

Date March 10, 2017
To: All Bidders

RE: **CONSULTING FOR EMPLOYEE ENGAGEMENT**
Our File Number F.08 2017-RFP-06

ADDENDUM # 3

Questions & Answers

Q1: We understand by the RFP and Addendum #1 that approximately 1200 employees have limited computer access and will require access via a shared kiosk. Is this kiosk provided by the Region or is the vendor expected to provide it? Are there expected to be multiple kiosks?

A1: The kiosks are in place already, provided by the Region. There are multiple kiosks in multiple locations.

Q2: Do the employees with limited computer access have email addresses?

A2: No, they do not.

Q3: Does the Region have an appetite to offer incentives (i.e. sweepstakes)?

A3: Yes, this is possible.

Q4: How, if at all, have post-survey action tools and supports been handled in past?

A4: They have been handled internally through the former engagement survey group members. Each operational area was asked to create their own action plans relevant to their needs.

Q5: Please specify expectations regarding pulse surveys. Are these intended to go to all 3500 employees again or subsamples of employees? If the engagement survey is 30 minutes in length, can the Region provide an estimate on the duration of the pulse surveys?

A5: The pulse survey is likely to be sent to subsamples of employees. There is not a predetermined estimate, but the expectation is that the pulse surveys would also be no longer than 30 minutes.

- Q6:** Appendix C – Pricing Form requests pricing for pulse surveys. We understand that approximately 10 pulse surveys may be performed in 2017-2018. The pricing sheet asks for the unit price per person. Should this read unit price per survey? Also, is it expected that the pulse surveys will be conducted at a departmental level and/or with a select cohort/sample of employees?
- A6:** We understand that some survey costs may be provided on a per person basis, but will also accept it on a per pulse survey cost basis provided there are no limits to the per respondent access. The pulse surveys will be determined as needed and surveys should be flexible to accommodate a potentially varying size of respondents and teams. This is why the Region requested the costing on a per person basis to account for a flexible number of potential participants for the pulse surveys.

Any and all Addenda is to be acknowledged in the spaces provided on the Form of Proposal. All other terms and conditions remain unchanged.



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Purchasing Agent

- c. Linda Gigliotti
File # 2017-RFP-06

(End of Addendum # 3)