

Additional Questions/ Clarification by Bidders

Assignment Name:

RFP-UNDP-001-2015-OHR-UNDP - THE EMPLOYEE ENGAGEMENT SURVEY

Closing Date of RFP:

Thursday, 9th April 2015 [12:00p.m. Malaysia time]

PLEASE TAKE NOTE ON THE NEW CLOSING DATE OF RFP

Here below are Answers to Questions raised regarding the above assignment:

Questions:

1. 1. Does UNDP anticipate providing a roster of email addresses for the engagement survey invitations?
 - a. If yes, will the roster be able to have any other staff demographic information available (organizational unit, grade, country, etc.)?
 - b. If no, will the UNDP survey be completely anonymous, relying on respondents' correct answering of demographic questions?

A: At the moment the survey is anonymous and relies on all respondents answering demographic questions correctly. We plan to change that going forward, with each staff receiving an individual invitation to participate or an individual code. However, no final decision is yet taken, as there is some concern about the confidentiality of responses.

2. Does UNDP anticipate that the survey will have different questions for different categories of staff, thereby requiring skip patterns (filters) in the survey?

A: While the majority of questions will have to be answered by all respondents, some may be specific to specific categories of staff, e.g. staff in Country Offices or staff in Regional Service Centers with dual reporting lines. Some questions may not apply to Service Contract Holders. The final decision on skip patterns will depend on what the final questionnaire looks like.

3. The enclosed survey example shows an open-ended question. Does UNDP wish to have the vendor translate the write-in comments? If yes, should we provide a per word cost?

A: Yes, we usually expect the vendor to translate all answers to open-ended questions and comments into English. Cost per work would be important to include.

4. Employees with multiple reporting: would UNDP like to send them a separate survey or is the expectation to use a format that takes care of this in one go?

A: Ideally, we would prefer to have one format for all respondents, but are open to review different proposals.

5. UNDP has asked for a couple of functionalities to enable managers to work with the data. Has this been done in the past surveys?

A: In the past, all managers were only provided with PDF reports which were not very easy to interact with. The on-line data reporter was only available to OHR staff in charge of the survey.

6. Re Reports: Could UNDP please let us know whether the 10 facilitation sessions will be to present the results to different stakeholder groups?

A: Yes, presentations will be to different groups, such as the executive management group, management of specific offices/units, staff meetings, etc. Presentations will be on-demand and may need to be tailored to specific audiences.

7. Action Planning: who would this be with?

A: Action planning is usually led by the management of the respective Office/Unit. Materials related to action planning should include info for managers as well as for staff designing office action plans.

8. Would UNDP require a detailed report as well?

A: Yes, for every Office/Bureau we usually require summary (key results) and detailed (by question) reports.

9. How many cuts of the data will UNDP expect from the survey?

A: As per the RFP document, results should be available at multiple levels (e.g. organization-wide, regional, office, unit and sub-unit) and tailored to different audiences (senior executives, managers, HR practitioners, and staff at large). Reports should also include multiple cut of data by various criteria such as, for example, gender identity, age, tenure in UNDP, contract type, type of functions, among others, to enable analysis of engagement drivers for various groups of staff and, hence, customization of follow-up action.