



**STATE OF TENNESSEE
DEPARTMENT OF HEALTH**

**REQUEST FOR INFORMATION
FOR
WORKPLACE VIOLENCE TRAINING
for a HEALTHCARE SETTING**

**RFI # 34360-92223
August 29, 2022**

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Health (TDH) issues this Request for Information (“RFI”) for the purpose of seeking available marketplace training solutions that provide workplace violence, domestic violence, and active violence in a healthcare setting to all counties and metro health department employees. The State is looking for information on organizations who could provide forty-two (42) Workplace violence, domestic violence, and active violence in healthcare setting trainings. The State is wanting these sessions to be eight (8) hours of training per day for up to fifty (50) staff members in each session and thirteen (13) “Train- the Trainer” instructor training that would include eight (8) hours of training per day for up to twenty-five (25) staff members in each session. We appreciate your input and participation in this process.

2. BACKGROUND:

Workplace violence remains a growing health concern globally. The U.S. Bureau of Labor Statistics has recognized a steady incline in the incidence rates of non-fatal workplace violence to healthcare workers. In 2011, rates of violence were reported at 6.4 per 10,000 full-time employees. By 2018, rates of violence increased to 10.4 per 10,000.¹ Of fatal workplace violence incidents, a relative or domestic partner are the leading assailants, followed by patients.¹ Looking specifically at the Tennessee Department of Health (TDH) workforce, over the last year, more than fifty (50) workplace violence incidents have been reported by TDH staff. These incidents ranged from patients assaulting staff, patients fighting in clinic being broken up by staff members, domestic violence, person sleeping in bushes at the entrance of building, and clinics on lock down due to suspicious activity in the area in vicinity.

In response to this growing health concern, organizations like the Occupational Safety and Health Administration (OSHA) have introduced guidelines like the Guidelines for Preventing Workplace Violence for Healthcare and Social Service Workers and the OSHA directive CPL 02-01-058, which highlights enforcement procedures for investigating workplace violence.² Additionally, Healthy People 2030 has introduced objective OSH-05, reducing work-related assaults.³ Workplace violence remains a growing occupational safety concern throughout the healthcare setting, and training is needed to empower employees on components like de-

escalation tactics, customer service, and violence prevention. CARE training emphasizes these areas and how to address them within the healthcare setting.

¹ U.S. Bureau of Labor Statistics. (2020). *Workplace violence in healthcare, 2018*. [Workplace Violence in Healthcare, 2018 \(bls.gov\)](https://www.bls.gov/news.release/wv18.pdf)

² Occupational Safety and Health Administration. (2016). *Guidelines for preventing workplace violence for healthcare and social service workers*. [Guidelines for Preventing Workplace Violence for Healthcare and Social Service Workers \(osha.gov\)](https://www.osha-slc.gov/Prevention/Preventing-Workplace-Violence-for-Healthcare-and-Social-Service-Workers)

³ U.S. Department of Health and Human Services. (n.d.). *Reduce work-related assaults-OSH-05*. [Reduce work-related assaults — OSH-05 - Healthy People 2030 | health.gov](https://www.health.gov/ourpriorities/healthy-people-2030/05-reduce-work-related-assaults)

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI to:

Simeon Ayton, Sourcing Account Specialist Division of General Services
Central Procurement Office Tennessee Tower, 3rd Floor
312 Rosa L. Parks Ave., Nashville, TN 37243 10
Simeon.Ayton@tn.gov

3.2. Please reference RFI # 34360-92223 with all communications to this RFI.

4. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		August 29, 2022
2.	RFI Response Deadline	2:00 PM	September 13, 2022

5. GENERAL INFORMATION:

5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

5.3. The State will not pay for any costs associated with responding to this RFI.

6. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms:

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TECHNICAL INFORMATIONAL FORM	
1.	RESPONDENT LEGAL ENTITY NAME:
2.	RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3.	Please provide a brief description of experience providing similar scope of services/products.
4.	What is the name of your training? How does it specifically apply to healthcare setting?
5.	Does your organization currently have any training certifications? If so, which ones?
6.	What type of de-escalation training does your course provide?
7.	How does your training offer collaborative approach with law enforcement?
8.	How does your organization provide training in multiple locations?
9.	What type of training does your organization offer to allow others to become instructors in your program?
10.	Does your organization's training offer a specific customer service focused portion that is offered in your course?
11.	What materials do you provide during your standard trainings? Do you allow for any customizations?

COST INFORMATIONAL FORM	
1.	Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):
2.	Describe the typical cost ranges for standard training sessions.
3.	Describe the typical cost ranges for providing train the trainer courses.
4.	Describe the typical cost ranges for any customizations for training programs.

ADDITIONAL CONSIDERATIONS

1. Please provide input on alternative approaches or additional things to consider that might benefit the State: