

## Questions and Answers – 2 – Employee Engagement Survey

- Why is PPS going to RFP for this project if they had a vendor who previously conducted the survey in 2018? Contract completion?

A: The RFP expired. It is a usual procedure

- Can PPS provide the total number of employees eligible to participate in the survey?

A: between 600-700

- Will all employees have an email address to participate in the survey, or will there be a requirement for paper surveys?

A: It is anticipated that the survey will be managed electronically only

- Can PPS provide the proportion of employees completing English vs French surveys?

A: Approx. 60%(English) vs 40% (French)

- Are you looking to use an established survey instrument from a vendor with the ability to add some customized questions, or are you looking for the vendor to completely customize the survey utilizing your previous survey, but incorporating core questions from a new vendor?

A: We are looking for an established survey instrument from a vendor with the ability to add some customized questions to be aligned with our business/strategic initiatives

- What is the total number of questions PPS is looking to ask in the survey?

A: I am not sure there is an exact number. I know that it may vary – from 50/60 questions to 90....

- To protect confidentiality and anonymity of survey results, department or functional unit reports can be produced when 5 or more surveys are completed within a given functional unit or department. For reporting purposes can PPS provide an estimate of the total number of functional unit, department, division that may be required? In the RFP on page 28, the following branches are provided; Office of the Director, Operations Services, Human Resources Services, Financial Services, Technology & Information Services, and Planning Services. This would be 6 departments from what we can see, unless there are further functional units that need to be created that further cascade. If you could provide a total number of reports where 5 more

employees would be needed to complete the survey in order to generate a report, it would be helpful.

A: We have 6 Sectors, each sector has 3 to 5 Branches, Branches may also be divided in Teams, each branch/team may include 5 to 22 employees

- Will PPS require previous period results on the reports? If so, can PPS provide a raw data file in an electronic format of the previous period?

A: Not sure which report they need. We will not be sharing any reports before any agreement is signed, even afterwards we may want to sanitize it.

- Does PPS require and Business Unit reports? ? A business unit is typically comprised of a large segment of employees in an organization, generally larger than 300 employees. If PPS could confirm if a Business Unit report is required, it would be very helpful.

A: Our largest segments - are Sectors, the Biggest one is Operations (it represents almost 85% of employees, as indicated in the RFP). Yes, we would like to see data breakdown for Sectors and Branches

- Does PPS require a key driver analysis for every functional unit, department, division or do you only just require it for the corporate executive report only?

A: It is important to see them for every functional unit as well.

- How did PPS previously distribute the respective department and functional unit reports to managers? How were reports delivered to all respective managers or leaders in past surveys? –

A: Supplier delivered to our Senior Executive Committee, and internal resource delivered them across the organization to different Sectors (*we had 3 at that time*).

- PPS has requested 10 presentations of results to be included in the submission. Can PPS tell us if these are all the same executive corporate results for each presentations or customized reports and presentations for certain audiences? Can PPS tell us who the audiences will be? Given the current situation with the pandemic, can PPS clarify the how these presentations will be delivered? (Online or Onsite?)

A: We would need one global presentation with high level results to be delivered to the Senior Executive Committee (biggest scope presentation); there will be 4 different presentations to be adopted for each Admin Sectors and 5 presentations delivered across the Operations Services Sector , that should be adopted for each of the 5 different Branches/Divisions.

- How many verbatim(open-ended) questions do you expect will be included in the survey?

A: 1 per analyzed topic/section

- Do you require the verbatim comments to be sanitized?

A: We can consider different options.

- Does the PPS want us to include Train-the-Trainer workshop where managers are trained how to interpret survey results and action plan? If so, how many managers would require this training in a workshop?

A: This is a good option – not a requirement. Up to 12 Managers/Advisors to be trained in 1 (one) Train-the-Trainer workshop

- On page 33, in section 10 of Deliverables, it states at 8.1 a requirement that two pre-survey presentations of survey methodology and suggested approach along with survey questions be conducted. Can you tell us exactly what you're looking for specifically here? We typically hold a number of core team meetings where our senior consultant and subject matter expert holds a number of meetings alongside our project manager to assist in development of the survey in order to capture survey objectives. At times we include a meeting with senior management or executive team to understand previous obstacles and success in order to get buy-in on approach. Would any of these be what you're referring to here?

A: These is 1 required presentation to Senior Executive members (and 1 optional). Usually delivered before the survey launch and after they the tool is tailored, and questions are finalized.

- Does PPS want us to include action planning workshops and solutions in the total price of the proposal? If so, what additional action planning services would you be interested in and where should this be recorded on the Pricing Structure Form in Appendix C?

A: We usually develop our action plans internally.