



**CITY OF MEMPHIS**

**REQUEST FOR PROPOSAL**

**#52462**

**Implicit Bias Training Questions & Answers**

**Addendum #1**

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**RFP #52462**  
**Implicit Bias Training**  
**Questions & Answers**

**Except to remove vendor names and addresses, questions are provided exactly as submitted.**

#		Question / Answer
1	Q	We offer (3) different methods of delivering Implicit Bias Training Services due to Covid such as: -FACE TO FACE - HYBRID ONLINE - FULLY ONLINE Can we offer all three? Do we have to choose?
1	A	Yes you can offer all three training methods.
2	Q	As far as timing, how would you like our company to schedule training? On a daily, weekly or monthly basis?
2	A	We would like all current employees to be trained the first year and then new hires to be trained within 60 days from start date
3	Q	Our company has had great success in delivering in-person training to a wide variety of city agencies with personnel numbers equaling or exceeding that in Memphis (over 8,200). a. Would the City of Memphis consider a project that proposes all training be led by an instructor who is either in-person in a classroom setting, or in a real-time virtual setting? b. Would the City consider training that does not include an option for asynchronous online training?
3	A	a. We would consider all training settings, including a combination of different training settings. b. Yes, as long as the synchronous training meets the needs of getting all employees trained.
4	Q	a. Can you provide a broader description of what is meant by providing “systems and solutions for support?” b. What types of systems (e.g., customer service protocols, agency hiring processes, first responder training requirements) and solutions for whom (i.e., leadership or line-level personnel, agency-specific or city-wide)?
4	A	a. Systems and solutions refer to the training delivery methods. b. Vendor should consider multiple options for delivering training. This would include virtual (both asynchronous and/or synchronous) and in-person training solutions.
5	Q	a. Does the City of Memphis intend to provide existing demographic and survey data, or should proposed projects anticipate a data collection process with City of Memphis employees to gather demographic data and historically relevant and impactful experiences?

		<p>b. To decrease costs and expedite the implementation of training, would the City consider proposers conduct general research on the overall demographics of the city as well as historical events that may impact upon city agencies or personnel?</p>
5	A	<p>a. Yes, the City of Memphis can provide existing demographic and survey data to the selected vendor.</p> <p>b. The City of Memphis currently has overall demographics and can provide to the vendor that is selected.</p>
6	Q	<p>In order to provide the most accurate cost estimate and pricing information, we respectfully ask the following:</p> <p>a. What is the number of Police Department personnel and the number of Fire Department personnel (including number of executive-level, mid-managers, supervisors, investigators, line personnel, and civilian personnel)?</p> <p>b. What is the number (or estimate) of executive leadership personnel serving the City of Memphis?</p> <p>c. What is the number (or estimate) of mid-management personnel servicing the City of Memphis?</p> <p>Would the City of Memphis allow some training materials to be provided via electronic tablets in lieu of printed training materials? Our company would provide copies of printed training materials that may be uploaded to an agency's or the city's intranet.</p>
6	A	<p>a. Full Time = 4164 Part Time= 225</p> <p>b. Full Time = 115</p> <p>c. Full Time = 492</p> <p>-Yes the City of Memphis would allow electronic tablets</p>
7	Q	<p>What implicit bias training have employees received? Is the training different per department?</p>
7	A	<p>Some employees (C-Suite, Memphis Police) have received implicit bias training from different vendors.</p>
8	Q	<p>Please elaborate on what is meant by "engagement needs" referenced in the following statement: Additionally, the service provider is expected to be nimble and responsive to the organization's employee engagement needs, resulting from a workforce with diverse backgrounds, professions, and skills.</p>
8	A	<p>Engagement needs involves understanding the diverse needs of different departments and offering multiple solutions. For example, some departments do not have access to technology as easily as others. This should be considered when determining training methods.</p>

9	Q	Is the Oracle application being used as a full LMS to deliver/track training and create personal development plans? Have SCORM files been successfully uploaded and used for training purposes by employees?
9	A	The Oracle application will be used only for registration/tracking purposes. Yes, SCORM files have been successfully loaded in Oracle.
10	Q	If the contract is awarded to a qualified M/WBE, does this satisfy the 5% participation goal?
10	A	Yes, but only if the M/WBE vendor is registered with the City of Memphis as an M/WBE vendor. For verification as to a vendor's M/WBE status with the City, please contact our Office of Business Diversity & Compliance at 901-636-9210.