



REQUEST FOR PROPOSAL (RFP)

Employee Engagement Survey

Date: May 26, 2023
Proposal Due On: June 23, 2023

Return Proposal To: Maine Community College System
Attn: Jody MacDonald
Proposal for Employee Engagement Survey
323 State Street
Augusta, ME 04330

Telephone: 207-629-4037
Email: jmacdonald@mccs.me.edu

Background Information

The Maine Community College System (hereinafter “MCCS”) located at 323 State Street in Augusta Maine is accepting formal proposals from vendors to provide services to assist with designing and implementing an employee engagement survey across all MCCS locations.

MCCS’s mission is to provide associate degree, diploma and certificate programs directed at the educational, career and technical needs of the State’s citizens and the workforce needs of the State’s employers. The primary goals of the System are to create an educated, skilled, and adaptable labor force that is responsive to the changing needs of the economy of the State and to promote local, regional, and statewide economic development. (Public Law, Chapter 431)

Intent and General Information

MCCS is seeking proposals from qualified firms for services to assist MCCS with designing and implementing an employee engagement survey. The purpose of the survey is to measure employee engagement, attitudes, perceptions, and commitment level towards the organization, leadership, their roles, and the customers they serve in accordance with the Scope of Work specified in this Request for Proposal (RFP). The engagement survey results will provide a baseline for future comparisons, to measure and drive improvements and changes in engagement and organizational culture, and to inform and further develop strategies for training and development. The successful vendor will partner with MCCS in determining final survey requirements, interpreting results, and may be required to participate in presentations to leadership and employees across the MCCS. An award will be made to the firm that demonstrates experience and expertise in designing, conducting, analyzing, and communicating employee engagement survey results, proposes reasonable fees, and meets the requirements of the RFP.

Qualifications

Eligible vendors must have and demonstrate the following qualifications:

- A. The awarded vendor shall have relevant experience providing employee engagement survey services to organizations of similar size and scope (1,000 employees) with similar higher education institutions.
- B. The vendor will demonstrate current and past experience with respect to conducting employee engagement surveys in both non-unionized and unionized public sector or similar environment and shall present specific examples of partnering with organizations to achieve a high participation rate.
- C. Evidence will be included that demonstrates similar successful implementations, and experience achieving high employee participation rates.
- D. Experience developing and conducting training and presentations on engagement studies for different stakeholders including senior management, department supervisors and employees.
- E. Staff, managerial, and fiscal resources to complete all elements of the project in accordance with the required timeline.
- F. Ability to provide previous engagement surveys and recommendations that have been successfully implemented and maintained in comparable organizations of size and scope.

Scope of Services

The vendor will be expected to work with M CCS staff to perform the following services:

- A. Meet with various employees to discuss the goals of the project, the process, and tasks to be performed.
- B. Develop a mutually agreeable project management plan that clearly describes all phases of the project with schedule, milestones, responsibilities, and deliverables to achieve the outcomes of the project in a successful and timely manner.
- C. Develop a clear communication plan at the beginning of the project that results in all employees understanding the work that is being conducted, the purpose of the project, and the outcomes anticipated by M CCS. Communication is expected to continue throughout the entire project.
- D. The survey and design parameters will include the following items:
 1. Provides multiple methods for participation to meet the needs of a diverse workforce.
 2. Provides a secure survey link via email to invite employees with computer access to participate.
 3. Provides ease of administration with reliable, valid reporting of results that are reasonable to interpret and communicate.
 4. Allows for timely final results to M CCS, with ability to monitor survey progress during the open survey timeframe.
 5. Promotes a high participation rate with an effective communication strategy, and with questions that are designed to support ease of understanding and completion for a broad audience.
 6. Ensures that the design has a high level of validity and is statistically sound, with questions that are based on proven research.
 7. Allows for customization to provide input on the selection of questions and the potential to add questions.
 8. Ensures strictest confidentiality and anonymity.
 9. Provides relevant benchmark comparisons and flexible reporting to consider the data results by department, college, and teams.
 10. Ensures sustainability and flexibility with the ability to repeat the employee wide survey and conduct multiple pulse check surveys to monitor progress and effectiveness of action items.
 11. Summarizes and interprets results and provides recommendations to drive engagement.
 12. Identifies the drivers of employee engagement to enable a focused approach to action planning based on measured results, and provides follow-up tools, resources, and support to implement action plans effectively.
- E. The awarded vendor will be expected to work closely with M CCS stakeholders and provide the following:
 1. Consult, develop, and customize a survey for M CCS approval.
 2. Implement and host an electronic survey with data stored in a secure and confidential manner and provide hard copies as required.
 3. Provide a detailed explanation of the implementation and post-implementation process steps to include identifying how much lead time is needed, develop, and launch the survey. Identify other helpful information that can ensure a successful implementation and launch of the engagement survey.
 4. Provide data in an easily accessible format that can be readily accessed for meaningful analysis and targeted distribution.

