

**Universal Service Administrative Co. (USAC)
HR-23-169 – Employee Engagement Survey
Questions & Answers**

Q#	Question	Answer
1	How many employees does USAC have?	700
2	Assuming USAC has been conducting a survey every year, why are you going to RFP at this time? Is it a contract expiry/renewal situation? How were your previous survey(s) administered (ie. 3 rd party vendor, in-house)?	This is a re-compete of the requirements. USAC does not provide information regarding the incumbent. However, we are looking for a vendor to provide the services stated in the RFP.
3	If this is not your first engagement survey, are you expecting a complete re-design of your engagement survey questions?	We want to use similar questions to previous survey, however, we are open to using new best practice questions.
4	Is there any aspect of your current engagement survey system/process that your team found lacking or they would consider to be a serious shortcoming that they would like to see improved?	Previous tool had limited dynamic reporting capabilities. We also could not adjust questions to fit USAC unique needs.
5	Do all USAC employees have a company-based email?	Yes
6	Does USAC have a budget for this initiative that they are able to share?	USAC expects vendors to provide their best cost proposal. USAC does not share the existing budget.
7	Do you require multi-language support? If so, which languages?	No – English only
8	Is there a strict adherence to proposal formatting (per page 37)? For example, we generally prefer to do it in a PPT slide format with images included.	See RFP section E for proposal submission instruction.
9	Would you kindly confirm if this is an entirely new effort or is there an incumbent currently providing these services? If so, would you please provide the incumbent contract details?	This is not a new effort and we have used previous vendors in the past. USAC does not share the incumbent information and requires a vendor to provide the services stated in the RFP.
10	Are you considering any small business set-aside categories i.e., WOSB, HUBZone, 8(a) firms?	This is a full and open competition procurement.

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11	How long after contract award does the contractor have to develop the survey?	We are looking to launch the survey in September 2023 with survey results by end of Q4 2023.
12	Will the content of the survey be a collaborative effort between the contractor and USAC?	Yes.
13	Will contractors working remotely be provided with government furnished laptops?	No laptops will be furnished to the selected vendor.
14	Outside of the kick-off meeting, can contractors support this effort 100% remotely at our office?	Yes.
15	Are there any other deliverables other than conducting the employee engagement survey and the results of the final analysis?	We would like to be able to conduct pulse surveys in subsequent years.
16	Following the survey, when is the analysis from the survey due?	Q4 2023
17	Last Bullet "Provide on-demand user support resources and documentation". Can you clarify what the support resources are for and what the documentation entails?	To train users on understanding reports and if necessary, run ad hoc reports in the proposed system.
18	Identifies the Hours of Operation as 9am to 6pm. Will USAC clarify the expected hourly commitment per day for work under the proposed contract? I.e., is a contractor expected to invoice 1920 hours per year? Or, does USAC expect a contractor to invoice based on labor hours performing services, i.e. 3 hours?	USAC expect a contractor to invoice based on actual labor hours performing the services. However, USAC expects the contractor personnel to be available within USAC's hours of operation as needed.
19	What equipment, product support, materials, would the contractor be required to provide? Is there a preferred survey platform?	USAC is looking for a vendor to provide the services stated in the RFP. Refer to section B of the RFP for the full scope.
20	What is the total number of employees and the number of divisions/departments that will need to be reported?	700 employees; 13 Divisions

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21	It would be of benefit if you can provide the number of employees as a total, and then by each division/department.	See the previous question. The number of employees per division can be supplied later.
22	Is there a preferred software package or program for the dashboard displaying survey results?	No, however USAC is not looking to integrate a software into USAC IT environment. USAC is looking for a vendor to provide the required services.
23	Is there a preferred length of time that USAC wishes for the engagement survey to be left open?	Ideally around 3 weeks.
24	Has USAC administered similar engagement surveys in the past that the contractor can reference for internal benchmarking?	No
25	Does USAC anticipate the contractor needing to complete work on-site or is virtual work preferred?	Virtual is fine
26	Which, if any, external benchmarks has USAC used in the past for similar efforts?	Benchmarked against non-profit and government and telecom industry
27	How many pulse surveys does USAC anticipate fielding during the one-year contract period (in addition to the main engagement survey)?	At least 1 per year.
28	Would USAC consider extending the deadline to allow the Contractors to incorporate responses to the questions?	The proposal due date is extended to Thursday, August 3, 2023.
29	When was the last time you conducted an employee engagement survey and what is driving your need to look for another provider at this time?	Q4 2021
30	What is the total count of employees that will be invited to complete the survey?	700
31	Please confirm that all employees will be able to access the survey via email or QR code (i.e., no paper surveys needed).	Yes
32	Are there any non-English survey requirements. If so, what languages?	No
33	At a minimum, we will include live and pre-recorded trainings on the use of our online reporting portal. Can you tell us more about the anticipated post-survey support needed to help equip HR and business leaders interpret results and take action?	USAC HR would like a customer service rep to assist with report analysis and running ad hoc reports. Ex: If we needed to see report by position level for a sub-division we'd like support with that.

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34	Do you have a specific format requirement for the proposal? I.e. page limit, image embedding restrictions, etc	See RFP section E for proposal submission instruction.
35	Are we permitted to make additional recommendations outside of proposal requirements? I.e. Additional collaboration meetings, follow-up action sessions, etc.	Yes
38	Do you have an approximate budget in mind for this project?	USAC expects vendors to provide their best cost proposal. USAC does not share the existing budget.
39	Will travel costs be reimbursed for the meetings where USAC requires in-person attendance?	No
40	Can you please specify the approximate number of employees you plan to invite to your employee engagement survey in September?	700
41	What is the total number of survey participant? Is this a one time survey only?	700; ideally we'd like to conduct a pulse survey next year
42	This project doesn't indicate any technical data integration, other than the protection of anticipated PII, what kinds of security is expected?"	USAC does not need data integration as part of this project as we are not looking to procure a tool and seek a vendor to provide these services. We do require vendors to provide information on security controls as part of their proposals.