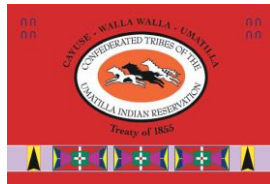


Confederated Tribes of the  
Umatilla Indian Reservation  
46411 Timine Way, Pendleton, OR 97801



## Request for Proposal (RFP)

**Confederated Tribes of the Umatilla Indian Reservation (CTUIR)  
Office of Information and Technology  
Organizational Performance Survey**

**CONTRACTORS INVITED TO PROPOSAL THE PROJECT:** Indian Owned Contractors, Minority Owned Contractors and GSA approved Contractors.

**Project Summary:** The Confederated Tribes of the Umatilla Indian Reservation (CTUIR) is requesting proposals from qualified survey providers, with expertise and experience designing, implementing and managing successful employee surveys for large organizations. CTUIR requests the survey take place in fall 2018 and be conducted within a five month time period. The goal of the survey is to identify where the organization performs well and identify improvement needs for performance, communication, collaboration and safety.

**Administrative Contact:** Becky Burke ([beckyburke@ctuir.org](mailto:beckyburke@ctuir.org)) 541-276-8221

**Interim Executive Director:** Eric Quaempts ([ericquaempts@ctuir.org](mailto:ericquaempts@ctuir.org)) 541-429-7229

**OIT Director:** Marguarite Becenti ([margaritebecenti@ctuir.org](mailto:margaritebecenti@ctuir.org)) 541-429-7451

**Technical Coordinator:** Stacy Schumacher ([stacyschumacher@ctuir.org](mailto:stacyschumacher@ctuir.org)) 541-429-7454

**Proposals will be received at the following mailing address:**

CTUIR-GIS  
Attn: Stacy Schumacher, GIS Program Manager  
46411 Timine Way  
Pendleton, OR 97801  
541-429-7454

Until **2:00 p.m.**, prevailing local time **November 2nd, 2018**. Proposals must be in a sealed envelope. Proposals will not be accepted if they are turned in later than the deadline specified above.

### **Critical Time:**

By submission of a proposal, the vendor agrees, if his/her proposal is accepted, to enter into a contract with the Confederated Tribes of the Umatilla Indian Reservation (CTUIR) and to deliver all product as specified in his/her Proposal for the proposed costs and within the 2019 calendar year.

The vendor shall, without additional expense to the CTUIR, be responsible for complying with any Federal or Tribal Law, Codes and Regulations applicable to the performance of the work.

Vendors should be advised that, prior to award of any contract, the CTUIR Purchasing Department reserves the right to conduct a pre-award survey for the purpose of determining the vendors responsibility and capacity to perform the contract. This survey may include review of prior subcontracting agreements, financial capacity, and quality of work performed on other contracts.

Proposal must be signed and dated; if a joint venture is submitting the proposal, each joint venturer must sign the proposal.

Sincerely,

*Rebecca L. Burke*

Rebecca L. Burke,  
Purchasing Officer

### 1.1 Project Location and Purpose

The Confederated Tribes of the Umatilla Indian Reservation (CTUIR), Office of the Executive Director is requesting proposals for a web based employee survey. Purpose is to gather baseline information identifying 1) where the organization performs well and 2) improvement needs for performance, communication, collaboration, and safety. Survey questions are tailored under eight topics of understanding.

1. Leadership
2. Staff Development
3. Customer/Client Service
4. Performance Improvement
5. Training
6. Change Management
7. Communications
8. Employee Engagement
9. Planning
10. Employee Relations

Survey shall be performed in fall 2018 and completed with final written reports including analysis and presentation of findings before March 30<sup>th</sup> 2019. CTUIR organization has approximately 19 unique departments and 450-470 employees dependent on vacancies. CTUIR Office of Executive Director is located at 46411 Timine Way, Pendleton (Mission), Oregon.

### 1.2 Proposed Project Timeline

RFP Closing Date	November 2, 2018
Contract Award Date	November 21, 2018
Survey Design, Review, Development	November 26 <sup>th</sup> - December 21 <sup>st</sup>
10 day Survey Window	January 4 <sup>th</sup> -11 <sup>th</sup> , 2019
Summary and Reporting	January 14 <sup>th</sup> – February 1 <sup>st</sup> , 2019
Presentation of Findings/Recommendations	February 11 <sup>th</sup> – 22 <sup>nd</sup>
Contract Close Date	March 30 <sup>th</sup> , 2019

### 1.3 Indian Preference

If two (2) or more qualified Indian vendors submit Proposals, the solicitation will be closed to the non-Indian contractors. Contractors seeking to qualify for Indian preference in contracting or sub-contracting shall submit proof of Indian ownership with their Proposals. Proof of ownership shall include but not limited to: 1) Certified of Indian Blood (CIB) from federally recognized Indian tribe showing Contractors tribal enrollment number (descendant from enrolled parent will not count as Indian preference).

