

PANAMA CITY BEACH
Employee Engagement Consulting Services

DUE DATE: February 27, 2020

DUE TIME: 1:00 P.M.



City of Panama City Beach
17007 Panama City Beach Pkwy.
Panama City Beach, Florida 32413
(850) 233-5100

**CITY OF PANAMA CITY BEACH
PANAMA CITY BEACH, FLORIDA
REQUEST FOR PROPOSALS**

Employee Engagement Consulting Services

The City of Panama City Beach (the "City") hereby gives notice that it has issued a Request for Proposals from experienced and qualified persons or firms in support of the City's strategic initiatives surrounding employee engagement and satisfaction.

Sealed proposals will be received by the City Clerk at the City Hall located at 17007 Panama City Beach Parkway, Panama City Beach, FL 32413 until **1:00 P.M.** central time on **Thursday, February 27, 2020**. Submittals will be publicly opened and receipt acknowledged immediately thereafter. The qualifications and other information should be submitted in strict compliance with the directives provided in the RFP Instructions. The City is under no obligation, either express or implied, to reimburse responding firms for any expenses associated with preparation and submittal of the Proposals in response to this request. It is the proposer's responsibility to ensure that proposals are received in the City Clerk's Office prior to the date and time specified above. Receipt of a proposal in any other City office does not satisfy this requirement.

Proposals shall be submitted in a sealed envelope or box, plainly marked with respondent's name, address, date, time of RFP deadline and stating "Proposal for Employee Engagement Consulting Services." Five (5) hard copies shall be submitted.

Inquiries regarding this RFP should be directed to Lori Philput, HR/Risk Management Director at 17007 Panama City Beach Pkwy., Panama City Beach, Florida 32413, (850) 233-5100.

Proposals may be either mailed or hand delivered to the City Clerk's Office, 17007 Panama City Beach Pkwy., Panama City Beach, FL 32413. Any proposals received after the above stated time will not be accepted.

The City reserves the right to accept or reject any and all Proposals in whole or in part, to waive informalities in the RFP documents, to obtain new Proposals, or to postpone the opening of Proposals, or if unable to negotiate a satisfactory contract to terminate all negotiations under the RFP and proceed by whatever appropriate means it may elect. Each Proposal shall be valid to the City for a period of sixty (60) days after opening.

The City of Panama City Beach is an Equal Opportunity/Affirmative Action Employer.

Post: February 4, 2020

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GENERAL INFORMATION

PART I

1-1 **DEFINITIONS**

For the purposes of this Request for Proposals ("RFP"), Proposer shall mean contractors, consultants, respondents, organizations, firms, or other persons submitting a response to this Request for Proposals.

1-2 **INVITATION TO PROPOSE; PURPOSE**

The City of Panama City Beach, Panama City Beach, FL (the "City") solicits proposals from responsible Proposers to provide Employee Engagement Consulting Services.

1-3 **ISSUING OFFICE AND LOCATION OF PROPOSAL OPENING**

City Clerk's Office/City Council Chambers
City of Panama City Beach
17007 Panama City Beach Pkwy.
Panama City Beach, Florida 32413

1-4 **CONTRACT AWARDS**

The City anticipates entering into a contract with the lowest fully responsive and responsible Proposer, provided however, that the City may award the contract to a Proposer other than the lowest Proposer should it find that the lowest Proposer does not offer the reliability, quality of service or product afforded by such other Proposer. The City reserves the right to award more than one contract if in its best interest.

The Proposer understands that this RFP does not constitute an agreement or a contract with the Proposer. An official contract or agreement is not binding until proposals are reviewed and accepted by the City Council and a written agreement or contract is approved by both the City and the successful Proposer.

The City reserves the right to accept or reject any and all Proposals in whole or in part, to waive informalities in the RFP documents, to obtain new Proposals, or to postpone the opening of Proposals, or if unable to negotiate a satisfactory contract to terminate all negotiations under the RFP and proceed by whatever appropriate means it may elect.

1-5 **DEVELOPMENT COSTS**

Neither the City nor its representatives shall be liable for any expenses incurred in connection with preparation of a response to this RFP. Proposers should prepare their proposals simply and economically, providing a straightforward and concise description of the Proposer's ability to meet the requirements of the RFP.

1-6 INQUIRIES

The City will not respond to oral inquiries. Proposers may submit written inquiries for interpretation of this RFP to:

Lori Philput, HR/Risk Management Director
City of Panama City Beach
17007 Panama City Beach Pkwy.
Panama City Beach, Florida, 32413

The City will respond to written inquiries if received at least seven (7) working days prior to the date scheduled for receiving the proposals.

The City will record its responses to inquiries and any supplemental instructions in the form of a written addendum. If addenda are issued, the City will post the addenda to the website at least five (5) working days before the date fixed for receiving the proposals. This will be adhered to even if the opening date must be postponed in order to observe the time requirements.

