

RFQ Addendum Document

Do you have a proposed length for the program?

We have not decided on the length or structure of the program. However, we do know we want it to be an in-depth program with multiple levels of learning and follow-up versus a one-time training and then being completed. This may look like breaking up modules over the period of 6 months up to a year, or if we have a longer training up front, we have follow-up steps with ways to integrate continued learning along with coaching circles.

We are also open to the possibility of a hybrid program, with some modules delivered via e-learning and then time spent in person practicing and answering questions.

Is the train-the-trainer session in person or virtual?

We prefer in person

Will there be need for the contractor to conduct any of the training?

Yes, we are looking for a contractor to teach the first round to a small group of Belton employees, especially to those who will be in-house trainers.

Can the program be an online eLearning program?

we are looking for content already created, best practices and a training program already in place. We are looking for the program content, and also train-the-trainer material. I would not mind some online content. However, I would like to also have in-person training to go alongside the online content.

Good afternoon. I have provided the answers in italicized blue.

- 1. Are there specific customer service challenges the City of Belton is currently facing that the training should address?**
- 2. None at this time. We are looking to build the basics, the foundation, and then move onto more in-depth practices.*
- 3. How is customer service currently delivered within the city (e.g., in-person, email, phone, chat), and how will that impact the focus of the training?** *We help residents in person, phone, email and through our request tracker.*

4. **What level of customization is expected for the training materials to meet the city's unique needs?** *Minimum to be able to customize and have our brand with our mission and values.*
5. **Can you provide more details about the expected depth of training on emotional intelligence and empathy?** *Grasp of basic concepts and how they influence the delivery of customer service.*
6. **Are there particular case studies, scenarios, or examples the city would like included in the training content?** *None at this time.*
7. **What specific tools or systems do employees use for customer interactions, and should these be included in the training?** *Yealink phone system, Microsoft, Central Square (finance, business license, building permits) and Catalis (request tracker)*
8. **Can you clarify expectations for the depth of training that will be provided to internal trainers?** *Solid understanding of core concepts and objectives that are being taught to the rest of the staff.*
9. **How many trainers does the city expect to certify, and what is their current level of experience with customer service training?** *2-4, we all have training experience.*
10. **Is there flexibility in the timeline for project completion, or must it align with specific city events or deadlines?**
Currently, we have no deadline.
11. **How will project milestones and progress be communicated to city officials?**
Core team of employees and admin that measure milestone success will deliver results to officials.
12. **Does the budget for this project include travel for in-person sessions, or is remote training preferred? What is the budget range?** *Budget range is \$20,000-\$30,000. Preference is live but flexible to remote.*
- 13.
14. **Are there preferred payment schedules or milestones that the city would like reflected in the proposal?** *Quarterly or annual payments.*

15. What are the city's long-term goals for in-house customer service training, and how will the success of this project be evaluated? *Resident and city surveys.*

16. What ongoing support does the city expect after the initial training and certification are complete? *This includes updates to materials and basic support with any customer service-related questions.*

17. How many people to be trained? *25*

18. What mode of delivery? *We prefer in-person, especially for the Train-the-Trainer, but are open to remote.*

19. How many number of employees will undergo the training? Is the city considering one cohort or multiple cohorts? *up to 25 for full staff training. We will be doing one cohort.*

20. How many number of employees will undergo the Train-The-Trainer? *2-4*

21. What is the estimated budget? *\$20,000-\$30,000*

22. The proposed training should also include a train-the-trainer certification so we can offer in-house training in the future for new employees. The train-the-trainer certification must include an in-depth training class, facilitator's script and guide, presentation slides, a participant manual, product licensing, and ongoing training and support. – **How long is the ongoing training and support to be provided?** *We would like to have updates to any materials and basic support for any customer service questions.*