

Questions re: RFP No.: EPGRFP-002 Evidence Based Staff Training

Q: What does Trauma-Informed Care (TIC) mean to EPG? What are the current TIC programs and services provided by EPG?

A: Trauma-Informed Care is given the overall meaning that many people have experienced trauma and, whether they are fully aware of it or not, that trauma informs their behaviors and the decisions they make. We do not provide TIC programs or services; we wish for staff to have framework for addressing the needs of customers from this perspective.

Q: Does the response require a staffing plan from respondents to include personnel resumes, org chart, etc.?

A: This is not required in the RFP.

Q: What is EPG's current employee performance management or appraisal process?

A: EPG has a formal evaluation process that includes annual self-evaluation, supervisor evaluation, goal development, and discussion.

Q: What is the current onboarding/orientation for leadership and supervisors? Does the orientation include tiers within their development cycle?

A: The current onboarding and orientation for leadership includes a detailed onboarding plan that includes key items in the new hires development that must be accomplished in their first 90 days. The onboarding plan is created by the supervisor and includes professional development training requirements, activities, reading and research materials and attending events as applicable to the position.

Q: What is the current recruitment, onboarding, and retention process for EPG's AJCCN partners?

A: American Job Center Community Network partners are provided an overview of the network and must complete an MOU that memorializes their commitment to engage as a partner within the network. Currently, additional onboarding and retention activities are in development.

Q: Can you confirm the total number of staff is 100? How many are in the supervisor group and how many in the Frontline Staff?

A: While we have a number of vacancies, we have 100 positions. Approximately 30% fall into the supervisory group.

Q: Is there a division of Frontline Staff members that should be considered? (i.e., managers and staff)

A: EPG structure includes Division Chiefs, Department Directors, Department Managers, Program Coordinators, and a variety of frontline titles including specialist, associate, and consultant. Chiefs, Directors, and Managers will be in the supervisor group with the Managers also falling into the "frontline" group along with remaining staff.

Q: Does our plan have to spread out across April 2023 through September 2024?

A: It is the responsibility of the respondent to propose how a timeline that meets the goals of the RFP not to exceed beyond 9/30/2024.

Q: What does empowering EPG's partners in the Prince George's County American Job Center Community Network (AJCCN) look like? Is this customer service training? Is this trauma training?

A: It is the responsibility of the respondent to propose how a strategy that aligns with the goals of the RFP.

Q: Are you able to prioritize the level of effort desired for each group? (Supervisor, Frontline Staff, Organizational Support, Coaching Certification, Partnership)

A: EPG declines to prioritize the level of effort related to each group.

Q: Has EPG already used an evidence-based coaching model in the past and if so, which one? What did you like about it and what did you not like about it?

A: EPG has not used an evidence-based coaching model in the past.

Q: Is there an evidence-based coaching model already in place at EPG?

A: EPG is not currently using an evidence based coaching model.

Q: How many hours of Executive Coaching would you prefer each executive to receive?

A: It is the responsibility of the respondent to propose the number of hours.

Q: What training mode is best for your Frontline Staff? Face-to-Face, Virtual, Mixed (both Face-to-Face and Virtual), Micro-learning via emails

A: It is the responsibility of the respondent to propose how the training will be implemented.

Q: How many Frontline Staff members would you like to participate in each training? (Cohort of 20, 30, or more?)

A: It is the responsibility of the respondent to propose the cohort size.

Q: How do you envision the Coaching Training for Frontline Staff to progress over time?

A: It is the responsibility of the respondent to propose how the coaching training will progress.

Q: What positive outcomes that align with customer goals does EPG use as a measurement?

A: It is the responsibility of the respondent to propose how progress will be measured.

Q: Do you expect each of the five (5) areas proposed, to be training programs? (Supervisor, Frontline Staff, Organizational Support, Coaching Certification, Partnership)

A: Please see the description provided on page 4. It is the responsibility of the respondent to propose how each of the goals will be approached.

Q: Would you anticipate the continuation of this program after September 2024?

A: Not at this time.

Q: Would the successful bidder be involved in the selection of candidates for training certification?

A: You may include a recommendation for candidate selection in your proposal.

Q: On page 4 of the RFP, under Proposal Preparation and Format Requirements, we are seeing this: "Bidders must include all the required attachments listed on Attachment Submittal Form that pertain to the proposal. Failure to include required attachments will disqualify the proposal. No additional attachments are allowed. Bidders may submit the required attachments as part of their electronic submission." And on page six: "Proposals may include other elements, but proposals should not exceed 15 pages. Attachments to the core proposal, not exceeding 15 pages, are permissible."

However, we are not able to find the Attachment Submittal Form page. Additionally, it seems to imply those attachments will count toward the 15 pages, which may limit what we can add to our response, depending on how long the attachments are. **Can someone guide us to the required attachments and answer whether they will count toward the 15-page allotment?**

A: The reference to an Attachment Submittal Form is an error. You may include attachments that support your response; however, the entire proposal cannot exceed 15 pages.

Q: Is there a form contract or certain contract requirements that Employ Prince George's is going to use with the successful bidder?

A: There will be a contractual relationship between the selected bidder and EPG.

Q: Can Employ Prince George's provide a copy of any grant requirements or state requirements applicable to this subgrant?

A: The funding source for this project is the Workforce Innovation and Opportunity Act and the American Rescue Plan Act. The selected bidder will be provided with the grant requirements.

Q: Do you have a breakdown of the 100 employees and how many fall under the leadership development vs staff development?

A: Our organizational chart is listed online under the proposal announcement which summaries who is listed in the supervisory category and who is general frontline staff. Approximately 30% of our staff fall under the supervisory category which includes our Coordinators, Managers, Directors, and the Executive Team.

Q: And do each of them get executive coaching?

A: We outlined within the proposal that we are seeking a framework that ensures our supervisors can not only lead their departments and have effective outcomes but also support accountability and increase performance within their teams.

Q: Do you currently use a LMS for staff development?

A: We currently use "PerformancePro".

Q: Can we provide samples of our curriculum via a link to our LMS with login credentials?

A: If you could provide screenshots within your 15 pages that would be best.

Q: Is there an internal scoring matrix that proposals are judged against?

A: We will review each proposal based on the eight factors mentioned in the presentation with each being worth approximately 12 points.

Q: You included a minimum participant count for coaching certification, is there a maximum?

A: The minimum outlined is based on our internal training department, which is about five (5) people. However, certainly as subject matter experts in the field if you believe that we should increase this number and possibly have one (1) person per division we'd certainly be open to that in your proposal.

Q: Would you be able to provide a copy of your learning model and competencies for each area, so we are able to make sure the alignment of training offerings aligns with those that are already in place.

A: We are seeking bidders to develop an original evidence-based staff training model that includes a foundation on how we can improve our overall educational and career outcomes of the customers that

we serve. Therefore, your proposal should provide that framework so we're not considering what we already have as a baseline.

Q: Are final products owned by Employ Prince George's or is there a preference for usage?

A: This is to be determined upon selection.