

**CITY OF SAN DIEGO
REQUEST FOR PROPOSAL
CUSTOMER SATISFACTION SURVEY**

I. INTRODUCTION

This Request for Proposal (RFP) is an invitation for qualified bidders to prepare and submit proposals to identify key drivers of customer satisfaction for client-segments, develop a survey instrument and conduct customer service surveys for the Development Services Department.

The objectives of the survey program are to:

- ☐ Determine the key drivers of Development Services customer satisfaction and incorporate those key drivers in a survey instrument;
- ☐ Measure overall customer satisfaction with the Department's performance in providing services;
- ☐ Measure customer satisfaction for specific services including plan check, inspection services, project management, project submittal and development permit information assistance.
- ☐ Measure customer satisfaction with individual City staff personnel;
- ☐ Implement and maintain an ongoing customer survey program with survey results reported on a periodic basis;
- ☐ Ensure that the customer survey results are statistically valid, have a high degree of accuracy and are not reflective of a respondent self-selecting survey process.

Proposals are to be received by Support Services Division, Development Services Department no later than Thursday, November 6, 2003, 4:00 p.m., Pacific Standard Time (PST).

If you are considering developing a proposal for this RFP it is highly recommended that you contact Jason Mahlin, Management Analyst, soonest so he can notify you of any status change to this RFP. Mr. Mahlin can be contacted at JMahlin@sandiego.gov or ph. 619-446-5259.

This Request for Proposal (RFP) is being sent to firms from an existing list of know potential bidders, noticed on the City of San Diego web site and noticed in the City of San Diego Daily Transcript newspaper. It is open to any individual, firm, group, or consortium of individuals with a minimum of 5 years experience conducting customer surveys.

A pre-bid conference call is planned for **October 14, 2003 at 10:30 p.m., Pacific Daylight Time (PDT)**, at which time questions will be responded to regarding this RFP. Contact Jason Mahlin to confirm your participation in the pre-bid conference and obtain additional details how to join in on the conference call.

The Selection Committee may decide to interview the top-rated bidders. If so, the interviews will take place the week of November 10, 2003. It is planned that the consultant selection will be made by late November. The successful candidate should be prepared to provide services beginning January 2, 2004. The City may include in the contract an option to renew the contract annually for five years total if

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it is mutually agreed upon by both parties.

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II. BACKGROUND

This program is part of Development Services' commitment to providing excellent customer service. Development Services is responsible for the management of the development review process for land development and building construction within the City of San Diego, including project management, current planning, environmental review, engineering, geology, fire, building construction plan review and inspection services.

In Fiscal Year 2002-2003 (July 1, 2002 to June 30, 2003) Development Services issued permits for \$2.0 billion in building construction valuation, representing 33,600 permits issued and 185,000 inspections conducted. The goal of the Customer Satisfaction Surveys is to collect information regarding the customers' views on the services provided by Development Services.

III. SCOPE OF SERVICES

The consultant will report to staff in the Development Services Department. We expect that the consultant will provide services to the City promptly after being hired and that the effort will last approximately one year, the contract will have an option to extend the contract annually for a total of five years.

The selected consultant will be required to perform the following tasks:

- A. Identify key drivers of customer satisfaction.** Conduct at least three qualitative focus groups of 8 to 10 customers annually. Conduct at least 6 executive interviews annually with customers from the development community. After the initial identification of key drivers of customer satisfaction, the focus groups and executive interviews will be conducted annually to periodically assess the current validity of key drivers of customer satisfaction.
- B. Develop, pre-test and finalize questionnaires.** Work with City staff to develop new telephone surveys. After consultation and input, final draft questionnaires will be developed for the surveys which will also serve as the pre-test questionnaire. An alternative to telephone surveys such as web-based surveying is acceptable if it can be validated that the alternative to telephone surveying will result in statistically valid non-self-selecting survey results. A survey program utilizing written questionnaires survey instrument is not acceptable.
- C. Update, Pre-test and Finalize Questionnaires.** The consultant will work together with City staff to make modifications to the existing survey administered by telephone. After consultation and input, final draft questionnaires will be developed for the surveys which will also serve as the pre-test questionnaire.
- D. Develop Sampling Plan.** The consultant will develop a sampling plan. A mechanism will be

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in place by the consultant to evaluate the sample population (at any time during data collection) to ensure that the participant base is representative of the larger Development Services customer population under investigation. The number of interviews conducted with participants should reflect sample sizes with enough power to detect significance at a 95% confidence level.

