



QUESTIONS AND ANSWERS ALAMEDA CTC RFP NO. R20-0009

The following answers are in response to questions submitted by prospective proposers of Alameda County Transportation Commission (Alameda CTC) Request for Proposals (RFP) No. R20-0009 for human resources consulting and support services. This document provides the written responses to all questions that were received by Alameda CTC on or before May 4, 2020. Questions may have been edited for grammar and clarity.

Q1. We've reviewed the links provided, however, did not find any specifics relating to the RFP. Is there another document that I can access that clearly spells out the target areas of HR-support that this contract will require? For example, talent acquisition, compensation, employee relations, diversity & inclusion, organizational development, change management, training, budget, etc.

A1. All documents for the RFP are posted to the RFP webpage at <https://www.alamedactc.org/get-involved/contracting-opportunities/>, and the RFP document linked therein contains the Required Scope of Work, Deliverables, and Staffing (Appendix A) on page 20: https://www.alamedactc.org/wp-content/uploads/2020/04/R20-0009_HR_Consulting_and_Support_20200430_Corrected.pdf. Additional or updated RFP documents such as addenda, if any, also will be posted to the RFP webpage.

Q2. Are billing rates (with salary, fringe, overhead etc.) required if fixed fee is proposed?

A2. As noted in the RFP (Section II.1.C, page 20), compensation for this contract is anticipated to be based on specific rates of compensation or lump sum by task. This is consistent with the fact that much of the work will be on-call or on an as-needed basis. Accordingly, billing rates are required.

Q3. Is there a budget for this project? If so, what is it?

A3. The budget for this project will be variable from year to year and will be based on the amount of work projected for the coming fiscal year. Regardless, Alameda CTC does not provide budget information for RFPs.

Q4. Has Alameda CTC had a vendor for this set of work in the past? If so, was Alameda CTC satisfied enough with the vendor's performance to hire them again in the future?

A4. Alameda CTC has had an HR consultant for some of this set of work in the past and has been satisfied with their performance. However, over the last several years the work required and completed by the HR consultant has been minimal. Alameda CTC is embarking on a new era with a new Executive Director and new HR initiatives which require more HR consultant support. The prior HR consultant is welcome to submit a proposal to this RFP.

Q5. Has Alameda CTC conducted employee engagement survey(s) in the past?

A5. Alameda CTC's prior HR vendor was never requested to conduct an employee engagement survey.

Q6. Is Alameda CTC interested in employee engagement survey(s) in the future? There is no mention of surveys in Task 4, yet this is something typically done to support activities to improve engagement (i.e., to determine which actions might have the most impact).

A6. Alameda CTC is interested in an initial employee engagement survey and in engagement surveys into the future on an as-needed basis.

Q7. If Alameda CTC is interested in employee engagement survey(s) – Approximately how many Alameda CTC employees have email addresses and regular access to email?

A7. All Alameda CTC employees have email addresses and regular access to email. As noted in the RFP, Alameda CTC currently has 33 full-time employees.

Q8. If Alameda CTC is interested in employee engagement survey(s) –

- For the employees without email or regular access, would a paper invitation be an acceptable alternative? The paper invitation allows the survey to be completed online and eliminates data entry costs. Alameda CTC would need to print and distribute the paper invitations addressed to individual employees, and then provide a laptop or tablet for them to access the survey online, or allow them to use their personal mobile devices.
- If yes, does Alameda CTC have personnel and resources to support the printing and distribution of paper invitations? Or should we include pricing for our staff to print and assist with distribution instead?
- If a paper survey (hard copy) is needed instead, we recommend hosted sessions with our staff. Our staff would distribute and collect the surveys. Employees would be asked to complete the survey immediately. Would this approach for paper surveys be acceptable? If so, approximately how many sessions would be needed?
- If hosted sessions (b) are not practical (i.e., too many would be needed), and a paper invitation is not an option (i.e., Alameda CTC wants employees to be able to fill in a hard copy instead of accessing the survey online), would mail be an acceptable alternative? If so, does Alameda CTC have current addresses for employees?

A8. Please see the response to Question 7 above.

Q9. If Alameda CTC is interested in employee engagement survey(s) – Will Alameda CTC allow employees to have time during their regular working hours to complete the survey (i.e., before or after a shift)?

A9. Yes, Alameda CTC will allow employee engagement surveys to be completed during working hours.

Q10. If Alameda CTC is interested in employee engagement survey(s) – How many departments or divisions would need their own survey results reports? In general, we recommend results (breakout) reports for your largest units where leaders will be expected to take action on results. We provide breakout reports when there are 10 or more responses.

A10. Alameda CTC has 3 departments that would need their own survey results.