**Workforce Solutions for North Central PA / North Central Workforce Development Board**
**Request for Quotes Questions and Answers**
**Staff Training (De-Escalation, Customer Engagement, and Empathy Training**

1. What group size are you estimating for this training initiative?

*Approximately 75 if held for the entire region. If 2 groups each session would have approximately 38*.

2. How many sessions do you project for the training project?

*We will consider all proposals.*

3. Will the provider be responsible for the selected training facility location associated costs (refreshments / room rental etc.)

*Room rental and facility location are not required as we plan to hold the training in one of our centers or at a location that will be secured by Workforce Solutions. Proposals should include the cost of the training only.*

4. Will the participants be primarily CareerLink® staff? what other participant representation would be involved in the training ?

*The training is for PA CareerLink® staff as well as their supervisors and agency leads and will include Workforce Development Board staff as well. PA CareerLink® staff will include all partners representing WIOA Titles I, II, III and IV staff as well as any partner who are renters in our centers.*

5. If we would propose an assessment tool can participant email addresses be shared for use?

*An Assessment tool could be provided to Workforce Solutions for distribution to all staff. We prefer not to share staff email addresses.*

6. Is there an expected session length required or expected?

*No, we will consider all proposals*.

7. Estimated training project completion date March 1, 2026

*Yes but there is flexibility with this date given the budget impasse.*

8. Would there be an expectation of recognition / certificate for training record copies required?

*This would be acceptable however not required.*

9. Would there be a certificate of insurance be required for submittal?

*No*

10. Would an end of session participant survey be required?

*We would consider this a valuable tool but not required.*

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11. Our there any customer survey, satisfaction survey results done in the last few years and can those results be shared confidentially?

*We do have customer satisfaction surveys and all are very positive. We do not feel it necessary to provide/share.*

12. Customer service response type: email/ system auto response / FAQ phone support / zoom / teams meetings what other options and is their percentage allocation for customer response method type.

*We do not feel this is applicable to this RFQ*

13. What is the estimated total number of participants to attend the outlined training program?

*See response to Question 1.*

14. For us to understand the real-world challenges of the CareerLink staff more clearly beyond what we know today, could you provide 2-3 examples of situations where CareerLink staff are not performing to expectations?

*Our PA CareerLink® staff are performing to expectations; however, this training opportunity is intended to strengthen their skills and confidence when navigating challenging customer interactions. Staff regularly work with individuals who are facing significant barriers to employment—such as transportation issues, lack of childcare, limited digital skills, or discouragement from repeated job search challenges.*

*The goal of this training is not corrective but supportive. It aims to provide staff with additional tools and strategies to:*

1. ***De-escalate tense situations*** *and maintain empathy when customers are frustrated or overwhelmed.*
2. ***Communicate effectively and compassionately****, helping customers feel heard and supported even when immediate solutions are limited.*
3. ***Empower individuals*** *to take positive next steps—encouraging participation in training or employment opportunities despite personal or systemic barriers.*

*In essence, this is about enhancing emotional intelligence and resilience among staff so they can continue to deliver high-quality, customer-centered service in sometimes emotionally charged situations.*

*Upon award we could provide some scenarios regarding some recent experiences with difficult customers.*

15. Would you be open to having the selected vendor partner visit a location for a day to better understand what a day in the life of an employee looks like?

*We do not feel this is necessary for this training.*

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16. How many participants would join this program?

*See response to question 1.*

17. What would onsite training space(s) look like for this training delivery?

*We will work with the selected provider to ensure the space selected is conducive to the training space desired by the provider.*

18. Taking into consideration what technology is available to the audience, what training formats are typically used for this audience such as in-person, virtual and web-based learning?

*We are considering multiple options including in-person and virtual – not web based.*

19. Are there specific days of the week and times that are most convenient for the CareerLink team to receive training?

*The schedule will be developed between Workforce Solutions and the selected provider upon award.*

20. Are you able to share Workforce Solutions' standard assurances and certifications?

*Yes they are attached.*

21. Could you please clarify what the selection committee values most in a proposal?

*Please refer to the evaluation criteria included in the RFQ document. The selection committee places the greatest emphasis on the qualifications criteria and work plan criteria, as these carry the highest point values.*

22. Is there a defined budget range or ceiling for this RFQ that respondents should align with?

*We prefer not to provide a budget but rather will base our selection on the quality of the training and proposal.*

23. What is the expected duration for each training topic? 2 hours/4 hours/all day? Can each topic have different durations?

*We are open to considering all proposals; however, our preference is to avoid full-day training sessions.*

24. Will the audience have wi-fi access for gathering responses during the training?

*Yes*

25. Is the requirement for training to accommodate 2 in person sessions and 1 hybrid, should the trainer wish to conduct the session online?

*We will consider all options and prefer that proposals provide multiple options.*

26. What is overall class size?

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*See response to Questions 1.*

27. Can the proposal incorporate different trainers per training topic, or more than 1 trainer per topic?

*Yes*

28. Will the training space be conducive for break-out sessions?

*We do not anticipate in person training having breakout sessions but will consider all proposals.*

29. How many training sessions would you like to have, and do you have preferred locations for the in-person trainings that make the most sense for your regional offices?

*We will consider all proposals. Workforce Solutions will identify locations for in person trainings upon award*.

30. How many staff members (or what are the maximum and minimum numbers) will participate in each training session?

*See response to number 1.*

31. Are all PA CareerLink® staff expected to attend, or just those in specific roles (e.g., front desk, case managers, workshop facilitators)?

*Workforce Solutions will be including all PA CareerLink® staff, partners, renters, etc in these training programs.*

32. What is the staff's current experience with customer service/de-escalation training (baseline knowledge)?

*This varies greatly. There has been no formal training provided previously.*

33. Do you prefer in-person, virtual, or a combination of formats?

*We prefer in person however with the budget impasse there is a chance that staff will not be able to travel therefore we may have to resort to virtual. A combination would be great as well. All of these details can be worked out upon award.*

34. How long should each training session be (e.g. preferred number of hours, half-day, full-day, multi-session series)?

*We will consider all proposals.*

35. Are there measurable learning outcomes you want tied to these trainings (e.g., improved customer satisfaction scores, reduction in incident reports)?

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*A participant feedback form would be great – we will consider any proposal measurable learning outcomes proposed.*

36. Are there policies and procedures that we could review prior to developing the training outline that might help with this educational process?

*We do have a code of conduct for our PA CareerLink centers that is attached. In addition, each partner has individual policies that must be followed that are not pertinent to this training*.

37. Should the training address both in-person and virtual interactions with customers?

*Yes*

38. Are there reporting or evaluation requirements (e.g., pre/post assessments, attendance tracking, and feedback forms)?

*Feedback forms would be great. We will track attendance.*

39. Are we able to use the standard MOA system, as we have in the past, if we are selected, or is there a formal contract involved that will need to go through our contracts/legal department for approval?

*This award will be a formal subcontract between Workforce Solutions for North Central PA and the selected entity.*

40. Population size: Approximately how many PA CareerLink® staff are targeted overall, and what is the expected range per session?

*See response to question 1.*

41. Intent: Should we structure the offering primarily as train-the-trainer for CareerLink staff, or as direct skills training for their day-to-day roles?

*Direct skills training for their day-to-day roles.*

42. Number/length of sessions: Do you have a preferred count and duration (e.g., three 60–90-minute workshops or half day workshop/debriefing session), or should we propose the mix?

*Please propose the mix.*

43. Hybrid requirement: The RFQ references in-person options across the six counties and hybrid delivery. How many sessions must be in-person versus virtual to meet expectations?

*There is not a requirement – all proposals will be considered. See response to #14 for more details.*

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44. Locations: Will Workforce Solutions pre-select venues, or may we recommend two regional sites aligned to presenter proximity and staff access?

*See response to questions 17*.

45. Venue & A/V: If sites are provided, will rooms, projector/screen, sound, Wi-Fi, and flip charts be available at **no cost** to the project?

*We will provide the technology needed.*

46. Registration/hosting: Should Workforce Solutions handle registration, confirmation emails, and meeting links on your Zoom (or Teams/Webex) accounts?

*Workforce Solutions will handle registrations, confirmation emails and will are able to utilize our zoom account.*

47. Recording & licensing: If sessions are recorded, who owns the files and how may they be used (internal access only, time-limited, no resale, etc.)?

*Workforce Solutions would own the files for our use but not for resale.*

48. Assessment: May we include a brief diagnostic (Likert Scale Survey) with a $1,000 setup and $15–$20 per-participant fee?

*We do not feel this is necessary for this project.*

49. Follow-up: Would a 30–60-minute virtual reinforcement session ~30 days later be desirable (quick review + Q&A) for transfer-of-learning?

*We will considered all proposals.*

50. Interactivity: Are role-plays/simulations acceptable (with small groups/breakouts), or do you prefer a more presentation-forward format?

*Presentation forward format is preferred.*

51. Pricing format: Do you prefer a **fixed fee per workshop**, or may we offer day/half-day rates with an optional bundle?

*We will consider all proposals and budgets.*

52. Quote structure: Is there a **page limit** for the narrative? May we include **appendices** (bios, capability statements, sample outlines)?

*There is no page limit and appendices will be accepted.*

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53. References: The RFQ requests three client references. Any required format (letters vs. contact info + project summaries)?

*There is no required format for references.*

54. Data/privacy: Any specific data-security provisions for handling assessment and evaluation data (e.g., PII, retention, transmission)?

*We can discuss this with vendor upon the award. For our PII policy see https://www.workforcesolutionspa.com/categories/resources/pages/policies-overview*