E. Training. The consultant will conduct an interviewer training session so that each survey interviewer is familiar with the Department's surveys. Information in any developed proposal should include the length of training, methodology and content of the session.

F. Conduct Survey/Data Collection. Directly conduct telephone surveys or subcontract services for the completion of telephone questionnaires. A plan will be developed and successfully implemented to ensure that the information collected from customers is accurate. Survey questioning will be conducted on a weekly basis. Development Services will provide the customer contact information to the consultant.

A toll free number should be made available to allow customers being surveyed the option to call in at the customers' convenience to complete the survey. This is most useful in cases where a customer is not at home and a message can be left on the customer's telephone answering machine.

G. Analyze Data. Include in the proposal a description of the methodology used for analyzing the data and information on the type of software used. It is expected that the consultant will compare most recent survey results with previously collected results.

H. Provide Results. Consultant will provide complete written results of key drivers of customer satisfaction within 30 calendar days of completion of the last focus group or executive developer interview initiating the survey. A report of customer satisfaction questionnaire responses will be required on at least a monthly basis. The results of the monthly reports will be required within 14 calendar days of the last day of the month. If sampling sizes are not adequate to provide statistically valid results for any of the surveys on a monthly basis, then monthly reports will still be required and a separate quarterly report with statistically valid results will be reported.

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IV. REQUIREMENTS FOR SUBMISSION OF PROPOSALS

Proposers should provide a clear, concise response to this RFP

- A. Introduction & Qualifications.** An introduction of the individual/firm must include (a) a summary of capabilities/qualifications of key personnel involved in this project, (b) special expertise, and (c) experience with similar survey projects. The introduction should convey the consultant's clear understanding of the project requirements.
- B. Description of Work Plan.** Proposers should provide a response to each task outlined in the SCOPE OF SERVICES in section III. Also include quality assurance efforts for the data collection and analysis tasks, a process for ensuring that no individual respondents will be identified, and a project timeline. The consultant must have sufficient equipment and personnel for back-up and/or emergencies to assure prompt scheduling and completion of services within the schedule.
- C. Sample Work Products.** A submission of sample tables and graphs that are reflective of the survey work typically performed by the consultant should be included in the proposal.
- D. References.** Proposers should include the name, address and telephone number of three clients for whom similar services have been performed. References should be current and relevant to the personnel described in the proposal.
- E. Additional Information as Deemed Appropriate by the Consultant.** Consultants may include any additional information that, in the consultant's opinion, may assist the City in better evaluating the consultant.
- F. Fees.** Include a matrix which details the full cost of the project broken down by task. This should include hourly rates and a not-to-exceed amount for the total project. Include the estimated average cost per successful telephone call or contact. Provide a list of positions and their estimated hourly billing rates for the first year of the contract. Uses an assumption of 40 successfully completed customer questionnaires per week are collected. Provide detail and assumptions to estimate the average cost per questionnaire completed by a customer.
- G. Equal Opportunity Contracting.** Submit the City of San Diego Work Force Report form included in the attachment. If your proposal will include the use of subconsultants provide as a minimum: 1) the name and addresses of subconsultants; 2) scope of work the subconsultants will perform and; 3) estimated percentage of the total Customer Service Survey contract expenses associated with the subconsultants' work. Other Equal Opportunity Contracting Program requirements as described in the Attachment will be required of the successful bidder.

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The City of San Diego is strongly committed to equal opportunity in solicitation of professional service consultants. The City encourages prime consultants to share this commitment. Prime consultants are encouraged to take positive steps to diversify and expand their subconsultant solicitation base and to offer consulting opportunities to all eligible sub-consultants

V. RFP PROPSAL EVALUATION CRITERIA

The five criteria categories listed below will be used to rate each proposal. The weighted percentage rating for each criterion is indicated below.

