

## REQUEST FOR PROPOSAL (RFP) - ADDENDUM 1

**PROJECT:** 02-18-003 Employee Engagement Survey RFP

**DUE:** March 1, 2018 @ 2:00 p.m.

*Respondent must acknowledge receipt of this addendum on Authorization Form.*

1. **Does the results of your engagement survey define your “valuing employees” strategy?**
  - a. No, it simply aides the strategy.
2. **What other components are in this strategy?**
  - a. We are committed to providing policies, procedures and programs that support a work environment and overall culture where employees feel empowered; ideas for improving quality/service are encouraged; employees feel connected to the Mission, Vision, Values and to the strategic goals of the college; employees experience development opportunities and have proper guidance and mentoring from leaders; employees feel recognized for the work they are performing; employees have all the tools and resources to do their work; employees feel respected and want to do everything they can to help each other because that will ensure that they're doing everything they can to serve our students and community. We already have many policies, programs, and practices in place that support this commitment to our employees and we need a tool to help us understand how well those programs are working, what needs to be tweaked, where our training opportunities may be and other insights to help us fulfill our mission.
3. **What was your previous survey’s participation rate?**
  - a. Roughly 1/3 participation rate for both 2012 and 2015 surveys conducted when looking at the entire college's population. However, if we carve-out the adjunct faculty population, our participation rate was closer to 3/4 participation. We value feedback from the entire employee population but there are unique challenges to obtaining it from all employees.
4. **How many questions from your previous vendor do you anticipate wanting to include in your next survey?**
  - a. There were 40 survey items in the last survey conducted in 2015, including two (2) open-ended questions. We'd like to continue benchmarking, but don't want to limit our growth for improving how we are conducting the survey to yield the most meaningful data. Therefore, we anticipate utilizing many similar, if not exact, questions from the past, but welcome the opportunity to partner and ensure we're doing what's right, and not just what was done before.
5. **How often will pulse surveys be done?**
  - a. Maybe two times each year, except for the year in which we're doing the tri-annual survey in which case the pulse survey will be conducted only once.
6. **Will they be a subset of census survey questions?**
  - a. No. The pulse survey will be short - just a few questions - and we'll want to get input as to how we're doing regarding key items we've built initiatives around since the last survey (or some longer-term initiatives that started before the survey). A question may be posed like: "since the last survey, I have seen efforts to try and improve..."
7. **Will pulses be administrated by WCC or the vendor?**
  - a. The Vendor -- perhaps we don't need the full suite of consultative services for the pulse surveys though. We may just need the raw data, and not for the vendor to provide analysis.

**Sugar Grove**

Rt. 47 at Waubonsee Drive  
Sugar Grove, IL 60554-9454  
(630) 466-7900

**Aurora Downtown**

18 S. River St.  
Aurora, IL 60506-4131  
(630) 801-7900

**Aurora Fox Valley**

2060 Ogden Ave.  
Aurora, IL 60504-7222  
(630) 585-7900

**Plano**

100 Waubonsee Drive  
Plano, IL 60545-2276  
(630) 552-7900

**REQUEST FOR PROPOSAL**  
**09-17-001 Community Assessment and Brand Pulse Survey – Addendum 1**  
**September 28, 2017 @ 1:00 p.m.**

- 8. Which languages beyond English are needed?**
  - a. We may be interested in a Spanish version for a small portion of our workforce. The previous surveys were conducted in English and this was a barrier to some employees. We created a work-around but would be interested in pricing for a Spanish version of the survey.
- 9. Do you need paper surveys?**
  - a. Possibly, and only for a small portion of our workforce. The paper version may need to be in Spanish.
- 10. Do you have the ability to create a master employee roster (in Excel) with demographic information from an HRIS system?**
  - a. Yes
- 11. Roughly how many levels in the organizational hierarchy: from President to frontline employees?**
  - a. Up to six (6) levels
- 12. What is your estimated number of distinct reporting groups in your organization structure (for instance: business units, locations, departments, teams)?**
  - a. Roughly 45
- 13. Would you like the survey to include branching, asking a subset of questions to a specific group?**
  - a. Yes, that would be helpful to better distinguish trends between faculty and staff as their functions are considerably different.
- 14. Survey administration: Does every employee have a Waubonsee Community College email address?**
  - a. Yes
- 15. If not does each employee have a unique ID you would utilize or would employees self-select for demographics?**
  - a. N/A, but yes.
- 16. Reporting: How many users will require access to survey results reporting? This could include HR, leaders, managers, etc.**
  - a. We think three to five users are necessary.
- 17. Post-survey: How many results presentations / briefings do you anticipate?**
  - a. Two (2)
- 18. Is there interest in Aon conducting Executive interviews at the beginning of the project? These interviews are 30-60 minutes in length and can be co-led with a client HR contact/leader. The purpose of the interview is to 1) ensure executives are informed of the goals and timing of the program and 2) get executive input on data or results that would be most interesting to them.**
  - a. Maybe
- 19. Do responses need to be post-marked or received by 3/1?**
  - a. Received
- 20. What is the turnaround time/ when will we get responses to our questions?**
  - a. As soon as possible, and ideally within 48 business hours.

**END OF DOCUMENT**