



# County of Monterey

**Item No.**

## Board Report

Board of Supervisors  
Chambers  
168 W. Alisal St., 1st Floor  
Salinas, CA 93901

**Legistar File Number: 23-685**

**August 29, 2023**

**Introduced:** 8/18/2023

**Current Status:** Agenda Ready

**Version:** 1

**Matter Type:** General Agenda Item

- a. Approve and authorize the Contracts/Purchasing Officer or designee to execute a non-standard agreement with Quantum Market Research, Inc. (Quantum Workplace) for the purchase of a license for an Employee Engagement Survey Platform for the term October 1, 2023 through September 30, 2024, in an amount not to exceed \$61,000; and
- b. Authorize the Contracts/Purchasing Officer or designee to sign up to three (3) amendments to this agreement, each extending the term by one year, where the annual cost of each amendment does not increase by more than 10% from the previous annual rate, bringing the maximum annual rate to \$81,191, the cumulative cost increase to \$222,101, and the potential overall Agreement aggregate Not-to-Exceed amount to \$283,101.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Contracts/Purchasing Officer or designee to execute a non-standard agreement with Quantum Market Research, Inc. (Quantum Workplace) for the purchase of a license for an Employee Engagement Survey Platform for the term October 1, 2023 through September 30, 2024, in an amount not to exceed \$61,000; and
- b. Authorize the Contracts/Purchasing Officer or designee to sign up to three (3) amendments to this agreement, each extending the term by one year, where the annual cost of each amendment does not increase by more than 10% from the previous annual rate, bringing the maximum annual rate to \$81,191, the cumulative cost increase to \$222,101, and the potential overall Agreement aggregate Not-to-Exceed amount to \$283,101.

### SUMMARY/DISCUSSION:

As part of the continued efforts to enhance the process to conduct employee engagement surveys, the Human Resources Department researched and evaluated online survey platforms to create a more robust and efficient process to capture and address employee feedback. Quantum Market Research, Inc. (Quantum Workplace) was selected as the vendor to implement survey software to meet the County's needs in the most cost-effective manner. The approval of an agreement with Quantum Workplace will provide the Human Resources Department with the capability to conduct diverse surveys and obtain employee sentiments at various points throughout the employee life cycle; from hire to retire. Examples of phases during which surveys could be conducted include new hire/onboarding, quarterly engagement, and exit/separation surveys. In addition, Ad-hoc surveys can be conducted on topics such as Diversity, Equity, Inclusion, Belonging, and Workplace Safety.

Quantum Workplace survey software allows for efficient dissemination of survey results to leaders at

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all levels and includes online dashboard features that support managers and supervisors in taking swift action to address survey feedback.

This is a non-standard agreement because we are using the County Standard Agreement with some redlines on the “Termination” provisions. Also, since this is a software agreement, we are including three exhibits which have non-standard provisions: Order Form, Terms of Service, and Privacy Policy. Because of the low-risk nature of this agreement, the Human Resources Department recommends the approval of this non-standard agreement.

OTHER AGENCY INVOLVEMENT:

The offices of the County Counsel and Auditor-Controller have reviewed the Agreement as to form and fiscal provisions, respectively.

FINANCING:

The Human Resources Department FY 2023-24 has enough appropriations to pay for the first year of service. Future financing will be funded by the Human Resources Department budget.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

The proposed recommended actions address the Board of Supervisors Administration Strategic Initiative. The actions demonstrate the County’s commitment to meeting the Board’s initiatives in recruiting, retaining, and attracting a diverse, talented workforce that supports the mission of Monterey County.

- Economic Development
- Administration
- Health & Human Services
- Infrastructure
- Public Safety

Prepared by: Catherine Crusade, Employee Engagement Manager, x5316

Approved by: Ariana V. Hurtado, Assistant Director of Human Resources, x5638

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*Ariana Hurtado*  
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Attachments:

- Attachment A - Agreement between County and Quantum
- Attachment B - Exhibit A | Quantum Order Form
- Attachment C - Exhibit B | Quantum Terms of Service
- Attachment D - Exhibit C | Quantum Privacy Policy