

Questions and Answers as of September 22, 2022 to Request for Quotes for Internal Communications Plan:

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***Question: How many firms will participate in the process?***

Answer: The process is open to any firms that may want to apply. CHFA cannot predict how many firms will respond.

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***Question: Who is involved in making a decision? How will decisions be made relative to milestones and deliverables?***

Answer: Decision on selection of a firm(s) will be made by an internal evaluation team of employees. A team of CHFA employees will also be responsible for ensuring milestones and deliverables are met.

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***Question: Do you have a target budget in mind?***

Answer: CHFA does not have a specific budget to disclose for these services.

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***Question: Please confirm your anticipated process.***

Answer: Responses will be reviewed for completeness, and an internal evaluation team will review the complete responses. Interviews will be conducted if desired.

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***Question: What is the timeframe for making decisions, and when would CHFA anticipate to roll out the program?***

Answer: The timing for making a decision and rolling out the program depends on the number of responses received, the completeness of the responses and whether or not interviews will be conducted.

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***Question: The request for quotes asks for documents like a W-9 and proof of insurance. Do those need to be submitted with the response?***

Answer: The W-9 should be submitted with the response. Proof of insurance will be required for the firm(s) selected to perform the services for CHFA.

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***Question: What is driving this project to take place now?***

Answer: In addition to a recent employee survey, CHFA welcomes the opportunity to improve internal communications.

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***Question: How does CHFA currently segment internal audiences? How many channels are currently used to communicate with internal audiences? What are they used for and how frequently?***

Answer: CHFA utilizes a variety of channels to communicate with internal audiences, including an intranet, newsletters, email, phone calls, texting, in-person meetings, and Teams for internal communications. The use and frequency varies.

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***Question: Does CHFA have existing, relevant research on existing employees related to communications that can be applied to this effort?***

Answer: CHFA has survey results about internal communications that can be applied to this effort.

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***Question: Does CHFA have an intranet and how is it perceived?***

Answer: CHFA does have an intranet, and ideas for improvement are welcomed.

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***Question: Is the scope of work for just communication best practices and organization or does it also include full website build?***

Answer: Please see the quote document published for more details. The scope is broken into three services: 1) an internal communications plan; 2) consultation related to intranet design, and 3) ongoing support. The scope does not include full intranet build.

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***Question: For breakouts 2 and 3 do you want the estimate of hours and the cost per hour?***

Answer: You may include estimated hours as well as the hourly rates.

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***Question: Are you looking to potentially split this work among multiple consultants?***

Answer: CHFA will not know until responses have been reviewed.

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***Question: Can the proposal be submitted in a slide deck format or written, report-style document?***

Answer: As long as all of the requested information is included, the format does not matter.

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***Question: Can the fee for intranet consulting be based on a lump-sum format?***

Answer: An hourly fee should be provided.

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***Question: Are other platforms besides SharePoint a possibility? Will a vendor analysis be an element of the project? Is mobile accessibility of the intranet a requirement of the project?***

Answer: SharePoint is being considered at this time and vendor analysis is not part of the project. Mobile accessibility may be considered.

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***Question: Are there any analytics or finds around current communications programs and channels? Do you have any data on search performance? Have you conducted any employee engagement or perception surveys? Or held any focus group discussions about employee communications?***

Answer: CHFA has conducted employee surveys in the past about communications and may share information with the selected firm(s) but does not have data to share at this time.

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***Question: Is migration of any content to the new solution required and expected? Are there news/blogs posts that need to be recreated on the new platform? Are there large SharePoint lists in the current environment?***

Answer: A majority of the intranet build is anticipated to be done internally, including migration. There are no large SharePoint lists in the current environment.

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***Question: Does the intranet solution and/or the communications program need to account for multiple languages?***

Answer: No

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***Question: How does the desire for an internal communications program support your organization's goals? How will you gauge success of an internal communications program?***

Answer: Improving internal communication is part of CHFA's strategic plan, and success is gauged by customer satisfaction.

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***Question: Will there be an opportunity to make a presentation to CHFA leadership?***

Answer: Based on the responses received, the evaluation team will determine whether or not interviews will be conducted.

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***Question: Do you have expectations for third-party integrations with the intranet (e.g. HR and/or payroll system).***

Answer: There are no expectations for third-party integrations at this time.

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***Question: Is there an expectation for average number of monthly hours for ongoing support? Will this support include communications planning and strategy, content development, intranet strategy and/or intranet tactical hands-on support?***

Answer: There are no expectations for monthly hours of support. Support could include planning and any or none of the above mentioned.

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***Question: What are considered technical issues for ongoing support?***

Answer: Technical issues could be related to the intranet design or related to internal communications planning or projects.

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