



KERN HEALTH SYSTEMS

2900 Buck Owens Blvd.

Bakersfield, CA 93308

Request for Quote

for

Employee Engagement Survey Administration

May 22, 2024

Proposal Deadline:

June 25, 2024, 2:00 PM PST

## A. INSTRUCTIONS AND CONDITIONS

1. Definitions
  - a. As used herein, “RFQ” means “Request for Quote.”
  - b. As used herein, “KHS” means “Kern Health Systems.”
  - c. As used herein, “DEIB” means “Diversity, Equity, Inclusion, and Belonging.”
2. Preparation of Responses (Instructions to Bidders)
  - a. Before submitting a Proposal, each Bidder is expected to thoroughly examine the specifications in the Attachments, and all other related contractual documents included in this RFQ, including subsequent amendments to the RFQ. Failure to do so will be at the Bidder’s risk and will not bar the Bidder’s obligation to perform if a contract is awarded pursuant to this RFQ.
3. Explanation to Bidders
  - a. If a Bidder desires an explanation of any kind regarding provisions of this RFQ, the Bidder must generate a written request for such explanation. The request may be e-mailed to [RFP@khs-net.com](mailto:RFP@khs-net.com) or addressed to:  
Kern Health Systems  
Attention Purchasing Department  
2900 Buck Owens Blvd.  
Bakersfield, CA 93308
4. Submitting Proposals
  - a. **Please submit ONE (1) electronic copy. Electronic copy should be submitted via e-mail to [RFP@khs-net.com](mailto:RFP@khs-net.com).**
  - b. Faxed proposals will NOT be considered.
  - c. Alternate Proposals are not authorized and will NOT be considered.
5. **All Proposals must be received by KHS no later than **June 25, 2024, 2:00 PM PST**. Late Proposals will NOT be considered or accepted. For purposes of this RFQ, the official time shall be the time on the clock in the lobby of KHS front office.**
6. Bidders Response Information

Since KHS is a public entity, all responses may be disclosed through the Public Records Act. KHS may keep submissions and negotiations confidential until the Governing Board approves the final contract and/or a Purchase Order is issued.
7. Award of Contract
  - a. Award will be made, in whole or in part, to the responsive, responsible Bidder whose Proposal is determined by KHS to be most advantageous to KHS, price, delivery, and other factors considered.
  - b. KHS may reject any or all bids and may waive informalities and minor irregularities in bids received.
  - c. **THE CONTRACT IS SUBJECT TO KHS APPROVAL AUTHORITY POLICY.**
8. Evaluation Process
  - a. The determination and final selection of the successful Bidder will be based upon evaluation by KHS considering all factors and such other criteria (subjective and

otherwise) as KHS may, at its sole discretion, deem relevant. In no event will KHS be limited to selecting a Bidder based solely upon total cost submitted.

- b. Including the Total Price, the following overall factors will be considered:
  - Corporate capabilities
  - Responsiveness to RFQ
  - Experience with employee engagement surveys including DEIB focus
  - Value-added services
  - Timeliness of service
  - Trade reference and/or referrals
  - History of compliance with government contracts and laws
- c. KHS will provide special consideration to vendors located and doing substantial business in Kern County.

9. Late Bids

No Proposal or Proposal Amendment received at the office designated in this RFQ after the time set for receipt specified in this RFQ will be considered or accepted.

10. Cost of Preparation of Bids

Costs for developing responses to this proposal are entirely the responsibility of the Bidder.

11. Withdrawal of Bids

- a. Proposals may be withdrawn by letter or in person by a Bidder or an authorized representative possessing proper identification and written proof of his authority to act on behalf of the Bidder. If withdrawn in person by a Bidder or a representative of the Bidder, the person withdrawing the Proposal will be required to sign a receipt for the Proposal.
- b. Withdrawal action of any type must be done before the date and time specified for opening of bids in this RFQ.

12. Payment

- a. Invoices for services rendered shall be directed to:  
Kern Health Systems  
Accounts Payable  
2900 Buck Owens Blvd.  
Bakersfield, CA 93308  
or submitted via email to:  
apinvoice@khs-net.com
- b. Payment will be made upon receipt of an appropriate invoice and determination by KHS where products and/or services have been determined by KHS to be satisfactorily provided, and subject to the terms of the contract. Payment terms are Net 30 after receipt of a valid invoice. KHS is unable to take advantage of any prompt-payment discounts. KHS is not responsible for misdirected invoices.

13. Miscellaneous

- a. The successful Bidder may not assign the contract or any part of its obligations without the prior written consent of KHS, which may be withheld in its sole discretion.
- b. The successful bidder will enter into a "Professional Services Agreement" with KHS.
- c. Bidder recognizes that the Medi-Cal Managed Care and Healthy Families programs are dynamic programs that are subject to numerous legislative and regulatory changes, which

will likely require the successful Bidder to implement related changes to the agreement that may be awarded pursuant to this RFQ.

