



Date: August 15, 2024
To: All Vendors
Subject: Addendum #2

REFERENCE: P063-24 Customer Service and Leadership Training for Customer Service Staff

This Addendum forms part of the contract and clarifies, corrects or modifies original proposal document.

Question 1: Is there a preference for an in-state vendor?

Answer 1: There is no preference. All proposals will be evaluated.

Question 2: To be cost-efficient, can the facilitator serve as the instructional designer if they are experienced?

Answer 2: Different individuals are preferred.

Question 3: Is there an allocated budget range?

Answer 3: There is no allocated budget.

Question 4: There is a section that asks for virtual pricing and also a line that says training will take place in person. What are the modes of delivery?

Answer 4: In-person training is preferred; however, a virtual and hybrid approach may be considered. All proposals will be evaluated.

Question 5: It is stated on page 6 that all training workshops will be delivered in person in Brownsville Texas. On page 16, there is an option for virtual training. Can training be conducted virtually? Is there a preference (onsite or virtual) when making a decision for the award?

Answer 5: In-person training is preferred; however, a virtual and hybrid approach may be considered. All proposals will be evaluated.

Question 6: Can the vendor receive the RFP and the forms to complete in a word document?

Answer 6: No.

Question 7: Are you seeking multiple vendors? How will this be determined?

Answer 7: All proposals will be evaluated. The BPUB will select the most responsibly qualified and responsive Firm whose proposal is most advantageous to the BPUB with price and other factors considered. It may lead to multiple vendors being selected.

Question 8: Are you selecting vendors with the lowest price/cost?

Answer 8: The BPUB will select the most responsibly qualified and responsive vendor whose proposal is most advantageous to the BPUB with price and other factors considered.

Question 9: Do you have an overall budget for this training?

Answer 9: No, there is no allocated budget.

Question 10: Have you done this type of training before? Did you have vendors for the trainings? Who were they?

Answer 10: This type of training has been done more than 10 years ago and a vendor has provided the training.

Question 11: Can you please provide more detail on the topic “Red Flag Rules”? What specifically would you like to address in that session? Do you have any policies or procedures in place to address those situations that would need to be incorporated into the training?

Answer 11: Red Flags Rule is sometimes referred to as one of the Fair Credit Reporting Act’s Identity Theft Rules and it appears in the Code of Federal Regulations as “Detection, Prevention, and Mitigation of Identity Theft.” Training should include information that allows trainees to learn and be in compliance with the Act.

Question 12: On the cost sheet, the estimated hours to complete column is not entirely clear. Please provide additional detail on what is requested.

Answer 12: Estimated hours to complete will be the duration of the course and how long the trainee will need to attend.

Question 13: The cost sheet includes a column for a virtual rate. However, the document states all training will be in-person. Is virtual an alternative for some training?

Answer 13: In-person training is preferred; however, a virtual and hybrid approach may be considered. All proposals will be evaluated.

Question 14: Will BPUB calculate the total cost or the proposer? Do you want a total cost for onsite? And a total cost for virtual delivery?

Answer 14: The proposer should submit total cost. In-person training is preferred; however, a virtual and hybrid approach may be considered. All proposals will be evaluated. Vendor may provide separate pricing based on approach to the training.

Question 15: How were the topics selected/determined? We understand managers and the division director provided input. Were they provided a list of topics to select from, or was a survey administered to assess need?

Answer 15: Director and division managers interact with their employees. They've used their expertise to determine the training needs of their employees.

Question 16: Will the selected vendor be able to work with the BPUB Customer and Support Services Division on customizing/tailoring training sessions to incorporate specific use cases and scenarios from the division?

Answer 16: Yes, but the Training and Organizational Development from BPUB will also need to be involved and be the final decision maker.

Question 17: Will you be able to share BPUB's strategic plan so that we are able to align the course content and instruction to BPUB's goals?

Answer 17: The strategic plan is currently in progress but BPUB will share approved communications.

Question 18: What is the reason for the request for services (e.g., new staff, new issues, new systems)? What has prompted the RFP?

Answer 18: The training is being used to reinforce customer service concepts to existing and new staff. BPUB would like to start ongoing, cyclical training to better support our employees.

Question 19: Is the order of delivery of the topics prescribed/defined by the order on the cost sheet?

Answer 19: No.

Question 20: Will managers also participate in customer service training?

Answer 20: Yes, to ensure they can reinforce the training.

Question 21: Will customer service training and manager/supervisor training be delivered simultaneously or at different times? For example – manager/supervisor training series before the customer service series? Or after?

Answer 21: The manager and supervisor series will be delivered separate and not concurrent. The supervisors and managers will also attend the customer service trainings to ensure they can

reinforce the training with their employees. The manager/supervisor training can be scheduled before or after the customer service series. Vendor can recommend the schedule.

The signature of the company agent, for the acknowledgement of this addendum, shall be required. **Complete information below and return via e-mail to: magaytan@brownsville-pub.com and to hlopez@brownsville-pub.com.**

I hereby acknowledge receipt of this addendum.

Company: _____

Agent Name: _____

Agent Signature: _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Phone Number: _____ **E-mail address:** _____

If you have any further questions about the Proposal, call 956-983-6365.

Marisela Gaytan

BY: Marisela Gaytan
Purchasing