#### **1.4 Scope of Work**

The successful contractor will develop a web based survey incorporating but not limited to CTUIR's proposed questions, conduct employee wide survey, analyze and summarize the findings. The contracted agency will review results and recommendations with the Executive Director within the timeframe of the contract period.

Contract period: Five month period, beginning November 16th 2018 through March 30<sup>th</sup>, 2019.

Proposals should be able to recommend a solution which meets the following goals:

1. Ensure anonymity of the respondents to the survey
2. Ability to conduct an online survey of approximately 450-470 employees
3. Engage with CTUIR to develop a recommended survey from draft questions which align with the eight topics.
4. Provide review of design of the survey for approval before conducting
5. Conduct the survey in an easy to access web viewer compatible with Microsoft Edge or Internet Explorer browsers.
6. Synthesize survey results in a manner that maintains anonymity of respondents as much as practicable
7. Provide customizable reporting, scalable within programs and departments
8. Provide post-survey analysis and digital copies in Microsoft Products
9. Provide digital copy of all data and comments which are received
10. Report should not only include the results but also identify where the organization is performing well, improvement needs for performance, communications, collaboration and safety.
11. Include follow up review of the survey, including recommendations on how CTUIR may consider this benchmark information for future surveys.

#### **1.5 Closing Date for Proposal Submissions**

The closing date for proposal submissions will be on **November 2nd 2018 at 2:00 p.m.**

CTUIR-GIS

Attention: Stacy Schumacher, GIS Program Manager

RFP – Employee Engagement Survey

46411 Timine Way

Pendleton, OR 97801

#### **1.6 In Writing**

Proposals shall be prepared by printer or typewriter. No oral handwritten, telephone, e-mail, or facsimile Proposals will be accepted.

#### **1.7 Necessary Information**

Proposals must contain all information requested in the RFP. The CTUIR will not consider additional information submitted after the Closing Date and may reject incomplete price

Proposal packages. Firms interested in responding to this request must submit a written Statement of Qualifications to include the following information:

1. Full legal name of company responding to this RFP and year it was established.
2. Head office location and applicable contact address(es).
3. Indicate the company's legal status and ownership.
4. A description of the firm's overall capabilities and specific experience with web based employee surveys.
5. A summary of professional qualifications and experience of the individuals the firm would assign to the project
6. Examples of survey design, reporting capabilities, anonymity and security considerations.
7. Names, addresses, telephone numbers and email addresses of clients for which the firm implemented programs of a similar type and size, greater than 400 staff, within the last five years.

### **1.8 Cost of Proposal**

CTUIR shall not be liable for any expenses incurred by vendor in preparing, submitting and selecting proposals.

### **1.9 Request for Clarification**

Vendor may submit a written request for clarification, no later than five (5) days prior to the Closing Date specified in Part 1.5. CTUIR will not consider any requests submitted after the time period specified above. Any Proposal taking exception to the RFP provisions may be deemed non-responsive and may be rejected. Questions regarding the RFP or request for clarification shall be sent to the RFP contact listed in Part 1.5.

### **1.10 Response to Requests for Clarification**

CTUIR will promptly respond to each properly submitted written request for clarification.

### **1.11 Proposals Constitute Firm Offers**

Submission of a Proposal constitutes Contractor's affirmation that all terms and conditions of the Proposal constitute a binding offer that shall remain firm for a period of ninety (90) days from the Closing Date.

### **1.12 Signature Required; Proposer Affirmations**

An authorized representative of the Contractor must sign the original Proposal in ink. Vendors signature and submission of a signed Proposal in response to the RFP constitutes Vendors

affirmation that the Contractor agrees to be bound by the terms and conditions of the RFP and by all terms and conditions of the Contract awarded.

### **1.13 Type of Contract**

This is a fixed cost contract for conducting an employee survey for the Confederated Tribes of the Umatilla Indian Reservation.

### **1.14 Requests for Further Clarification of Proposals**

CTUIR may request additional clarification from vendors on any portion of the Proposal.

### **1.15 Cancellation of RFP**

CTUIR may cancel this RFP at any time upon finding that it is in the CTUIR's best interest to do so for any reason.

### **1.16 Rejection of Proposals**

CTUIR may reject a particular Proposal or all Proposals upon finding that it is in the CTUIR's best interest to do so, and/or if the Vendors fails to meet the eligibility requirements as disclosed in 1.4.

### **1.17 Evaluation Criteria for Tentative Award**

The contract will be awarded to the contractor who submits the proposal which is the most advantageous to the CTUIR, considering all terms, conditions and prices.

CTUIR will negotiate contract terms and conditions with each contractor whose proposal is within the competitive range. However, the CTUIR may award the contract without further negotiation to that contractor who submits the most advantageous proposal.

Evaluation Criteria: The following criteria will be used to determine the most advantageous offer to the CTUIR. The criteria are listed in descending order of importance, with No.1 being of most importance. Failure on the part of any contractor to satisfy anyone of the criteria may be used as a justification for not awarding a contract to that contractor.

40 points - Experience and qualification of the firm, as evidenced by the Statement of Qualifications

40 points - Ability to meet the goals of the survey as identified in the Scope of Work.

10 points – Tribally owned, minority owned company.

10 points - Price

CTUIR may discuss the statement of work and, at its discretion, add to the scope of work based on Vendors recommendations (but still within the scope of this RFP) or reduce the scope of work.

Final award will be contingent upon successful discussion of a contract within five (5) working days after the tentative award.

CTUIR may terminate discussions with the Proposal holder if they fail to result in a contract within a reasonable time. The CTUIR will then enter into discussions with the second qualified Proposal holder, and if necessary the third qualified Proposal holder. If the second or third round of discussions fails to result in a contract, the CTUIR may formally terminate the solicitation.

#### **1.18 Protest of Tentative Award Selection**

A Notification of tentative award to the most qualified, Responsible Proposal holder will be mailed to all Vendors that submitted a Proposal in response to this RFP. A Proposal holder who claims to have been adversely affected by the selection of a competing Proposal holder shall have four (4) calendar days after receiving the notice of selection to submit a written protest of the selection to the RFP contract listed in Part 1.5. The CTUIR will not consider protests submitted after the date established in this part. The protest must specify the grounds upon which the Protest is based.

#### **1.19 Award**

After expiration of the five (5) calendar day selection protest period and resolution of all protests, the CTUIR will proceed with final award.

#### **1.20 Investigation of References**

The CTUIR reserves the right to investigate the references and past performances of any Contractor with respect to its successful performance of similar services, compliance with RFP and contractual obligations, and its lawful payment of suppliers, sub-contractors, and employees. The CTUIR may postpone award or execution of the contract after the announcement of the apparent successful Proposal holder in order to complete its investigation. The CTUIR reserves the right to reject any Proposal at any time prior to the execution of any resulting contract.

#### **1.21 Amendments**

The CTUIR reserves the right to amend the resulting Contract from this RFP. Amendments could include but are not limited to, changes in the statement of work, extension of time and consideration changes for the contractor. All amendments shall be in writing and signed by all approving parties before becoming effective. Only the CTUIR has the final authority to execute changes, notice or amendments to the Contract.

### **1.22 Acceptance of Work**

Acceptance of work will be determined by 100% inspection of the work by the CTUIR. Nonconformance with any specification will classify the work as unsatisfactory, and rework will be required to bring the work up to standards negotiated and agreed upon in the contract agreement. The vendor shall maintain a complete copy of the contract and specifications available on-site at all times, for use by the vendor and the vendors employees, and to provide reference in discussions with CTUIR personnel.

### **1.23 Timeline and Penalties for Unauthorized Delays**

All products will be developed within the time frame agreed upon in the proposal.

Once work is commenced, project work shall be on-going. Work shall commence on a Monday-Friday schedule unless prior arrangements are made with the CTUIR. Any delay in daily production will be discussed and agreed upon through the CTUIR.

### **1.24 Payment**

The Vendor shall be paid in two installments. 25% of value of the contract after the completion of an agreed upon survey design and the remaining 75% after the fulfillment of the contract which includes completion of the survey and presentation of the findings. Invoices must be submitted by the vendor directly to the GIS Program Manager, the contact listed above.

### **1.25 Rights of Ownership**

The CONFEDERATED TRIBES owns all Work Product. The survey, the results, list of emails and all information associated with participants in the survey will be owned by CTUIR and may not be reused or resold to another entity.