



BUYERS GUIDE FOR

Employee Engagement Services & 360 Performance Reviews

Version [1.0] dated [06/01/2023]

(Before ordering, check the Attachment Tab in OregonBuys to ensure you are using the latest version of this Buyers Guide for the Master Blanket Purchase Order (Price Agreement))

DESCRIPTION OF GOODS OR SERVICES:

On January 11, 2023, Governor Kotek delivered “Oregon Agency Expectations” to the leaders of Oregon state agencies. These expectations focus on public administration and direct state agencies to complete the following:

- A 360-performance review, every two years, for every director who reports to the Governor, as well as directors who report to a board or commission.
- An employee satisfaction survey also known as an employee engagement survey, annually.

The Department of Administrative Services, Procurement Services (“DAS PS”) has established a statewide Master Services Agreement with Gallup Inc. to perform these services. This is a mandatory use Master Services Agreement.

MASTER BLANKET PURCHASE ORDER (PRICE AGREEMENT) NUMBER:

PA PO-10700-00020319 – Gallup Inc.

GALLUP CONTRACT ADMINISTRATOR CONTACT INFORMATION: Justin Wiley, Key
Account Leader
402-818-1896
Justin_Wiley@gallup.com

PS CONTRACT ADMINISTRATOR CONTACT INFORMATION:

Jennifer Jolley
971-900-7695
Jennifer.jolley@das.oregon.gov

ORDERING INSTRUCTIONS:

To acquire these services Authorized Purchaser’s shall first work with their procurement office. Authorized Purchaser’s should contact Gallup’s contract administrator to determine the subscription that meets their needs. Authorized Purchaser’s shall use the Service Order Contract (“SOC”) template provided in Exhibit C of the Master Services Agreement to order services.

ORCPP Agencies may use the provided SOC or their own ordering instrument.

For additional information on the Services provided by Gallup see Attachment A of this Buyers Guide, below and Exhibit B of the Master Agreement.

Service Order Contracts (SOC):

Authorized Purchasers must post all fully executed SOC’s in OregonBuys by creating a Master Blanket Purchase Order (“MBPO”). Instructions on how to create an MBPO can be found in this link: [State of Oregon: OregonBuys project information - Agency training](#)

PRICING, SPECIAL ORDERING INSTRUCTIONS:

General pricing for each Service is listed below. Additional details about pricing can be found in Exhibit B (Section 2 Pricing) of of the Master Services Agreement.

Gallup Access Workplace Advisory Subscription

Employee Min	Employee Max	Pricing Structure
10	999	\$12,500 + \$15/employee
1,000	4,999	\$12,500 + \$12.50/employee
5,000	9,999	\$84,500
10,000	24,999	\$94,500

Gallup Access Business Workplace Subscription

Employee Min	Employee Max	Pricing Structure
10	75	\$5,000 + \$15/employee

360-Performance Reviews

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\$36,000/year, with one (1) 360 Review administration per month or twelve (12) total on an annual basis.

- Each administration shall include any agency directors selected in that month and data will be broker out appropriately as part of the executive summary.
- Each administration may include up to 4 participating agencies, departments, boards, or commissions.

Consulting Hours - \$300/hour

STATE AGENCY AUTHORIZED PURCHASER AUTHORITY:

1) **Legal Sufficiency:** Orders issued against this Price Agreement are subject to legal sufficiency review and approval in accordance with OAR 137-045-0030.

2) **Formal Feasibility Study:** If the required work will exceed or has the potential to exceed, \$60K annually or will displace bargaining unit members, AP will conduct a formal feasibility study in accordance with Article 13—CONTRACTING OUT of the SEIU Collective Bargaining Agreement and place a copy in the procurement file. (If your Agency is not under the SEIU Collective Bargaining Agreement, this requirement will not apply).

3) **HB2867 Feasibility Determination:** If the required work will exceed \$250K or has the potenetial to exceed \$250K, conduct a HB2867 Feasibility Determination in accorandce with OAR 125-247-0110 and place a copy in the procurement file.

VERIFICATION OF AUTHORIZED PURCHASERS:

Contractor shall verify that it provides goods and services under this MBPO/Participating Agreement only to Authorized Purchasers. Contractor may verify that a particular entity is an ORCPP member on-line at

<http://www.oregon.gov/das/Procurement/Pages/Orcppmember.aspx>.

Attachment A

Gallup Services

Employee Engagement Services

1. **Gallup Access Workplace Advisory Subscription:** Includes access to Gallup's web-based survey platform, and unlimited ad hoc Pulse capability and the following:
 - Unlimited employee surveys for one year.
 - Q¹²® survey questions.
 - Additional Gallup-validated questions and indices.
 - Web only.
 - Field period determined by Client.
 - Survey set-up, management, distribution of survey links, creating the reporting structure and reading results.
 - Additional survey liaison or consulting support can be purchased as needed.
 - Coding, synthesis, or analysis of open-ended survey items would require additional consulting time.
 - Reporting provided based on client set-up of variables.
 - Manager-level report viewing security.
 - Reporting tools:
 - Report Exports (ability to export report to pdf, PowerPoint, and Excel).
 - Heat Map (ability to compare results of multiple teams and variables).
 - Dynamic Recommendations (receive high and low-ranking question recommendations).
 - Advanced Data Tool (ability to analyze and cut data by multiple variables in real time).
 - Text Analytics (ability to get sentiment and topic analysis of open-ended responses).
 - Reporting Configuration (ability to customize reporting views for your organization).
 - Workplace Aggregated Data Export (ability to download a data file that contains all aggregated results for any given survey).
 - Unlimited manager access to learning and advice resources.
 - Inclusion of managers into Gallup's Manager Minute newsletter.
 - Inclusion in collaborative activities intended to capture manager experience with platform.
 - Unlimited use of the action planning and team monitoring tools.

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- Unlimited use of companion mobile app.
- For organizations less than 5,000 employees:
 - 5 System Administrator seats include the following functionality:
 - Ability to add and manage overall system users.
 - Ability to create and administer surveys.
 - Ability to manipulate survey data at the overall client level.
- For organizations greater than or equal to 5,000 employees:
 - 50 System Administrator* seats as default that include the following functionality:
 - Ability to add and manage overall system users.
 - Ability to create and administer surveys.
 - Ability to manipulate survey data at the overall client level.
 - 50 Survey Creator* seats as default (ability to create and administer surveys).
 - 50 Advanced Data User* seats as default (ability to manipulate survey data at the overall client level).
- Unlimited standard system-level roles, includes the following roles:
 - Project Administrator (ability to edit and manage survey projects).
 - Manager/Delegate (ability to view and manage team reports, action plans and learning).
 - Individual (ability to view and manage action plans and learning).
- Additional custom roles can be configured with Gallup implementation and consulting support.
- Technical (Help Desk) Support.
- English is the default language for survey questions and communications -- with the option to use other languages already programmed in Gallup Access. Gallup Access provides translations for multiple languages for standard survey text (Q¹²® survey questions and communications – invitation and reminder).
- Client will be responsible for survey translation of custom text areas. Custom text includes 1) survey title, 2) survey introduction text, 3) customized survey invitation, 4) customized survey reminder, 5) custom survey questions (not Gallup-validated questions and indices), and 6) reporting groups.
- Gallup Access system does not provide automated translations of verbatim survey responses (employee responses to open-ended/verbatim questions). Client will be responsible for any translations of verbatim survey responses.
- Single sign-on capabilities.

* Additional System Administrator, Survey Creator, Advanced Data User seats can be added upon consultation with your Gallup partner.