1-7 TIMETABLES

The City and the Proposers shall adhere to the following schedule in all actions concerning this RFP.

February 4, 2020	Request for Proposal noticed
February 20	All inquiries submitted in writing
February 27	Responses to RFP due (1:00 p.m. CST)
March 2-6	The Evaluation Committee will meet to evaluate the proposals and make a formal recommendation to the City Council.
March 12 or March 26	City Council action on committee recommendation

1-8 DELAYS

The City may delay scheduled due dates if it is to the advantage of the City. The City will notify Proposers of all changes in scheduled due dates by written addenda.

1-9 PROPOSAL SUBMISSION AND WITHDRAWAL

The City will receive proposals at the following address:

City Clerk's Office
17007 Panama City Beach Pkwy
Panama City Beach, Florida 32413

To facilitate processing, please mark the outside of the envelope as follows: **"Employee Engagement Consulting Services"**. The envelope shall also include the Proposer's return address.

Proposers shall submit five (5) copies of the proposal in a sealed, opaque envelope marked as noted above. The Proposer may submit the proposal in person or by mail.

THE CITY MUST RECEIVE ALL PROPOSALS BY 1:00 P.M. ON THURSDAY, FEBRUARY 27, 2020.

Due to the irregularity of mail service, the City cautions Proposers to assure actual delivery of proposals to the City prior to the deadline set for receiving proposals. Telephone confirmation of timely receipt of the proposal may be made by calling (850) 233-5100, ext. 2230 before proposal opening time. Proposals received after the established deadline will not be accepted. Any responses received after the deadline will be returned to the proposer unopened and marked "RECEIVED AFTER DEADLINE".

Proposers may withdraw their proposals by notifying the City in writing at any time prior to the opening. Proposers may withdraw their proposals in person or through an authorized representative. Proposers and authorized representatives must disclose their identity and provide a signed receipt for the proposal. Proposals, once opened, become the property of the City and will not be returned to the Proposers. Upon opening, proposals become "public records" and shall be subject to public disclosure in accordance with Chapter 119, Florida Statutes.

1-10 IRREGULARITIES; REJECTION OF PROPOSALS

Proposals not meeting stated minimum terms and qualifications may be rejected by the City as non-responsive or irregular. However, the City reserves the right to waive any irregularities, technicalities or informalities in any proposal. The City reserves the right to reject the Proposal of any Proposer in arrears or in default upon any debt or contract to the City of Panama City Beach or who have failed to perform faithfully any previous contract with the City or with other governmental jurisdictions. The City reserves the right to reject any or all proposals without cause.

1-11 ADDENDA

If revisions become necessary, the City will provide written addenda at least five (5) days prior to the opening date. This will be adhered to even if the opening date must be postponed in order to observe the time requirements.

1-12 EQUAL OPPORTUNITY

The City recognizes fair and open competition as a basic tenet of public procurement and encourages participation by minority and women business enterprises. The City requests minority and women business enterprises to submit evidence of such classification with their proposals.

1-13 ORAL PRESENTATION

At their discretion, the City may require any Proposer to make an oral presentation of the proposal. These presentations provide an opportunity for the Proposer to clarify the proposal for the City. The City will schedule any such presentations.

1-14 INSURANCE

The Proposer, if awarded a contract, shall maintain insurance coverage reflecting the minimum amounts and conditions required by the City.

STATEMENT OF WORK

PART II

2-1 BACKGROUND INFORMATION RELATED TO THE WORK

There are approximately 330 positions (employees) included in this study.

A comprehensive employee survey has not been completed in the last 5 years.

All employees do not have a work email address or phone extension. Most employees do have access to a computer at some point during their day.

The desired completion target date is June 2020.

2-2 SCOPE OF WORK

A. The Consultant will provide a comprehensive service including, but not limited to, review and analysis of the following:

1. Develop a workplace survey that will measure key drivers of employee satisfaction.
2. Conduct an effective employee survey with the goal of achieving a high employee participation rate.
3. Provide a comprehensive, but concise, executive summary report, as well as all response data (scrubbed of employee identity) by early June (no later than June 5, 2020).

B. Specific requirements should include:

Survey Design

1. Develop project plan with City management
2. Review and analyze previous survey instruments and results
3. Prepare and work with City staff to finalize survey questions and the expected measurement plan
4. Receive City management phase approval of the survey instrument and plans prior to proceeding

Survey Procedures

1. Provide fully hosted web portal and survey software
2. Allow City staff access to test and approve web portal and actual survey prior to launch
3. Provide one alternate method for survey response
4. Develop and provide survey controls, procedures and participant instructions
5. Work with City staff to develop all employee communication scripts in advance

6. Provide personal access codes delivered directly to each employee for ensuring confidentiality
7. Receive City management phase approval prior to launch

Survey Administration (Target Survey Period to run from April 20 to May 8, 2020)

1. Monitor survey throughout survey time frame
2. Provide periodic status reports to City management
3. Provide dedicated resources for responding to employee questions or issues
4. Receive City management acceptance prior to survey closure
Note: The City may request to extend the survey period one week to May 15 if an acceptable participation rate is not achieved by May 8.

