Questions for RFP #251-24-308 – Employee Climate Survey

Reference	Vendor Question	Answers
BID EXTENSION	**DUE TO THE DELAY IN POSTING RESPONSES TO VENDOR QUESTIONS, THE BID DEADLINE HAS BEEN EXTENDED TO TUESDAY, 12/19/23, AT 2:00 PM**	
General	In previous instances, we have had to conduct legal reviews for surveys with our legal partners. However, corporations often handle this process internally without the need for external vendors. Will the district require legal review of the survey before it is deployed? If so, will the district utilize its own legal counsel, or should we factor in the cost of our retained legal services into our proposal?	If a legal review of the survey is required, we will use our own legal resources.
General	What is the allocated budget for this project?	Undetermined.
Cost Proposal, page 7	Does the district prefer real-time access to survey results as they are being collected, or would they prefer to receive pre-reads and final reads of the survey data after the survey period has closed as this will impact our survey and reporting tools cost?	Either solution is acceptable.
Scope of Work and Proposed Structure, Page 6	The RFP mentions that the results should be benchmarked within public education and the public sector and there should be relevant benchmark comparisons from public education and the public sector. If this survey is being custom designed with the district, and therefore the dataset would be unique to Wake County, can you provide more detail on the benchmarking you are looking for?	We assume that not all questions would be unique to Wake County.
Background and Project Objectives, Page 5	The RFP lists out 9 different staff populations, do you anticipate each group to get their own unique set of survey items, or will everyone respond to the same items?	While we may have some employee groups answer some specific questions, we also want common questions so that we can compare results across employee groups.
Background and Project Objectives, Page 5	The RFP lists out 9 different staff populations, do you anticipate needing the survey translated into any other languages and if so, would the contractor be responsible for translating the survey items?	We do not require translations.
Proposed Structure, Page 6	The RFP mentions that the survey should be accessible to staff who are not technologically savvy or do not have a computer. Do you anticipate needing paper surveys or a survey administration method where participants can access the items via paper?	We would accept the recommendation of the vendor, based on their experience, but we would expect that the survey is mobile friendly.

Deliverables, Page 7	The RFP mentions focus groups. Who are the focus groups with and how many do you anticipate the contractor facilitating?	We would accept the recommendation of the vendor, based on their experience.
Deliverables, Page 7	How much travel and/or in-person meeting requirements (outside of the 2 presentations noted) are anticipated?	Only the two noted would be required.
Mailing Instructions, Page 3	Does the cost proposal need to be submitted in a separate/sealed envelope?	The cost proposal should be submitted along with the rest of the proposal in a sealed envelope. It does not need to be in a separate envelope.
Deliverables, Page 7	What identity management system does WCPSS use?	Verkada Guest
Attachments, Terms & Conditions, Page 9, Term #2	We're curious if it's possible to take exception to Term #2. While the terms and conditions set out in the RFP are largely acceptable, we would require the addition/negotiation of terms specific to access & use of our platform, as is standard for any software-as-a-service provider. Please advise if the District would consider the negotiation and inclusion of terms required in any contract for access to or use of our software.	Any exceptions to WCPSS Terms & Conditions should be included in the proposal, and would be evaluated on a case-by-case basis by our legal team.
Scope of Work, Pg 6, second last bullet point & Proposed Structure, Pg 6, 6th Bullet point	Are there any additional data storage requirements other than secure/confidential? (i.e., is US hosting a requirement? etc.)	No.
Scope of Work, Pg 6, first two bullet points	Curious about benchmark data - is there a specific data set the district would like to compare to (i.e., Mercer, etc.) or is the District expecting a proprietary data set?	We do not have a specific set defined.
Proposed Structure, Page 6, 5th bullet point	Is the vendor expected to seek research approval on the survey design? (Asking because the RFP mentions validity and questions based on proven research), or is the District looking to utilize proven question banks to create a survey?	Is the vendor expected to seek research approval on the survey design? No. Is the District looking to utilize proven question banks to create a survey? We are open to that, providing this is the recommendation from the vendor.
Proposed Structure, Page 6, first bullet point	Are vendors expected to also provide a paper survey portion and transcription for staff who are not technologically savvy and/or do not have a work computer?	We would accept the recommendation of the vendor, based on their experience, however we would expect that the survey is mobile friendly.