



## CITY OF HOUSTON - CITY COUNCIL

Meeting Date: 5/8/2018

ALL

Item Creation Date: 4/4/2018

T26172 - Mystery Shopper Services - ORDINANCE

Agenda Item#: 52.

### **Background:**

**Request for Proposal Received April 6, 2017 for S67-T26172: Approve an ordinance awarding a professional services contract to Customer Service Experts, Inc. for a total not to exceed \$875,000.00 for Mystery Shopper Services for the Houston Airport System (HAS).**

### **Specific Explanation**

The Director of the Houston Airport System and the Chief Procurement Officer recommend that City Council approve an ordinance awarding a **three-year contract with two one-year options, to Customer Service Experts, Inc.** in an amount not to exceed **\$875,000.00** for Mystery Shopper Services for the Houston Airport System. The Director of Houston Airport System and/or the Chief Procurement Officer may terminate the contract at any time upon 30-days written notice to the contractor.

The scope of work requires the contractor to perform and provide mystery shopper services at various concessions located within HAS terminals and parking garages. The contractor will evaluate and monitor airport concessions and contractor's at George Bush Intercontinental Airport/Houston (IAH), William P. Hobby Airport (HOU), and all parking facilities to ensure compliance with industry customer service standards and expectations, benchmarking concessionaires and contractors' performance, stimulate competitive customer service levels amongst concessionaires and develop a comprehensive rewards program to issue quarterly recognition awards.

The Request for Proposal (RFP) was advertised in accordance with the requirements of the State of Texas bid laws. The solicitation document was posted on the Strategic Procurement Division's e-bidding website and, as a result, proposals were received from CCD, Customer Service Experts, Deloitte, Evaluation Systems for Personnel, Service Metric Group and Sight on Service. The Evaluation Committee consisted of members from the HAS.

The proposals were evaluated based on the following criteria:

1. Responsiveness of Proposal
2. Technical Competence
3. Price Proposal

Customer Service Experts, Inc. received the highest overall score and was deemed to be the best qualified contractor to perform the requirements as outlined in the RFP.

### **M/WBE Subcontracting:**

The RFP solicitation was advertised with a 13% goal for MWBE Participation. Customer Service Experts, Inc. has designated the below-named companies as its certified MWBE subcontractors:

NAME	TYPE OF SERVICE	AMOUNT	PERCENTAGE
BQR Advertising & Public Relations, Inc	Badging of Mystery Shoppers & purchase of gift cards	\$113,750.00	13%

### **Pay or Play Program:**

The proposed contract requires compliance with the City's Pay or Play ordinance regarding health benefits for employees of City contractors. In this case, the contractor provides benefits for their employees and are in compliance with the City policy.

### **Houston Hire First:**

The proposed contract requires compliance with the City's Hire Houston First (HHF) ordinance that promotes economic opportunity for Houston businesses and supports job creation. In this case Customer Service Experts, Inc. does not meet the requirements for HHF designation, no firm were within three percentage.

**Fiscal Note:**

Funding for this item is included in the FY 2018 Budget. Therefore, no Fiscal Note is required as stated in the Financial Policy Ord. 2014-1078.

  
**Jerry Adams, Chief Procurement Officer**  
**Finance/Strategic Procurement Division****Department Approval Authority**

Estimated Spending Authority			
DEPARTMENT	FY2018	OUT YEARS	TOTAL
Houston Airport Systems	\$75,000.00	\$800,000.00	\$875,000.00

**Amount of Funding:**

**\$875,000.00 -**

HAS Revenue Fund (8001)

**Contact Information:**

NAME:	DEPT.	PHONE
Brenda Chagoya, Division Manager	FIN/SPD	(832) 393-8723
Governor Henderson, Sr. Procurement Specialist	HAS	(281) 233-1046
Carleen Kerr, Assistant Manager	HAS	(281) 233-1613

**ATTACHMENTS:****Description**

Certification of Funds

OBO Approval

Form B

Delinquent Tax Report

Drug Policy

Affidavit of Ownership

Form 1295

Pay or Play

Form A - Fair Campaign

**Type**

Financial Information

Backup Material

Backup Material

Backup Material

Backup Material

Backup Material

Backup Material

Backup Material

Backup Material