- A. Conformance to the specified RFP format, as outlined in section III. 5%
- B. Organization, presentation and content of proposal. 5%
- C. Proposed methods and overall plan to accomplish the scope of services in a timely and competent manner. 40%
- D. Experience, professional and technical skills in the field of survey research. 35%
- E. Competitive fees and rates. 15%

VI. NON-DISCRIMINATION

Consultant shall not discriminate on the basis of race, gender, religion, national origin, ethnicity, sexual orientation, age, or disability in the solicitation, selection, hiring or treatment of subcontractors, vendors or suppliers. Consultant shall provide equal opportunity for subcontractors to participate in subcontracting opportunities. Consultant understands and agrees that violation of this clause shall be considered a material breach of the contract and may result in contract termination, debarment, or other sanctions.

Upon the City's request, consultant agrees to provide to the City, within sixty calendar days, a truthful and complete list of the names of all subcontractors, vendors, and suppliers that consultant has used in the past five years on any of its contracts that were undertaken within San Diego County, including the total dollar amount paid by consultant for each subcontract or supply contract. Consultant further agrees to fully cooperate in any investigation conducted by the City pursuant to the City's Nondiscrimination Contracting Ordinance (Municipal Code Sections 22.3401 - 22.3417). Consultant understands and agrees that violation of this clause shall be considered a material breach of the contract and may result in remedies being ordered against the contractor up to and including contract termination, debarment, and other sanctions for violation of the provisions of the Nondiscrimination in Contracting Ordinance. Consultant further understands and agrees that the procedures, remedies and sanctions

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provided for in the Nondiscrimination Ordinance apply only to violations of said Nondiscrimination Ordinance.

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VII. RIGHTS AND RESPONSIBILITIES

This RFP does not commit the City of San Diego to award a contract, to pay any cost incurred in the preparation of a proposal, or to procure or contract for services. The City reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with any qualified consultants, or to cancel in part or in its entirety this RFP if it is in the best interest of the City to do so. The City may also require the consultant(s) selected to participate in negotiations concerning contract price or the nature and extent of services to be provided. All proposers should note that the execution of any contract pursuant to the RFP is dependent upon the recommendation of the Selection Committee and the approval of the City Council and/or the City Manager of the City of San Diego.

VIII. DEADLINE

The deadline for receipt of proposals is 4:00 Pacific Standard Time on Thursday, November 6, 2003. **Facsimile copies will not be accepted.** Five copies of the proposals are to be delivered to:

Jason Mahlin, Management Analyst
Development Services
City of San Diego
1222 First Ave, MS 401
San Diego CA 92101

Please contact Jason Mahlin soonest if your are considering submitting a bid in order that we can anticipate receiving your before the deadline. Mr. Mahlin can be contacted at ph. 619-446-5259 or email address JMahlin@sandiego.gov

IX. SELECTION PROCESS

A Selection Committee will review responses to the RFP which meet the outlined requirements and are received before the designated closing date and time. The committee will select a finalist(s) based on the criteria listed below. The selection committee may interview the top-rated firms.

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If you have any questions regarding this RFP please contact Jason Mahlin at ph. 619-446-5259 or email address JMahlin@sandiego.gov. Thank you for your interest in this Request For Proposal and in providing professional services to the City of San Diego.

ALEX BRAGADO
Deputy Director, Support Services

NAB/nab

Attachment:
Equal Opportunity Contracting Program Consultant Requirements

**EQUAL OPPORTUNITY CONTRACTING PROGRAM (EOCP)
CONSULTANT REQUIREMENTS**

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I. City’s Equal Opportunity Commitment. The City of San Diego (City) is strongly committed to equal opportunity for employees and subconsultants of professional service consultants doing business with the City. The City encourages its consultants to share this commitment. Prime consultants are encouraged to take positive steps to diversify and expand their subconsultant solicitation base and to offer consulting opportunities to all eligible subconsultants.

II. Nondiscrimination in Contracting Ordinance. All consultants and professional service providers doing business with the City, and their subconsultants, must comply with requirements of the City’s *Nondiscrimination in Contracting Ordinance*, San Diego Municipal Code Sections 22.3501 through 22.3517.

A. Proposal Documents to include Disclosure of Discrimination Complaints. As part of its bid or proposal, Proposer shall provide to the City a list of all instances within the past ten (10) years where a complaint was filed or pending against Proposer in a legal or administrative proceeding alleging that Proposer discriminated against its employees, subconsultants, vendors, or suppliers, and a description of the status or resolution of that complaint, including any remedial action taken.

B. Contract Language. The following language shall be included in contracts for City projects between the consultant and any subconsultants, vendors, and suppliers:

Consultant shall not discriminate on the basis of race, gender, religion, national origin, ethnicity, sexual orientation, age, or disability in the solicitation, selection, hiring, or treatment of subcontractors, vendors, or suppliers. Consultant shall provide equal opportunity for

subconsultants to participate in subconsulting opportunities.

Consultant understands and agrees that violation of this clause shall be considered a material breach of the contract and may result in contract termination, debarment, or other sanctions.

- C. Compliance Investigations. Upon the City's request, Consultant agrees to provide to the City, within sixty (60) calendar days, a truthful and complete list of the names of all Subconsultants, vendors, and suppliers that Consultant has used in the past five (5) years on any of its contracts that were undertaken within San Diego County, including the total dollar amount paid by Consultant for each subcontract or supply contract. Consultant further agrees to fully cooperate in any investigation conducted by the City pursuant to the City's *Nondiscrimination in Contracting Ordinance*, Municipal Code Sections 22.3501 through 22.3517. Consultant understands and agrees that violation of this clause shall be considered a material breach of the contract and may result in remedies being ordered against the Consultant up to and including contract termination, debarment and other sanctions for violation of the provisions of the *Nondiscrimination in Contracting Ordinance*. Consultant further understands and agrees that the procedures, remedies and sanctions provided for in the *Nondiscrimination in Contracting Ordinance* apply only to violations of the *Ordinance*.

III. Equal Employment Opportunity. Consultants shall comply with requirements of San Diego Ordinance No. 18173, Section 22.2701 through 22.2707, Equal Employment Opportunity Outreach Program. Consultants shall submit a *Work Force Report* or an *Equal Employment Opportunity (EEO) Plan* to the Program Manager of the City of San Diego Equal Opportunity Contracting Program (EOCP) for approval.

- A. Work Force Report. If a *Work Force Report* (Attachment AA) is submitted, and an EOCP staff Work Force Analysis determines there are under representation when compared to County Labor Force Availability data, Consultant will be required to submit an *Equal Employment Opportunity Plan*.
- B. Equal Employment Opportunity Plan. If an *Equal Employment Opportunity Plan* is submitted, it must include at least the following assurances that:
1. The Consultant will maintain a working environment free of discrimination, harassment, intimidation and coercion at all sites and in all facilities at which the Consultant's employees are assigned to work;
 2. A responsible official is designated to monitor all employment related activity to ensure the Consultant's EEO Policy is being carried out and to submit reports relating to EEO provisions;
 3. Consultant disseminates and reviews its EEO Policy with all employees at least once a year, posts the policy statement and EEO posters on all company bulletin boards and job sites, and documents every dissemination review and posting

with a written record to identify the time, place, employees present, subject matter, and disposition of meetings;

4. The Consultant reviews, at least annually, all supervisor's adherence to and performance under the EEO Policy and maintains written documentation of these reviews;
5. The Consultant discusses its EEO Policy Statement with subconsultants with whom it anticipates doing business, includes the EEO Policy Statement in its subcontracts, and provides such documentation to the City upon request;
6. The Consultant documents and maintains a record of all bid solicitations and outreach efforts to and from subconsultants, consultant associations and other business associations;
7. The Consultant disseminates its EEO Policy externally through various media, including the media of people of color and women, in advertisements to recruit, maintains files documenting these efforts, and provides copies of these advertisements to the City upon request;
8. The Consultant disseminates its EEO Policy to union and community organizations;
9. The Consultant provides immediate written notification to the City when any union referral process has impeded the Consultant's efforts to maintain its EEO Policy;
10. The Consultant maintains a current list of recruitment sources, including those outreaching to people of color and women, and provides written notification of employment opportunities to these recruitment sources with a record of the organizations' responses;
11. The Consultant maintains a current file of names, addresses and phone numbers of each walk-in applicant, including people of color and women, and referrals from unions, recruitment sources, or community organizations with a description of the employment action taken;
12. The Consultant encourages all present employees, including people of color and women employees, to recruit others;
13. The Consultant maintains all employment selection process information with records of all tests and other selection criteria;
14. The Consultant develops and maintains documentation for on-the-job training opportunities and/or participates in training programs for all of its employees,

including people of color and women, and establishes apprenticeship, trainee, and upgrade programs relevant to the Consultant's employment needs;

