
July 26, 2019

To: Proposers

From: Keisha Carnahan, Sr. Contract Administrator

Subject: Questions and Answers to RFP No. P18303
Service Awards and Employee Recognition Program

This document provides answers to the following questions submitted regarding this solicitation:

- Question 1:** We offer a non-traditional reward that is focused on experiences as the rewards themselves. Employees can get a massage, brewery tour, and event tickets. We do not have the ability to offer physical products. Is this a deal breaker?
- Answer 1:** Yes, as part of this requirement VTA requires that the vendors provide symbolic pins for employees that have reached 5, 10, 15, 20, 25, 30, 35, 40 years of service and pendants for employees that have reached certain milestone years of service 10, 15, 20, 25, 30, 35, 40 years of service.
- Question 2:** Can VTA provide the specifications of the pin and pendant, including images and sizing? Is it 10k or 14k gold?
- Answer 2:** Yes, please download Addendum No. 4 to see pin and pendant specifications and picture attachments. Please see the Scope of Work requirements on pages 6 and 7 of the RFP. Addendum No. 4 clarifies the gold requirement to 1/10 10K yellow gold-filled for 5 year pin without gemstone and 1/10 10K yellow gold-filled for 15, 20, 25, 30, 35, 40 year pin or pendant without gemstone and 10K yellow gold with gemstone (currently a synthetic blue sapphire) for the VTA 10 year pin and pendant.
- Question 3:** Do we need to provide a chain for the pendants?
- Answer 3:** No chain is required, just the pendants in 10k yellow gold with gemstone (currently a synthetic blue sapphire) for employees that achieve 10 years of service and 1/10 10k yellow gold-filled pendants for the employees that achieve 15, 20, 25, 30, 35, 40 years of service.
- Question 4:** Can the packets and awards be bulk shipped to one location? Are these shipped monthly?
- Answer 4:** Yes, the employee gift/award must be clearly labelled with the VTA employee's first and last name are detailed on each award packet. See page 13, Section 12c and ensure there is a packaging slip included which contains information necessary for VTA. Reminder: Each gift must be gift wrapped. Service Awards are shipped as ordered. They can be bulk shipped monthly; however, you must meet the timelines stated on pages 8 and 10 of the RFP. Monthly shipments may not be sent to one location, as there are centralized locations based on where the employee is assigned.
- Question 5:** What is VTA's anticipated budget for the overall Contract?
- Answer 5:** VTA estimated the spend at \$400,000.00 for the five-year Contract.
- Question 6:** Who's the current vendor?
- Answer 6:** OC Tanner
- Question 7:** Can you please confirm the budget for the five-year pin?
- Answer 7:** We estimate ordering 675 units in five years, with an estimated cost of \$50.00 each for a total estimated VTA spend of \$33,750.00 in five years. Please see back side of the Pricing Sheets "Exhibit C" for estimated annual usage for the five-year pin for year 1, 2, 3, 4, 5.

