



Haines Borough
Request for Proposals
Organizational Climate Survey

Purpose

The Haines Borough (hereinafter "Borough") is actively seeking proposals from qualified Contractors to provide an organizational climate survey in accordance with Request for Proposal (RFP) specifications.

The goal of this RFP is to provide a baseline analysis of the organizational climate that will identify specific areas of recommended improvement and areas of strength, clarify perceptions of organizational practices and values, and can be repeated periodically in the future to measure and compare progress in those identified areas. The survey is to identify areas of strength, areas that need improvement, and clarify perceptions regarding organizational practices and values.

Questions

All communication relative to proposals shall be directed to:
Haines Borough, P.O. Box 1209, Haines, Alaska 99827
Attention: William Seward, Borough Manager
Telephone: (907) 766-2231 ext. 29
Fax: (907) 766-2716
Email: wseward@haines.ak.us

Submission of Proposals

Deadline for proposals is **5:00 pm, Friday, September 16, 2016**. Proposals must be submitted and received in sealed envelopes by the deadline. Submissions received after the deadline will not be considered. A Haines Business License is required prior to contract award.

Proposals may be hand-delivered, mailed, or express delivered. Submissions must be clearly marked "Organizational Climate Survey" and submitted to:

Mailing Address:

Attn: Office of the Borough Clerk
Haines Borough
P.O. Box 1209
Haines, AK 99827

Physical Address:

Haines Borough
Borough Clerk's Office
103 Third Ave. S
Haines, AK 99827

The Borough reserves the right to reject any and all submittals, to waive any informalities or technicalities, and to negotiate with any responder to this RFP it deems to be the best qualified.

Scope of Services

The Borough has approximately 90 FT/PT employees. The majority of employees are represented by the Public Employees Local 71 union, with the minority including unrepresented employees in management, appointed Borough officer or temporary positions. These Borough employees provide a full array of municipal services to approximately 2,500 residents and more than 148,000 annual visitors.

The Borough is seeking a baseline analysis of the organizational climate that may be re-used annually in order to provide a continuing picture of strengths and weaknesses, changes and progress.

Proposer(s) and the proposed survey shall meet the following minimum criteria:

- The survey must be an established standardized survey, successfully used in organizations similar to the Borough.
- The survey shall contain standard questions, easily understandable by a wide variety of people.
- The survey results shall have been analyzed and compared to national norms for similar organizations, public and/or private, in type and size.
- The survey results shall also compare individual departments and divisions to national norms, and the Borough as a whole.
- The survey must ensure confidentiality of individual respondents while capturing data that is meaningful to individual departments and divisions. The integrity and accuracy of the data and resultant report are critical.

Proposer Responsibilities

The Contractor shall be responsible for the preparation of all electronic survey packages, including the survey form. The Contractor shall also be responsible for all other facets of the survey, including: administration of the survey process, collection of all completed surveys, scoring, analyzing all data, and reporting the final results to the Borough.

The Contractor shall include in the RFP response the methodology to be used to ensure the integrity of the data compiled and the validation procedures, including comparisons to norms, as outlined in the RFP specifications.

Borough Responsibilities

The proposed survey packages shall be emailed to all Borough employees. The Borough shall be responsible for providing the email distribution list.

All reports and data shall include comparisons of the Borough's employee population to small government norms, and comparisons of individual departments and divisions to small government norms.

Optional Services:

The Borough may require a presentation of the final survey results and report to the Borough Assembly. Proposer(s) shall include in the RFP response the cost to perform this optional service.

The survey must be completed, with analysis and final report delivered to the Borough, within 60 days of the survey emailing date.

Responses to this RFP shall include:

1. A brief description of the company experience and expertise in the proposed services.
2. A comprehensive narrative of the methodology to be used to collect and analyze data, and the basis for its credibility and acceptability.
3. Time frame for providing services in keeping with the Borough's stated timeline.
4. Outline of qualifications, respective duties, responsibilities, anticipated number of hours and related tasks, and the overall time and resource requirements to be provided by the proposer(s), and any Borough requirements and resources anticipated.
5. Samples of work products for similar completed projects.
6. The total detailed firm, fixed cost to the Borough for completion of this project, as well as costs for future administrations of the survey.

Final Survey Products

The successful Contractor shall provide the Borough with a PDF file of the reports containing all data collected from the surveys, analyzed and compared by the Contractor, in accordance with the RFP Scope of Services and specifications.

Pricing

Proposer(s) shall provide a **firm, fixed total cost to the Borough for performing the services related to the survey**, in accordance with the RFP specifications. Pricing details include, but are not necessarily limited to: costs for initial survey development, methodology, preparation of all final "survey documents," all office related costs (copying, phone calls, other office supplies), services related to data gathering, analyses, and preparation and delivery of the final report products to the respective Borough departments, including presentation to the Borough's department heads and appointed officers.

Proposer(s) shall also include a firm, fixed cost, or guaranteed maximum escalation percentage, to perform an updated survey for future use and comparison, in accordance with the Borough's intent, as outlined in the scope of services.

Cost breakdowns should reflect hourly costs for personnel who will be assigned to the project, estimated number of hours, expenses, and other related costs, if applicable.

Optional Cost: Proposer(s) shall also include a firm, fixed cost for an additional presentation of the final report to the Borough Assembly, should the Borough request this option.