

# Addendum #1



<b>Project Name:</b>	Employee Engagement Platform
<b>RFP Number:</b>	F24-04-041
<b>Date:</b>	May 8, 2024
<b>Project Manager:</b>	Cassetta Phillips
<b>Question #1</b>	Based on your RFP and the information provided in the pre-proposal meeting it seems you are planning to develop a new Intranet. Are you also open to considering pre-built Intranet solutions instead of custom development (known in the market as Intranet Packaged Solutions)?
<b>Answer</b>	We are developing a new intranet site however that is not the scope of this request.
<b>Question #2</b>	Our solution is built on top of your existing Microsoft 365 environment. Would you be interested in exploring a platform that integrates seamlessly with your Microsoft 365 ecosystem?
<b>Answer</b>	Yes
<b>Question #3</b>	In the RFP you mention 1,100 employees. In the pre-proposal meeting, there was a discussion of 1,500. Could you please clarify that (if you are open to considering a product rather than a custom-built solution this information will be relevant for the commercial proposal).
<b>Answer</b>	We did not request a custom-built solution.
<b>Question #4</b>	Can you please share if all employees currently have a Microsoft 365 license and if yes what type? Are there any employees with an F-type of license and if yes, how many?
<b>Answer</b>	We have F3 and G5 licensing. We have 1200 G5 licenses and 725 F3 licenses. The F3 license pool consumption however fluctuates heavily throughout the year for seasonal/part time hiring.
<b>Question #5</b>	If a supplier is selected as your new Employee Engagement supplier and has a current contract with Premise Health Company, we recommend an addendum be made to the current MSA in place between Premise Health and COG rather than establish an entirely new contract for these new services.
<b>Answer</b>	A new contract will be issued for RFP #F24-04-041 Employee Engagement Platform, an addendum will not be done at this time.
<b>Question #6</b>	Is the City interested in using a Service Based model? Why or why not?
<b>Answer</b>	We'd prefer a SaaS platform where services are used to help implement best practice use of the platform and to promote success, however ongoing services should not be needed outside of standard support/maintenance agreement.
<b>Question #7</b>	Is the City open to exploring marketplace out-of-the box solutions? Or does the City want a custom-build solution the City will own?
<b>Answer</b>	We are looking for out-of-the box SaaS solutions but would expect reasonable customization capabilities. We are not looking for a custom developed solution.

<b>Question #8</b>	What is a rough estimated annual budget for this?
<b>Answer</b>	Cost estimates/budgets are not released during an active/live formal solicitation.
<b>Question #9</b>	What third-party platforms or software will this proposed solution need to integrate with?
<b>Answer</b>	Microsoft Entra for SSO functionality.
<b>Question #10</b>	Would the City consider SaaS solutions presented with features comparison to evaluate or is the City looking for a custom/homegrown solution?
<b>Answer</b>	SaaS solution is preferable. We would like to avoid custom/homegrown solutions.
<b>Question #11</b>	If the requirement is for a custom/homegrown solution, does the application need to be on-premises or can it be hosted on the cloud (e.g. AWS, Google, Azure)?
<b>Answer</b>	See answer to Q10
<b>Question #12</b>	What Oracle modules need to be integrated into the application? What other applications need to be integrated into the application?
<b>Answer</b>	These are not required or needed, but listing for any potential conversation or functionality. SharePoint, Glint(Employee Survey Tool), and Bynder for access to dynamic or static digital assets.
<b>Question #13</b>	What is the uptime and operational schedule for this application? Mon-Friday 8-6pm?
<b>Answer</b>	Ideally, employees should be able to access the site at anytime. We have employees that work shifts not just 8-5.
<b>Question #14</b>	Is the City open to near-shore (Mexico) or offshore (India) for development and project management needs?
<b>Answer</b>	The city would prefer to keep development and project management within the Continental United States and Hawaii.
<b>Question #15</b>	What are your language requirements?
<b>Answer</b>	We would like for you to let us know what language options are available at minimum English and Spanish.
<b>Question #16</b>	Is there an expectation for vendors to redline and return the Sample Contract linked in Exhibit 2 at this stage with submission?
<b>Answer</b>	No redlines are needed at this, Exhibit 2 was provided for reference. The City of Greeley is open to using the awarded suppliers contract.
<b>Question #17</b>	Have you conducted any past employee engagement programs, and can you provide any information on these programs and outcomes?
<b>Answer</b>	We have not conducted past engagement programs.
<b>Question #18</b>	What is the desired survey field period for this program?
<b>Answer</b>	I'm not sure I understand this question. We would like to create short questionnaires to all employees.
<b>Question #19</b>	Are the multilingual requirements applicable to both the platform and the engagement survey, or could it be only for the survey while the platform remains in English?