- Question 8:** Is there a separate budget for the award packets, or is that included in the overall award cost?
- Answer 8:** VTA isn't sure what you are asking; therefore, see Answer 5 for the estimated overall budget and Answer 9 regarding the separate line items on the Pricing Sheet "Exhibit C" for Service Awards and Symbolic pins and pendants.
- Question 9:** Are symbolic pins and pieces included in the total award cost, or separate from it? For example, is the \$250.00 (+/- 10%) inclusive of the \$50.00 symbolic pin and pendant cost?
- Answer 9:** No, VTA has requested that the proposers submit separate pricing for the symbolic pins and pendant costs as listed on the back side of each year's Pricing Sheet "Exhibit C" and submit costs for each line item for the service award gifts (minimum of 15 options are required and up to 20 options) with an estimated retail value as listed on the left side of each category. This means that for each of the gift items listed in the 10-year service award section should have an estimated retail value of \$200.00 +/- 10%, but obviously the vendor should list the cost they need to charge VTA for each of the 20 gift items. VTA expects that the costs of the gift items would be lower than the estimated \$200.00 retail value.
- Question 10:** During the pre-proposal conference, it was mentioned that the price of the pin/pendant is to be separate. Would you clarify whether the price for each level as listed on the price sheet is to include the gift price estimated retail value \$250.00 with the pin/pendant price as a separate price, or is the pin/pendant price and gift price combined to equal the estimated retail value \$250.00 year level price?
- Answer 10:** VTA is requesting that the gift price with an estimated retail value of \$200.00 for 10 years of service be priced separately (Front page of the Pricing Sheets for each year, "Exhibit C") from the 10 year pin or pendant (Back page of the Pricing Sheets for each year, "Exhibit C"). See Answer 9 above.
- Question 11:** Please confirm whether we are to print 8 copies of both the technical proposal and 8 copies of the pricing proposal? Or, whether we are to print 8 copies of the technical proposal and 1 copy of the pricing proposal?
- Answer 11:** Proposers are to provide 8 copies of the technical proposal, including 1 soft copy on a flash drive and 8 copies of the price proposal, including 1 soft copy on a flash drive in two separate envelopes clearly marked per RFP instructions. Please download Addendum No. 4 for full details.
- Question 12:** The price per year on years 20-40 are the same in Exhibit C. Would you confirm that this is correct?
- Answer 12:** Yes, that's correct; however, please note that what's listed are the Estimated Retail Values not the Proposer's Costs. VTA hopes that each Proposer's costs for the items will be lower than the Estimated Retail Values.
- Question 13:** Would you provide us with pictures of the Employee and Supervisor of the quarter and year awards?
- Answer 13:** VTA can't provide pictures, but we can provide descriptions of the gifts. Please download Addendum No. 4 to see attached list of current Contract offering but note that VTA would like the new Contract to offer gifts that appeal to our employee demographics, see Answer to Question 15 below.
- Question 14:** What type of gifts would VTA like to see in their program?
- Answer 14:** Please see attached for a current description of the gifts that are offered under this Contract. See Section VIII 4 for additional instruction.
- Question 15:** Would you be willing to share demographics, gender, and the age range of VTA employees?
- Answer 15:** VTA's employee population is made up of approximately 75% male and 25% female. The breakdown of ages is as follows:

Age Group	No. of employees
20-25	60
26-30	146
31-40	544
41-50	528
51-60	644
Over 60	246
Total	2168

- Question 16:** Are there any restrictions on the gifts? Knives, Gift Cards, Visa/MC, etc.?
- Answer 16:** No gift cards and/or Visa/MC as they are taxable to the employees and considered income. No knives.
- Question 17:** Would it be possible to receive a pendant or pin to accurately give pricing? We can return it upon delivery of the proposal.
- Answer 17:** We are unable to provide a sample. Please see attached photos and Addendum No. 4, which clarifies the gold content of each.
- Question 18:** What is the weight of the pendant and pin for the different years of service? Is the 10 year the only one that is a larger size and heavier? If so what's the weight?
- Answer 18:** There are three sizes of pins/pendants offered under our current Contract. The 5-year pin is the largest. The 15, 20, 25, 30, 35, 40-year pin and 15, 20, 25, 30, 35, 40-year pendant are all the same size and the smallest. The 15-40-year pins/pendants are made of 1/10 10k yellow gold-filled. The 10-year pin and pendant are slightly larger than the 15-40-year pins/pendants and made of 10k yellow gold. Please download Addendum No. 4 for full details and see attached photos.
- Question 19:** Are there any special stones, like colored precious stone and diamonds in the award? What is the grade of the diamonds used in the program?
- Answer 19:** The gemstone for the current 10-year pin/pendant is a synthetic blue sapphire. Please see attached photos.
- Question 20:** What type of finding/pin is on the back? Can we get a picture of it?
- Answer 20:** Please see attached photos.
- Question 21:** Does VTA allow a recipient to mount the pin on clothing or badge?
- Answer 21:** Yes
- Question 22:** Can you provide a picture of the jewelry box used in the program?
- Answer 22:** VTA is assuming you mean a photo of the gift boxes used, please see attached photos.
- Question 23:** How is the pin order placed currently?
- Answer 23:** For 5-year pin, employees are automatically sent a pin since as there is no additional gift to purchase. For all other years, only those employees who select a gift are sent the pin or pendant. The vendor will know which pin or pendant to send based on the employee's selection and their number of years of service.
- Question 24:** Do the pin boxes need to be labelled with a recipient's name or just the year level of the award?
- Answer 24:** See page 13, Section 12c and ensure there is a packaging slip included which contains information necessary for VTA and is gift wrapped per RFP specifications.
- Question 25:** What date was VTA planning to implement this new program? I need this for accurate implementation timeline.
- Answer 25:** December 1, 2019 or sooner.
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