

**Attention: Pedro Zambrano**

City of Saginaw, Texas
333 West McLeroy Boulevard
Saginaw, TX 76179

Contact: Pedro Zambrano (dpzambrano@saginawtx.org)

April 10, 2023

Project name:

202310-TX-Saginaw - StaffPOV

Service provider

OnPointe Insights, LLC (We)

Service receiver

City of Saginaw, Texas (The City)

Background:

The City wants to measure employee engagement. This includes understanding the factors that lead to engagement, as well as having the ability to see importance vs performance on those factors so that you can focus.

StaffPOV™ is an online survey solution — and much more

- Align your leadership team
- Plan for the future
- Monitor progress over time
- Increase engagement and satisfaction
- Bridge the gap between your leadership team and employees

StaffPOV™ . . .

- Is a feedback system created by experts
- Is highly efficient, intuitive, and optimized for mobile or computer
- Provides accessible analysis in powerful dashboards

Topics covered in the StaffPOV™ survey include the following:

- Thoughts on the direction of the city with regards to staff
- Motivation and intent to stay
- A deep dive on Engagement and Meaning, Accepting and Diversified, Growth and Autonomy, Teamwork and Work Life Harmony, and evaluations of Department Heads and Executive Leaders
- Importance and performance for the deep dives above
- Thoughts on Compensation and Benefits
- Key demographics

Steps:

We will execute the steps that follow. We ask The City to collaborate:

- We lead a discovery session with your team to understand needs
- We develop the initial survey draft and refine with the city
- We program and test the survey, allowing your team to also test
- We provide links or QR codes for the StaffPOV™ survey
- The City distributes the survey links / QR codes
- We collect, tabulate, and analyze the data
- We provide an interactive, online dashboard to review results
- We provide statistical tables or raw data, if desired

Timing:

OnPointe Insights can execute the study in the time frame shown below. The actual timing of distributing the survey is up to The City. Data collection can go as quickly as one week, but most continue longer and have additional time for reminders. The timeline below allows for nearly 3 weeks of fieldwork.

Work will begin once this SOW is signed, based on the schedule below. Timing may be adjusted to meet city needs.

Example Start Date: 4/3/2023	Apr					Apr					Apr					Apr					May					May				
TX Saginaw StaffPOV	3	4	5	6	7	10	11	12	13	14	17	18	19	20	21	24	25	26	27	28	1	2	3	4	5	8	9	10	11	12
Project awarded	x																													
Agreements signed (SOW, etc.)							x																							
Invoice sent (net 30 days)										x																				
Video Call: Kickoff (survey design 1.5 hrs)			x																											
Questionnaire design (internal calls)				x	x	x	x	x	x																					
Questionnaire shared: Review/approval										x	x																			
Progress Check-in												x																		
Final adjustments, approval													x																	
Questionnaire programmed														x	x															
Internal Testing (links shared)																x														
Fieldwork with staff (go live)																x	x	x	x	x	x	x	x	x	x	x	x	x	x	
Analysis																					x	x	x	x	x	x	x	x	x	
Draft results shared, early dashboard peek																									x				x	
Video Call: Share final results, dashboard																														x
Critical	x																													

Sample size:

- It is possible to get 75% participation, but it does require leadership encouragement and the promise of anonymity.

Deliverables:

- An online, customized dashboard to review results and share with permission (ability to download PowerPoint slides and Excel data of results for internal/external uses).

Cost:

- StaffPOV is typically \$9,940. However, because Saginaw has a 3-year agreement, we give a 40% discount. At the request of the City Manager, we have reduced the cost further, for a total cost of \$4,000.
- It will be invoiced upon approval/signing the SOW (net 30 days).

StaffPOV Cost Details	Fees USD\$
Project management	\$1,550
Questionnaire Design/Programming	\$900
Questionnaire technology fees	\$950
Fieldwork & monitoring	\$770
Data extraction	\$510
Coding, Cleaning	\$770
Analysis / Insights development / Report	\$1,790
Dashboard tech fees / creation / Updating	\$2,700
Total Research Investment	\$9,940
Discount because of 3-year commitment (40%)	(\$3,976)
StaffPOV Cost with Discount	\$5,964
Additional discount for Saginaw	(\$1,964)
Final StaffPOV Cost	\$4,000

Confirmed:


 Ron Gailey
 Founder / CEO
 OnPointe Insights, LLC

Date: April 10, 2023

 Pedro Zambrano
 Communications Manager
 Saginaw, Texas

Date: _____