

OFFICE OF PROCUREMENT
REQUEST FOR PROPOSAL TITLE: EMPLOYEE ENGAGEMENT SOLUTION & CONSULTING SERVICES
RFP NUMBER: E521-001
RFP CLOSING DATE: JULY 27, 2020 @ 3:00 PM



ADDENDUM #1

Issued: 7/17/2020

ADDENDUM FOR THE PURPOSE OF:

- To extend the closing date from July 23, at 3:00 pm to **July 27, 2020 at 3:00 pm**
- To provide the attached questions & answers

All other specifications, terms and conditions remain unchanged.

A handwritten signature in black ink, appearing to read 'Patrick Johnson', written over a horizontal line.

Patrick Johnson, MBA
Director of Procurement

Please **sign** below to acknowledge receipt of this Addendum and return with the proposal. Failure to return this Acknowledgement of Addendum may deem a proposal nonresponsive.

NOTE: All proposals MUST BE RECEIVED **electronically (NEW)** by 3:00pm Eastern Standard Time on **July 27, 2020.**

Electronic proposal and addendum or addenda shall be sent to the following email address prior to the submittal deadline date and time at vendor.proposals@montgomerycollege.edu. **No responses will be accepted after this date and time.**

Company Name

Authorized Signature

Date

Printed/Typed Signature

OFFICE OF PROCUREMENT
REQUEST FOR PROPOSAL TITLE: EMPLOYEE ENGAGEMENT SOLUTION & CONSULTING SERVICES
RFP NUMBER: E521-001
RFP CLOSING DATE: JULY 27, 2020 @ 3:00 PM

QUESTIONS AND ANSWERS-continued

Question 1: On page 12, section 3.8, companies that use cloud-based storage need to complete an associated questionnaire on security and privacy controls, Could you provide that questionnaire or will it be required only for the winning bid?

MC Response: Prior to contract award, the highest ranked bidder will be instructed to submit a completed VPAT (Accessibility Conformance Report) and their latest SOC2 report or complete a "lite" HECVAT questionnaire. See responses for question **8.6 & 12.7** for additional information and attachments.

Question 2: On page 16, section 5.3, the RFP states that in addition to the electronic submission, one original hard copy proposal is required. It says it must be received prior to contract award. Is this correct or should the hard copy be received prior to the electronic submission date of July 23?

MC Response: Offeror's proposal will not be rejected, if hardcopy is not submitted by the proposal submittal deadline; however, it must be submitted prior to contract award or sooner.

Question 3: Why is Montgomery College reviewing working with alternative providers from its current/previous vendor? Has the College asked Ethics questions before? If so, please can you share these?

MC Response: The College plans to collapse three separate surveys into one comprehensive survey. We are looking for a Contractor who is able to offer an all-inclusive solution.

MC Response: Ethics questions were asked in a separate survey by the College's Compliance, Risk and Ethics Office. We are looking to Offeror's to provide sample questions.

Question 4: The statement of work describes both conducting a survey (2.4.1) and analysis/strategic planning activities (2.4.2, 2.4.3), but the bulk of the proposal focuses on the survey. Please clarify:

1. What percentage of the project should focus on conducting the survey/basic reporting and what percentage on analysis and strategic planning support for the college?
MC Response: The College will collapse three previous surveys (employee engagement, diversity and inclusion & compliance) into one survey this year. Which will become the **College's annual survey**. Each phase is critical to its success. From the communication plan, development of the survey, reporting and analytics, recommendations after reviewing the data and implementation of recommendations – all to take place within the year 2020.
2. Do you anticipate that that all three activities in the scope of work should be accomplished in the first year or should we anticipate that translating findings into action items and strategic planning might be conducted in years 2 or 3? **MC Response:** See response under question #1.
3. Please clarify the activities for additional contract years. Is this an annual survey?
MC Response: See response under question #1.
4. Does the College have a budget range for this project?
MC Response: No.
5. Could you please provide a list of vendors who have expressed interest in this project and their contact information to facilitate MBE companies finding partners?
MC Response: That information is not currently available.
6. The RFP mentions a previous vendor. Please clarify: Is this a rebid of an existing contract?
MC Response: No
7. Who is the current vendor and will they be allowed to bid again?
MC Response: The last survey tool was provided by, Quantisoft LLC. Yes they are allowed to bid.