14. Disposition of Proposals and Proprietary Data

All materials submitted in response to this RFQ become the property of Kern Health Systems. Any and all proposals received by the KHS shall be subject to public disclosure and inspection, except to the extent the proposer designates trade secrets or other proprietary data to be confidential, after the Evaluation Committee has completed its deliberative process and either the proposer has been informed that they are not the vendor selected by the Evaluation Committee for recommendation to the Board of Directors, or the matter has been set for consideration before the Board of Directors, whichever comes first.

Material designated as proprietary or confidential shall accompany the proposal and each page shall be clearly marked and readily separable from the proposal to facilitate public inspection of the non-confidential portion of the proposal. Prices, makes, and models or catalog numbers of the items offered, deliverables, and terms of payment shall be publicly available regardless of any designation to the contrary. KHS will endeavor to restrict distribution of material designated as confidential or proprietary to only those individuals involved in the review and analysis of the proposals.

Proposers are cautioned that materials designated as confidential may nevertheless be subject to disclosure. Proposers are advised that KHS does not wish to receive confidential or proprietary information and that proposers are not to supply such information except when it is necessary. If any information or materials in any proposal submitted is labeled confidential or proprietary, the proposal shall include the following clause:

**[Legal name of proposer] shall indemnify, defend, and hold harmless Kern Health Systems, its officers, agents and employees from and against any request, action or proceeding of any nature and any damages or liability of any nature, specifically including attorneys' fees awarded under the California Public Records Act (Government Code §6250 et seq.) arising out of, concerning or in any way involving any materials or information in this proposal that (legal name of proposer) has labeled as confidential, proprietary, or otherwise not subject to disclosure as a public record.**

15. Timeline

The following timeline is based on KHS' requirements and will be strictly adhered to unless modified by amendment:

- **May 22, 2024** RFQ release
- **May 29, 2024** Bidders questions due (2:00 PM PST)
- **June 7, 2024** KHS will e-mail responses to all Bidders
- **June 25, 2024** Proposals due (2:00PM)
- **July 23, 2024** Proposed contract presented to KHS Contracts Committee for approval
- **July 24, 2024** Award Announcement

**Notwithstanding the approval of the contract, the contract, its terms and conditions, and the commencement of operations thereunder are subject to regulatory approval and modification.**

# **ATTACHMENT A**

## **SCOPE OF SERVICES**

### **Employee Engagement Survey Administration**

#### **I. Executive Summary:**

##### **A. Overview:**

1. Kern Health Systems is seeking proposals from qualified third-party vendors to administer an annual employee engagement survey.
2. The survey should include components related to Diversity, Equity, Inclusion, and Belonging (DEIB) to measure and enhance our commitment to fostering an inclusive workplace.
3. Vendors shall demonstrate an understanding of KHS's DEIB goals and provide a tailored approach that aligns with our organizational values and culture.

#### **II. Objectives:**

##### **A. General Objectives:**

1. Administer a comprehensive annual employee engagement survey to gauge overall satisfaction and identify areas for improvement.
2. Ensure the survey aligns with DEIB principles and facilitates ongoing measurement of how effectively diversity, equity, inclusion, and belonging initiatives are being executed.
3. Using a combined lens, articulate recommendations for improving the KHS culture based on survey findings.

#### **III. Scope of Work:**

##### **A. Survey Administration:**

1. Develop and customize survey questions based on best practices for measuring employee engagement.
2. Incorporates DEIB components to assess inclusivity, diversity, equity, and the sense of belonging among employees.
3. Provide options for anonymous participation to encourage honest and candid feedback.
4. Support multiple languages if applicable within our organization.

5. The selected vendor must provide KHS with full access to raw survey data, enabling in-house analytics and fostering transparency.

#### B. DEIB Components:

1. Integrate DEIB-specific questions into the survey.
2. Measure how effectively DEIB initiatives are being implemented and executed.
3. Analyze data to provide insights into the organization's DEIB strengths and areas for improvement, including how those improvements could improve overall engagement/performance.
4. Provide recommendations for DEIB initiatives based on survey results.

#### C. Communication and Support:

1. Develop a communication plan to inform employees about the survey, its purpose, and the confidentiality of responses.
2. Offer technical support for survey participants.
3. Provide a detailed timeline for survey administration and subsequent result reporting.
4. The vendor must demonstrate ability to identify and issue and assist in the effective implementation of recommended strategies improve employee engagement and DEIB Initiatives.

#### D. Reporting and Analysis:

1. Deliver a comprehensive report detailing overall survey results.
2. Present separate analyses for general engagement and DEIB-related insights.
3. Include benchmarking data where possible to provide context.

#### IV. Qualifications:

##### A. Vendor Experience:

1. Provide details on previous experience administering employee engagement surveys.
2. Highlight experience working with organizations of similar size and complexity.

##### B. Expertise:

1. Demonstrate knowledge of best practices in survey design, administration, and analysis.

#### V. Proposal Submission:

##### A. Submission Requirements:

1. Detailed proposal addressing each section of the scope of work.

2. Pricing information, including any potential additional costs.
3. References from previous clients with similar survey requirements.

VI. Selection Criteria:

A. Evaluation Factors:

1. Experience and qualifications of the vendor.
2. Approach to survey administration.
3. Cost and value for the proposed services.
4. References and client feedback.