

Taking Care of Business (TCB) Cleaning Ambassador Training Provider RFP Questions & Responses

This document compiles all live questions from the TCB Cleaning Ambassador Training Provider RFP briefing held on August 7, 2025, along with questions submitted in writing by potential applicants. Responses are provided by the Department of Commerce to support applicants in preparing proposals. The finalized Q&A will be posted to the PIDC website for reference.

Q: Should the submission come via email?

A: No. Please submit via Formstack.

Q: Will ambassadors be pulled from their regular work schedule?

A: Trainings will likely occur on weekday afternoons. Each organization will determine how training fits into their team's regular hours. Since crews typically work mornings, we expect most participants will attend training after their shifts.

Q: Is there a location for them to go to, or should we provide one?

A: We envision regional cohorts organized by neighborhood. We'll collaborate with you on location planning.

Q: Will the training be in person?

A: Yes.

Q: Is the OSHA 10 component part of this training, or will it be delivered separately?

A: Commerce already provides access to online OSHA 10 training, and TCB organizations assist new hires in completing it. Yes, we'll share more details with the awardee.

Q: Who will identify the training participants? Will this go out to all 410 Cleaning Ambassadors, or will Commerce ask TCB organizations to select individuals?

A: Organizations will be asked to identify the individuals they wish to send. A program briefing for orgs and subcontractors will be held in September.

Q: Is there a strategy for contract renewal or extension?

A: This is a pilot program. We'll review data and outcomes, and if successful, it may become an ongoing training initiative supporting the TCB program.

Q: Is it an earn-and-learn model? Is there a required number of hours?

A: There's no set credit-hour requirement, but participants are expected to commit to the full training series.

Q: Is the curriculum required as part of the proposal?

A: Yes, please include the curriculum in your proposal.

Q: Is career pathway planning part of the training?

A: No, you don't need to create career pathways.

Q: Is a credential expected after this training?

A: We anticipate participants will receive a certificate of completion. If you believe an industry credential is appropriate, feel free to include it in your proposal.

Q: Will the cohort include both justice-impacted and non-justice-impacted individuals?

A: Yes.

Q: Can you elaborate on the career pathways?

A: Some participants stay in their roles, some become supervisors, and others pursue new opportunities. Pathways include partnerships with PPA, FutureTrack, CLIP, internal promotions, LandCare, and entrepreneurship.

Q: Will the training address bad behavior or conflict?

A: Yes, strategies for conflict de-escalation will be included.

Q: Have previous trainings been well attended?

A: Yes. Trainings with partners like PHS have had strong attendance.

Q: Is the objective to select one sole awardee, or could multiple be awarded?

A: We've envisioned one awardee, but we'll review all proposals.

Q: Does the business need to be certified Minority and/or Women-owned Business Enterprise?

A: No.

Q: What is the age range of participants?

A: Participants range from 18 to 78, with a core age around 40.

Q: Is the pilot limited to one regional area?

A: No. It will include all four cohorts, drawn from different parts of the city.

Q: During the briefing, it was mentioned that weekly training should be offered in the afternoon when ambassadors finish their usual work shift. Could you confirm the ideal start and end time for these sessions?

A: Trainings are considered paid time off. Afternoon sessions are preferred and typically run between 1:00 PM and 4:00 PM.

Q: Can all trainings be hosted at our West Philadelphia location, or is it required to offer some or all trainings at an offsite location?

A: You may include your training site as a proposed training location in your application. We prioritize sites that are accessible via public transportation and located near TCB organizations, which are distributed across various neighborhoods in the City.

Q: Do we know if participants might already have laptops and/or be receiving them through other programming?

A: It is unlikely that participants currently have laptops. Some training facilities may offer computer labs, but these would require participants to have access to laptops during sessions.

Q: Can we, as a nonprofit, run the temporary employees through our organization? If applicable, can we utilize some of the youth in the city?

A: No, this is not a temporary employment program, and all Cleaning Ambassadors (CAs) must be at least 18 years of age. Additionally, training participants are employees of one of the 51 independent organizations participating in the Taking Care of Business (TCB) program or their subcontractors. The training provider will not have any role in hiring or employing TCB workers.

Q: If we submit an RFP as a training provider, what would our responsibilities be in the hiring and onboarding process? What type of training would this grant fund?

A: The training provider will not have any role in hiring or employing TCB workers. Selected training providers will be responsible for:

- Designing and delivering training sessions for Cleaning Ambassadors (CAs)
- Facilitating inclusive, interactive workshops that support skill-building and professional development
- Managing logistics such as scheduling, attendance tracking, and session materials
- Collaborating with TCB staff to align training content with program goals and participant needs

The grant supports training in areas including:

- Workplace readiness and professionalism
- Effective communication and conflict resolution
- Teamwork and leadership development
- Health and safety practices relevant to corridor cleaning work
- Career exploration and goal setting

Training should be culturally responsive, engaging, and designed to empower participants in their roles as community ambassadors.