



CITY OF JACKSONVILLE
Employee Engagement Survey
Service & Price Estimate
10/15/2024

This document represents a service and price estimate based on the information provided by CITY OF JACKSONVILLE to SelectionLink as of the date first written above.

Objective

To give employees a platform to voice their opinions about CITY OF JACKSONVILLE as a workplace. The survey results will highlight actionable items with the greatest potential to improve employee engagement, retention, and productivity. SelectionLink will share these insights with your leadership team to deliver targeted feedback for both employees and managers.

Services

SelectionLink will provide CITY OF JACKSONVILLE with the following services:

1. SelectionLink's Sr. Analysts will conduct a **stakeholder meeting** with the appropriate CITY OF JACKSONVILLE executives to develop an Employee Engagement Survey and disseminate it to CITY OF JACKSONVILLE's current employee population.

Once the **Engagement Survey** has been finalized and approved by CITY OF JACKSONVILLE executives, SelectionLink will disseminate the survey and collect data through our **Oracle based online platform** which ensures strict security and employee confidentiality. Up to **75** CITY OF JACKSONVILLE employees may participate in the Engagement Survey.

2. The survey may incorporate up to 7 (seven) unique dimension(s). The final dimension(s) will be developed with up to 50 (fifty) items (Likert Scale Survey Questions) and up to 7 (seven) open ended "comment" questions.
3. Once the survey(s) have been completed, CITY OF JACKSONVILLE executives will receive **1 (one) SURVEY REPORT** based on the results of the survey(s). CITY OF JACKSONVILLE may assign up to **1 (one)** unique administrators as users. The admin users will have access to all reports as well as the **LIVE SURVEY DASHBOARD**.
4. SelectionLink will conduct **1 (one) virtual Executive Presentation** in which a SelectionLink Sr. Analyst will share the data found in the survey with your executive team. The executive presentation will last no longer than 2 (two) hours.

Fees

The fees associated with the above services will be **\$5,950**. The first $\frac{1}{2}$ fee of \$2,975 will be due at the signature of the agreement, and the second $\frac{2}{2}$ fee of \$2,975 will be due once the Employee Engagement Survey has been completed. Any additional fees, if any, associated with printing, shipping, travel, or other services performed outside of the scope of the agreement will be pre-approved and invoiced back to CITY OF JACKSONVILLE.

Service: City of Jacksonville Customized City Council Engagement Survey Program

Volume: Up to 80 employees

Timeline:

Design and setup: Allow 20 business days

Online results: Within 5 business days of survey close (1 week)

Print reports: Emailed within 20 business days of survey close (4 weeks)

Overview: Design and deploy an anonymous employee engagement survey with up to 35 questions via email. Program will include an online reporting portal/dashboard for up to 5 users, including benchmarking data collected in the last 12 months for government municipalities, print reports and one webcast presentation of results with recommendations.

Survey Options

Survey questions

- X Up to 35 customizable questions
- X Questions may vary for up to 2 segments
Upgrade: More than 35 questions
Upgrade: Questions for more than 2 segments

Language translations

- X All surveys deployed in English
Upgrade: Non-English translations to/from English

Deployment/distribution methods

- X Email deployment to up to 80 employees
Upgrade: Text, paper, kiosk invitation, or multiple deployment methods

Participant privacy protection

- X Demographic information held in secure database
Upgrade: Custom data privacy requirements

Data transfers

- X Vendor manages and stores all data
Upgrade: Uni-directional or bi-directional data transfers

Reporting Options

Online portal/dashboard access

- X 5 users with customizable access
Upgrade: More than 5 unique users

Online portal/dashboard user training

- X One live 30-minute web-based training with recorded session attached to dashboards
Upgrade: Additional live training sessions

Benchmarking/normative data reporting

- Beyond Feedback national benchmarks across all industries collected within last 12 months
- X *Upgrade: Industry-specific benchmarking collected within last 12 months*

Print reporting structure

- X Print reports for Total Organization and each group across the 2 segments
Upgrade: Reports for more than 2 segments

Presentation of results

- X One web-based presentation to leadership
Upgrade: Multiple web presentations or on-site presentations

Service Cost Details

Initial setup fee	\$ 2,500
Base service fee	\$ 7,500
Upgrades included	Industry-specific benchmarking
Total Service Fees	\$ 10,000
Government Discount -10% off	< \$ 1,000 >
Total Service Fees	\$ 9,000

The proposal listed above is valid for 120 days from the date it is delivered and is subject to change if the scope of requirements is changed (including non-customary technical or insurance requirements) or upgraded/optional services are added or removed.

Next Steps

To get started, we will produce a Services Agreement that contains the general terms and conditions and includes a mutual non-disclosure agreement. We will also produce a Statement of Work that will contain the specific deliverables, timelines, and costs selected within this proposal. These documents will need to be reviewed and electronically signed by both parties.

Once the contractual paperwork is complete, we will schedule a setup and design meeting between Beyond Feedback and your team to further refine and customize the questionnaire and logistics of deployment to meet your needs.

Thank you for considering Beyond Feedback for your customized project!

City of Jacksonville
City Council Engagement Survey Program
October 16, 2024

The following pages include a proposal based on the specifications of the project requirements known to Beyond Feedback at this time.

