

***First Judicial District of Pennsylvania's ("FJD")
Request for Proposal ("RFP")
For
Philadelphia Traffic Court's ("PTC")
Customer Service and Sensitivity Training Services***
Dated March 28, 2013

Please be advised that the deadline for the above RFP has been extended to 3:00 p.m., Wednesday, April 24, 2013. All other terms and conditions of the RFP shall remain in full force and effect. Please visit the FJD's website at the above link for updates and/or documents related to this solicitation

VENDORS' QUESTIONS AND ANSWERS ("Q&A")

<http://courts.phila.gov>

- Q1.** *What is the target date for the Customer Service and Sensitivity training program to be delivered to PTC? What is the project start and end date?*
Pending approval of the Selection Committee's recommendation by the Administrative Authority, and after a successful contract negotiation process, implementation is anticipated as soon as possible. At this time, the full training program is projected over a six month period however, PTC welcomes suggested recommendations for a fully comprehensive, less timely, program.
- Q2.** *What is the target date for delivery of the curriculum to the Administrative Judge?*
June 1, 2013
- Q3.** *Approximately how many PTC staff, supervisors and managers will be trained? How many participants will attend each training session? Will non-PTC staff of the FJD participate in the trainings?*
Approximately one hundred fourteen (114) PTC employees will be trained, twenty four (24) of whom are directors and supervisors. Ten (10) employees can be scheduled in each class. Non-PTC staff of the FJD will not participate in the training.
- Q4.** *How many hours will be allotted to each employee's training? Will the course be a full day? One day, two days, four hours, etc.?*
A maximum of two (2) hours per employee (for two sessions) will be allocated for training.
- Q5.** *Will there be any follow up training?*
n/a
- Q6.** *Does PTC prefer live classroom style training or online individual training, or a combination of both?*
Live training is preferred
- Q7.** *Approximately how many potential trainers would be trained in the "train the trainer" trainings? Do they have any other training experience?*
n/a; Provision B(6) of the RFP is hereby eliminated as a requirement of the RFP.
- Q8.** *How many staff will be trained by internal trainers following a train-the-trainer?*
n/a; see response to Q7
- Q9.** *Is the train-the-trainer training (reference item B.6. of the RFP) the same as the FJD staff training (reference item B.5. of the RFP) or are these different trainings?*
n/a; see response to Q7

- Q10. What is the proposed or target budget for the project.**
A budget has not been established at this time; however, the FJD invites vendors to include within their bid responses a proposed budget to support the reasonableness of their proposal.
- Q11. How many training programs are you requesting and how long should each session be? Do you want a full day of training that covers internal and external customer service or two separate sessions: one that addresses internal customer service and a second that addresses external customer service? If you want two sessions, please specify the length of each.**
Two one-hour sessions, per employee, addressing customer service, anger management, self esteem, and professionalism
- Q12. How many sessions of training will the contractor deliver personally prior to doing a training of trainers to prepare Judiciary trainers to take over the program?**
n/a; see response to Q7
- Q13. How long is the training of trainers intended to be? Is it reasonable to assume that this session will be twice as long as the customer service training session(s)?**
n/a; see response to Q7
- Q14. Do service standards exist for the FJD's PTC? Are there customer service procedures currently in place?**
Yes
- Q15. What previous training in the requested area have you offered in the last three years? Please describe.**
None
- Q16. What initiated the need for this training?**
Employee(s) concerns initiated the need for the training
- Q17. Is there a maximum/minimum number of hours that staff will be available to participate in training sessions?**
Two one-hour sessions is the maximum time permitted per employee
- Q18. Will the FJD's PTC consider using an existing curriculum customized to PTC that is copyright protected, or will FJD require ownership of the curriculum, and therefore the expense of design/development?**
Historically, in coordination with all standard terms and conditions of the requisite contractual agreement, the FJD requires that all data, reports, documents, files and other matter prepared by any consultant in the performance of an agreement shall become the sole and absolute property of the FJD. As such, please provide an itemization for both cost scenarios for review and consideration.
- Q19. Is there a current (or recent) vendor providing customer service/sensitivity training? If so, who is/are the vendor(s)? What are the costs of these services? How many employees were trained for these fees? Will the selected vendor be able to review the current program/curriculum in order to customize an enhanced version?**
No
- Q20. Please describe the current program(s), if there is/are any.**
See Q19 above
- Q21. Is there any preference given to local vendors?**
All interested vendors are welcome to participate in this solicitation. Respondents' official business address(es) will not be a determination factor in selection, however pursuant to all applicable provisions of the RFP (i.e., Provision F(2)(e) and (f), the selected vendor must provide an opinion letter from its legal counsel stating that the Vendor is qualified to do business in Pennsylvania and the City of Philadelphia and, as such, is not prohibited by articles of incorporation, bylaws, or the law under which it is incorporated from performing any services required under an agreement with the FJD. This opinion letter will acknowledge that the FJD is relying on said opinion in awarding and executing the Contract. Furthermore, no contract will be awarded to a Vendor who is a foreign nation corporation or is operating under a fictitious or assumed name, unless the Vendor has complied, or has agreed to comply, with the regulations governing proper registration under the laws of the State of Pennsylvania and any business privilege requirements of the City of Philadelphia.

- Q22. What is your definition of diverse population? Under Scope of Task it states-“PTC requires the training to address the skills necessary to deliver superior customer service to a diverse population of clients.”**
Diversity refers to people of varying racial, economic, ethnic, or religious backgrounds. PTC generally does not have any such problems or issues dealing with a diverse population.
- Q23. Under Additional conditions for the Procurement process: “Amend this solicitation at any time prior to bid closing time and date.”—how will the vendor/bidder be notified of this change?**
Any amendment made to this solicitation will be published to the FJD’s website at <http://courts.phila.gov> (posted under the Publications tab) as well as sent via email to all known, interested, participants of this solicitation as identified on the FJD’s distribution list.
- Q24. Prior to development of the Customer Service and Sensitivity Training, will the consultant be allowed to conduct an assessment, such as conduct interviews, shadowing of PTC employees as they assist clients, etc., so the consultant can fully understand PTS’s culture and make the training relevant to “Scope of Task?”**
Yes, PTC welcomes a preemptive assessment as described in this Q24, including but not limited to, focus groups.
- Q25. Will internal trainers be allowed to co-train with the selected vendor’s associate trainer(s) until they are competent and confident in delivering the material?**
n/a; see response to Q7

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