

ADDENDUM TWO (2), QUESTIONS and ANSWERS

Date: August 24, 2108

To: All Bidders

From: Chris Kliment, Buyer
Nebraska Department of Correctional Services

RE: Addendum for Request for Proposal Number 97463-O3
to be opened September 7, 2018, at 2:00 p.m. Central Time

Questions and Answers

Following are the questions submitted and answers provided for the above mentioned Request for Proposal. The questions and answers are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

<u>Question Number</u>	<u>RFP Section Reference</u>	<u>RFP Page Number</u>	<u>Question</u>	<u>State Response</u>
1.			Is the pricing to cover training for all 2500 NDCS employees and supervisors? If not-what is the total number of employees and supervisors to receive training during the Base Year?	No. NDCS seeks to have approximately 50-100 supervisors trained in the first year.
2.			Will training be conducted at all locations listed in the RFP during the Base Year?	Training will be consolidated in Lincoln.
3.			The engagement assessments, talents/strengths assessments, and associated follow-up assessments- must they be conducted in-person or is online administration acceptable?	Online administration is acceptable.
4.			Will separate assessments be necessary for supervisors vs employees?	No.

5.			Is pricing to include on-site availability for 2nd and 3rd shift employees and supervisors?	See #3 above.
6.	Section I.C.	2	The Key Events table mentions a Proposed Contract start date of “no later than October 15, 2018”. Do you have a target date for when you want the survey completed and results delivered?	No later than four (4) months from start date of contract.
7.	Section V.A.	26	Please confirm the \$140,000 budget for the initial period of the contract refers to Year 1 of the contract only.	<p>If the services to be completed within the first year of the contract period require longer than twelve months to complete, that is acceptable with prior approval of expanded timeline by NDCS.</p> <p>Depending upon the results of the services completed with the \$140,000 budget, NDCS may elect to increase the amount of services and the budget accordingly during the remainder of the initial contract period.</p>
8.	Section V.A.	26	Has NDCS performed any recent employee engagement surveys? What were the results?	No recent formal engagement surveys have been done.
9.	Section V.A.	26	What are the primary drivers and strategic objectives for this initiative?	A desire for increased staff retention, decreased turnover and identification/assessment of engaged teams.
10.	Section V.A.	26	Where does NDCS see your biggest challenges in employee engagement?	A twenty-four (24) hour operational structure, turnover, and overtime requirements.
11.	Section V.B.	26	Please confirm that all NDCS employees will be included in the survey population	It is not necessary for all employees to be included in the first year of the program.
12.	Section V.B.	26	The RFP mentions that not employees have access to a computer to complete a survey online? If so, will they be able to	All employees will be able to access a computer for assessment purposes.

			complete a paper survey? If so, how many will require paper surveys?	
13.	Section V.B.	26	Do all employees and leaders read and understand English? If not, what other languages will be required?	All employees read/understand English. No other languages are required.
14.	Section V.B.	26	Could you please provide more detail on the 2,600 employees distributed throughout the 10 NDCS locations: <input type="checkbox"/> How many employees are salaried versus hourly? <input type="checkbox"/> How many employees are union versus non-union? <input type="checkbox"/> How many employees are full-time versus part-time? <input type="checkbox"/> How many employees have access to a work computer (to access an on-line employee survey)?	There are 2102 filled positions at this time. 1788 are non-exempt, i.e., hourly employees. 314 are exempt, i.e., salaried employees. There are twelve (12) part-time employees. There are 1626 union-covered employees All employees will be able to access a computer for assessment purposes.
15.	Section V.B.	26	Could you provide a listing of the 10 NDCS locations, including the number of employees per location?	See attached listing of locations, used for delivery purposes. Below are the number of authorized positions per location. Community Corrections Center Lincoln: 101 Community Corrections Center Omaha: 36 Diagnostic & Evaluation Center: 173 Lincoln Correctional Center: 292 Nebraska Correctional Center for Women: 163 Nebraska Correctional Youth Facility: 87 Nebraska State Penitentiary: 548 Omaha Correctional Center: 297 Tecumseh State Correctional Institution: 428 Work Ethic Camp: 93 Central Office: 200 CSI/Admin: 40 Federal Surplus: 4

				Heritage Square: 7 State Office Building: 6 Pharmacy: 10 Staff Training Academy: 8
16.	Section V.B.	26	Is NDCS open to using kiosks for those employees without work computers to access an on-line survey?	See #12 above.
17.	Section V.B.	26	Does NDCS want your engagement survey results compared to results from "Best-In-Class" organizations?	Perhaps, if the Best in Class organizations are comparable to our industry, if available, and if it does not reduce services requested in the RFP. Our focus is to create an engaging culture for our teammates.
18.	Section V.E.7.	29	Does NDCS want your engagement survey results compared to appropriate industry benchmarks?	Yes, if available and if it does not reduce services requested in the RFP. Our focus is to create an engaging culture for our teammates.
19.	Section V.E.7.	29	Does NDCS want their engagement survey results compared to results from "Best-In-Class" organizations?	See #18 above.
20.	Section V.E.7.	29	If there is interest in having the vendor visit select locations, does NDCS prefer travel reimbursement at cost (pre-approved) or to have this built into the fixed cost proposal?	Travel costs are be built in to the fixed cost proposal.
21.	Section V.E.7.	29	Does NDCS want engagement survey results to be delivered to individual leaders? If so, down to the front-line leader level?	Yes to both questions.
22.	Section V.E.7.	29	Does NDCS want leaders to complete action plans based on their survey results? If so, is online action planning preferred?	Yes to both questions.

23.	Section V.E.7.	29	Does NDCS want to provide senior leaders with a dynamic dashboard which displays key engagement survey metrics and allows them to drill down into their chain of command to see how sub-groups performed on these metrics?	Yes.
24.	Section V.E.7.	29	Does NDCS want the provider to correlate engagement survey results with organizational performance metrics such as safety and other key performance metrics?	Yes.
25.	Section V.E.7.	29	Does NDCS want the provider to present the survey results, observations and recommendations to leadership? If so, will these presentations be in person or via web meeting/conference calls?	Yes. Either is acceptable.
26.	Section V.E.7.	29	Is NDCS open to including an audit of their talent management practices against employee engagement “best practices” in the areas of recruiting, onboarding, training, human resources, goal setting, performance evaluation, employee exit processes and organizational communication practices as part of the services provided within this RFP?	NDCS is open at some point in the future, but we consider this outside the scope of this RFP.
27.	Section V.E.7.	29	Is NDCS open to including related engagement solutions in	NDCS is open at some point in the future, but we consider this outside the scope of this RFP.

			<p>addition to an engagement survey to implement an integrated employee engagement system? If so, is NDCS open to considering proven engagement solutions in the following areas: 1) employee onboarding, 2) stay interviews, 3) exit surveys, 4) leadership assessments to measure the engagement capabilities of incumbent and prospective leaders, and 5) development programs proven to specifically develop leaders' engagement skills?</p>	
28.	General	N/A	<p>What % of time does NDCS anticipate the project manager assigned to work with the vendor will be available?</p>	<p>While NDCS does not know the exact percentage of time that assigned staff member(s) will be available to the Contractor, this project is a priority for our agency.</p>

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal.