RFP 2021-13 Employee Engagement Survey Services Q & A

1. Would it be possible to have a strategic meeting with the Team that handles the Employee Engagement Program? It would be ideal to understand in more detail some of the pains and expectations of the program	In order to maintain a fair and equitable solicitation and procurement process, we are unable to have discussions with individual vendors during the RFP process. Please continue to follow all requirements as listed in the RFP 2021-13.
2. What is the number of employees being surveyed?	The platform will be used to survey internally. Our total employee base is 1,300.
3. What is the number of leaders that will be viewing the Dashboards?	Full administrator access will be required for 5-8 individuals. Through our current platform we are able to release limited survey results data directly from the platform to 25-30 leaders across the organization. We also directly release high level summary survey results to all staff directly from the platform (approximately 1,300 employees.)
4. What is the current vendor and technology that is being used for the engagement survey?	Currently Covered California is using CultureAmp for our survey creation, implementation and data evaluation.
5. Will the implementation of the engagement survey and platform be handled at a centralized level? If not? What other departments will be involved?	We are anticipating that our internal Office of Organizational Culture, Inclusion and Engagement (OOCIE) will be the primary administrators of the survey platform (approximately 5-8 individuals). They will be responsible for uploading survey end user information, creating surveys, monitoring responses, evaluating the data, and downloading reports. There may be instances where we would want employees in other areas within the organization to have direct access to reports and survey results within the platform periodically, however if this is not feasible based on the licensing structure, OOCIE team members will download and distribute this data internally as necessary.
6. When does the engagement survey need to be live?	We typically develop and launch our annual engagement survey first quarter of the fiscal year (July-September), collect data, evaluate and disseminate results in the second fiscal quarter (October-December.) Other surveys are run on an adhoc basis throughout the year.
For the historical data migration: 7. What is the data format for the survey responses?	CSV file.
For the historical data migration: 8. How many surveys are we migrating?	24 surveys

For the historical data migration: 9. What is the number of responses for each survey?	Survey responses vary survey to survey. The range is 25 responses for our smallest survey to 1,300 responses for the largest.
10. Please identify the total number of employees at Covered California. Could you please provide that number so we can provide pricing?	Total employee base is 1,300.
11. Please confirm that you are wanting meetings, consulting, and presentations to happen in-person and not virtually?	Default meeting format would be virtual with in-person meetings on a rare adhoc basis as business needs dictate.
12. Do you have time to connect on a quick call to discuss the RFP?	In order to maintain a fair and equitable solicitation and procurement process, we are unable to have discussions with individual vendors during the RFP process. Please continue to follow all requirements as listed in the RFP 2021-13.
13. Regarding Attachment 2 on Payee Data Records: Is a W9 acceptable to meet this requirement?	We will need the STD 204 and 205 (if applicable) completed and submitted as those documents are required to set-up vendors for payment within the State's payment processing system, Fi$Cal.
14. Regarding attachments 3, 4 and 5 on Contractor Certification: we cannot undertake additional requirements under Attachment 3.	The terms as outlined in Attachment 3 are required to conduct business with our organization.
15. Our RFP team has the understanding that Covered California is looking for a concise narrative for the RFP and they are planning to send it across in PDF format. If there is any additional guidance you would provide them, it would be greatly appreciated.	Please see RFP Section 1.9 Format of Proposals and note: Proposer-suggested changes or exceptions to the Model Contract exhibits must be documented via tracked changes to the documents using Microsoft® Word®. All Model Contract changes, or exceptions must be included in the proposal package at the time of submission. No additional changes or exceptions may be presented during contract negotiations.