



Carla Short, Director | Director's Office

carla.short@sfdpw.org | T. 628.271.3078 | 49 South Van Ness Ave. Suite 1600, San Francisco, CA 94103

## ADDENDUM No. 1

### Request for Proposals

### **Consulting Services in Support of Strategic Initiatives Surrounding Employee Engagement and Workplace Satisfaction**

#### **Sourcing Event ID 9114**

This Solicitation can be viewed on the City's Supplier Portal at:

<https://sfcitypartner.sfgov.org/pages/index.aspx>

**February 13, 2024**

The Request for Proposals (RFP) with Sourcing Event ID 9114 is amended in accordance with the following Addendum No. 1.

Acknowledge receipt of this Addendum by completing the Acknowledgement of Receipt Addendum Form as provided in Attachment 2, Contract Forms, of the RFP and include with your proposal.

#### **CHANGES TO THE RFP:**

NONE.

**QUESTIONS AND ANSWERS:** Questions were paraphrased for clarity.

Q1:	Has the ban to do business with the list of conservative states (12X) been rescinded?
A1:	Yes
Q2:	How many employees will be invited to participate in the survey?
A2:	<i>Approximately 1,800</i>
Q3:	Will any language besides English be needed? If so, which languages.
A3:	<i>Yes, the survey has to be translated and made available in Spanish and Chinese.</i>

Q4:	Where can I get assistance with submitting the proposal?
A4:	<i>Please refer to Attachments 5 &amp; 6 and Section VII of the RFP. For any system related issues, please contact SF City Partner Help Desk at <a href="mailto:sfcitypartnersupport@sfgov.org">sfcitypartnersupport@sfgov.org</a> or 415-944-2442.</i>
Q5:	Where can I download the bid documents for this RFP?
A5:	<a href="https://sfcitypartner.sfgov.org/pages/index.aspx">https://sfcitypartner.sfgov.org/pages/index.aspx</a> <i>Under <b>View Opportunities</b>, Search for <b>Event ID 000009114</b>. All documents are located in the <b>See Attachments</b> link in the Sourcing Event.</i>
Q6:	Will the firm selected be responsible for creating communication strategies to induce participation?
A6:	<i>Yes. The firm will be making recommendations regarding effective communication strategies and methods on how to achieve the targeted participation rate. Some of the communication may originate from the selected vendor.</i>
Q7:	Will the firm selected be allowed to conduct focus groups and/or interviews with staff and key leaders in the organization virtually or onsite?
A7:	<i>If deemed necessary and upon approval by Public Works, the firm may conduct interviews and focus groups with staff and key leaders of the organization, virtually or onsite.</i>
Q8:	What is the approximate timeline for completing the initial phase of a tiered survey approach?
A8:	<i>The rough estimated time from planning to implementing the survey is 5-6 months. After which, the firm would be providing a report. More details may be discussed during the planning between the selected firm and Public Works.</i>
Q9:	Has Public Works participated in this type of strategic inquiry previously? If so, how long ago and what percentage of the employees participated?
A9:	<i>Yes. First, in 2019 with 82% participation rate. Second, in 2022 with 78% participation rate.</i>
Q10:	How many employees are there in the San Francisco Public Works department?
A10:	<i>Approximately 1,800</i>
Q11:	What is the exact population you are looking to survey? How many stakeholders? Who are they?
A11:	<i>Approximately 1,800 employees from all levels of the organization will be invited to participate in the survey.</i>
Q12:	What is the process for serving these clients? How are the workflows set up?
A12:	<i>More details may be discussed during the planning between the selected firm and Public Works.</i>

Q13:	What are the metrics the service is measured against?
A13:	<p><i>Participation Rate</i></p> <p><i>Confidentiality</i></p> <p><i>Data Quality</i></p> <p><i>On time deliverables</i></p> <p><i>Deliverables remain within budget</i></p> <p><i>Efficiency in implementing the survey process</i></p> <p><i>Flexibility and ability to adapt to the needs of the workforce</i></p> <p><i>Actionable reports</i></p> <p><i>Availability of scrubbed data (no identifiers included) after survey implementation</i></p>
Q14:	Is there a need for the selected firm to perform discovery to understand the information from process of serving clients, workflows set up, and metrics the service is measured against?
A14:	<i>Yes, there is a possibility that discovery might be needed to understand the process, workflows, and metrics. More details may be discussed during the planning between the selected firm and Public Works.</i>
Q15:	What is the expected timeline for the project to start and end?
A15:	<i>As per the RFP Section I.C.: "A contract awarded pursuant to this Solicitation shall be an initial term of three (3) years. The City at its sole, absolute discretion, shall have the option to extend the term for two (2) additional years for a total of five (5) years".</i>
Q16:	The contract seems to be valid for three years. Does that mean the selected firm will perform multiple surveys over this time period? Or do you expect the firm to provide survey follow-up services as part of that timeline?
A16:	<i>The selected firm may be expected to perform up to three (3) surveys plus other follow-up services over the initial term of the contract.</i>
Q17:	On the Minimum Qualifications 2, you state "Evidence that Proposer has a minimum of [5] years of experience within the last [7] years in the services required in this RFP [...] The 5-year experience requirement for the Principal need not be with the same firm as the primary Proposer". Can you please clarify this requirement?
A17:	<i>As part of the minimum qualifications, the Proposer has to have acquired at least 5 years of experience in the last 7 years. The 5-year experience requirement for the Principal need not be with the same firm as the primary Proposer. Most recent relevant experience can be from a firm that is different from the one submitting the proposal. Workplace culture survey aims to measure overall satisfaction of Public Works employees. Survey for public improvement clients could include other city departments and stakeholders.</i>