<b>Answer</b>	Ideally, both platform and surveys but not required for the platform.
<b>Question #20</b>	Are you looking for in-depth analysis of the survey results and a presentation of the findings to the City Executive by an Organizational Development Expert, or are the automated Engagement reports and optimized dashboard within the Employee Engagement Platform sufficient for your needs?
<b>Answer</b>	What options do you provide?
<b>Question #21</b>	Do all employees have professional email addresses?
<b>Answer</b>	Yes, all employees have professional email addresses, which are set up upon hiring.
<b>Question #22</b>	How do you currently communicate and celebrate employee successes? What improvements are you looking for in the new platform?
<b>Answer</b>	We want to know what your platform provides.
<b>Question #23</b>	What types of recognition and rewards programs are currently in place? How effective have these been in achieving your goals?
<b>Answer</b>	We want to know what your platform provides.
<b>Question #24</b>	What specific features are you looking for in the recognition/awards program within the new platform? Are there particular types of rewards or recognition that have been most well-received?
<b>Answer</b>	We don't currently have a program and want to know what your platform provides.
<b>Question #25</b>	How do you want to handle the celebration of achievements and anniversaries? Are there certain milestones or events that should receive particular attention?
<b>Answer</b>	We want to track anniversaries and would be interested in learning what your platform provides.
<b>Question #26</b>	What mechanisms for soliciting employee feedback are you interested in? Are there current methods you find effective, or are you looking for new approaches?
<b>Answer</b>	Short questionnaires.
<b>Question #27</b>	How often would you like to conduct employee surveys on the platform?
<b>Answer</b>	Periodically, it depends.
<b>Question #28</b>	In regard to data security, what are your specific security requirements for employee data? Are there particular compliance standards or regulations that the platform must adhere to?
<b>Answer</b>	CO HB21-1110 requires platform to be WCAG 2.1AA compliant. COG Data must be stored within US territory. SSO integration through Microsoft Entra required. COG data can not be sold or used by third party without consent of COG.
<b>Question #29</b>	What are your expectations regarding training and support for the platform?
<b>Answer</b>	If we have a question or problem, we want to be able to contact technical support.

<b>Question #30</b>	What specific metrics or data points are you looking to track with the real-time engagement analytics feature? How do you intend to use this data?
<b>Answer</b>	We are interested in learning what features you offer. At minimum we want a usage report.
<b>Question #31</b>	Is your desire to own the intellectual property upon completion of the implementation, or are you considering off the shelf software or SaaS platforms that can be heavily customized as well?
<b>Answer</b>	COG owns our own data, but platform specific architecture and coding is not ours to pursue ownership of.
<b>Question #32</b>	Is the City of Greeley looking for one vendor, or are you open to multiple vendors working together on Greeley's behalf to implement the Employee Engagement solution?
<b>Answer</b>	The City of Greeley will award one supplier.
<b>Question #33</b>	Is there an existing platform upon which you would like the Employee Engagement solution to be built (e.g., Oracle)? Or are you looking for an entirely new platform?
<b>Answer</b>	Entirely New
<b>Question #34</b>	Have you defined the detailed requirements for the solution, or are you looking for requirements/user story generation to be included in our proposal? If detailed requirements are available, can you please share them?
<b>Answer</b>	We want to learn about what you platform offers.
<b>Question #35</b>	Please confirm the primary use case for this platform is driving employee recognition and rewards? If so, how are employees currently engaging in these activities (e.g., are there existing recognition programs and tools in use today)?
<b>Answer</b>	We don't currently have a program and want to know what your platform provides.
<b>Question #36</b>	The sample contract is written towards professional services and consulting and not for a software as a service offering. Do you have one catered towards a SaaS solution that could be reviewed instead?
<b>Answer</b>	The Sample Contract/Exhibit 2 was provided for reference. The City of Greeley is open to using the awarded suppliers contract.
<b>UPDATE</b>	Interviews will be held Monday 06/03/2024 from 8:00AM to 12:00PM. More information will be provided to the suppliers who are invited to participate in the interview process.