



**CITY OF SAINT PAUL**  
Offices of the Saint Paul City Council

**SAINT PAUL CITY COUNCIL AUDIT COMMITTEE**

15 West Kellogg Boulevard  
City Hall, Suite 310  
Saint Paul, Minnesota 55102  
[www.stpaul.gov/council](http://www.stpaul.gov/council)

Telephone: 651-266-8560  
Facsimile: 651-292-8574

January 8, 2021

**CONSULTANT**

Address

CITY, MN Zip Code

Dear Mr./Mrs./Ms.,

The Saint Paul City Council Audit Committee is currently soliciting Requests for Quotations (RFQ) to perform a study of and make recommendations regarding the City's process to receive and respond to non-emergency resident complaints and feedback. The work will be performed under a professional services contract with a cost not to exceed \$50,000.

**Description:**

Every department in Saint Paul has an important role in providing critical but non-emergency services to residents and surrounding communities. Currently, there are many ways that people can contact the City to get information, make a service request, file a complaint or make a comment.

A non-emergency telephone line, the "information and complaint line" (651-266-8989) is housed within the Department of Safety and Inspection (DSI). It became operational around 1990 to provide a central point of contact for residents. Staff respond to calls for both the City Information and Complaint/Trash lines and handle about 90,000 calls in 2020.

In addition to the general information and complaint line, each City department receives calls and emails directly, often through a "Contact Us" link on its website. Direct calls and emails also come into the Mayor's Office and the City Council. The City does not currently have one process/system to track calls and responses. Rather, departments that receive resident contacts use a variety of tools to track them, some of them informal.

This study will be conducted concurrently with ongoing work being undertaken by the City's Office of Technology (OTC) and other City departments in this area. That work includes efforts to document user contact processes, quantify contact activity and evaluate current response approaches. The work conducted under this contract will improve and enhance those efforts with the collection and analysis of user experiences by reviewing how follow-up is tracked; assessing citizen satisfaction with the processes; and developing actionable recommendations. The product of this undertaking should make the City's responses to resident requests more efficient and ensure residents are treated equitably across the many demographic groups within the Saint Paul community. Collect and assess community and user input – through focus groups, interviews and other means, with diverse members of our community. A broad-based user/resident survey is not being sought.

The results of the study will be reported to the City Council and Mayor and shared with the residents of Saint Paul. Completion of the study is expected by summer 2021, with implementation being potentially a multi-year process.

### **Scope of Work Requested:**

1. Collect and assess community and user input – through focus groups, interviews and other means, with diverse members of our community. A broad-based user/resident survey is not being sought. Information reviewed should include how residents interact with the City and where they have success/problems getting the information they need and the types of barriers which exist. These processes should be reviewed through an equity/equitable access to services lens.
2. Evaluate data collected by OTC on the community's entry points into the city (departmental phone numbers, 651-266-8989 telephone line, council/mayor's offices, website, email, walk-in, etc.); volume of contacts; and time/path to resolution.
3. Using this information collected, create recommendation for how best to improve and communicate a "front door" for all residents to seek services and/or access information from the city.
4. Note: there is also a non-emergency public safety number (651-291-1111). Both emergency 911 calls and non-emergency public safety calls are answered and routed by Ramsey County Communications Center through a shared services agreement. Both types of calls will be analyzed in coming months by the Community First Public Safety Task Force, so both the Police and Fire Departments are *excluded* from this study.

### **Deliverables:**

- Data summary of the number of contacts and source for each department; disposition of contacts by type and topic area/department; follow-up procedures/tracking by department; and staffing by department.
- Actionable recommendations to improve resident service. These may include streamlining business processes and work methods, organizational restructuring, outsourcing, automation, and/or shared services.
- Analysis and findings.
- Community engagement report from focus groups or other outreach efforts employed.

### **Project Timeline:**

- 1/19/21: Post RFQ (21 days)
- 2/10/21: Deadline for Proposals
- 2/22/21: Staff Present Proposals in Context of Review Criteria
- 3/8/21: Committee Interviews Consultant
- 3/22/21: Committee Selects Consultant
- 4/7/21: Council Votes to Accept Committee's Recommended Proposal & Consultant
- 4/8/21: HREEO Prepares and Executes Contract (4-6 weeks optimistically)
- 6/1/21: Project Work Initiated by Consultant –  
*Department/Stakeholder Engagement and Outreach (90 days)*
- 9/13/21: Mid-point Report to Audit Committee (initial findings)
- 11/1/21: Final Report Delivered

- 11/8/21: Final Report Presented to Audit Committee, Presentation to City Council/Mayor/Public

### **Proposal Evaluation Criteria:**

Staff members of the Saint Paul Audit Committee will evaluate all proposals based on the following criteria. To ensure consideration for this Request for Quote (RFQ), your proposal should be complete and include all of the following criteria:

<b>Experience:</b> the extent to which responder has experience that is similar to this project, especially with data collection	25
<b>Research and Analysis:</b> the extent to which the response meets the scope and needs included in the request for quotations and is presented in a clear and organized manner	25
<b>Outline of Project Timeline and Deliverables:</b> the extent to which responders demonstrate an understanding of the project schedule and deliverables	20
<b>Cost:</b> the cost of proposed solution(s) based on the work to be performed in accordance with the scope of this project.	30
<b>Initial Total</b>	100

Staff members of the Saint Paul Audit Committee will review, assess and organize the proposals against the criteria in this RFQ and score proposals for Committee consideration.

There will be an interview process in the award of this work. The information submitted in the proposal will be used to determine whether proposers are invited for an interview before the Audit Committee. Responder will be chosen based on the information submitted and the results of the interview.

The City reserves the right to ask for additional information or clarification of the submission from any or all proposers.

The final contract award will be conditioned upon the successful proposer's complying with all City terms and conditions, mutual agreement about the final work plan, and completion of a contract agreeable to all parties.

### **Estimated Timeline for Proposal Submission, Review, and Selection:**

Deadline for Written Questions	Friday, January X, 2021 by 4:00 p.m.
Responses to Questions Furnished	Wednesday, January X, 2021
Deadline for Submittal	Monday, January X, 2021 by 2:00 p.m.
Consultant Interview	Monday, January X, 2021
Consultant Selection	January X, 2021
Anticipated Project Start	February X, 2021

Please submit any written questions regarding the project and final proposals to Procurement, Staff to the Audit Committee, at [Procurement@ci.stpaul.mn.us](mailto:Procurement@ci.stpaul.mn.us). You may also call (651) 266-8900. Thank you.

Sincerely,

Nhia Vang, Staff to the Audit Committee

Attached: City of Saint Paul Professional Services Contract Standard Terms and Conditions