15. The Consultant conducts, at least annually, an inventory and evaluation of all employees for promotional opportunities and encourages all employees to seek and prepare appropriately for such opportunities;
16. The Consultant ensures the company's working environment and activities are non-segregated except for providing separate or single-user toilets and necessary changing facilities to assure privacy between the sexes;
17. The Consultant establishes and documents policies and procedures to ensure job classifications, work assignments, promotional tests, recruitment and other personnel practices do not have a discriminatory effect; and
18. The Consultant is encouraged to participate in voluntary associations, which assist in fulfilling one or more of its non-discrimination obligations. The efforts of a consultant association, consultant/community professional association, foundation or other similar group of which the Consultant is a member will be considered as being part of fulfilling these obligations, provided the Consultant actively participates.

IV. Equal Opportunity Contracting. Prime consultants are encouraged to take positive steps to diversify and expand their subconsultant solicitation base and to offer contracting opportunities to all eligible subconsultants. To support its Equal Opportunity Contracting commitment, the City has established a voluntary *subconsultant participation level*.

A. Subconsultant Participation Level

1. Projects valued at \$25,000 or more have a voluntary Subconsultant Participation Level goal of 15%. Goals are achieved by contracting with any combination of Minority Business Enterprise (MBE), Women Business Enterprise (WBE), Disadvantaged Business Enterprise (DBE), Disabled Veteran Business Enterprise (DVBE) or Other Business Enterprise (OBE) level.
2. While attainment of the 15% Subconsultant Participation Level goal is strictly voluntary, the City encourages diversity in your outreach and selection efforts. Historical data indicates that of the overall 15% goal, 25% to 30% Disadvantaged Business Enterprise (DBE) and 1% to 3% Disabled Veteran Business Enterprise (DVBE) participation is attainable. The remaining percentages may be allocated to Other Business Enterprises (OBE). Participation levels may be used as a tiebreaker in cases of an overall tie between two or more firms.

B. Contract Activity Reports. To permit monitoring of the successful Consultant's commitment to achieving compliance, *Contract Activity Reports* (Attachment BB)

reflecting work performed by subconsultants shall be submitted quarterly for any work covered under an executed contract.

V. Demonstrated Commitment to Equal Opportunity. The City seeks to foster a business climate of inclusion and to eliminate barriers to inclusion.

A. Proposers are required to submit the following information with their proposals:

1. Outreach Efforts. Description of Proposer's outreach efforts undertaken on this project to make subconsulting opportunities available to all interested and qualified firms.
2. Past Participation Levels. Listing of Proposer's subconsultant participation levels achieved on all private and public projects within the past three (3) years. Include name of project, type of project, value of project, subconsultant firm's name, percentage of subconsultant firm's participation, and identification of subconsultant firm's ownership as a certified Small Business, Disadvantaged Business Enterprise, Disabled Veteran Business Enterprise, or Other Business Enterprise.
3. Equal Opportunity Employment. Listing of Proposer's strategies to recruit, hire, train and promote a diverse workforce. These efforts will be considered in conjunction with Proposer's *Workforce Report* as compared to the County's Labor Force Availability.
4. Community Activities. Listing of Proposer's current community activities such as membership and participation in local organizations, associations, scholarship programs, mentoring, apprenticeships, internships, community projects, charitable contributions and similar endeavors.

B. Consultant selection panels will consider and evaluate the Proposer's demonstrated commitment to equal opportunity including the following factors:

1. Outreach Efforts. Proposer's outreach efforts undertaken and willingness to make meaningful subconsulting opportunities available to all interested and qualified firms on this project.
2. Past Participation Levels. Proposer's subconsultant participation levels achieved on all private and public projects within the past three (3) years.
3. Equal Opportunity Employment. Proposer's use of productive strategies to successfully attain a diverse workforce as compared to the County's Labor Force Availability.
4. Community Activities. Proposer's current community activities.

VI. List of Subconsultants. Consultants are required to submit a *Subconsultant List* with their proposal.

A. Subconsultants List. The *Subconsultant List* (Attachment CC) shall indicate the Name and Address, Scope of Work, Percent of Total Proposed Contract Amount, Dollar Amount of Proposed Subcontract, Certification Status and Where Certified for each proposed subconsultant.

1. Subconsultants must be named on the *Subconsultants List* if they receive more than one-half of one percent (0.5%) of the Prime Consultant's fee.

