



Request for Qualifications for Citizen Satisfaction Survey

Project Description

The City of Rock Island, Illinois, is seeking proposals from a qualified professional firm to provide a survey of community opinions in the City related to satisfaction with City services; economic development; amenities; quality of life in the City; communication with residents and stakeholders; and to obtain feedback that would improve services for residents.

The survey will cover a cross-section of residents, business owners and stakeholders in Rock Island while soliciting responses that are inclusive of race, age, gender, education and profession. This random sample must be conducted among Rock Island residents who are 18 years or older.

Background

The City of Rock Island is situated on the western border of Illinois on the Mississippi River. With a population of nearly 37,000, the City is known for its vibrant community, historic neighborhoods, beautiful parks and diverse population.

Rock Island's unique geographic location offers exceptional development opportunities to new and expanding businesses, a top-rated school district and higher educational institutions, a wealth of community activities, and a lively arts, music and theatre scene.

Rock Island is part of a greater metropolitan area called the Quad Cities, consisting of the cities of Moline, Illinois; Davenport, Iowa; and Bettendorf, Iowa with a combined population of more than 200,000 people.

Rock Island provides a full range of municipal services including police; fire; parks and recreational facilities and programming; water, sewer and stormwater; recycling and refuse; streets; libraries; commercial and residential code enforcement; planning and zoning; and community development. Rock Island operates under a city manager/council form of government. The mayor and council are comprised of one mayor and seven council members that are elected every four years. For more information about the City, go to rigov.org.

Tentative Project Schedule

Proposals due Wednesday, Aug. 23, 2023 at 5 p.m.

Council will approve the contract during an upcoming city council meeting.

Potential firms must submit a timeline for survey results to be completed.

Qualifications

Each proposal will be reviewed and judged against the evaluation criteria listed below:

- A. Firms must be qualified to submit proposals in the state of Illinois in accordance with state code.
- B. The selected firm will have experience in conducting a citizen survey, including the design, development, administration and interpretation of results.
- C. A minimum of two references for which the firm has completed services comparable to those described in this RFP are required.
- D. The firm must provide examples of previous work done in a municipality comparable to the City of Rock Island.
- E. The firm must include a statement detailing why the firm is the best candidate to provide the City of Rock Island with the services requested in this RFP.
- F. The firm must provide a description of the methods used to obtain a random sample of Rock Island residents and approach.
- G. The surveyor must be available to make a final presentation to the Mayor and city council members and staff at a public meeting shortly after the conclusion of the survey.
- H. The firm shall prepare and provide – in both hard copy and electronically – the final product.

The City of Rock Island will not be responsible for any expenses incurred by a firm in preparing and submitting a proposal.

The City of Rock Island does not discriminate against faith-based organizations or against a bidder because of race, religion, color, sex, national origin, age, disability or

any other basis prohibited by state law relating to discrimination in employment in the performance of its procurement activity.

Submission requirements

After reviewing the firm's qualifications, city staff will make their selection based upon the evaluation criteria. One or more firms submitting qualifications may be asked to participate in an interview, at the firm's own expense, with staff.

Qualifications must be submitted electronically and by mail in a sealed envelope to:

Sarah Hayden
Rock Island Community Engagement Manager
1528 3rd Ave.
Rock Island, IL 61201
hayden.sarah@rigov.org

*Qualifications received after 5 p.m. on Aug. 23 will not be considered.

Additional information and questions may be directed to Sarah Hayden, community engagement manager, at hayden.sarah@rigov.org.