OFFICE OF PROCUREMENT
REQUEST FOR PROPOSAL TITLE: EMPLOYEE ENGAGEMENT SOLUTION & CONSULTING SERVICES
RFP NUMBER: E521-001
RFP CLOSING DATE: JULY 27, 2020 @ 3:00 PM

QUESTIONS AND ANSWERS-continued

Question 5: Section 2.4.1.b “Provide survey instrument in a format where technology is not available for employee participation”. Can you provide an estimate of the number of employees out of your total population that this would apply to? It has cost implications and may influence our decision to participate further as we do not do heavy paper surveys any longer but can accommodate a small amount.

MC Response: Primarily it would be for Facilities – trades, grounds and building services area may not have access to technology. Of course there could be others we are not aware of, possibly thirty or less.

Question 6: Will the College be able to provide us a complete employee demographic file (we discussed this in our last presentation, we can provide a template and help you create) showing all employees and their related demographic questions i.e. department, manager ID, gender, age, etc..?

MC Response: Yes.

Question 7: We are unclear from our reading of the RFP whether the primary deliverable is an online survey with an automated survey tool such as Qualtrics with reporting functions and training on the tool (as per sections 3.3-3.5). Please clarify the expected product and role of the consultant in each year of the project.

MC Response: The deliverable is a survey, report with analytics, recommendations based on analytics, with a proposed implementation of recommendations. A debrief of survey results and recommendations are to be presented to senior leadership. Implementation by the College with guidance from consultants.

1. Does the College currently have a license for Qualtrics or its equivalent?

MC Response: No.

2. Will the County directly license from Qualtrics/equivalent for the duration of the project or is the consultant expected to do that?

MC Response: We do not have Qualtrics.

3. If a survey tool like Qualtrics is used to field the survey, is the College looking for training on the tool?

MC Response: See response #2

3. Please define the scope of the training. Who is it for? How many people will attend and over what timeframe? What is the scope of training content--i.e., use of the tool, reporting, etc.? Should we assume a relatively short virtual training or something more in-depth?

MC Response: Any required training needed to use the proposed survey tool.

Question 8: In 2.3, this is a clarification question for to total number of unique surveys that are being requested over the 5 year performance period. Under B) an employee engagement survey and college climate survey are mentioned; however, in 2.4.3, there are only 3 total understood over the 5 year performance period. Are these one in the same or two (2) separate surveys?

MC Response: Previously, we launched three separate surveys – employee engagement, diversity and inclusion, and compliance. This year the plan is to merge all three into one survey. It is expected that we continue with one survey in future, but this could change.

8.1 In 2.4 b. Can the alternative survey type be conducted via IVR, Paper or telephone call?

MC Response: Yes. A small population of employees may not have equipment such as laptops, personal computer, internet access, etc.

8.2 In 2.4.5 a., is there an anticipated average annual requests for these Ad hoc report requests?

MC Response: Not at this time.

OFFICE OF PROCUREMENT
REQUEST FOR PROPOSAL TITLE: EMPLOYEE ENGAGEMENT SOLUTION & CONSULTING SERVICES
RFP NUMBER: E521-001
RFP CLOSING DATE: JULY 27, 2020 @ 3:00 PM

QUESTIONS AND ANSWERS-continued

8.3 In 3.3 b) you ask for a platform that can survey up to 2,500 employees. However, you state that you have 3,100 staff. Are Administrators exempt for taking the survey? If so, can you justify Montgomery College's reasoning for this exemption?

MC Response: Administrators will participate in the survey. Active employee numbers fluctuate depending on the time of year as well as attrition.

8.4 Will Montgomery College have multiple campuses taking part in the survey? If so, can you please provide each of their names and locations?