B. Commitment Letters. Proposer shall also submit subconsultant *Commitment Letters* on subconsultant's letterhead, no more than one page each, from all proposed subconsultants to acknowledge their commitment to the team, scope of work, and percent of participation in the project.

VII. Definitions. Certified "**Minority Business Enterprise**" (MBE) means a business which is at least fifty-one percent (51%) owned by African Americans, American Indians, Asians, Filipinos, and/or Latinos and whose management and daily operation is controlled by one or more members of the identified ethnic groups. In the case of a publicly-owned business, at least fifty-one percent (51%) of the stock must be owned by, and the business operated by, one or more members of the identified ethnic groups.

Certified "**Women Business Enterprise**" (WBE) means a business which is at least fifty-one percent (51%) owned by one or more women and whose management and daily operation is controlled by the qualifying party(ies). In the case of a publicly-owned business, at least fifty-one percent (51%) of the stock must be owned by, and the business operated by, one or more women.

Certified "**Disadvantaged Business Enterprise**" (DBE) means a business which is at least fifty-one percent (51%) owned and operated by one or more socially and economically disadvantaged individuals and whose management and daily operation is controlled by the qualifying party(ies). In the case of a publicly-owned business, at least fifty-one percent (51%) of the stock must be owned by, and the business operated by, socially and economically disadvantaged individuals.

Certified "**Disabled Veteran Business Enterprise**" (DVBE) means a business which is at least fifty-one percent (51%) owned by one or more veterans with a service related disability and whose management and daily operation is controlled by the qualifying party(ies).

"**Other Business Enterprise**" (OBE) means any business which does not otherwise qualify as Minority, Woman, Disadvantaged or Disabled Veteran Business Enterprise.

VIII. Certification.

- A. The City of San Diego is a signatory to a Memorandum of Understanding (MOU) with the California Department of Transportation (CALTRANS), and therefore has adopted a policy regarding certification of MBE/WBE/DBE/DVBE firms. As a result of the MOU, an MBE, WBE or DBE is certified as such by any of the following methods:
1. Current certification by the City of San Diego as MBE, WBE, or DBE;
 2. Current certification by the State of California Department of Transportation (CALTRANS) as MBE, WBE or DBE;
 3. Current MBE, WBE or DBE certification from any participating agency in the statewide certified pool of firms known as CALCERT.
- B. DVBE certification is received from the State of California's Department of General Services, Office of Small and Minority Business (916) 322-5060.

IX. List of Attachments.

- AA - *Work Force Report*
BB - *Subconsultants List*
CC - *Contract Activity Report*



THE CITY OF SAN DIEGO
EQUAL OPPORTUNITY CONTRACTING
1010 SECOND AVENUE, SUITE 500
SAN DIEGO, CA 92101
PHONE (619) 533-4464 • FAX (619) 533-4474

WORK FORCE REPORT

The objective of the Equal Employment Opportunity is to ensure that contractors doing business with the City, or receiving funds from the City, will not engage in unlawful discriminatory employment practices prohibited by State and Federal law. Such employment practices include, but are not limited to the following: employment, promotion or upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rate of pay or other forms of compensation and selection for training, including apprenticeship.

NO OTHER FORMS WILL BE ACCEPTED

CONTRACTOR IDENTIFICATION

Type of Contractor: ? Construction ? Vendor/Supplier ? Financial Institution ? Lessee/Lessor
 ? Consultant ? Grant Recipient ? Insurance Company ? Other

Name of Company: _____

ADA/DBA: _____

Address (Corporate Headquarters, where applicable): _____

City _____ County _____ State _____ Zip _____

Telephone Number: () _____ - _____ Fax Number: () _____ - _____

Name of Company CEO: _____

Address(es), phone and fax number(s) of company facilities located in San Diego County **(if different from above)**:

Address: _____

City _____ County _____ State _____ Zip _____

Telephone Number: () _____ - _____ Fax Number: () _____ - _____

Type of Business: _____ Type of License: _____

The Company has appointed: _____

As its Equal Employment Opportunity Officer (EEOO). The EEOO has been given authority to establish, disseminate and enforce equal employment and affirmative action policies of this company. The EEOO may be contacted at:

Address: _____

Telephone Number: () _____ - _____ Fax Number: () _____ - _____

For Firm's: ? San Diego Work Force and/or ? Managing Office Work Force

I, The undersigned representative of _____

(Firm Name)

