

Q&A Responses
for
RFQ for Organizational Assessment

Date: 7/28/2025

Q: Does the RFQ require a Price quote?

A: Yes, we would like a submittal with a price proposal for Phase 1. If invited to an interview, we would also like to informally discuss the price proposal for Phase 2.

Q: What is the approved budget for Phase I of this project?

A: The budget is not determined for Phase 1; we are looking to the vendor to provide an estimated budget for Phase 1.

Q: Is there an identified budget for this work?

A: See above.

Q: What is the preferred method - traditional findings and recommendations or roadmap?

A: We are looking for the vendor to recommend the methodology used for analysis. We do anticipate traditional findings and recommendations are needed as part of the scope of work.

Q: Level of employee engagement desired? interviews, focus groups, questionnaires and employee survey.

A: We are looking for a vendor to recommend the level of employee engagement given the timeframe given for Phase 1. A mix of interviews, focus groups, questionnaires and employee survey are all options for consideration.

Q: Regarding the “comprehensive employee survey,” will this be designed and administered by the City or by the selected vendor?

A: The comprehensive employee survey should be designed and administered by the selected vendor to ensure employee trust in the process.

Q: Level of Labor engagement? Shall we add interviews?

A: Yes, we anticipate labor engagement and interviews needing to be conducted as part of the organizational assessment.

Q: Who is the internal project manager?

A: The internal project manager is Principal Analyst Sharon Petrehn.

Q: Who will be serving as the project sponsor? Should the selected vendor develop a plan to solicit input from City Council members before and/or throughout the lifecycle of the assessment?

A: The project sponsor is the City of Pleasanton and the lead project manager is Principal Analyst Sharon Petrehn from the City Manager's Office. The vendor should plan to solicit input from the City Council during the assessment.

Q: Will each assessment have a formal presentation to the City Council?

A: A comprehensive assessment is expected to be given for Phase 1 in a formal presentation to the City Council. We do not anticipate needing separate presentations for each department assessed individually.

Q: What are the primary drivers or objectives behind this solicitation?

A: The objective behind this solicitation is to improve operational effectiveness, maintain service levels, while ensure long-term fiscal sustainability. We are looking for innovative and forward-thinking recommendations which incorporate technology.

Q: The City recently received a report from a fiscal consultant regarding current budget issues. Can the City please make this available, including the staff agenda report?

Yes, see link here:

<https://pleasantonca.portal.civicclerk.com/event/384/files/attachment/2258>

Q: Has the City undertaken a similar assessment in the past? If so, when was it conducted?

A: No

Q: Are there any departments that are intentionally excluded from the scope of this assessment?

A: No

Q: The RFQ under V. Scope of Work, #6 Recommendations and Deliverables, requires proposers to provide "A leadership development and management effectiveness enhancement plan." What does the City envision for this deliverable?

A: A comprehensive written report with recommendations, benchmarks and suggested tools to do so.

Q: We have significant relevant experience / references from some non-California municipalities. Would we be able to include these as references to satisfy the requirement for 3 references?

A: Yes, relevant references from non-California municipalities can be included; however, California city specific references are preferred.

Q: Is the City still determining whether departments will be assessed individually or concurrently (“2. Organizational Participation”), or is the City looking for the vendor to make a recommendation via the work plan?

A: The City is looking to the vendor to make a recommendation via the work plan.

Q: Can the city provide any more context on the Prioritization of Departments provided in the RFQ and what separates Phase 1 from Phase 2 departments?

A: Phase 1 departments (Police, Finance, and Community & Economic Development) are highly impactful to the running of city services, and we believe starting with these departments will yield the greatest improvement to service delivery and streamlining of resources.

Q: Can the city clarify what separates an evaluation area, operational review, and deliverables?

A: We ask that the vendor determine these areas in their proposed scope of work.

Q: Should the topics under “high priority departments” be considered additional evaluation areas for those departments?

A: No, we anticipate these areas being incorporated into the evaluations.

Q: For the “analysis needed by” portion of the workplan specified as required 6-12 months range on page 6, does this mean that the Phase 1 analysis will be required between 6-12 months after the start of the organizational assessment?"

A: Yes, we would like Phase 1 analysis completed within 6-12 months.