City of Louisville reserves the right to conduct such investigations of and discussions with those who have submitted proposals or other entities as they deem necessary or appropriate to assist in the evaluation of any proposal or to secure maximum clarification and completeness of any proposal.
- The successful proposer shall be required to sign a contract with the City in a form provided by and acceptable to the City. The consultant shall be an independent consultant of the City.
- The City of Louisville assumes no responsibility for payment of any expenses incurred by any proponent as part of the RFP process.
- The following criteria will be used to evaluate all proposals:
 - The consultant's interest in the services which are the subject of this RFP, as well as their understanding of the scope of such services and the specific requirements of the City of Louisville.
 - The reputation, experience, and efficiency of the consultant.
 - The ability of the consultant to provide quality services within time and funding constraints.
 - The general organization of the proposal: Special consideration will be given to submittals which are appropriate, address the goals; and provide in a clear and concise format the requested information.
 - Such other factors as the City determines are relevant to consideration of the best interests of the City.

Section 4. Required Submittals

- Provide the name, address, and email address of consultant. If an entity, provide the legal name of the entity and the names of the entity's principal(s) who is proposed to provide the services.
- Provide a review of your qualifications and briefly explain how you plan to complete the required tasks.
- Provide references for your work.
- Provide the completed pre-contract certification and return with your proposal.

Thank you, we look forward to reviewing your proposal.

City of Louisville Public Services Contract Addendum
Prohibition Against Employing Workers Without Authorization

Prohibition Against Employing Workers Without Authorization. Consultant shall not knowingly employ or contract with a worker without authorization to perform work under this contract. Consultant shall not enter into a contract with a sub-consultant that fails to certify to the Consultant that the sub-consultant shall not knowingly employ or contract with a worker without authorization to perform work under this contract.

Consultant will participate in either the E-verify program or the Department program, as defined in C.R.S. § 8-17.5-101(3.3) and 8-17.5-101(3.7), respectively, in order to confirm the employment eligibility of all employees who are newly hired for employment to perform work under the public contract for services. Consultant is prohibited from using the E-verify program or the Department program procedures to undertake pre-employment screening of job applicants while this contract is being performed.

If Consultant obtains actual knowledge that a sub-consultant performing work under this contract for services knowingly employs or contracts with a worker without authorization, Consultant shall:

- a. Notify the sub-consultant and the City within three days that the Consultant has actual knowledge that the sub-consultant is employing or contracting with a worker without authorization; and
- b. Terminate the subcontract with the sub-consultant if within three days of receiving the notice required pursuant to this paragraph the sub-consultant does not stop employing or contracting with the worker without authorization; except that the Consultant shall not terminate the contract with the sub-consultant if during such three days the sub-consultant provides information to establish that the sub-consultant has not knowingly employed or contracted with a worker without authorization.

Consultant shall comply with any reasonable request by the Department of Labor and Employment made in the course of an investigation that the Department is undertaking pursuant to the authority established in C.R.S. § 8-17.5-102(5).

If Consultant violates a provision of this Contract required pursuant to C.R.S. § 8-17.5-102, City may terminate the contract for breach of contract. If the contract is so terminated, the Consultant shall be liable for actual and consequential damages to the City.

Pre-Contract Certification in Compliance with C.R.S. Section 8-17.5-102(1)

The undersigned hereby certifies as follows:

That at the time of providing this certification, the undersigned does not knowingly employ or contract with a worker without authorization; and that the undersigned will participate in the E-Verify program or the Department program, as defined in C.R.S. § § 8-17.5-101(3.3) and 8-17.5-101(3.7), respectively, in order to confirm the employment eligibility of all employees who are newly hired for employment to perform under the public contract for services.

Proposer:

By _____
Title: _____

Date

DISCLOSURE STATEMENT

Vendor must disclose any possible conflict of interest with the City of Louisville including, but not limited to, any relationship with any City of Louisville elected official or employee. Your response must disclose if a known relationship exists between any principal of your firm and any City of Louisville elected official or employee. If, to your knowledge, no relationship exists, this should also be stated in your response. Failure to disclose such a relationship may result in cancellation of a contract as a result of your response. This form must be completed and returned in order for your proposal to be eligible for consideration.

NO KNOWN RELATIONSHIPS EXIST _____

RELATIONSHIP EXISTS (Please explain relationship)

I CERTIFY THAT:

1. I, as an officer of this organization, or per the attached letter of authorization, am duly authorized to certify the information provided herein are accurate and true as of the date; and
2. My organization shall comply with all State and Federal Equal Opportunity and Non-Discrimination requirements and conditions of employment.
- 3.

Printed or Typed Name

Title

Signature