

Request for Proposal: Employee Satisfaction Survey  
Addendum 1  
October 2, 2015

The following questions were submitted via email. Answers are provided after the questions.

I understand that this is a repeat study.

1. It appears that prior years have been conducted using a mail survey – can you confirm this for me?  
If yes, did the City distribute the surveys or were they mailed out directly to the employees?  
Did the employees return the survey to a central location in Westminster (and then bulk mailed to the vendor) or did the employees mail the surveys back individually?  
Are emails available for all employees to where it is feasible to do this as an online survey?
2. From an analysis standpoint, can you tell me if any prior reports included trending? If so, how many years and would the report be available electronically for trending purposes for the 2015 study?
3. Other than overall total, how many different ways was the reporting conducted – i.e. by department, years of service, etc?
4. Approximately how many questions were on the original survey? I'm assuming that most questions will be repeated for trending purposes. Please advise if this is not the case. Can we sign a confidentiality agreement and receive a copy of the existing survey and report for bidding purposes?
5. Out of the 155 full-time and 3 part-time employees, what was your response rate (i.e. how many surveys were returned for processing and analysis)?

How many focus groups were conducted in the past? Was each group represented by a mix of all departments or did each group have a specific make-up (i.e. group was only Recreation and Parks Personnel)?

Were the groups conducted at the City or at a local focus group facility?

How many one on one interviews were conducted in the past? I'm assuming the interviews are separate from the focus groups.

Regarding the statement that this is a repeat study, it is in the sense that a study was conducted in the past. It was conducted over ten years ago. This RFP is unrelated to that study and therefore I cannot answer any questions related to the former study. The City is interested in responses to the Request that are original and not related in any way to the first study. I offer the following answers to the other questions:

I noticed that although you mention a police department, there is no mention of a fire department. Are the firemen classified into another department?

The City does not have a fire department or fire department employees.

When presenting the report findings, will that be done as one meeting to all employees or is the City looking to conduct several meetings over multiple days?

The City will defer to the proposal offered.

I'm assuming that the majority of project can be conducted via phone. Other than meeting in person for the final results, are there any other face-to-face meetings that will be required so that we can better estimate travel time and expenses?

Again, the City will defer to the proposal offered.

I assume the Exit interview form and process for data collection is already in place and does not need to be edited/changed. Are you looking for us to process and analyze the Exit Interview data on a monthly basis in addition to conducting the Employee Satisfaction study?

The City would like the proposal to include the questions typically asked during an exit interview. Our questionnaire is attached.

When is the City looking to implement this study?

There is no timetable set at this time.

Is the City currently pleased with the current vendor and if so are they planning on submitting a proposal this study, or is the City looking for a completely new vendor?

The City does not have a current vendor.

## Exit Interview

Employee Name: \_\_\_\_\_ Hire  
Date: \_\_\_\_\_

Department: \_\_\_\_\_  
Position: \_\_\_\_\_

Interviewer: \_\_\_\_\_  
Date: \_\_\_\_\_

.....

The purpose of this survey is to give you an opportunity to openly and honestly share why you are leaving the City of Westminster and to share your ideas on how we might improve the department where you worked and our overall work environment. Your completed survey will not become a part of your employee file.

1. **Why are you leaving?**
2. **What does your new job offer that your job at the City does not?**
3. **Are there any changes or improvements that would have prevented you from leaving?**
4. **Did you feel you were provided with sufficient training and support to be able to do your job effectively? If no, what would have made a difference?**
5. **What did you like most about your job?**
6. **What did you like least about your job?**
7. **What did you think of your supervision in regard to the following?** (Circle one for each statement)

**a) Demonstrated fair and equal treatment**

*Always Almost Always Sometimes Never*

**b) Treated employees with dignity and respect**

*Always Almost Always Sometimes Never*

**c) Provided recognition on the job**

*Always Almost Always Sometimes Never*

**d) Developed cooperation and teamwork**

*Always Almost Always Sometimes Never*

**e) Encouraged and listened to suggestions**

*Always Almost Always Sometimes Never*

- f) **Resolved complaints and problems**  
*Always Almost Always Sometimes Never*
- g) **Followed policies and procedures**  
*Always Almost Always Sometimes Never*
- h) **Set a good example for others**  
*Always Almost Always Sometimes Never*

8. **How would you rate the following?** (Circle one for each statement)

- a) **Cooperation within your department**  
*Excellent Good Fair Poor*
- b) **Morale of co-workers**  
*Excellent Good Fair Poor*
- c) **Cooperation with other departments**  
*Excellent Good Fair Poor*
- d) **Communications within your department**  
*Excellent Good Fair Poor*
- e) **Communications within the City as a whole**  
*Excellent Good Fair Poor*
- f) **Communications between you and your manager**  
*Excellent Good Fair Poor*
- g) **Followed policies and procedures**  
*Excellent Good Fair Poor*

9. **Is there anything else that you would like to add about your supervision?**

10. **Was your workload usually** (Circle One)

*Too Great Varied, but all right Just right Too light*

11. **Did you feel that you had opportunities for advancement? If no, what could be done to change that situation?**

**The next two questions are for employees with less than one year of service:**

12. **Was the actual job as it was described to you in the interview? If no, what could have been explained better?**

13. What could be covered in an the interview to make the actual job description more realistic?

14. How would you rate the benefits offered to you?

<b>Rate of Pay</b>	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>
<b>Pay Increases</b>	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>
<b>Health Insurance</b>	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>
<b>Leave</b>	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>

15. Do you have any additional thoughts or comments that you would like us to know?