

AGENDA



Recommendation for Council Action (Purchasing)

Austin City Council	Item ID:	15897	Agenda Number	11.
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Meeting Date:	June 14, 2012
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Department:	Purchasing
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Subject

Authorize award and execution of a 36-month requirements service contract with SULLIVANLUALLIN, INC., or one of the other qualified bidders for IFB-BV No. EAG0606 to provide patient satisfaction surveys for the Emergency Medical Services Department in an estimated amount not to exceed \$82,750, with one 12-month extension option in an estimated amount not to exceed \$33,275, for a total estimated contract amount not to exceed \$116,025.

Amount and Source of Funding

Funding in the amount of \$8,334 is available in the Fiscal Year 2011-2012 Operating Budget of the Emergency Medical Services Department. Funding for the remaining 32 months of the original contract period and the extension option is contingent upon available funding in future budgets.

Fiscal Note

There is no unanticipated fiscal impact. A fiscal note is not required.

Purchasing Language:	Best evaluated bid received.
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Prior Council Action:	
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For More Information:	Erin Grace, Buyer I, 972-4017
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Boards and Commission Action:	
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Related Items:	
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MBE / WBE:	This contract will be awarded in compliance with Chapter 2-9C of the City Code (Minority-Owned and Women-Owned Business Enterprise Procurement Program). No subcontracting opportunities were identified; therefore, no goals were established for this solicitation.
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Additional Backup Information

This contract will provide patient satisfaction surveying services for the Emergency Medical Services (EMS) Department on a quarterly basis. The EMS Department seeks to successfully survey 400 patients per year initially, in increments of 100 patients per calendar quarter. A "successfully completed survey" is defined as a survey for which all questions have been asked by the survey taker and answered by the respondent, to the degree that the respondent is willing to do so. SullivanLuallin, Inc. will select respondents on a random basis, obtain responses on several topics including call dispatch, paramedic performance, and overall satisfaction, and analyze and provide the results via reports, online access, and downloadable datafiles.

In order to determine the best-value to the City, evaluation criteria included cost for successfully completed surveys, sampling methodology, range and flexibility of survey topics, online capability and security, and sample reports.

This request allows for the execution of a contract with a bidder, who provides the best value to the City, that Council selects. If this bidder does not execute a contract with the City, staff will return to Council so that Council may select another best value bidder and authorize a contract with this bidder.

MBE/WBE solicited: 10/14

MBE/WBE bid: 0/0

BID TABULATION
IFB-BV No. EAG0606
EMS Patient Satisfaction Surveys
(10 line items)

<u>Vendor</u>	<u>Total Price</u>
SullivanLuallin, Inc. (Mail) San Diego, CA	\$20,960.00
Professional Research Consultants, Inc. (Phone) Omaha, NE	\$21,468.00
SullivanLuallin, Inc. (Phone) San Diego, CA	\$32,130.00
Avatar International (Mail) Lake Mary, FL	*

*Avatar International withdrew their bid.

The expenditures for the first 12 months of this contract are estimated to be \$25,000. A copy of the complete bid tabulation is on file in the Purchasing Office and is on the City of Austin, FASD Purchasing Office website.

PRICE ANALYSIS

- a. Adequate competition.
- b. One hundred forty-eight notices were sent, including ten MBEs and fourteen WBEs. Four bids were received, with no response from the MBEs/WBEs.
- c. This is the first contract of its type; therefore, there is no pricing history available.

APPROVAL JUSTIFICATION

- a. Best evaluated received.
- b. The Purchasing Office concurs with the EMS Department's recommended award.
- c. Advertised in the Austin American-Statesman and on the Internet.