MC Response: We have three campuses – Rockville, Germantown and Takoma Park/Silver Spring, and numerous off-site locations.

8.5 In 3.5 4. , can training and/or application reference materials be web based searchable e-docs?

MC Response: Yes – web-based, e-docs, job aides, videos, etc.

8.6 In 3.8, there is a mention of an associated questionnaire on security and privacy controls and/or provide its latest SOC2 report. Can you share the Montgomery College IT Security questionnaire?

MC Response: The [HECVAT](#) is a questionnaire framework specifically designed for higher education to measure vendor risk. Before we purchase a third-party solution, we ask the solution provider to complete a HECVAT tool to confirm that information, data, and cybersecurity policies are in place to protect our sensitive institutional information and constituents' PII. A copy of the questionnaire is attached.

8.7 Could Montgomery College please provide the RFP as either a word document or an editable PDF? This would aid vendors greatly with completing associated forms.

MC Response: A word version can be obtained by contacting the purchasing agent noted in section 1.

Question 9: Would you extend the submission deadline from July 23, 2020 to July 30, 2020?

MC Response: The date has been extended to July 27, 2020 at 3:00 pm.

Question 10: Are there any restrictions or prohibitions regarding the geographic location of developers of the survey, the hosting of the (production) survey, the survey response data at rest or in motion?

MC Response: No.

Question 11: Will Montgomery College share previous survey results and questions to serve as a baseline for the contractor?

MC Response: Yes, at the appropriate time.

Question 12: Does Montgomery College have a survey technology deployed?

MC Response: In the past we have used Survey Monkey.

1. If so can you share what that technology is and confirm whether it is your desire to use that technology for this survey?

MC Response: No.

2. If not, do you have a preference for a hosted vs. on premise survey solution?

MC Response: Web-based hosted system is preferred.

12.1 In Appendix A, question 4, you indicate that another vendor has conducted previous surveys of Montgomery College.

OFFICE OF PROCUREMENT
REQUEST FOR PROPOSAL TITLE: EMPLOYEE ENGAGEMENT SOLUTION & CONSULTING SERVICES
RFP NUMBER: E521-001
RFP CLOSING DATE: JULY 27, 2020 @ 3:00 PM

QUESTIONS AND ANSWERS-continued

1. Will the vendor who has conducted these surveys be participating in this RFP process?
MC Response: They are allowed to submit a proposal.
2. Please confirm the number of surveys and number of years that you have stored.
MC Response: That information is not available at this time. Surveys have been conducted by different offices throughout the years (HR, AA & EI, etc.)

12.2 2.4.1b: What is the preferred survey format when technology is not available?

MC Response: We are looking for the offeror to provide suggestions.

12.3 If paper, how do you plan on distributing the survey?

MC Response: Online and mailing if necessary.

12.4 2.4.2a: What data sources will be available to us to use?

1. Will Montgomery College be able to provide the following information employee information from its HR databases: department, job classification, union group, age, years of service, gender, ethnicity, etc.?

MC Response: Yes.

12.5 3.4.2: Please provide the hours during which real time assistance is to be provided Monday through Friday.

MC Response: 7:30 a.m. to 7:30 p.m. EST.

12.6 3.5.3: Please provide the number of system users that you anticipate will require training to gain access and operate the solution.

MC Response: We anticipate up to 2500 or more a bit more to participate in the survey.

12.7 3.7: Do you have an example of the VPAT accessibility conformance report template that you can share?

MC Response: The Voluntary Product Accessibility Template (VPAT) is a document which evaluates how accessible a particular product is according to the Section 508 Standards. It is a self-disclosing document produced by the vendor which details each aspect of the Section 508 requirements and how the product supports each criteria. To access the official VPAT forms use the link provided below.

<https://accessibility.oit.ncsu.edu/it-accessibility-at-nc-state/developers/accessibility-handbook/overview-understanding-the-nature-of-what-is-required-to-design-accessibly/voluntary-product-accessibility-template-vpat/>

***** End of Questions & Answers *****