Legislation Text

File #: RES 21-879, **Version:** 1

Authorizing the award of a professional services agreement to Cultivate Strategy to perform a study of and make recommendations regarding the city's process to receive and respond to non-emergency resident complaints and feedback.

WHEREAS, the Saint Paul City Council Audit Committee desires to audit of the City's customer and constituent services that it provides its residents and businesses per RES 20-1478; and

WHEREAS, a Request for Quotations (RFQ) was emailed on February 12, 2021 to sixty-four (64) qualified firms to provide the requested consultant services (Attachment A); and

WHEREAS, the RFQ closed on March 5, 2021 with the two (2) consultants responding and submitting proposals by the deadline; and

WHEREAS, the Saint Paul City Council Audit Committee consisting of four (4) Councilmembers, two (2) City staff advisors, and three (3) community advisors convened on March 22, 2021 for the oral presentations from two (2) proposers and deliberated on who the consultant should be selected to work on the project; and

WHEREAS, the Saint Paul City Council Audit Committee determined that Cultivate Strategy provided the best responses to satisfy the requirements of the 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; and

WHEREAS, the Saint Paul City Council Audit Committee desires to enter into an agreement with Cultivate Strategy to provide said services at a cost not to exceed $49,999.00 and requested that the City of Saint Paul Contracts and Analysis Division to negotiate an agreement with Cultivate Strategy as described in their proposal (Attachment B) submitted on March 5, 2021; and

WHEREAS, the professional services agreement contract (Attachment C) has met the necessary requirements for approval by the Contracts and Analysis Division and the City Attorney's Office, at a cost not to exceed $49,999.00, and to include all other terms and conditions as may be required; and, be it

RESOLVED, that the City Council hereby authorizes the appropriate City officials to execute said agreement on behalf of the Saint Paul City Council Audit Committee.