

CITY COUNCIL REGULAR SESSION

Resolution authorizing an amendment to an agreement with Gallup, Inc. in the amount of \$72,090, plus all applicable taxes, to extend the City's employee engagement survey platform subscription and associated implementation and support services for up to three additional years and add functionality to conduct surveys during onboarding and offboarding, for a total contract value of \$138,540, plus all applicable taxes.

Joy St. Germain, Human Resources Director, 452-4581
Human Resources

EXECUTIVE SUMMARY

This Resolution will authorize the execution of an amendment to an existing agreement with Gallup, Inc. to extend the City's employee engagement survey platform subscription and associated implementation and support services for up to three additional years and add functionality to conduct surveys during onboarding and offboarding.

RECOMMENDATION

Move to adopt Resolution No. 10018

BACKGROUND/ANALYSIS

The City has utilized the Gallup, Inc. system for employee engagement and inclusion surveys for the past three years. This amendment will extend utilization of this tool for this purpose and will add functionality to conduct surveys during onboarding and offboarding. This additional functionality to conduct onboarding and offboarding surveys replaces an existing survey tool and manual processes.

When the Gallup, Inc. system was selected for use of the employee engagement and inclusion surveys three years ago, three vendors were considered. Gallup, Inc. was selected due to its alignment with high performance organization principles and being a leader in the industry in employee engagement.

The amended agreement with Gallup, Inc. will provide a seamless approach to employee engagement and inclusion throughout an individual's employment with the City. The additional services will also enhance reporting and analysis functionality and aid in organizational decision making, initiative direction and provide less labor-intensive tracking and analysis. This system ensures the ongoing support of a high performing workforce, supporting programs that are sustainable, flexible, and continuously evolve to meet future organizational needs. It is essential to understand employee engagement and inclusion throughout an employee's life cycle to create a high performing workforce and common understanding between management and employees. The system features the following services:

- Employee engagement and inclusion annual survey.
- Optional targeted surveys throughout the year.
- Onboarding and offboarding focused surveys tied to annual employee engagement and inclusion surveys.

- Analytical tools to interpret survey results.
- Mobile access to survey completion.

POLICY & FISCAL IMPACTS

Policy Impact

Bellevue City Code 4.28.040 requires Council approval for contracts in excess of \$90,000.

Fiscal Impact

This amendment obligates the City to pay up to an additional \$72,090, plus all applicable taxes, to extend and expand an existing agreement with Gallup, Inc. This will increase the total contract amount to \$138,540, plus all applicable taxes.

Original Contract	\$ 66,450
Amendment No. 1	\$ 72,090
New Contract Amount	\$138,540

The first year of annual maintenance and support fees in the amount of \$24,030 is fully funded in the 2020-2022 budget. Future reoccurring annual maintenance costs and support fees will be incorporated in subsequent budget processes.

OPTIONS

1. Adopt the Resolution authorizing an amendment to an agreement with Gallup, Inc. in the amount of \$72,090, plus all applicable taxes, to extend the City's employee engagement survey platform subscription and associated implementation and support services for up to three additional years and add functionality to conduct surveys during onboarding and offboarding, for a total contract value of \$138,540, plus all applicable taxes.
2. Do not adopt the Resolution and provide alternative direction to staff.

ATTACHMENTS & AVAILABLE DOCUMENTS

Proposed Resolution No. 10018

AVAILABLE IN COUNCIL LIBRARY

Agreement with Gallup, Inc.
Proposed amendment