



## Indianapolis Airport Authority

ADDENDUM 01: February 3, 2017

### IAA Request for Information (RFI) Employee Engagement Survey

- Q1. We understand that approximately 400 employees will be sent the survey. Can you estimate the percentage of employees that will require a hard copy of the survey?
- A1. The Authority estimates that 30 - 35% of staff would possibly need a hard copy of the survey. The Authority's employees have an email account issued by the Authority but not every front-line employee uses it. The Authority encourages every employee including managers/supervisors to utilize the online version but want to have hard copies available if requested.
- Q2. The RFI states that the selected vendor will present the results to employees (focus groups) and management. Can you please confirm that the presentation of results and subsequent action planning will be facilitated at Indianapolis Airport Authority?
- A2. Yes, that is correct. Focus groups and other meetings will all take place at the Indianapolis Airport Authority's location(s).
- Q3. Is this the first time that an Employee Engagement Survey will be conducted at Indianapolis Airport Authority? If an Engagement Survey has been performed in the past, will the selected vendor be responsible for trending historical data?
- A3. No, the Authority has conducted two previous engagement surveys. The Authority would work with the successful Respondent to trend historical data using the data received from the previous surveys.
- Q4. The RFI requests that vendors include a sample report. Is it acceptable to include the sample report within the appendices; hence, not counted towards the 20-page limit?
- A4. Yes.
- Q5. Are there any specific goals and objectives from completing this project (Example - decrease turnover, establish baseline, increase productivity, etc.)?
- A5. Ultimately, the Authority's goal is to increase survey participation and continue to build an engaged workforce by decreasing turnover and increasing productivity, etc.
- Q6. Can you confirm that it is your intent to select a vendor that has a pre-built bank of questions and methodology to complete the survey?
- A6. Yes, the Authority's intent is that the successful Respondent would have a pre-built bank of questions and methodology to complete the survey and the ability/flexibility to include company-specific questions.
- Q7. Are there any obstacles and/or challenges you foresee with this initiative (Example - response rate, communication, executive support, union support (if applicable))?



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- A7. Foreseen challenges might include executive support of the results and response rate. The Authority anticipates a fair amount of communication will be necessary to garner participation.
- Q8. Can you confirm that a vendor's table of contents and title page would not count toward the 20-page limit?
- A8. The table of contents and title page will count towards the 20-page limit. However, if additional pages are needed for your submission, you are permitted to include them as clearly labeled tabbed appendices. These pages will not be included as part of the 20-page limit per SUBMISSION & TIMELINE section of the RFI.
- Q9. Do we submit a separate proposal or incorporate it into the supplied sample service agreement? We assume it's a separate submission, but want to be certain.
- A9. Yes, your proposal would be a separate submission. If you have any modifications to the Exhibit "B" - "Sample Service Agreement", please list modifications when completing Exhibit "A", question 12. The Authority has the right to accept, modify, or reject any recommended modifications to the sample contract included in the RFI.
- Q10. Is this a one-off study or do you need to establish a baseline, implement interventions and improvements, and measure progress at regular intervals over time?
- A10. The Authority has conducted an engagement survey approximately every two years. The baseline was established when the first survey was conducted in 2012. The survey requested in this RFI is part of a broader engagement initiative. The Authority would utilize this survey to measure against the original baseline, implement interventions and improvement, and measure progress at regularly, established intervals.
- Q11. Is a paper version of the survey required or can online be used solely if a mobile friendly version is created? If paper is required, approximately how many paper surveys will be required versus online?
- A11. The Authority requires a paper version of the survey in addition to the online. See A1.
- Q12. What is the current situation driving the need for this request?
- A12. See A10.
- Q13. Have you done a previous employee engagement survey to which this new survey will be compared? If so, can we get a copy of the results if we are chosen to do the work? What was the response rate of the previous survey?
- A13. See A3. Results would be available to the chosen vendor. Response rates include 50% during the first survey and 72% during the second survey.
- Q14. Will the requested focus groups be used as workshops to begin implementing improvements and interventions based on the findings from the survey? In addition, how many face-to-face presentations (to the leadership team and/or employee groups) will be required?



