Commonwealth of Virginia
Department of Human Resource Management
Employee Exit Survey Tool
RFP # DHRM18-01

Addendum # 1
August 30, 2017

Please sign this form and include as a part of your submission.

X_____

This addendum addresses all questions received through Wednesday, August 30, 2017.

1. Whether companies from outside Canada can apply for this?

    Yes, companies from outside of the US can apply for the solicitation.

2. Whether we need to come over for meetings?

    While most of the project can be done by phone and screen-sharing, there may be times that we require the selected vendor to come on site to share product functionality and we do expect on-site training sessions. Vendors should be prepared to come and attend meetings on-site as needed with reasonable notice.

3. Can we perform the tasks (related to RFP) outside Canada? (like, from India or USA)

    Our RFP is for a state government agency located in Virginia in the US, clarifying this because the vendor question implies we may be located in Canada. The work for this project can be completed from anywhere as long as the product is what we are looking for as outlined in the RFP.

4. Can we submit the proposals via email?

    No, Instructions for submitting the proposal is in the RFP on page 4 under section "Submission of Written Proposals". All submissions need to be received in electronic format and mailed to the designated Procurement Officer as detailed in the RFP.

5.   Is there another document to this RFP that has details regarding technical and functional specifications of the system? The website only has the one document which contains about a page worth of needs outlined.

Yes the full solicitation is 29 pages and does include technical specifications. The technical specifications are in Appendix 3 on page 23.

6.   The RFP states 5,000 users to complete the survey annually, how many internal DHRM users will the system have?

Soliciting vendors should include the number of system administrators their package will include in their proposals.

7.   Is there a current system in use that this proposed system would be replacing?

No

8.   Is there existing data that is to be migrated to the new system to be included as part of the metrics or will all dashboards and metrics be for when the system goes live, forward?

No, there is no data to be migrated. The metrics and analysis will come from the data collected along with DHRM provided data.

9.   Are there any other systems that the SaaS platform will need to integrate with? If so can you please specify the system and technology?

No, there are no other systems.

10.   Multi-modal options - the RFP states support of paper as one option. Does this mean supporting the scanning of paper completed surveys into the system or that someone will key in the submitted form?

To be handled by the vendor to ensure all responses are collected within the vendors' database or data collection system regardless of how the data was received.

11.   Is there special postage arrangements the state has with the US Postal service that we would leverage or are we to factor in the cost of first class postage for 5,000 people annually (this would be based on the go live of January 2018 through Sept 30, 2019)?

The vendor needs to build in the cost of postage into their proposal.

12.   Is the vendor responsible for receiving paper completed surveys and keying those results into the system?

Yes. We would like to encourage and simplify the process for the survey respondents so they choose to use an automated solution. The paper option is of last resort if the online web option or QR code scan from mobile options do not work for the

participating individual. We do not anticipate individuals choosing the paper option but would like that to be a choice so we can gather the data.

13.   Approximately how many staff are to be trained? Are the staff all assigned to one location or multiple? If multiple can you please provide how many.

We are anticipating a train-the-trainer approach with a minimum of 30 individuals. Staff utilizing the system would be state-wide depending on the roll-out options we would prefer training to take place in Central VA but there is a possibility of regional training sessions. This is to be determined once the product is built to see how easy to use and intuitive the system is.

14.   You're not only looking for a system you are also looking for a system and the enablement to be able to use? Is that correct?

Yes, we are looking for a vendor that can administer our exit survey process and develop reporting capabilities at a multi-tiered level.

15.   Since you do not have a current system and this will be a centralized system will the vendor need to provide training for the change management process?

No training for change management is needed. We have change management consultants within our team as well as a team of consultants that will support the change.

16.   Is there any need for direct real time integration to another Commonwealth system or is this relative stand alone?

No, there is no current exit survey process that is used consistently across the Commonwealth. We do anticipate sending data from DHRM to the vendor in a secure FTP file. The vendor will provide the tools to administer the survey on behalf of the Commonwealth and will develop the multi-tiered reporting and dashboard per the statement of needs in the RFP.

17.   Will there be any PII? No, the data DHRM anticipates to send to the vendor will not be PII. PII is defined in the VITA link provided in the RFP on page 23 Appendix 3.

18.   Appendix 4 – Can you clarify more regarding this information?

Yes, this is a sample of the survey. We are open to the selected vendor's feedback to make the survey better. We have written the survey in a manner in which it can be easy to read for a varying degree of reading and comprehension levels. We wanted to make questions as clear and easy to respond to for the exiting employees. DHRM will be the final decision maker on the layout, content and design of the survey.

19.   Over the life of the contract do you anticipate any revisions or modifications to the survey itself or the reporting structure or underlying data?

We do not anticipate changes in the first 3 years to the survey because it is important for trend analysis for the questions to remain the same so we have data to draw conclusions from. It is desirable to select a vendor who does have

20.   Section 3.0 Statement of Needs in the third bullet point from the bottom – how will this information be provided?

The data will be sent to the vendor via a secure FTP portal set-up by the vendor. We are open to any other secure upload processes to send over the data. The datasets will be relatively small twice a month. This should be a quick and seamless process.

21.   In regards to the reports you are expecting, do you want these reports quarterly?

Our preference would be to have access to dynamic reports on a secure portal that would be updated as responses are received.   Vendors should include the frequency and means by which DHRM would receive reports. We anticipate the reports to be available electronically and with dynamic capabilities.

22.   Are you hoping to setup an automated service or a more manual process for these exit surveys?

The vendor would administer a process that is both manual and automated. As outlined in the RFP we are looking to the vendor to mail out a letter to our employees that have exited with a unique hyperlink and QR code for them to take the survey. We would like a paper option available for the few individuals that could not submit electronically. The automated process would be a majority of the data collection and reporting/analytics that the vendor would develop for DHRM. It's a mix of both.

23.   I have a question regarding SWAM participation for this project. I noticed that SWAM participation is 20% of the criteria for selection, and our company is not SWAM certified. If we use a SWAM sub consultant, how many of the 20 points will we be able to receive in part of our evaluation criteria?

If your proposal contains the optimal subcontracting plan it will receive the 20%. If not It will be weighted.

RFP # DHRM18-01
Employee Exit Survey Tool
Optional Pre-Proposal Conference
Wednesday, August 30, 2017 at 10:00 a.m.

Note: This information will be publicly posted as a part of Addendum #1

Sign In Sheet

COMPANY REPRESENTING	PRINT NAME	SIGNATURE
1. Mercer	1. Neil Turnage	1. *(signature)*
2. VIRGINIA INTERACTIVE TRAVIS SARKEES	2. TRAVIS SARKEES	2. *(signature)*
3. Scott Clevinger	3. North Highland	3. *(signature)*
4.	4.	4.
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10.	10.	10.
11.	11.	11.
12.	12.	12.

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