**NORCOM**

**Strategic Plan Development Consultant RFP# 2024-1**

**Addendum No. 3**

**02/06/2025**

**Notice to all Proposers:**

This Addendum No. 3 containing the following revisions, additions, deletions and/or clarifications is hereby made part of the Plan and Contract Documents for the above-named project. Proposers shall take this addendum into consideration when preparing and submitting their proposal and it shall be attached to the contract documents.

All other requirements of the contract documents remain in effect.

Questions clarified by NORCOM:

 **Q1.** In reviewing the RFP for NORCOM's Strategic Plan, we understand you want to see our plan for**collecting and analyzing both quantitative and qualitative data**, so we want to make sure we understand your needs.

Could you please clarify how you define qualitative data? For instance, in addition to customer satisfaction with NORCOM’s service, are you interested in learning from staff about their workplace satisfaction beyond retention/attrition drivers?

In terms of qualitative data, we are interested in identifying the satisfaction of the agencies we serve, the individual governing Board members representing said agencies, authentic feedback from our first responders in the field and input from our peer agencies with whom we interact on a frequent basis. Such analysis may identify what is working well, services in need of expansion, service level gaps and the general quality of critical, strategic, relationships.

We do anticipate that during the development of the strategic plan, employee (stakeholder) feedback may also identify opportunities for internal improvements. This may drive an additional or future body of work currently outside the scope of this strategic plan.