



County of Monterey

Item No.

Board Report

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

Legistar File Number: 24-193

March 19, 2024

Introduced: 3/6/2024

Current Status: Agenda Ready

Version: 2

Matter Type: General Agenda Item

- a. Approve and authorize the Contracts/Purchasing Officer or designee to execute Amendment #1 to Agreement No. A-16560 between the County of Monterey and Quantum Market Research, Inc. (Quantum Workplace) to add Natividad Medical Center employees to the Employee Engagement Survey Platform and increase the not-to-exceed amount by \$6,375 for a total not-to-exceed amount of \$67,375; and
- b. Authorize the Contracts/Purchasing Officer or designee to execute 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 \$98,162, the cumulative cost increase to \$268,524, and the potential overall Agreement aggregate not-to-exceed amount to \$342,274.
- c. Authorize the Contracts/Purchasing Officer or designee to execute the initial and any subsequent Order Forms where the Order Forms do not significantly change the scope of work or cause an increase in the not-to-exceed amount.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Contracts/Purchasing Officer or designee to execute Amendment #1 to Agreement No. A-16560 between the County of Monterey and Quantum Market Research, Inc. (Quantum Workplace) to add Natividad Medical Center employees to the Employee Engagement Survey Platform and increase the not-to-exceed amount by \$6,375 for a total not-to-exceed amount of \$67,375; and
- b. Authorize the Contracts/Purchasing Officer or designee to execute 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 \$98,162, the cumulative cost increase to \$268,524, and the potential overall Agreement aggregate not-to-exceed amount to \$342,274.
- c. Authorize the Contracts/Purchasing Officer or designee to execute the initial and any subsequent Order Forms where the Order Forms do not significantly change the scope of work or cause an increase in the not-to-exceed amount.

SUMMARY/DISCUSSION:

To create a more efficient and robust employee engagement survey process, the Human Resources Department researched and evaluated online survey platforms to capture and address employee feedback.

The Board of Supervisors approved an agreement between the County of Monterey and Quantum Market Research, Inc. (Quantum Workplace) on August 29, 2023 for the term of October 1, 2023 through September 30, 2024, in an amount not to exceed \$61,000.

This contract was originally awarded based on the Human Resources Department (HRD), vetting three highly rated survey software vendors: Qualtrics, Quantum Workplace and Perceptyx. HRD recommended Quantum Workplace based on pricing, features, their user-friendly platform, and the option of adding their Employee Recognition platform, in the future, if deemed appropriate and for an additional cost.

In this contract, all departments were included, except Natividad Medical Center (NMC). NMC has now expressed interest in participating in various Quantum Workplace surveys, to include a 30 Days from Hire, 90 Days from Hire and Exit surveys. Therefore, the Human Resources Department requests an amendment to this agreement for purposes of adding NMC to the scope of services provided by Quantum Workplace.

Approval of the recommended actions will enable the County to continue conducting diverse surveys including countywide employees.

OTHER AGENCY INVOLVEMENT:

The offices of the County Counsel and Auditor-Controller have reviewed and approved Amendment #1 as to form/legality and fiscal provisions, respectively. The Human Resources Department consulted with the Contracts/Purchasing Officer who agrees with the process for the agreement's extension and amendment.

FINANCING:

The cost increase associated with this amendment for the remainder of the contract term (6 months) is \$6,375 or \$12,750 annually and will be paid by NMC, funded by its existing appropriations. Future financing will be funded by the Human Resources Department's and NMC's budgets.

The maximum annual rates were calculated as follows:

Year	Amount	Increase from Previous Year	Cumulative Amount
1	\$ 73,750	0%	\$ 73,750
2	\$ 81,125	10%	\$ 154,875
3	\$ 89,238	10%	\$ 244,113
4	\$ 98,162	10%	\$ 342,274

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: Andreas Pyper, Director of Human Resources, x5043

Attachments:

Attachment A | Agreement between County and Quantum

Attachment B | Amendment #1