



Purchasing Department

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Johnson City, TN 37601
(423) 975-2716

ADDENDUM

TO: All Prospective Vendors

FROM: Debbie Dillon,
Director of Purchasing 

SUBJECT: Addendum No. 1 -RFP #6082
EMPLOYEE SURVEY SERVICES

DATE: November 09, 2016

Consider this addendum an integral part of the above referenced solicitation:

See attached 22 questions and responses as per the proposal requirements.

All other specifications/requirements remain the same. **Vendor to acknowledge receipt of this addendum by initialing and returning the addendum notice with the return solicitation package or via e-mail if it has already been submitted.** Your un-opened response envelope can be returned to you for re-submittal upon request. Any questions regarding addendum submittal please contact this office.

/dd

Questions and Responses to RFP #6082 - Employee Survey Services

1. Do all city employees have email?

Approximately 50–60% of city employees have email.

2. Do you require any special arrangements for employees who have a disability preventing them from participating in an online survey?

No special arrangements required.

3. What contact information are you able to provide for each employee?

Home address and email for those that possess a city account.

4. Is there a target date you would like to hit for results? i.e. Q1 2017 city council meeting, etc.?

April 2017 City Commission work session presentation is the target.

5. Is there an incumbent for this program? If so, who? How many times have they run this program for the City of Johnson City?

No incumbent. City has only performed small group Departmental surveys in the past.

6. What is the proposed budget for this program?

As this is our first RFP for this type of service we have not fully established a budgetary target.

7. Will this program be an ongoing program? If so, how often do you envision running it (i.e., once a year, twice a year, every other year, etc.)?

We would like to continue the program every 3 years.

8. What language(s) should we accommodate?

English only.

9. Will the City of Johnson City provide the supporting marketing efforts to launch this program internally?

If not, should we propose a line item which considers the marketing efforts to optimize results?

Please propose a marketing line item for consideration.

10. How many departments do you envision being included in this study for reporting on the back end?

Are there sufficient employees within each department to ensure anonymity?

Police, Fire, Water Services, Parks and Recreation, Public Works, Fleet Management, Transit, and Administration. Yes, there are enough employees to ensure anonymity.

11. Outside of the Human Resources Department, will there be additional stakeholders providing input to the questionnaire?

City Management will provide input to the survey – City Manager and 2 Assistant City Managers.

12. Is there a travel allowance for this program for any agencies outside of Tennessee? If so, what are the limitations of travel to ensure the success of this initiative? How many in person meetings do you anticipate PRIOR to launch of study?

Two in-person meetings should be sufficient before launching the survey. Please include anticipated travel as a line item in your response.

13. What are your preferred tools for reporting delivery? i.e. Word document, PowerPoint presentation, Excel Worksheets, SPSS data files, Tableau and other Data Visualization tools?

a. How many meeting do you anticipate us presenting results at in person as well as through video conference? PowerPoint and Excel are our preferred software for delivery of results. Anticipate 8-10 in-person meetings for delivery of results.

14. Can proposals be emailed? No. We must have hard copies of the response as outlined in the RFP.

15. With regards to the project work, is there a preference for the vendor to be onsite at the City of Johnson City (City) and, if so, can you provide the specific project milestones/activities that onsite presence is preferred? Yes, we would expect some on-site work at the beginning of the project (3-5 days) and back for an executive session to discuss results with Management (2-3 days).

16. Do all City employees have convenient access to a computer in order to complete an online survey (if this were the recommended survey method)? Approximately 80% would have computer access.

17. Would the City need to provide an option for employees to complete the survey in a language other than English and, if so, which language(s)? No

18. In addition to departments, are their other employee demographics by which the City would potentially want to assess survey feedback, such as employee tenure or whether or not the employee is a supervisor?

Yes, both tenure and position based demographics would be expected.

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Yes, both tenure and position based demographics would be expected.