



City of Tacoma

Questions and Answers

Employee Service Awards RFP Specification No. HR23-0044F

All interested parties had the opportunity to submit questions in writing by email to Erica Pierce, Senior Buyer by date questions were due. The answers to the questions received are provided below and posted to the City's website at www.TacomaPurchasing.org. Navigate to [Current Contracting Opportunities](#) / *Services Solicitations*, and then click *Questions and Answers* for this Specification. This information IS NOT considered an addendum. Respondents should consider this information when submitting their proposals.

Question 1: In Section, 10.1, references bankable value – is the intention of the program to be a “points” program where employees can build points to redeem for higher gift options?

Answer 1: This is an option that the City of Tacoma (COT) is interested learning more about.

Question 2: Generally, there are admin costs associated with running a points program that is typically per employee – is City of Tacoma okay with this?

Answer 2: Depends on amount of admin costs vs. budget for contract

Question 3: Points programs would pass the original contract period (5 years) unless you add points for peer, safety, or others during the year. Is this COT's intention?

Answer 3: Yes, but only if the program meets our needs

Question 4: The anticipated budget of \$35,000 for 250 recipients appears higher than the industry normal for that amount of recipients. Is this budget correct?

Answer 4: This is a high end estimate of what we'd like to spend per year based on our previous monthly expenses

Question 5: Does COT have a breakdown of anticipated recipients to be awarded per year level?

Answer 5: No

Question 6: On the landing page for the online platform, would COT want the reference by Tier level or by year of award (ex. 10 & 15 separate vs just Tier 1)

Answer 6: Tier level sounds more professional

Question 7: Is COT open to order minimums for items that can be logged?



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Answer 7: Logoed items were a suggestion and are not a requirement for the program. They are not required to be included in items available.

Question 8: Does COT currently run this program on monthly, quarterly, or yearly cycles?

Answer 8: Monthly

Question 9: For shipping, does COT prefer a bulk shipment when all recipients choose their prizes for a certain time period (i.e. end of month, quarter, etc) or as ordered?

Answer 9: Monthly shipments

Question 10: Does COT provide a list of recipients to vendors?

Answer 10: Yes

Question 11: For invoicing, what is the preference? (Monthly, Quarterly, or Annual) Does COT prefer detail or summary invoices?

Answer 11: Monthly w/detailed invoices

Question 12: Please describe “personal” items. Does this include small appliances, electronics, pet care, etc. or only items such as sunglass, watches, jewelry, hygiene products, etc.?

Answer 12: All of these – personal use items

Question 13: In regards to the Tier style of awards, is COT looking for one level to be personal hygiene items, candles, mugs, etc. and the next level to be watches, clocks, small appliances, etc. or can all levels have the same categories but items at the different price points?

Answer 13: No to one level, will consider all levels w/same categories but at different price points

Question 14: Please provide previous bid tabulation.

Answer 14: Please request this via this link: [PUBLIC RECORDS CENTER \(mycusthelp.com\)](https://publicrecordscenter.mycusthelp.com) or this email address: publicdisclosure@cityoftacoma.org