



/ Opportunities

City Wide / General Services

Citywide Survey Services

The City of Charlotte is interested in receiving bids for City Survey Services. Various City Departments require citizen, employee, or business surveys throughout the year. These surveys gauge opinion on numerous topics regarding City services and performance. Overall Project Description. The requirements indicated below apply to all Services and what shall be adhered to, at a minimum, by the Company: Conduct or facilitate meetings with the City Project Manager and City staff to assess specific questions or topics concerning the survey process, establishment of questions, objectives, and survey timelines; After the initial consultation, recommend survey questions, objectives, design, and methodology, subject to City Project Manager approval; Develop a sample survey for review by the City Project Manager; Review survey questions with the Department to ensure a reduction in duplication efforts in content and timing; Identify and select a random sample of all recipients to be surveyed. The sampling shall include various demographics, Guarantee that results will provide the City with, at minimum, a ninety-five percent (95%) confidence level; Provide City Project Manager with an electronic copy of the data in a format acceptable to the City; and Conduct a formal presentation of survey results to the City Project Manager and City staff upon completion of Services.

Details

Posting Number	2025-Q2(Apr-Jun)-CTW-17999
Anticipated Posting Date	2025-05-17
Commodity Code(s):	91812, 95605, 95877, 96153, 96160

Requirements

Last Updated: 04/08/25

Insurance Requirements

The City requires the awarded vendor(s) to obtain and maintain the following insurance coverage types:

- Automobile-For automobile operations liability
- Errors & Omissions / Professional Liability-For negligence or failure to perform in a professional capacity
- General Liability-For bodily injury or property damage, arising from products, premises, completed work, personal & advertising injury
- Workers Compensation-For lost wages and medical expenses of injured workers

Estimated Total Value

The total project value is anticipated to be:

- \$250,000 - 499,999

Contract Term

The term of the project is anticipated to be:

- Multi-Year

For Questions, Contact:

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City Contact

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