

AN ORDINANCE

AUTHORIZING A THREE YEAR PROFESSIONAL SERVICES AGREEMENT WITH RESEARCH HORIZONS, LLC DBA PHOENIX MARKETING INTERNATIONAL FOR QUARTERLY AND SUPPLEMENTAL CUSTOMER SATISFACTION SURVEYS FOR THE SAN ANTONIO INTERNATIONAL AIRPORT IN AN ANNUAL AMOUNT OF \$94,000.00 FUNDED FROM THE FY 2019 AIRPORT OPERATING AND MAINTENANCE FUND.

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WHEREAS, in order to receive feedback from customers using the San Antonio International Airport the City issued a Request for Proposals in September, 2018 for quarterly and supplemental customer satisfaction surveys; and

WHEREAS, an evaluation committee comprised of Customer Experience and Terminal Services staff from the Aviation Department reviewed three proposals, and based on experience, background and qualifications, proposed plan and price, recommended the selection of Research Horizons, LLC to conduct the surveys; and

WHEREAS, the proposed agreement to conduct the quarterly and supplemental surveys of arriving and departing passengers at the San Antonio International Airport is for an initial term of three years, with the option to extend for two one-year periods in an annual amount of \$94,000.00 for a not to exceed total contract value of \$470,000.00; **NOW THEREFORE:**

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF SAN ANTONIO:

SECTION 1. The City Manager or designee is authorized to execute a Professional Services Agreement with Research Horizons, LLC in an amount not to exceed \$470,000.00 for quarterly and supplemental customer satisfaction surveys at San Antonio International Airport, a copy of which is set out in **Exhibit 1**.

SECTION 2. Funding of \$94,000.00 for this ordinance is available in Fund 51001000, Cost Center 3305010002 and General Ledger 5201040 as part of the Fiscal Year 2019 budget approved by City Council or contingent upon City Council approval of subsequent budgets within the term length of this contract.

SECTION 3. Payment not to exceed the budgeted amount is authorized to Research Horizons, LLC dba Phoenix Marketing International for quarterly and supplemental customer satisfaction surveys for the San Antonio International Airport.

SECTION 4. The financial allocations in this Ordinance are subject to approval by the Director of Finance, City of San Antonio. The Director of Finance, may, subject to concurrence by the

City Manager or the City Manager's designee, correct allocations to specific SAP Fund Numbers, SAP Project Definitions, SAP WBS Elements, SAP Internal Orders, SAP Fund Centers, SAP Cost Centers, SAP Functional Areas, SAP Funds Reservation Document Numbers and SAP GL Accounts as necessary to carry out the purpose of this Ordinance.

SECTION 5. This Ordinance is effective immediately upon the receipt of eight affirmative votes; otherwise, it is effective ten days after passage.

***PASSED and APPROVED** this 21st day of February, 2019.*

M A Y O R
Ron Nirenberg

ATTEST:

APPROVED AS TO FORM:

Leticia M. Vacek, City Clerk

Andrew Segovia, City Attorney

MAT
02/21/19
Item No. ____

THIS IS A DRAFT AND WILL BE REPLACED BY THE FINAL, SIGNED
ORDINANCE OR RESOLUTION ADOPTED BY CITY COUNCIL.

EXHIBIT 1

**PROFESSIONAL SERVICES AGREEMENT FOR
QUARTERLY AND SUPPLEMENTAL CUSTOMER
SATISFACTION SURVEYS FOR SAN ANTONIO
INTERNATIONAL AIRPORT**

DRAFT