



Agenda Report

February 26, 2024

TO: Honorable Mayor and City Council

FROM: Human Resources Department

SUBJECT: AUTHORIZE THE CITY MANAGER TO ENTER INTO A CONTRACT WITH GALLUP, INC FOR EMPLOYEE ENGAGEMENT SERVICES AND SURVEY FOR AN AMOUNT NOT-TO-EXCEED \$256,250

RECOMMENDATION:

It is recommended that the City Council:

1. Find that the proposed action herein is exempt from the California Environmental Quality Act (CEQA) pursuant to CEQA guidelines Section 15061(b)(3) (Common Sense Exemption); and
2. Authorize the City Manager to enter into a contract, as a result of a competitive selection process specified by Section 4.08.047 of the Pasadena Municipal Code, with Gallup, Inc for Employee Engagement services and survey for a total amount not-to-exceed \$167,750 over a three-year term with the option to extend the contract by two optional one-year extension periods. The value of each optional one-year extension period is not-to-exceed \$44,250.

BACKGROUND:

Engaged employees are more likely to be productive, innovative, happy, and committed to their roles, leading to increased overall organizational performance and a more positive workplace culture. The Human Resources Department and Enterprise Risk Management Division of the City Manager's Office are preparing to launch a comprehensive Employee Engagement Program. This program will facilitate honest communication between staff and management, which promotes a collaborative and supportive atmosphere while building a culture of inclusion and belonging. This supports the department's mission to attract, retain, and develop a diverse and highly qualified workforce for the City of Pasadena.

On September 15, 2023, a Request for Proposal (RFP) was issued and the City received nine responses. All proposals were evaluated by an internal panel consisting

of nine representatives across multiple departments from the City’s Senior Management Group (SMG) and members of the employee affinity groups. The scope of work included administering, launching, analyzing, and reporting the results of validated Employee Engagement Survey, pre and post-survey support, and providing resources to implement recommendations from survey outcomes

The responses were evaluated by the internal panel and scored according to specific criteria detailed in the RFP that consisted of relevant experience, description of services, cost effectiveness and whether the vendor is a local Pasadena business or small business. The internal panel individually scored each of the written proposals and the scores were tabulated. Attachment A contains a summary of the proposals and scoring based on established evaluation criteria. The highest scoring vendor in rank order is recommended to provide services:

FIRM	LOCATION	Score
Gallup, Inc	Omaha, NE	81.62
34 Strong	Elk Grove, CA	78.02
Gallagher Benefit Services, Inc	Rolling Meadows, IL	75.23
KH CONSULTING GROUP	Los Angeles, CA	71.85
ReadySet Solutions Co.	San Marino, CA	70.52
Millan Chicago	Chicago, IL	67.11
LeRoy Thompson & Associates, LLC	Ashburn, VA	66.77
Bahwan Cybertek Inc	Santa Clara, CA	63.32

Gallup, Inc. received an average score of 81.62 and demonstrated notable knowledge and experience in employee engagement programs and surveys and is a well-established nationally known firm. Gallup brings eighty-five years of human capital consultation expertise, and world-class survey methodology to provide a unique and data-driven approach. The City retains the right to engage other vendors for employee engagement services as needed based on availability and type of engagement required.


COUNCIL POLICY CONSIDERATION:

This action supports the City Council’s strategic goal to maintain fiscal responsibility and stability.

FISCAL IMPACT:


The maximum cost under this combined contract will be an amount not to exceed \$256,250 if the optional extensions for a fourth and fifth year are exercised. Funding for this action will be addressed utilizing existing and future General Fund appropriations budgeted in the Human Resources Department and the City Manager's Office, Enterprise Risk Management Division's annual operating budget.

Respectfully submitted,



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Director of Human Resources

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Approved by:



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Attachment A – RFP Scoring and Ranking Summary