5. Recommend practices in employee engagement, and provide communication strategy support for a pre-survey, during, and post-survey time periods to successfully reach targeted survey participation rates.
 6. Demonstrate proven ability for comparative analysis with relevant industry sectors.
 7. Generate flexible reports based on the findings at the departmental, divisional, college and team level.
 8. Provide post-survey support with consideration and interpretation of results, as well as support tools, templates, and resources to effectively act on engagement results.
 9. Collaborate with MCCS to ensure confidentiality and security of the surveys and survey data throughout the implementation, assessment, and delivery of results, and in accordance with privacy laws.
 10. Provide capabilities and offerings you have available for providing engagement related supports, tools, resources via mobile platform.
- F. The survey will be in electronic format that is ready to move into production. A description of any technical requirements will be provided that considers employee access at work or elsewhere to complete the survey. The requirements needed for the survey to be administered along with the ability to monitor progress and access reporting will be identified and included.
 - G. A full description and reporting samples of survey results will be provided. The vendor will provide information on how MCCS will be able to manage the reporting data, and how the data can be provided with varying views for consideration.
 - H. Recommendations and samples for post survey action plans will be provided. Particular attention will be paid to any leadership and team tools that allow MCCS to highly engage in post survey actions, create a deep understanding of results, and that enhance communication that will continue to enhance and drive engagement at all levels of MCCS.
 - I. Provide implementation support and training, as needed.
 - J. Provide MCCS staff with status updates on a weekly basis.

Term of Contract and Preliminary Schedule

MCCS is seeking to have the scope of services and the employee engagement study completed by September 29, 2023. The preferred project schedule is shown below:

| | |
|---|-----------------------|
| RFP release date | May 26, 2023 |
| Initial questions from vendors due | June 2, 2023 |
| Answers to question posted on bit.ly/MCCSRFPs | June 12, 2023 |
| RFP due date | June 23, 2023, by 5PM |
| Interviews with selected respondents completed | July 28, 2023 |
| Contract awarded | August 1, 2023 |
| Survey and draft recommendations complete and accepted by MCCS | September 1, 2023 |
| Project complete | September 29, 2023 |

After all proposals have been received and evaluated, MCCS may elect to ask qualifying bidders to meet and present a formal proposal.

The terms and conditions, including pricing, of the final agreement resulting from this RFP process shall be available to any MCCS entity for the procurement of goods and services from the selected vendor(s).

The University of Maine System and Maine Maritime Academy, both public higher education institutions in the state, shall be permitted to piggyback off the MCCS's contract if they should so desire. The Contractor agrees to further provide the products and services, with all the same terms and conditions applicable, to these additional entities.

Unless specified otherwise, all bids shall be valid for 90 days from the due date.

Bids may be withdrawn or amended by Bidders at any time prior to the bid opening. After the bid opening, bids may not be amended. If a significant mistake has been made by an apparent low Bidder, the Bidder will be given the option of providing the services at the price given or withdrawing the bid.

RFP Clarification

MCCS reserves the right to obtain clarification of any point in a vendor's proposal or to obtain additional information necessary to properly evaluate a particular proposal. Failure of a vendor to respond to such a request for additional information or clarification may result in the rejection of a vendor's proposal.

MCCS reserves the right to revise, add, or delete any section and/or specifications provided prior to awarding any contract; in addition, MCCS reserves the right to reject any and all proposals.

Materials to be Submitted

- Completed proposal emailed to jmacdonald@mccs.me.edu
- Proposed cost. MCCS is tax exempt; no sales tax is to be included in the bid price.
- The proposal should address the above Qualifications and Scope of Services and include three references.

