

Questions and Answers – RFP Survey 2022

<p>1. Can you provide a sample of any past questionnaire of the 100-150 questions? How many questions will be carried over from the past questionnaire?</p>	<p>Previous versions of the survey as well as questions will only be shared with the successful bidder.</p> <p>The last survey conducted in 2020 had 85 questions including two (2) open-ended questions. Questions were grouped according to the following themes: General Information, Engagement, Employee Experience, Immediate supervisor, Executive Management Committee, Performance enablement, Communication, My job, Innovation, Official language, My section, Stress and well-being, Harassment, Discrimination, Diversity and respect, Values and ethics, and Recognition.</p> <p>It is expected that the survey will remain very similar to the previous version with the addition and modification of a few questions.</p>
<p>2. For Section D, is there a preferred length for the project summaries, and is there a preference as to whether projects used as examples are also used in Section F?</p>	<p>There is no preferred length or examples that you can use.</p>
<p>3. How many debriefing/ presentation sessions? Will they be virtual or in-person?</p>	<p>The successful consulting firm will have the internal resources available to provide one or more senior consultants with the ability to competently present the results of the survey to various Council groups (i.e., CEO, Executive Management Committee, Management Groups and Staff) in both official languages.</p> <p>In 2020, there were 5 presentations, including a dry run with the Human Resources team.</p> <p>At this point, it is expected that presentations will be conducted in a virtual setting.</p>
<p>4. On RFP page 10, it states that in addition to a general report, there will be further reports on different sections. Will the reports be tailored to different audiences, and is there an estimate as to how many divisions/sectional reports? (e.g., research team, marketing team, etc.)</p>	<p>No, the reports won't need to be tailored to different audiences. Only the presentations must be tailored.</p> <p>One corporate and six divisional reports will be required.</p>
<p>5. Will we need to break down the reports based on different departments. For cross comparison and segment analysis (e.g., generation, gender, etc.) should these be presented within the main report or in separate reports?</p>	<p>One corporate and six divisional reports will be required.</p> <p>The cross comparison and segment analysis should be presented in the corporate report.</p>

6. Does the final report need to be translated into French? Do any of the presentations need to be in French?	Yes, all documents and presentations need to be in both English and French.
7. Would the Canada Arts Council be interested in a PowerBi or Tableau dashboard to visually display the survey results?	The successful firm should provide well-written reports, with visual graphs, and results that are easy to understand for all Council staff, including management.
8. Should we include options to do pulse surveys the following year after the full survey to help gauge action planning improvements?	No, the Council conducts employee engagement surveys every two years
9. Do you have an anticipated survey cadence? Annually? Biannually?	The Council conducts employee engagement surveys every two years
10. What is meant by core customers on page 14 of RFP? Repeat customers?	Core customers is your organization's more important or repeat customers.
11. What kinds of documents would you like to see to demonstrate financial capacity?	Any documents or verbatim that demonstrate your financial capacity (i.e., financial statements, balance sheets, income statements, invoices, cash flow statements, etc.)
12. Does the Council have a budget allocated for this survey they can share?	The budget allocated for this initiative cannot be shared at this point.
13. For the Proposal Format, Section B – Profile of the Firm, it states “ <i>Financial Capacity</i> ”. Can you tell us what info you’re looking for in this bullet?	Any documents or verbatim that demonstrate your financial capacity (i.e., financial statements, balance sheets, income statements, invoices, cash flow statements, etc.)
14. For the Proposal Format, Section B – Profile of the Firm, the last bullet is requesting an organization chart and brief resumes of each senior manager. Are you looking for a corporate-wide organizational chart? For the resumes, are you looking for resumes specifically for the people involved in your survey or corporate wide? Please clarify.	Yes, you can provide a corporate-wide organizational chart. As for the resumes, you can provide resumes specifically for the resources involved in this initiative.
15. Is the Council planning to use the same Public Service Employee Survey of 2020? Do you anticipate any changes?	No, the Council has its own set of questions, but we do benchmark our survey results, where possible to the 2020 Public Sector Engagement Survey.
16. For reporting purposes, does the Council require only one overall corporate executive report? If more than one, please state the number and how they differ?	One corporate and six divisional reports will be required.

<p>17. For pricing purposes, how many presentations of overall results does the Council require? In the RFP on page 10 (<i>Communication and Presentation of Survey Results</i>) it says to various groups such as the CEO, Executive Management Committee, Management Groups and Staff. Would this be a total of 4 corporate overall presentations? If more, please state the total number of anticipated presentations and who the audience will be.</p>	<p>In 2020, there were 5 presentations, including a dry run with the Human Resources team.</p>
<p>18. Would all presentations be online or onsite?</p>	<p>At this point, it is expected that presentations will be conducted in a virtual setting.</p>
<p>19. Can you elaborate what you mean by in-depth debriefing sessions with Council's Directors General and Office Heads? Would this be a workshop to help managers interpret results for action planning purposes? Would these be all conducted in one session?</p>	<p>Detailed debriefing sessions will be scheduled with each of the members of the Executive Management Committee, which includes the Director and CEO as well as the five Directors General/Chiefs from all Divisions/Offices to present their results as well as the strengths and development areas within their own divisions/offices. These are in addition to the presentation above.</p>
<p>20. Do you require the verbatim comments to be sanitized against names provided by the Council in HRIS file (First Name, Last Name, etc.)?</p>	<p>Yes</p>
<p>21. Does the Council want vendors to include the option to do pulse surveys the following year after the full survey to help gauge action planning improvements?</p>	<p>No</p>
<p>22. Does the Council want us to include any suggested action planning workshops?</p>	<p>No</p>