2. **Gallup Access Workplace Subscription:** Includes survey platform access with unlimited ad hoc Pulse capability and the following:
- Project Support & Resources
 - Gallup will provide one orientation for Client Administrator per year, planned for one (1) hour.
 - Standard set of Workplace resources and recommendations for communication included.
 - Platform Features
 - Unlimited employee surveys for one year.
 - Q¹²® survey questions.
 - Additional Gallup-validated questions and indices.
 - Web only
 - Field period determined by Client.
 - Survey set-up, management, distribution of survey links, creating the reporting structure and reading results managed 100% by Client.
 - Additional survey liaison or consulting support can be purchased as needed.
 - Coding, synthesis, or analysis of open-ended survey items would require additional consulting time.
 - Reporting provided based on client set-up of variables.
 - Manager-level report viewing security.
 - Reporting tools
 - Report Exports (ability to export report to pdf, PowerPoint, and Excel).
 - Heat Map (ability to compare results of multiple teams and variables).
 - Dynamic Recommendations (receive high and low-ranking question recommendations).
 - Advanced Data Tool (ability to analyze and cut data by multiple variables in real time).
 - Text Analytics (ability to get sentiment and topic analysis of open-ended responses).
 - Reporting Configuration (ability to customize reporting views for your organization).
 - Workplace Aggregated Data Export (ability to download a data file that contains all aggregated results for any given survey).
 - Unlimited manager access to learning and advice resources.
 - Inclusion of managers into Gallup's Manager Minute newsletter.

- Inclusion in collaborative activities intended to capture manager experience with platform.
- Unlimited use of the action planning and team monitoring tools.
- Unlimited use of companion mobile app.
- For organizations less than 5,000 employees:
 - 5 System Administrator seats include the following functionality:
 - Ability to add and manage overall system users.
 - Ability to create and administer surveys.
 - Ability to manipulate survey data at the overall client level.
- 5 Survey Creator seats (ability to create and administer surveys).
- 5 Advanced Data User seats (ability to manipulate survey data at the overall client level).
- For organizations greater than or equal to 5,000 employees:
 - 50 System Administrator* seats as default that include the following functionality:
 - Ability to add and manage overall system users.
 - Ability to create and administer surveys.
 - Ability to manipulate survey data at the overall client level.
- 50 Survey Creator* seats as default (ability to create and administer surveys).
- 50 Advanced Data User* seats as default (ability to manipulate survey data at the overall client level).
- Unlimited standard system-level roles, includes the following roles:
 - Project Administrator (ability to edit and manage survey projects).
 - Manager/Delegate (ability to view and manage team reports, action plans and learning).
 - Individual (ability to view and manage action plans and learning).
- Technical (Help Desk) Support.
- English is the default language for survey questions and communications -- with the option to use other languages already programmed in Gallup Access. Gallup Access provides translations for multiple languages for standard survey text (Q¹²[®] survey questions and communications – invitation and reminder).
- Client will be responsible for survey translation of custom text areas. Custom text includes 1) survey title, 2) survey introduction

text, 3) customized survey invitation, 4) customized survey reminder, 5) custom survey questions (not Gallup-validated questions and indices), and 6) reporting groups.

- Gallup Access provides machine-automated translations into English for languages identified and available through Amazon Web Services. This is available as part of the Text Analytics tool, included in data visualizations and exports. Raw responses are shown exactly as written in all standard reporting.

*Additional System Administrator, Survey Creator, Advanced Data User seats can be added upon consultation with your Gallup partner.

360-Performance Reviews

Using the Gallup Access platform of the Office of the CHRO or the Office of Accountability, Gallup will conduct anonymous 360 reviews of Agency directors. As part of the 360 Review process, Gallup will execute on the following:

- Gathering information on all participating agency directors and selected evaluators. Information will include name, email and/or any other variables the Authorized Purchaser would like to analyze such as job role.
- Administration of the 360 Reviews with automated reminders to evaluators that have not completed the survey.
- Aggregate quantitative data into mean scores for each question.
- Conduct sentiment analysis on open-ended feedback to uncover common themes expressed by evaluators.
- Input quantitative and qualitative feedback into the executive summary that will be provided by the Authorized Purchaser.
- Sent executive summary to the Office of Accountability and the Chief Human Resource Office (“CHRO”).

Consulting

- Authorized Purchaser’s may engage Contractor for consulting services to provide support in addition to what is included in either subscription described above. This includes but is not limited to pulling custom reports, analyzing data and training new managers how to use the Gallup Access platform.