Valid for 120 days

Important proposal definitions/terms

Volume: The number of survey participants invited.

Segment: A demographic variable that is used to organize employees into groups. Examples include regions, locations, and departments.

Portal/Dashboard: The online interactive reporting system that enables access to participation data, results, and comments. The system allows for reports to be exported in a variety of formats. The level of access can be customized for each user.

Print Reporting: PDF documents that are delivered via email for internal distribution within your organization.

Project Proposal Prepared by



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Any services exceeding the scope of this Agreement which are requested by CITY OF JACKSONVILLE will be invoiced at the rate of **\$350 per hour**. Such services may include and are not limited to: Additional Software Programing, Printing, Shipping, Travel, Additional Dashboard Access, Additional Research, Multilingual Services, Developmental Reporting, Analyst Feedback, Consulting, or other services beyond the scope of this agreement.

Many companies request a SelectionLink Sr. Survey Analyst(s) to conduct additional training webinars for their selected leaders/managers on how to interpret and SHARE the UNIQUE SURVEY REPORTS with their team members so an ACTION plan based on the PRIORITY ITEMS can be developed and deployed.

SHARING and ACTING on the survey results with ALL team members is a vital component which will impact future engagement and performance. The best action plan strategies will come directly from your employees in the field.

We appreciate the opportunity to assist in giving your employees a voice. This survey data will assist your organization to focus on the areas that have the greatest impact on future performance. The critical benchmarks established will empower you to build a great place for your employees to work.

Please contact us with any questions.

Thank you,

SelectionLink, Inc.

E-Mail: inquire@selectionlink.com

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SelectionLink

SelectionLink – www.selectionlink.com

Lincoln, NE/Newport Beach, CA/Philadelphia, PA

402-805-4949

Price - \$5,950 (½ paid at contract signing – ½ paid after survey is complete)

Services (up to 75 employees)

- Will take 8 weeks to set up survey
- General questions to choose from. COJ can edit those questions or make their own.
- Allowed up to 50 Likert Scale survey questions & 7 open ended/comment questions.
- Unique anonymous individual link sent via email to each employee.
- Up to 5 reminders while the survey is open (will stay open for 2-3 weeks)
 - IT will have to approve the domain access.
 - The email will have SelectionLink logo, as well as COJ.
 - The email will reiterate that it is anonymous & state that COJ will not see names, just results.
- Once the survey is completed, a PhD Data Analyst will review the results and generate together a report with key findings, suggestions for action plan, etc.
- 1 administrative user for live dashboard.
- A senior analyst will give a virtual presentation with the client.
- At a rate of \$350/hr, they will hold town halls or training for COJ staff/managers for action items.

Government Agencies that work with SelectionLink:

- US Navy
- Lincoln, NE Public Schools
- City of Grand Island, NE
- Orange County, FL Public Schools

Quantum Workplace – www.quantumworkplace.com

Omaha, NE – HQ

701-318-3442

Price - \$7,500 (signature) \$15,000 (premium)

Services (up to 100 employees)

- Will take 6 weeks to set up survey.
- General questions to choose from and COJ will be responsible for questions, but Quantum will assist if needed.
- No cap on number of questions
- Unique link sent via email to employees, completely anonymous.
 - o Can also be QR code
 - o Has mobile compatibility
- Will send reminders to employees who haven't completed the survey
- Live Dashboard to see results as they are received.
- COJ must review results
 - o Analyst available for extra fee (white glove)
 - o Analyst can put together PowerPoint for extra fee (white glove)
- AI generated action plans based on COJ results and benchmarks.
- Quantum has 350 government agencies in their system to provide benchmark information.

Difference between signature & premium plans

- The following is what is provided in addition with the premium plans
 - o Quarterly strategic business reviews with analyst & COJ
 - o Analyst presentations & reports
 - o Post-survey training for managers

Beyond Feedback – www.beyondfeedback.com

Cave Creek, AZ – HQ

480-757-6305

Price - \$9,000

Services (up to 80 employees)

- Recommend no more than 35 questions
 - o Open-ended/comment or Likert Scale Questions
 - o More than 35 is an extra fee
- Live Dashboard to see results as they are received.
 - o Can manipulate reports based on demographics, job title, reporting to, etc.
 - o One report is “grading your supervisor”
- Manage and store all data.
- Up to 5 users for dashboard
 - o Will have 2 hours training for users on the dashboard via zoom
 - o Training will be recorded
- Will assist in determining correct questions to ask to get the desired feedback.
- Will take 4 weeks or 20 business days for their analyst to review, make an action plan or recommendations and present to client.
- Can send unique links via email to each employee or send out one generic email link to all employees.
 - o Generic email links are most anonymous
- Will sanitize/scrub the results to make the final (public record) to remove names, vulgarities if any, etc.
- Mobile friendly.
- National benchmarks included in all reports.
- Action plans provided are custom to COJ and will also include remedies that have worked with other agencies before.

Government Agencies that also work with Beyond Feedback

- Superior Court of LA
- City of Palm Beach, FL
- Texas Dept of Transportation
- Bexar County, TX
- SC Medical University