Proposal Content

The proposal shall include:

1. Experience, Expertise and Capabilities
 - a. Information about the Vendor. The name, location, mailing address, telephone number, email address, FEIN, and other pertinent information for the Vendor.
 - b. Philosophy Statement. A statement of the Vendors philosophy and approach in undertaking the nature of work outlined in the RFP.
 - c. Summary of Relevant Experience and Ability.
 - i. *Experience*. Details Vendors experience with other educational institutions on similar projects.
 - ii. *References*. Identify and provide a brief summary of work completed in the last five years for at least five different organizations and projects that are similar in size and complexity. In addition, provide the name, title, address and telephone number of a contact person from each organization for whom these comparable services were provided.
2. Project Approach
 - a. Work Plan. Outline the anticipated approach, methodology and strategies to be used. Include a preliminary project calendar based on information in the Term of Contract and Preliminary Schedule section. Include approach to be used to ensure effective communication with town staff.

- b. Services Expected of MCCS. Identify the nature and scope of the services and information to be provided by MCCS.
3. Price
 - a. Cost Proposal. A cost proposal addressing the elements of the work to be performed shall be submitted and should include a “not to exceed” price. This proposal shall be in sufficient detail to include the task and number of hours required and total price for work to be performed in accordance with this RFP, inclusive of all personnel and non-personnel expenses. The Vendor shall indicate any and all costs that are considered necessary for the completion of this project.
 4. Additional Data
 - a. Any additional information that the Vendor wishes to bring to the attention of MCCS that is relevant to the RFP.
 - b. All proposals must be signed by the Vendors authorized official or the proposal will not be accepted.
 - c. MCCS will not be liable for costs incurred in the preparation of the response to the RFP or in connection with any presentation before a selection committee.

Evaluation of Proposals

The following criteria are expected to be among those used in the selection process. They are presented as a guide in understanding MCCS requirements and expectations for this project and are not necessarily all inclusive or presented in order of importance.

- Proposed project approach with emphasis on grasp of the scope of service, soundness of approach, effective use of time and the quality of the overall proposal.
- Experience, expertise, and capabilities of the Vendor.
- Professional references.
- Proposed costs.

NOTICE TO VENDORS AND BIDDERS: STANDARD TERMS AND CONDITIONS APPLICABLE TO ALL MCCS CONTRACTS

The following standard contracting terms and conditions are incorporated and shall become a part of any final contract that will be awarded by any college or other operating unit of the Maine Community College System (collectively “MCCS”). These terms and conditions derive from the public nature and limited resources of the MCCS. **MCCS DOES NOT AGREE TO:**

1. Provide any defense, hold harmless or indemnity;
2. Waive any statutory or constitutional immunity;
3. Apply the law of a state other than Maine;
4. Procure types or amounts of insurance beyond those MCCS already maintains or waive any rights of subrogation;
5. Add any entity as an additional insured to MCCS policies of insurance;
6. Pay attorneys’ fees; costs, including collection costs; expenses or liquidated damages;
7. Promise confidentiality in a manner contrary to Maine’s Freedom of Access Act;
8. Permit an entity to change unilaterally any term or condition once the contract is signed;
9. Automatic renewals for term(s) greater than month-to-month;

10. Limitations on M CCS' recovery of lawful damages incurred as a result of breach of the contract;
11. Limitation of the time period under which claims can be made or actions brought arising from the contract;
12. Vendor's terms prevailing over M CCS' standard terms and conditions, including addenda; and
13. Unilateral modifications to the contract by the vendor.

BY SUBMITTING A RESPONSE TO A REQUEST FOR PROPOSAL, BID OR OTHER OFFER TO DO BUSINESS WITH M CCS, YOUR ENTITY UNDERSTANDS AND AGREES THAT:

1. The above standard terms and conditions are thereby incorporated into any agreement entered into between M CCS and your entity; that such terms and condition shall control in the event of any conflict with such agreement; and that your entity will not propose or demand any contrary terms;
2. The above standard terms and conditions will govern the interpretation of such agreement notwithstanding the expression of any other term and/or condition to the contrary;
3. Your entity will not propose to any college or other operating unit of the M CCS any contractual documents of any kind that are not in at least 11-point black font on a white background and completely contained in one Word or PDF document, and that any references to terms and conditions, privacy policies or any other conditions referenced outside of the contract will not apply; and
4. Your entity will identify at the time of submission which, if any, portion or your submitted materials are entitled to "trade secret" exemption from disclosure under Maine's Freedom of Access Act; that failure to so identify will authorize M CCS to conclude that no portions are so exempt; and that your entity will defend, indemnify and hold harmless M CCS in any and all legal actions that seek to compel M CCS to disclose under Maine's Freedom of Access Act some or all of your submitted materials and/or contract, if any, executed between M CCS and your entity.