



**REQUEST FOR PROPOSAL
EMPLOYEE ENGAGEMENT SURVEY SOFTWARE
HUMAN RESOURCES**

Deadline to Submit Questions related to the RFP:	Tuesday, March 2, 2021 at 4:00 PM (MST)
Submit all Questions to:	CandiceC@Elrio.org Cc: MarkH@Elrio.org
Answers to Submitted Questions: Will be emailed to all Vendors	Tuesday, March 9, 2021 at 4:00 PM (MST)
Deadline to Submit Request for Proposal:	Tuesday, March 16, 2021 at 4:00 PM (MST)
Submit Request for Proposal via email to: <p style="text-align: center;"><i>OR</i></p> Mail, 5 Hard Copies to:	CandiceC@Elrio.org Cc: MarkH@Elrio.org 450 W. Paseo Redondo Attn: Candice Campbell/ Mark Hodges Tucson, Arizona 85701

**Dates are subject to change at the discretion of El Rio Health*

***If there're questions after the Pre-Conference call, contact CandiceC@elrio.org cc: MarkH@elrio.org*

ABOUT EL RIO HEALTH:

El Rio Health began in 1970, we have grown to be one of the largest, non-profit community health centers in the United States. We focus on positive health outcomes, treating the whole person and prevention. Our health care is delivered by compassionate, professionally trained integrated health teams who give from their hearts to provide you with caring, high quality, world-class care. Additionally, El Rio Health is a Federally Qualified Health Center with Non-Profit, Tax Exempt, and Charity status, recognized as a 501(c)3. El Rio Health serves over 100K patients a year and employs over 1300 individuals.

SUMMARY OF PROJECT:

El Rio Health is pleased to announce our RFP for an Employee Engagement Survey Software to measure employee engagement, create reporting results through multiple team lenses, and provide actionable results with the supporting tools to create an environment that empowers leaders and employees to be responsive and engaged in the results.

SECTION A. SCOPE OF WORK:

- I. El Rio Health is looking for a Vendor that will provide a comprehensive Employee Engagement Survey Software to provide best practices for ongoing surveys, and surveys for employees with reliable, valid reporting of results that are reasonable to interpret and communicate with the ability to monitor survey progress during open survey timeframe.

SECTION B. OBJECTIVE AND SOLUTIONS REQUIREMENTS

Must Have	
Services	Brief Description
Templates	Realistic survey length.
Communication	Solution accessibility-upon personal devices (phone/laptops).
	Vendor messaging to staff.
Privacy	Anonymity.
Reporting	Result specific Actions Plans.
	Assistance with Score Stagnation.
	Trend Identification.
Customization	Customized Question Reporting Capability.
Competitive	Comparable nationality to other Federally Qualified Health Centers.

SECTION C. EVALUATION/SELECTION:

- I. **El Rio Health will grade the response based on the following criteria:**
 - a) 50% - Each section outlined in the “Objectives and Solution Requirements” section will be graded on a points system. If the vendor is unable to meet the necessary requirements, they will not be asked to provide a demonstration of their product.
 - b) 25%- Vendor hosts a demonstration of their solution and reviews their implementation plan for success.
 - c) 25%- Pricing. We ask that all Vendors submit their best pricing and take into consideration El Rio’s Federal 501 (c) 3 Status, qualifying the organization as a Charity.
 - d) Upon receipt and opening of Proposals with the Proposal Deadline in consideration; El Rio Healths’ Chief Executive Officer will determine the responsiveness of each applicant.
 - e) Offeror whose proposal represents the best value and has the Health Centers’ best interest.
 - f) All Vendors who provide a demonstration will be notified whether they have or have not been awarded the selection.

SECTION D. GENERAL INFORMATION

I. Proposal Submittal Procedure:

- a) All questions about the meaning or intent of this request will be submitted via email at:
CandiceC@elrio.org, cc: MarkH@elrio.org.
 - i. A prompt e-mail response may be expected with copied of the query and answer forwarded to all Offerors responding to the RFP. Questions received less than five (5) days prior to the date for review of proposal may not be answered.
 - ii. Questions received less than five (5) days prior to the date for review of proposal may not be answered.
- b) Offerors shall submit a proposal to:
CandiceC@elrio.org, cc: MarkH@elrio.org
or
450 W. Paseo Redondo
ATTN: Mark Hodges/Candice Campbell
Tucson, AZ 85701.
- c) Late Submissions:
Will not be considered unless it is determined that it was caused by El Rio Health mishandling of the documents. All other late submissions will be returned unopened.

II. Other Requirements:

- a) If applicable, the awarded Offeror and all subcontractors employed by Offeror shall have all certifications, licenses, insurance and/or registrations as required under the laws of the State of Arizona. The awarded Offeror will procure and maintain, during the life of the contract, liability insurance in an amount of not less than \$1,000,000 each occurrence. The awarded firm will furnish copies of Certificates of Insurance to El Rio Health showing the coverage, limits of liability, covered operations, effective dates and dates of expiration naming El Rio Health, its agents, and employees as additional named insured.
- b) The Offeror agrees if he/she is awarded the contract, that he/she will deliver the goods/services at the prices set forth in the submitted proposal.
- c) The data accumulated for El Rio Health will be provided in a current technology format if we are to transition to another vendor.

III. Opening and Awarding of Contract Proposal:

- a) Proposal will be opened on the date and time specified on the Request for Proposal

Cover Sheet by the Human Resources Department. Proposals received on time will be opened in the presence of one or more witnesses and the name and address of Offeror will be recorded.

- b) All information, except that marked as confidential, may become public information at the time the project is awarded. Offerors may request in writing non-disclosure of confidential data. Such data should accompany the proposal, be readily separable from the proposal to facilitate possible public inspection. Please mark each sheet in red letters, "Confidential." A request that states that the entire proposal be kept confidential will not be accepted.

IV. Award of Contract:

- a) El Rio Health reserves the right to award this project and to accept the Proposal that is in the best interest and provides the best value for El Rio. El Rio Health reserves the right to reject all the Proposal or any part thereof.
- b) The final agreement and El Rio Health Business Associate Agreement will be signed by the El Rio Health and the successful Offeror and returned within an agreed timeframe after the Notice of Award. No Agreement will be effective until it has been fully executed by all the parties thereto.

SIGNATURE OF FIRM'S AUTHORIZED REPRESENTATIVE

Company Name:

Address:

City, State, Zip:

Telephone Number:

Fax Number:

State ID:

Federal Tax ID:

Applicable State License Number(s):

Contact Person for Clarification of Proposal
Response:

Authorized **Person to Sign** for Firm for
Electronic Signature through DocuSign:

Name:	
Title:	
Email Address	

Signature of Authorized Individual, Title

Date Signed

(A completed copy of this page must be included with the proposal)

If applicable, a Business Associate Addendum and Vendor Risk Assessment will be required to be signed by offeror **after award of RFP.*