

Employee Engagement Consulting Services Questions & Answers

1. What are the language requirements for the survey? **English**
2. If there is a need for other languages outside of English, will results need to be provided in these additional languages or only in English? **English**
3. Approximately how many employees will require a paper version of the survey tool? **80**
4. The RFP mentions a presentation of executive summary to City Management. Is this presentation to occur on site or is a virtual presentation acceptable? **On-Site**
5. Do you want Senior Leaders, who manage groups/departments, to receive a presentation of their results compared to the organization? **Yes**
6. If yes, do you want an onsite presentation? **Yes**
7. If yes, do you want a virtual presentation? **No**
8. Do you want 1st and 2nd level of leadership to receive a presentation with their aligned group data? Please note this level of presentation is the most granular and varies from the Senior Leadership presentation. **No, Provide to HR/Department Heads**
9. If yes, do you want an onsite presentation? **No**
10. If yes, do you want a virtual presentation? **No**
11. Does the organization want engagement survey results to be delivered to individual leaders? If so, down to the front-line leader level? **No, Provide to Department Heads for Supervisors with at least 5 direct reports**
12. Does the organization want to provide senior leaders with a dynamic dashboard which displays key engagement survey metrics and allows them to drill down into their chain of command to see how sub-groups performed on these metrics? **Yes**
13. Does the organization want leaders to complete action plans based on their survey results? If so, is online action planning preferred? **Yes**
14. Is the organization open to including related engagement solutions in addition to an engagement survey to implement an integrated employee engagement system? If so, is the organization open to considering proven engagement solutions in the following areas: 1) employee onboarding, 2) stay interviews, 3) exit surveys, 4) leadership assessments to measure the engagement capabilities of incumbent and prospective leaders, and 5) development programs proven to specifically develop leaders' engagement skills? **Not Necessary**
15. Of the City's 330 employees, approximately how many have City email addresses and regular access to email? How many do not have access to city email? **250 have access, 80 do not**
16. For the employees without email or regular access, would a paper invitation be an acceptable alternative? The paper invitation allows the survey to be completed online and eliminates data entry costs. The City would need to print and distribute the paper invitations addressed to individual employees, and then provide a laptop or tablet for them to access the survey online, or allow them to use their personal mobile devices. **Yes**
 1. If yes, does the City have personnel and resources to support the printing and distribution of paper invitations? Or should we include pricing for our staff to print and assist with distribution instead? **City could distribute.**
 2. If a paper survey (hard copy) is needed instead, we recommend hosted sessions with our staff. Our staff would distribute and collect the surveys. Employees would be asked to complete the survey immediately. Would this approach for paper surveys be acceptable? If so, approximately how many sessions would be needed (e.g., 2 for Public Works, 2 for Recreation & Parks)? **Yes, depends how many of your staff is there. 8-10 Sessions.**

3. If hosted sessions are not practical (i.e., too many locations), and a paper invitation is not an option (i.e., City wants employees to be able to fill in a hard copy instead of accessing the survey online), would mail be an acceptable alternative? If so, does the City have current addresses for employees? **Yes**
17. Will the City allow employees to have time during their regular working hours to complete the survey (i.e., before or after a shift)? **Yes**
18. How many departments or divisions would need their own survey results reports? In general, we recommend results (breakout) reports for your largest units where leaders will be expected to take action on results. We provide breakout reports when there are 10 or more responses. **Approximately 25 have more than 5, only 10 have more than 10.**
19. The RFP scope of work describes an executive summary for the survey results and another executive summary for suggested action plans. Are PowerPoint summary reports acceptable? Or does the City want a narrative-style report in Word or PDF? **PowerPoint is acceptable**
20. Is there a budget for this project, or if not, is there any City expectation for cost? **This item is currently unbudgeted. We will accept the best qualified bidder.**
21. 3-1 “The Proposal must name all persons or entities interested in the Proposal as principals.” Is this asking us to list all officers in our firm or the major team that we will be using for this project? Please clarify. **We are asking for the entity’s officers. In Section 3-2B is where we would like for you to identify the team you are using for the Project.**
22. Budget – Please provide the City’s budget for this project. We do not propose our fee based on the budget. However, knowing the budget helps us understand the level of detail and engagement the City is expecting from the awarded firm. **This item is currently unbudgeted. We will accept the best qualified bidder.**
23. The RFP mentioned that the most recent survey was completed five years ago. Who conducted the survey for the City? May we see a copy of it? **This is an error. This is our first employee survey that has been conducted.**