

City of College Park  
RFP CP-17-13  
Employee Engagement Survey  
Addendum 1

**Question:** How many originals/copies of the proposal is the City looking for vendors to submit?

**Answer:** One original and two copies will suffice.

**Question:** Does the City have a budget for this initiative?

**Answer:** Yes. The City has budgeted up to \$18,000 for the complete project.

**Question:** Has the City completed an Engagement Survey in the past? If yes, will the selected vendor be responsible for trending to previous results or is this survey to be used as a baseline for future surveys?

**Answer:** The City has never done an Engagement Survey. This survey will be used as a baseline.

**Question:** The RFP mentions using paper or telephone survey to accommodate employees who do not have regular access to computers. Can the City provide an estimate of the number of employees who will need paper or telephone surveys? Can the paper surveys be mailed to the employees' home address or would the City prefer in-person, proctored sessions for employees to fill out the survey? If proctored sessions are preferred, approximately how many sessions would be needed?

**Answer:** The City may have as many as 40 employees who will not or cannot use a computerized survey. We plan to discuss the methodology to obtain those surveys with the selected consultant; therefore, we have not determined which is the best option. However, if we did decide that proctored sessions for employees to complete the surveys would be the best option, we would need three sessions. No session would begin before 7:30 a.m. or after 3:00 p.m.

**Question:** Do all staff have a City issued e-mail?

**Answer:** No, about 30 people do not have a City-issued email. Another 10 or so have an email address but not the ability to use it.

**Question:** Telephone surveys can be a more cost-effective option than paper, but there may be other reasons why paper could be more desirable. Would the City prefer telephone, paper, or both methods included in the proposal?

**Answer:** The City would prefer to see both methods included in the proposal along with a discussion of the pros and cons of each method. However, if both methods are not available from a particular consultant, we will consider their recommended method.

**Question:** Can all staff interpret and respond to the survey in English?

**Answer:** Yes, although some would prefer and be able to respond better to a survey in Spanish.

**Question:** On page 3, you mention 100 full-time staff and 12 part-time staff. You also mention 64 non-union titles and 16 union titles. What is the total number of staff who will be surveyed?

**Answer:** Approximately 112 employees will be surveyed.

**Question:** On page 3, item #2, you mention, "Develop and conduct a confidential employee engagement survey that can be updated," What do you mean by "can be updated"?

**Answer:** The City means that it would like to re-measure Employee Engagement with the same or similar survey in the future.

**Question:** On page 3, item #2, you mention, "on a recurring basis." What do you mean by that? Is recurring annually? If more often, how often? Does this mean the survey will be conducted more than one time per year?

**Answer:** We would probably want to re-measure employee engagement once per year for the next few years. We will be listening to the recommendations of the selected consultant to finalize that decision.

**Question:** One of the required deliverables is a "work plan". What level of detail does the City expect in this plan? Would a set of specific tasks and deliverables, with milestones, suffice?

**Answer:** A set of specific tasks and deliverables, with milestones, would be a good start on a work plan. The City is also interested in recommendations for improving engagement based on the data. A complete work plan should tie together the recommendations and the follow-through actions.

**Question:** Does the City of College Park have Sharepoint, Microsoft Access, and SAS?

**Answer:** The City does not have Sharepoint, some PCs have Microsoft Access, and SAS is used for only a couple of services.

**Question:** On page 4, elaborate on what you mean by, “your organization provides department-specific feedback for small departments.”

**Answer:** On page 4 the proposal reads, “Describe how and to what degree your organization provides department-specific feedback for small departments.” The City would like the proposer to describe how data from departments with fewer than five or ten responses can be parsed and reported back while remaining confidential for the survey taker. What is your minimum number of responses for reporting results by department? If there aren’t enough people responding in a department, how does the Proposer recommend we get report back that information?

**Question:** On page 4, regarding item #3, Employee Survey Experience, if we hire a specialist who has worked with a government agency, may we use his experience in that government agency? In providing a sample of survey questions, can we come up with questions that have never been used for a survey? If not, can we use the government survey that the to be hired specialist developed?

**Answer:** The City will evaluate the experience of the Consultant and the validity of the survey instrument. We may want to benchmark against other municipalities and, if so, a survey that has been used in other municipalities or government agencies would be required.

**Question:** My firm does not have experience with Employee Engagement Surveys but has experience with a number of other kinds of surveys. However, we would like to bid a human resources consultant who has the appropriate employee engagement experience. We will have him sign a letter of intent to accept a part time position with my firm upon contract award. Will this arrangement meet the employee engagement experience requirement?

**Answer:** That arrangement may meet the City’s experience requirement. The City would have to evaluate the experience of the consultant and the validity of the survey the consultant proposes.

**Question:** On page 4, item #3, what do you mean by, “benchmark within the local government sector”?

**Answer:** We mean compare our results with other local governments who have used the same survey.

**Question:** On page 7, you mention, “automobile fleet coverage” insurance. If we plan to use our own cars and public transportation for this project, can we get a waiver from this requirement?

**Answer:** The City’s attorney would have to determine what coverage would be necessary in that case.

**Question:** On page 7, you mention, “with the conditions of 69-6”. Could you please provide an explanation of this statute?

**Answer:** The full section 69-6 of the City Code can be found at : <http://ecode360.com/29137059> . The City prohibits discrimination in benefits for certain contractors.

**Question:** It appears that pages 10 and 11 don't have to be notarized. Is that true?

**Answer:** They do not have to be notarized.

**Question:** On page 13, can we list the experience of a specialist who will be hired when the contract is won under item #6 on that page?

**Answer:** Yes, as long as you make it clear that the person is not currently employed by your organization and can guarantee that they will be employed if the contract is won.

**Question:** Does being out of state have an impact on being selected?

**Answer:** A Proposer would not be ruled out on the sole factor of their location. To the extent that location affects the total cost of the project, it may be a factor.