

City of College Park
Employee Engagement Survey
RFP CP-17-13

Addendum 2

Question: How many departments are in the City?

Answer: 9

Question: How many managers have employees reporting to them?

Answer: 18

Question: How large is the smallest organization?

Answer: Our smallest department is HR with 2 employees.

Question: Can you describe the current-perceived level of employee engagement?

Answer: Yes. It will vary depending on the department. Some departments will report a lack of trust and respect for some managers. Most employees feel good about the job they do and the service they provide to our residents.

Question: Do you want the consultant to use an in-house platform to host the survey, or an external platform?

Answer: For confidentiality and trust purposes the City would prefer an external platform.

Question: If an external platform, do you anticipate the consultant will maintain this platform and secure the database over time?

Answer: Yes, for a mutually-agreed-upon period of time.

Question: Given the time frame for this project is three (3) months (i.e., August 15, 2017 to November 15, 2017) (as referenced under Section "Contract Term," page 6 of the RFP), is there any leeway for extending the due date by an additional month (if necessary) to ensure completion of all RFP requirements?

Answer: The RFP due date will remain June 23, 2017. The City does not expect to extend the RFP period unless we do not receive a sufficient response. There is leeway to change the project dates.

Question: Are you interested in having a unique employee engagement survey developed and designed for the City or are you willing to use an existing survey for which system hosting, data security and support issues are already taken care of?

Answer: The City will be willing to use an existing framework of a survey, providing it can be customized at least minimally to meet our particular needs. We do not intend to develop our own survey from the ground up.

Question: If you prefer having a uniquely designed survey, do you have a pre-conceived understanding or framework of employee engagement that you are already invested in outside of assessing your employees?

Answer: No.

Question: Do you have specific metrics in mind for analyzing and assessing the level of employee engagement of City employees?

Answer: No, we do not intend to reinvent the wheel, but we do want the survey to be relevant to our employees and our situation.

Question: Does the city prefer only survey items that would allow benchmarking, and in particular, benchmarking against other cities?

Answer: The City prefers a combination of survey items; predominantly those that can be benchmarked against other cities, and some that are customized for our circumstances.

Question: What channels are used to communicate to employees today?

Answer: The City communicates with employees using email, meetings, cell phones, and radios.