_____ (County)

_____ (State)

hereby certify that information provided herein is true and correct. This document was executed on this day of _____, 20____

(Authorized Signature)
Equal Opportunity Contracting [rev. 05/02]

(Print Authorized Signature Name)
Attachment AA-1

WORK FORCE REPORT – Page 2

NAME OF FIRM: _____ DATE: _____

INSTRUCTIONS: For each occupational category, indicate number of males and females in every ethnic group. Total columns in row provided. Sum of all totals should be equal to your total work force. Include all those employed by your company on either a full or part-time basis. The following groups are to be included in ethnic categories listed in columns below:

- (1) African-American, Black
- (2) Latino, Hispanic, Mexican-American, Puerto Rican
- (3) Asian, Pacific Islander
- (4) American Indian, Eskimo
- (5) Filipino
- (6) Caucasian
- (7) Other ethnicity; not falling into other groups

OCCUPATIONAL CATEGORY	(1) African-American		(2) Latino		(3) Asian		(4) American Indian		(5) Filipino		(6) Caucasian		(7) Other Ethnicities	
	(M)	(F)	(M)	(F)	(M)	(F)	(M)	(F)	(M)	(F)	(M)	(F)	(M)	(F)
	Executive, Administrative, Managerial													
Professional Specialty														
Engineers/Architects														
Technicians and Related Support														
Sales														
Administrative Support/Clerical														
Services														
Precision Production, Craft and Repair														
Machine Operators, Assemblers, Inspectors														
Transportation and Material Moving														
Handlers, Equipment Cleaners, Helpers and Non-construction Laborers*														

*Construction laborers and other field employees are not to be included on this page

TOTALS EACH COLUMN														
--------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--

GRAND TOTAL ALL EMPLOYEES

INDICATE BY GENDER AND ETHNICITY THE NUMBER OF ABOVE EMPLOYEES WHO ARE DISABLED:

DISABLED														
----------	--	--	--	--	--	--	--	--	--	--	--	--	--	--

NON-PROFIT ORGANIZATIONS ONLY:

BOARD OF DIRECTORS														
VOLUNTEERS														
ARTISTS														

SUBCONSULTANTS LIST

INFORMATION REGARDING SUBCONSULTANTS PARTICIPATION:

- 1 Subconsultant's List shall include name and complete address of all Subconsultants who will receive more than one half of one percent (0.5%) of the Prime Consultant's fee.
- 2 Proposer shall also submit subconsultant commitment letters on subconsultant's letterhead, no more than one page each, from subconsultants listed below to acknowledge their commitment to the team, scope of work, and percent of participation in the project.
- 3 Subconsultants shall be used for scope of work listed. No changes to this Subconsultants List will be allowed without prior written City approval.

NAME AND ADDRESS SUBCONSULTANTS	SCOPE OF WORK	PERCENT OF CONTRACT	DOLLAR AMOUNT OF CONTRACT	*MBE/WBE/ DBE/DVBE/O BE	**WHERE CERTIFIED

**For information only.* As appropriate, Proposer shall identify Subconsultants as:

Certified Minority Business Enterprise	MBE
Certified Woman Business Enterprise	WBE
Certified Disadvantaged Business Enterprise	DBE
Certified Disabled Veteran Business Enterprise	DVBE
Other Business Enterprise	OBE

***For information only.* As appropriate, Proposer shall indicate if Subconsultant is certified by:

City of San Diego	CITY
State of California Department of Transportation	CALTRANS

Attachment

Equal Opportunity Contracting [05/02]

Attachment BB

CONTRACT ACTIVITY REPORT

Consultants are required by contract to report subcontractor activity in this format. Reports shall be submitted via the Project Manager to the *Equal Opportunity Contracting Program* (EOCP) no later than thirty (30) days after the close of each quarter.

PROJECT: _____ **PRIME**

CONTRACTOR: _____

CONTRACT AMOUNT: _____ **INVOICE PERIOD:** _____ **DATE:** _____

Include Additional Services Not-To-Exceed Amount

Subcontractor	Indicate MBE, WBE, DBE, DVBE or OBE	Current Period		Paid to Date		Original Commitment	
		Dollar Amount	% of Contract	Dollar Amount	% of Contract	Dollar Amount	% of Contract
Prime Contractor Total:							
Contract Total:							

Completed by _____