Survey Analysis (Delivery of Finalized & Accepted Survey Executive Report no later than June 5, 2020)

1. Analyze and tabulate survey results
2. Provide all actual response data in a Microsoft compatible format (scrubbed of individual employee identity) to City staff
3. Work with City staff to develop and then present executive summary to City management regarding the survey results
4. Receive City management acceptance of results and reports

Other services

1. Provide detailed feedback results and an additional executive summary to City management that includes suggested action plans based on industry best practices.

C. Responsibilities of the Consultant include but are not limited to the following:

1. Provision of clerical and technical support for the survey team
2. Provisions of own work materials
3. Provisions of all materials to be completed by employees or supervisors
4. All costs incurred to include:
 - A. Travel/hotel expenses
 - B. Phone charges
 - C. Duplication costs
 - D. Postage
 - E. Other costs pertinent to the completion of this study

2-3 SPECIAL PROVISIONS

- A. All research/study materials as mentioned throughout this proposal shall become the property of the City of Panama City Beach at the conclusion of this study.
- B. The City Manager, City Clerk, and their designees shall have access to all employee related study documents upon request.
- C. Prior to finalization of the report(s) and submission to the City, the Consultant must agree in writing not to release any documents or information, written or verbal, to any person, agency, or company without the express permission of the City Manager.

INSTRUCTIONS FOR PREPARING PROPOSALS

PART III

3-1 **RULES FOR PROPOSALS**

The Proposal must name all persons or entities interested in the Proposal as principals. The Proposal must declare that it is made without collusion with any other person or entity submitting a Proposal pursuant to this RFP.

3-2 **PROPOSAL FORMAT**

Proposers shall prepare their Proposals using the following format:

- A. Letter of Transmittal: This letter will summarize in a brief and concise manner, the Proposer's understanding of the Scope of Work. The letter must name all of the persons authorized to make representations for the Proposer, including the titles, addresses, and telephone numbers of such persons. An official authorized to negotiate for the Proposer must sign the Letter of Transmittal.
- B. Organization Profile and Qualifications: This section of the Proposal must describe the Proposer, including the size, range of activities, etc. Each Proposer must be authorized to do business in the State of Florida and, if a corporation, must be incorporated under the laws of one of the States of the United States, proof of same must be provided. The Proposer must emphasize its expertise in, and experience with similar projects. The Proposal must identify the primary individuals responsible for supervising the work. The Proposer shall provide the City with the resumes of the primary individuals. The Proposals must also include recent and pertinent references, contact name, telephone number and address.
- C. Scope of Work: This section of the Proposal should explain the Scope of Work as understood by the Proposer and detail the timeline, approach, activities and work products to be provided.
- D. Compensation: Proposer should include a Proposal for the compensation to be paid for the required services. The cost estimate should be a lump sum amount for the work described in the Scope of Work, including travel expenses. Proposer should also include a rate schedule for computing any extra work not specified in the contracted scope of work.
- E. Additional Data: Any additional information which the Proposer considers pertinent for consideration should be included in a separate section of the Proposal.

EVALUATION OF PROPOSALS

PART IV

4-1 EVALUATION METHOD AND CRITERIA

The responses will be evaluated using two sets of criteria. Firms meeting the mandatory criteria will have their proposals evaluated for responsiveness. Responsive firms will then be scored on technical qualifications and cost.

Mandatory Elements:

- a. The firm is licensed to do business in Florida.
- b. The firm has no conflict of interest with regard to any other work performed by the firm for the City of Panama City Beach.
- c. The firm adheres to the instructions in this request for Proposal on preparing and submitting the Proposal.
- d. Ability to provide the required services in a timely fashion.

Technical Quality (Represents 60% of score):

- a. Experience with similar studies (20 points)
- b. Quality and thoughtfulness of Project Approach, methodology and proposed timeline (20 points)
- c. Credentials of the Proposer and key staff (10 points)
- d. References and recommendations from past clients (10 points)

Cost of Services (Represents 40% of score. Maximum of 40 possible points).

The Proposer submitting the lowest total estimated cost will receive the maximum points for the cost element of the evaluation. The other Proposers' scores will be based on a relative percentage of the dollar amount higher than the lowest price. The Price points will be determined in accordance with the following formula:

Lowest Price - A

Proposer's Price - B

Total Possible Points for Price - C

Points Earned by Proposer - D

$\frac{A}{B} \times C = D$

B