



1859 City Center Way

Jonesboro, GA 30236

Ph: 770-478-3800

<https://www.jonesboroga.gov/>

Questions & Answers
Employee & Organizational Climate Survey
RFP 26-002

1. **One-on-One Interviews:** The Desired Outcomes section calls for confidential one-on-one interviews with employees conducted by a neutral third party. Are these interviews a mandatory component of the required scope? If so, does the City expect all 37 employees to be offered an interview, or would interviews be conducted with a **representative subset? It will be with a representative subset.**
2. **Employee Hotline:** The Scope of Services requests multiple methods of survey access, "including an employee hotline." Could you clarify the intended purpose of the hotline? For example, is the City seeking a telephone method for completing the survey, **a confidential channel for providing additional feedback**, or technical support for employees? We are requesting **a confidential channel for providing additional feedback.**
3. **Employee Anonymity:** The RFP states that employees must not be identifiable through email addresses, login credentials, IP addresses, or other personally identifiable information. Does this requirement prohibit the selected consultant from confidentially using unique survey links or employee contact information solely for survey administration and participation tracking, provided that individual identities and responses are never disclosed to the City? **No.** Or does the City require a fully anonymous access method with no ability for the consultant to associate a respondent with an individual employee? **This is to assure employees the responses won't be trackable.**
4. **Department Structure:** The Introduction identifies 37 employees across four departments—Administration, Municipal Court, Police Department, and Public Works—while Exhibit C refers to 37 employees across seven departments. Could you confirm the number of departments that should be used for survey design, demographic analysis, and reporting? **There are four departments. Administration has three sub-departments that were included in the second reference.**
5. **Results Access:** The project timeline calls for preliminary results to be shared with City Administration, while the RFP states that the final report will be provided directly and only to the Mayor and City Council. Could you clarify who should be authorized to receive preliminary survey results and who may have access to the final results/dashboard? **Project updates should be shared with City Administration. Prelim & final results shared with Mayor & Council only.**
6. **Presentation Format:** Is the formal presentation to the Mayor and City Council expected to be conducted in person in Jonesboro, or would a live remote presentation be acceptable? Also, should proposers include a specific number of



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additional presentations to City leadership staff in the required-services price? **A live, remote presentation is acceptable. TBD on audience, but the report will go to Mayor & Council directly.**

7. **Proposal Copies:** Page 8 requests one signed copy plus five duplicate copies, while page 9 requests five complete hard copies. Should proposers submit six hard copies total (one original plus five duplicates), or five hard copies total? **Five hard copies, one signed.**
8. **Insurance Requirements:** The RFP requires the successful Offeror to provide evidence of required insurance following award. Are there specific insurance types and minimum coverage limits that proposers should anticipate? **A basic Errors & Omission (or similar product) will be sufficient.**
9. **Question Deadline:** The narrative on page 7 states that clarification questions are due August 26, 2026 at 5:00 p.m., while the project schedule lists August 28, 2026 at 5:00 p.m. Could you please confirm the applicable deadline? **August 28, 2026 at 5:00 p.m. Is the correct deadline.**