

RFP Background Check Vendors for New Hires and Transfers Questions and Answers

	Question	El Rio Response
1.	Is there interest in only custom solutions/platform, or out of the box survey solution like Qualtrics/Survey Monkey and visualization like Tableau/Power Bi?	Custom solutions for the Healthcare Industry. We would like to have visualization, as that is more impactful.
2.	Is this a survey that has been used before or will the vendor be creating the survey? If so, is any part of the survey qualitative?	The vendor will be creating with company recommendations as to what was utilized in the past. Most of the survey should be qualitative.
3.	Is there a longitudinal trending desired, if possible, for employee engagement?	Yes, for the exact purpose. We would like industry comparisons in the Healthcare field as well.
4.	Has a sampling frame been determined? Or provided by the Vendor?	Yes, the vendor is provided with a list of employees from the HRIS.
5.	Are you looking for the Vendor to do the Data Collection?	Yes, as this will allow a certain level of anonymity.
6.	What is the length of the contract? How many surveys will be conducted with employees?	El Rio likes to see both 3-year and 5-year options.
8.	Will the user count be 1,300 employees?	Closer to 1,500.
9.	Should the surveys be multi-modal going out through email, app, and text?	Yes, if duplication of responses is eliminated.
10.	Will there be staff available to immediately respond if there is a request for help? Should the vendor be able to provide help?	El Rio HR Staff can be first level support, with more technical questions to the vendor by EL Rio HR Staff.
11.	Is integration to the HR database required, please detail the HRIS?	Not required at this time but would be considered a plus.

12.	<p>Section A asks for comprehensive best practices, is it possible to expand this bid to include mass notification, nurse panic alerts, case management, app-based safety information available offline, health screening surveys, contact listing, and use all of these tools to support health surveys?</p> <p>If other tools are in place, please list them and detail if they should be integrated.</p>	<p>This is in relation to comparative data in the healthcare industry – Federally Qualified Health Centers.</p>
13.	<p>Please detail a result-specific action plan for reporting. Should there be a workflow with assigned roles and a timeline with due dates? Should there be a severity rating?</p>	<p>If workflow could be created that would be great for review before publishing to general population.</p>
14.	<p>For anonymity, is the expectation that a person will be able to submit information anonymously through an app, chat with a person and keep their identity private?</p>	<p>Yes, at the individual level, it would be great for review and follow up purposes if we had site and department.</p>
15.	<p>For reporting, are there other ways to submit reports that are already in place that should be included?</p>	<p>It was dependent on the survey platform.</p>
16.	<p>What is the total employee population that you would like to survey on an annual basis? At what frequency?</p>	<p>About 1,500, initially on an annual basis.</p>
17.	<p>Do you require alternate survey access for people with disabilities? Please specify formats.</p>	<p>If we have the following access email, app, text is sufficient.</p>
18.	<p>What types of dashboards and reporting /dashboarding are needed for this project?</p>	<p>Dashboards for common responses, sites, departments.</p>
19.	<p>What is the desired duration of contract? Standard contract length is 3 years</p>	<p>El Rio prefers contracts between 1-3 Years.</p>

20.	What type of system access would any? El Rio Health employees need for admin purposes (e.g., adjusting surveys and dates, customizing reports, monitoring survey progress, etc.), and approximately how many of these users would there be?	Yes, Admin access to a minimum of five (5) employees.
21.	Can you further describe the requirements for Anonymity? Does El Rio Health plan to associate any metadata/demographics with respondents for analysis purposes?	Yes, at the individual level, it would be great for review and follow up purposes if we had site and department. Also, common responses.
22.	How will the survey be distributed or made available to El Rio Health employees?	On agreed to deliver methodologies, email, app, text.