



City of San Antonio

Agenda Memorandum

File Number:

Agenda Item Number: 40

Agenda Date: October 20, 2022

In Control: City Council A Session

DEPARTMENT: Department of Human Resources

DEPARTMENT HEAD: Renee Frieda

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Employee Engagement Survey Plan

SUMMARY:

This ordinance authorizes a professional services agreement with Cooperative Personnel Services, dba HR CPS Consulting to develop and administer an employee engagement survey plan, in the amount not to exceed \$178,490. The contract term is three years with two additional one-year renewal options. Funds for the first year in the amount of \$57,750 is available in the FY 2023 General Fund Budget. Funding for future contract years is subject to the approval of subsequent budgets.

BACKGROUND INFORMATION:

The City of San Antonio, Human Resources Department (“City”) sought proposals from qualified vendors to provide a plan for an employee engagement survey. Improving employee engagement is a strategic priority for the City of San Antonio as a way to enhance our organization’s performance and customer service. An employee engagement survey, and corresponding services, will be used to identify areas of best practices as well as areas for improvement. The vendor will be able to identify the key drivers of employee engagement and recommend actions based on those results.

Improving employee engagement is a strategic priority for the City of San Antonio as a way to enhance our organizations performance and customer service. This survey, administered by HR CPS Consulting, will be used to identify areas of best practices as well as areas of improvement. HR CPS Consulting will identify key drivers of employee engagement and recommend actions based on those results. HR CPS Consulting was responsible for the most recent Employee Engagement Survey administered to City employees in 2018 as well as a follow-up, shorter “Pulse” survey administered in 2019.

The Finance Department Purchasing Division, on behalf of the Human Resources Department, released a Request for Proposals (RFP) on June 16, 2022, to select a firm to provide a plan for an employee engagement survey. The RFP was advertised in the San Antonio Express-News, TVSA channel, the City’s Bidding & Contracting Opportunities website, the San Antonio e-Procurement System (SAEPS) and outreach notices were sent notifying potential respondents of the RFP and how to apply. A pre-submittal conference was held on June 28, 2022, to allow for Respondent questions and clarification to the RFP. Five (5) proposals were received by the July 18, 2022 deadline and all were eligible to be evaluated. The Evaluation Committee included representatives from the Human Resources, Pre-K 4 SA, and City Manager’s Office.

The evaluation of each proposal response was based on a total of 100 points: The proposals were evaluated and scored on Experience, Background, and Qualifications (30 points), Proposed Plan (25 points), Price (20 points), the Small Business Economic Development Advocacy Program (10 points), the Local Preference Program (10 points), and the Veteran-Owned Small Business Preference Program (5 points). The committee recommends award to one respondent, Cooperative Personnel Services dba HR CPS Consulting to provide a plan for an employee engagement survey.

The Small Business Economic Development Advocacy (SBEDA) Program was applied to this evaluation process. The highest ranked firm was not eligible for any points.

Recommended Award is in accordance with the Local Preference Program (LPP). The LPP program was applied in the evaluation of responses received for this contract; however, the highest ranked firm is not a local business.

Recommended Award is in accordance with the Veteran-Owned Small Business (VOSB) Preference Program. The VOSB program was applied in the evaluation of responses received for this contract; however, the highest ranked firm is not a VOSB eligible firm.

ISSUE:

This ordinance authorizes a professional services agreement with Cooperative Personnel Services, dba HR CPS Consulting to develop and administer an employee engagement survey plan, in the amount not to exceed \$178,490. Funds for the initial, first year amount of \$57,750 are available in the FY 2023 General Fund Budget.

ALTERNATIVES:

Should this agreement not be approved; the City could develop and administer one internally, without the benefit and expertise of a third-party vendor.

FISCAL IMPACT:

This ordinance authorizes a professional services agreement with Cooperative Personnel Services, dba HR CPS Consulting to develop and administer an employee engagement survey plan, in the amount not to exceed \$178,490. The contract term is three years with two additional one-year renewal options. Funds for the first year in the amount of \$57,750 is available in the FY 2023 General Fund Budget. Funding for future contract years is subject to the approval of subsequent budgets.

RECOMMENDATION:

Staff recommends authorizing the award of a professional services agreement to Cooperative Personnel Services, dba HR CPS Consulting.