Rainforest Trust ("RT") is seeking proposals from qualified firms for services to assist us with designing and implementing an employee engagement survey. This request for proposals contains background information on Rainforest Trust, our engagement survey needs, and the specific information that must be included in any proposals submitted. Proposals must be submitted no later than 5:00 pm ET on September 22, 2023 via electronic mail to Karen Scott (karen.scott@rainforesttrust.org).

**Overview of Rainforest Trust**

Since 1988, Rainforest Trust has been safeguarding imperiled tropical habitats and saving endangered species by establishing protected areas, broadly defined, in partnership with local organizations and communities. With our partners, we have protected more than 37 million acres of vital habitat across Latin America, Africa, Asia and the Pacific. Rainforest Trust is a US 501c3 nonprofit organization that relies upon the generous support of the public to implement our conservation action. Our 5-year strategic plan can be found [HERE](#).

**Project Scope and Deliverables**

The purpose of RT’s employee engagement survey is to measure employee engagement, attitudes, perceptions, and commitment level towards the organization, leadership, their roles, and our mission in accordance with the Scope of Work specified in this Request for Proposal (RFP).

The engagement survey results will provide a baseline for future comparisons, benchmark us to comparable not for profit organizations, measure and drive improvements and changes in engagement and organizational culture, and to inform and further develop strategies for employee satisfaction and retention.

The successful vendor will partner with RT in determining final survey requirements, interpreting results, and may be asked to participate in presentations to leadership and employees. An award will be made to the firm that demonstrates experience and expertise in designing, conducting, analyzing, and communicating employee engagement survey results, proposes reasonable fees, and meets the requirements of the RFP.
Qualifications Eligible vendors must have and demonstrate the following qualifications

A. The awarded vendor shall have relevant experience providing employee engagement survey services to non-profit organizations of similar size, scope, (less than 100 employees), and budget ($6M operating budget).

B. The vendor will demonstrate current and past experience with respect to conducting employee engagement surveys in the not for profit sector and shall present specific examples of partnering with organizations to achieve a high participation rate.

D. Experience developing and conducting or assisting in training and presentations on engagement studies for different stakeholders including senior management, department supervisors and employees.

E. Staff, managerial, and fiscal resources to complete all elements of the project in accordance with the required timeline.

F. Ability to provide previous engagement surveys and recommendations that have been successfully implemented and maintained in comparable not for profit organizations of size and scope.

G. Systems capabilities to provide substantive, disaggregated reporting functionalities.

H. System capabilities to collect and report on a variety of data related to participant demographics.

Scope of Services

The vendor will be expected to work with RT staff to perform the following services:

A. Meet with Human Resources and Senior Leadership to discuss the goals of the project, the process, and tasks to be performed.

B. Develop a mutually agreeable project management plan that clearly describes all phases of the project with schedule, milestones, responsibilities, and deliverables to achieve the outcomes of the project in a successful and timely manner.

C. Develop a clear communication plan at the beginning of the project that results in all employees understanding the work that is being conducted, the purpose of the project, and how information will be used. Communication is expected to continue throughout the entire project.

D. The survey and design parameters will include the following items:
   - Provides capabilities to collect a variety of (self-selected) demographic information including but not limited to: Race/Ethnicity, Gender (multiple
options desired), Age Group, Location (City/State/Country/Region), Caregiver Status, Education Level, and Sexual Orientation.

- Provides a secure survey link via email to invite employees with computer access to anonymously participate.
- Provides in depth results reporting with reliable, valid reporting of results that are reasonable to disaggregate, interpret, and communicate.
- Allows for timely final results to RT.
- Promotes a high participation rate with an effective communication strategy, and with questions that are designed to support ease of understanding and completion for a broad audience.
- Ensures that the design has a high level of validity and is statistically sound, with questions that are based on proven research.
- Allows for customization to provide input on the selection of questions and the potential to add questions.
- Ensures strictest confidentiality and anonymity.
- Provides relevant benchmarks to comparable not for profit organizations.
- Ensures sustainability and flexibility with the ability to repeat the employee wide survey and conduct multiple pulse check surveys to monitor progress and effectiveness of action items.
- Summarizes and interprets results and provides recommendations to drive engagement.
- Identifies the drivers of employee engagement to enable a focused approach to action planning based on measured results, and provides follow-up tools, resources, and support to implement action plans effectively.

E. The awarded vendor will be expected to work closely with RT stakeholders and provide the following:

- Consult, develop, and customize a survey for RT approval.
- Implement and host an electronic survey with data stored in a secure and confidential manner and provide hard copies as required.
- Provide a detailed explanation of the implementation and post-implementation process steps to include identifying how much lead time is needed, develop, and launch the survey. Identify other helpful information that can ensure a successful implementation and launch of the engagement survey.
- Provide data in an easily accessible format that can be readily disaggregated and accessed for meaningful analysis and targeted distribution.
- Recommend practices in employee engagement, and provide communication strategy support for a pre-survey, during, and post-survey time periods to successfully reach targeted survey participation rates.
• Demonstrate proven ability for comparative analysis with relevant industry sectors.
• Generate flexible reports based on the findings at the leadership, departmental, managerial, and team levels.
• Provide post-survey support with consideration and interpretation of results, as well as support tools, templates, and resources to effectively act on engagement results.
• Collaborate with RT to ensure confidentiality and security of the surveys and survey data throughout the implementation, assessment, and delivery of results, and in accordance with privacy laws.
• Provide capabilities and offerings you have available for providing engagement related support, tools, resources via mobile platform.

F. The survey will be in electronic format. A description of any technical requirements will be provided that considers employee access at work or elsewhere to complete the survey. The requirements needed for the survey to be administered along with the ability to monitor progress and access reporting will be identified and included.

G. A full description and reporting samples of survey results will be provided. The vendor will provide information on how RT will be able to manage the reporting data, and how the data can be provided with varying views for consideration.

H. Recommendations and samples for post survey action plans will be provided. Particular attention will be paid to any leadership and team tools that allow RT to highly engage in post survey actions, create a deep understanding of results, and that enhance communication that will continue to enhance and drive engagement at all levels of the organization.

I. Provide implementation support and training, as needed.

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<td><strong>September 22, 2023</strong></td>
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<td><strong>September 25-October 6, 2023</strong></td>
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<td><strong>October 6-October 13, 2023</strong></td>
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<td>Consultant Selection Notification</td>
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**Proposal Requirements**

Proposals should be no longer than 2-3 pages, excluding references.

**Firm Profile and Experience**

(1) A brief description of your firm.

(2) A concise description of your firm’s experience including any work on similar project(s). If public, please include links to any relevant reports, materials, and/or other publications your firm produced as part of these projects.

(3) Information on peer group populations that show the quality of benchmarks and how relevant they are to Rainforest Trust.

*Prior work with nonprofit organizations, particularly in the conservation, environmental space, is highly desired.*

**Project Description**

(a) A description of your firm’s standard/typical plan for implementing this type of project, including the process, strategies, and tools anticipated.

(b) The proposal should address the above Qualifications and Scope of Services.

**Budget**

(a) Overview of estimated costs associated with the project.

*RT is tax exempt; no sales tax should be included in the pricing.*

**References**

Two (2) professional references (including contact information) with knowledge of your firm’s work.