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- A14. Employee focus group meetings will be used as a tool to dig further into the data collected during the survey and to establish ideas and methods for improvement. These meetings will assist the Authority in the development of action plan items. There would be approximately 12 – 15 meetings total (2 – 3 meetings with executive and leadership staff and the remainder are employee focus group meetings).
- Q15. Do you require the survey to be available in any other languages besides English?  
A15. English and Spanish would be preferred.
- Q16. What is your preferred proposal format? Word or PowerPoint?  
A16. The proposal format used is at the discretion of the Respondent as long as it meets the criteria specified in the RFI.
- Q17. How many business/ organizational units (e.g. teams/ departments) are there within the organization, and over how many levels?  
A17. The survey will be conducted within the Authority's organization, consisting of approximately 15 departments within the organization, with the majority (approximately 40%) of staff included in the Operations function. Some departments and sub-departments are a team of one person. Levels consist of front-line employees to executive leadership.
- Q18. How many unit level reports are required (e.g. team/ department reports)  
A18. There will be approximately 12-15 reports required.
- Q19. When was your last employee engagement survey conducted?  
A19. The last survey was conducted in 2014.
- Q20. If you conducted an employee engagement survey in the past, will the selected vendor have access to that data?  
A20. See A3.
- Q21. How many paper and pencil surveys are needed?  
A21. See A1.
- Q22. For employees without email, would they have access to the internet where they could complete the survey online?  
A22. See A1. Employees have access to the internet.
- Q23. Would you consider conducting the survey 100% online if the vendor provided recommendations and a process for doing so?  
A23. See A11.
- Q24. Would you allow employees without email to use their personal mobile devices for completing the survey instead of using paper?  
A24. See A11.
- Q25. How many meetings/focus groups are required for delivering the survey results to employees--including management?



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A25. See A14.

Q26. Will Indianapolis Airport Authority allow reasonable modifications to the Contract for Services?

A26. See A9.

Q27. Are contract provisions negotiable?

A27. See A9.

Q28. Should the vendor identify contract exceptions when submitting the proposal?

A28. See A9.

Q29. What are the evaluation criteria for selecting a vendor, e.g., experience, price, etc.? Can you provide the weights for each?

A29. Per sections "EMPLOYEE ENGAGEMENT SURVEY" and "EVALUATION" of the RFI, the responses will be reviewed and evaluated by the Authority.

Q30. Is the vendor selected based on the lowest price bid?

A30. See A29.

Q31. Will you consider selecting vendors located outside of Indiana/Indianapolis?

A31. Yes.

Q32. Have you conducted this type of survey before? If yes, when was the survey conducted? What was the budget of that survey and which organization did you work with to conduct the survey? Would it be possible to see past reports of surveys previously conducted?

A32. See A3 and A10. The budget will be based on the finalized scope with the successful Respondent if award is made.

Q33. Do you have an existing survey that you are interested in using, or are you seeking a vendor to provide/develop one? If there is an existing survey, would it be possible to share it with potential bidders?

A33. The Authority is seeking a vendor to provide/develop a survey.

Q34. Would the survey need to be available in languages other than English?

A34. See A15.

Q35. What is the timeline for the project?

A35. The Authority would like the survey to be conducted late second quarter, with presentations and focus group meetings occurring in third quarter/early fourth quarter and action plans communicated to employees by end of year 2017.

Q36. Would the survey include open-text questions? If so, how many do you anticipate?

A36. Yes. The Authority anticipates approximately 7 - 10 open-text questions.

Q37. Are you interested in comparative data that you can benchmark against? How critical is benchmark data?

A37. Yes, this would be an important piece for our presentations/communication.



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- Q38. Would the selected vendor be responsible for the paper collection of data? How would you prefer that the paper survey be distributed to employees?  
A38. Yes, the selected vendor will be responsible for paper collection of data. The vendor would work with the Authority HR staff to distribute paper copies to different departments.
- Q39. Would the survey be anonymous?  
A39. Yes.
- Q40. Is there a need to disaggregate reporting by department, team, etc.? If so, can you please provide more information regarding the various levels of disaggregation and how many survey respondents would be in each group?  
A40. Yes. The Authority will also want to look at results by department. See A17.
- Q41. How many presentations would the vendor be expected to make? Would the presentations be done in-person?  
A41. See A14. The Authority would like to have all meetings done in-person.
- Q42. What is the approximate budget for this project?  
A42. See A32.
- Q43. How many of the Authority employees will need a paper version of the survey?  
A43. See A1.
- Q44. What is the impetus for requesting an employee engagement survey?  
A44. The survey is part of a broader engagement initiative. The Authority will use the survey as a tool to measure our level of engagement overall and within departments. Additionally, the Authority will utilize the survey to identify areas of improvement in addition to things the organization/department is doing well.
- Q45. How many groups (e.g., departments, teams) are there within the Authority?  
A45. See A17.
- Q46. What is the budget for the employee engagement survey effort?  
A46. See A32.
- Q47. What is the contract type?  
A47. See Exhibit "B" titled "Sample Service Agreement" of the RFI.