



City of Tacoma

Questions and Answers

Mental Health Awareness Training RFP Specification No. CM23-0143F

All interested parties had the opportunity to submit questions in writing by email to Sara Bird by date questions were due. The answers to the questions received are provided below and posted to the City's website at www.TacomaPurchasing.org: Navigate to Current Contracting Opportunities / Public Works and Improvements Solicitations, and then click Questions and Answers for this Specification. This information IS NOT considered an addendum. Respondents should consider this information when submitting their proposals.

Question 1: What, if any, financial attachments are required to be submitted with this opportunity?

Answer 1: No financial attachments are required for this section. For this section, we are looking for the cost either per student or per class held and any additional fees for consulting, materials, travel fees, etc.

Question 2: Is a program budget required for submission (Question 10.5)? If so, should we provide a separate budget attachment or embed the budget into our narrative?

Answer 2: No program budget is required for this section. For this section, we are looking for the cost either per student or per class held and any additional fees for consulting, materials, travel fees, etc.

Question 3: For question 10.2:

- **should we provide both an attachment folder containing samples of previous work plus a narrative description?**
- **We have developed a learning management system (LMS) Can we provide a login and password for three courses we have online?**
- **What type of samples are you looking for – Powerpoint, curriculum, schedule of web training?**
- **Can we submit recordings of trainings as an attachment?**

Answer 3:

- Providing samples of previous work would be helpful. In the narrative description, include how trainings are delivered, what learning styles are used, and any metrics used to assess course effectiveness.
- An LMS can be provided, however, we are looking for an interactive live trainer for this course. LMS could provide supplemental learning to enhance live course instruction.
- We would like to see at minimum, we would like to see the curriculum outline, but any supplemental attachments that demonstrates how materials are presented would be beneficial.
- Yes, recordings can be accepted.

Question 4: For question 10.4, should we provide copies of historical course evaluations as separate attachments?



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Answer 4: Please compile course evaluations into one attachment.

Question 5: Question 10.9 refers to reporting requirement levels I, II, and III. Could you provide a link to where we can find further details on reporting levels?

Answer 5: Payment Method The City's preferred method of payment is by ePayables (Payment Plus), followed by credit card (aka procurement card), then Electronic Funds Transfer (EFT) by Automated Clearing House (ACH), then check or other cash equivalent. CONTRACTOR may be required to have the capability of accepting the City's ePayables or credit card methods of payment. The City of Tacoma will not accept price changes or pay additional fees when ePayables (Payment Plus) or credit card is used. The levels is the information that they share with companies & the MCC (merchant codes).

Question 6: What things are you looking for in past experience? Is there anything you would like to see highlighted?

Answer 6: A few things to include would be number of courses offered, how many students have been trained, course modifications based on feedback or further learnings, and how long the course is to be held.

Question 7: Is the City of Tacoma planning on offering mental health awareness training at no charge? Our learning is that when individuals don't pay the no show and the cancellation rate is higher.

Answer 7: The charge of the training will be paid for by the City of Tacoma for employees of the city. Employees will be attending at no personal costs to them, but departments have an obligation to fill seats for cancellations. Fees for cancellations can be added in section 10.5 if applicable.

Question 8: Is charging a nominal fee for service a possibility?

Answer 8: In section 10.5, please include your cost of service for either the individual class day or individual students, materials, travel fees, and/or any other fees to provide training services to our employees.

Question 9: Will the City of Tacoma be providing an HR resource person should we need to make referrals for additional support or advocacy for an employee?

Answer 9: The City of Tacoma has an EAP program for additional support.

Question 10: What kind of reporting will be required by the City of Tacoma? What type of data will you want reported – course passing, course participants, no shows, cancellations? How often will reporting be required?

Answer 10: The City of Tacoma will provide rosters and collect them after the training is completed, and we will maintain those records. We would like data on course passing rates,



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employee feedback/satisfaction with the course, knowledge retention, skills improvement, and course participation.

Question 11: It appears you have 3600 employees and this training program is over a three-year period which if we had 40 employees taking the training at a time that would be 30 trainings. Is this course going to be required, or is this training optional?

Answer 11: This training will be offered to all employees, however, participation in the class is optional at this time.

Question 12: How much time do we need to do for employee engagement, or is it someone else's job to recruit employees to take the training?

Answer 12: The City of Tacoma will recruit to fill classes. Vendors have the option to create promotional fliers that we can utilize explaining course objectives and staff bios.

Question 13: Do we need to attend staff meetings to encourage people to sign up, or write articles and announcements for internal communications?

Answer 13: A short bio for email communications would be helpful. Other vendors also have provided flyers we have utilized with helpful reminders of past training sessions.

Question 14: There is a place for a WA UBI and WA contractor's license number on the signature page, after contacting the WA DOR, I was informed that I would not be required by the state to obtain a contractor's license for the activities described in this solicitation so I plan to write "NA" on that line in the signature page. Is that acceptable to the City?

Answer 14: Yes

Question 15: On the UBI number, is it acceptable for me to obtain this if/when my organization is awarded a contract, or must I have it at the time of submission? I noticed on the City's Standard Term and Conditions document section 1.05 that this may or may not be applicable and may or may not be grounds for rejection of my submission.

Answer 15: Yes. A UBI number can be obtained after a contract is awarded, but it cannot be executed until a UBI has been obtained.

Question 16: What is the estimated number of positions needed (part-time vs. full-time)?

Answer 16: We will likely hold 1 class every month or two for the period of 3 years. Contractors need proper staffing to maintain a regular cadence for offering training.

Question 17: Have these services been solicited before?

Answer 17: No. This will be the first time this contract has been solicited.

Question 18: Who are the incumbent vendor(s)?



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Answer 18: N/A, this is the first time this contract has been solicited.

Question 19: Will the district award more than 1 vendor?

Answer 19: No. We only plan to award one vendor.

Question 20: Is a local office required?

Answer 20: No.

Question 21: Is there a preference for local vendors?

Answer 21: Local vendors generally do not have additional travel costs built into their contracts and are representative of the community we serve, however, we are seeking a vendor who can provide quality

Question 22: Are there any obstacles to using Zoom in your district?

Answer 22: The trainings will be in person with a hybrid option for emergencies, but in general, employees have reported finding virtual trainings less engaging and impactful.