



ADDENDUM #1

Quotations for Small Procurements
Customer Service Training
Solicitation No. 2024-2804

Originally Issued May 22, 2024

Addendum 1 – Issued June 13, 2024

To Offerors:

The following additions, deductions, changes and corrections to the proposal and specifications for the above referenced project shall hereby be incorporated into the work, and their affect on the proposal shall be reflected in the Offeror’s proposal. Offerors shall also verify this fact by indicating the receipt of the addendum in their proposal.

CHANGES:

Quote Packet document is deleted and replaced with “2024-2804 Customer Service Training Quote Packet UPDATED 6-13-2024”.

QUESTIONS:

1. Is there a preference for in-state vendors? **No.**
2. Who will be the internal project point of contact? **This information will be provided to the awarded contractor.**
3. The consultant will also produce a shortened 90-minute version/overview of the tools and training for future use – Do we need to provide 90-minute version/ overview of Curriculum or do we need to record a 90-Minute session? **We do not need a video recording for future use.**
4. In Attachment B: Contractor’s Fee Submission Form – Could you please explain what is “Cost per trainee for exam”? **This has been removed. Please see changes section above.**
5. Will participants be able to complete pre-work via the assessment platform before sessions? **No pre-work assessment necessary before the training session.**

1627 WESTERN AVENUE, CINCINNATI, OHIO 45214

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6. Is there an opportunity for follow-up support and refresher training? **We want to keep the training as one session for our staff.**
7. Will you provide us with the materials for creating the training, or are we expected to develop the training content ourselves? Alternatively, are you looking for a pre-existing training program we offer? **We have provided the training objectives, however the Trainer provides the materials and the training content tailored to our objectives.**
8. Is this project intended to be both design and development or just development? The RFP suggests that you want our input, indicating you might want us to design and develop the training with your approval throughout the process. **Yes, we need the trainer to design and develop the training material that meets our training objectives provided in the scope.**
9. Do you require online training access (LMS) for a 90-minute shortened version for future use? **No, we do not require any future use materials.**
10. What is the timeline for this project? **Services to be provided in the next 90 days.**

END OF ADDENDUM TO DATE 6/13/2024

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