**Questions and Answers**

**RFP-27-0035 Freight Service RFP**

**11/23/2026**

| Question | Answer |
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| 1. Would you please confirm or provide:<br>a. The current RFP and all attachments, including the Freight Services Questionnaire, Vendor Freight Pricing Sheet, freight movement scenarios, and any amendments;<br>b. Whether a non-asset-based freight broker may serve as prime contractor using qualified independent motor carriers, warehouses, final-mile delivery providers, and handling partners;<br>c. Required insurance, licensing/registration, relevant references, handling and storage capabilities, geographic coverage, and other minimum qualifications;<br>d. Any instructions for the bidder webinar, formal question submissions, proposal delivery method, and confirmation of the published November 13, 2026 questions deadline and November 30, 2026 proposal deadline (5:00 p.m. Eastern). | a. All attached for this RFP can be found on our Business Opportunities page on our website under the appropriate RFP.<br>b. Please see question 6.<br>c. Please see question 24.<br>d. Please see all documentation for this RFP on our website and through everything thoroughly. The confirmations are also in that documentation as well. |
| 2. Freight quantities and calendar — Section C, pp.3–5; Attachments C and D. Please confirm the controlling quantities: GL is approximately 1,000 lb in Section C versus 2,000 lb in C/D; NTI is 23,000 lb versus 25,000 lb; supplemental storage freight is 15–19 pallets versus 8–15. Are the approximately 5,000 lb of storage freight and 1,000 lb of signage included in the NTI total? Please confirm outbound/return weights and annual event counts. The annual GL sheet has a 2,000-lb heading but | Please note that we have updated Attachments C & D so that they are consistent with the correct weights and shipment size for each event. We have recently worked to reduce the amount we ship, which is why some of the numbers may have varied. Note that most of the items we ship are training and learning materials, therefore our return inbound shipments will always be significantly less than our original outbound shipment. |

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| 10,000/5,000-lb detail. Please also correct D's GL date "June 21-15 2027," confirm its city, and provide available dimensions, pallet/crate counts and declared cargo values. | FY27, Group Learning is still being planned, so a city is not confirmed. Future years are TBD.<br><br>Yes, the total shipment weight consists of all items, that would come from our corporate headquarters, our off-site warehouse (5,000 lbs) and signage vendor (1,000 lbs).<br><br>Group Learnings are normally about 2,000 lbs outbound and 1,000 lbs inbound.<br><br>NTIs are normally about 20,000 lbs outbound and 15,000 lbs inbound.<br><br>Attachment D gives a summary of what the shipment will consist of, actual pallet/crate counts as well as declared cargo values are provided months prior to the event. |
| 3. Pricing workbook calculations — Section B, p.3; Attachment C. Please issue a corrected workbook or authorize a specified correction method. Summary O18/O19 do not total the D:N charge entries, while O23/O33 and annual-sheet O14/O21 contain #REF! references. Please confirm whether the roundtrip charge is entered once or on both directional rows, and how venue charges and event counts extend into annual and option totals. | Correct equations have been replaced in those cells which contain errors. Note that the two separate line items are for Inbound and Outbound |
| 4. Appointments, detention and accessorials — Section C, pp.5–7; D, General Freight Movement Details and Special Considerations. Please provide available delivery/return windows, simultaneous pickup requirements, dock restrictions and storage durations, and identify who confirms appointments. What free time, documentation and compensation apply to detention or waiting caused by venue dock congestion, unavailable union labor or buyer-controlled appointment delays? Please specify treatment of layover, redelivery, after-hours service, storage, fuel and other accessorials, including whether they are fixed-price inclusions, | Normal pick-up times from corporate headquarters is usually 10 AM two Fridays prior to the event start date, with an expected delivery on the Friday prior to the Monday start date. Pick up is required at off-site warehouse, signage vendor and corporate headquarters. It is to be determined by you (the freight vendor) whether a simultaneous pick-up is required or not. Specific dock restrictions are different per event/venue and will be communicated closer to each event when information is shared. Return shipments are usually picked-up Friday at the conclusion of |

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| scheduled rates or approved reimbursements, who authorizes them, and how late schedule changes are handled. | the event around 4 PM and the shipment is returned to corporate headquarters, the signage vendor and off-site warehouse, the following week. Please provide your pricing structure based on what may be included or what is a per price fee, if applicable. |
| 5. Union labor and setup boundaries — Section C, pp.4–6; B, question 6; D, union provisions. Please identify known exclusive venue/union handlers and who contracts for and pays labor, drayage, minimum calls, overtime and equipment. Must these charges be included in Attachment C, and are labor schedules available? Please clarify the vendor's duties where its personnel cannot perform inside handling. Does setup mean freight placement and collection only, or also assembly, rigging or AV installation? | Union labor is currently scheduled with our contracted audio-visual vendor. Some of the past union labor cities we have visited are Chicago and Philadelphia. Union labor is only used when required by the city/venue and we will inform the freight vendor once we know what is required from the venue. Normally union labor is required to move items from the truck/loading dock into our reserved space.<br><br>We only require moving freight materials to and from the truck to the Production holding space. No assembly, rigging, or installation is required. |
| 6. Single customer-facing prime and approved provider — Subcontracting, Successors, and Assigns, p.17; B, questions 3–4, 6 and 8. May [Vendor] serve as the single customer-facing prime, retaining customer relationship management, project oversight and contractual accountability, while an approved, disclosed full-service event-logistics provider performs physical transportation, warehousing and handling through identified carriers and destination/union partners? Please specify approval timing, lower-tier disclosures, substitution controls and any minimum prime self-performance, fleet, facility or operating-history requirements. May explicitly attributed provider references/metrics and founder prior-employer experience support the proposal, separately from company past performance? [Vendor] recognizes that contractual approval would not resolve its independent FMCSA licensing obligations. | NeighborWorks America will accept proposals that include subcontractors, provided the Offeror clearly identifies all proposed subcontracting arrangements in its proposal and **remains fully responsible for contract performance, management, and compliance with all contractual requirements as NeighborWorks does not work with subcontractor or pay subcontractor fees**.<br><br>The Offeror should identify the roles and responsibilities of all key subcontractors and describe how work will be managed and overseen. Any material changes to proposed subcontractors after contract award may be subject to review and approval by NeighborWorks America.<br><br>Offerors may reference the relevant experience, qualifications, and capabilities of proposed subcontractors and key personnel, including founder or staff experience obtained with previous employers, provided such experience is clearly |

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| | identified and distinguished from the Offeror's corporate past performance. NeighborWorks America may consider all information provided in evaluating the Offeror's ability to successfully perform the requirements of the contract.<br><br>NeighborWorks America has not established a specific minimum self-performance percentage, fleet ownership requirement, facility ownership requirement, or minimum operating-history requirement unless otherwise stated in the solicitation. However, the Offeror must demonstrate its ability to effectively manage contract performance and ensure successful delivery of all required services. |
| 7. Insurance and cargo liability — Insurance, p.16; Indemnification, pp.14–15; Section C, p.6. Please specify cargo/transit, warehouse/bailee, automobile and general-liability limits, deductibles, additional-insured requirements and whose policies must respond. Are value thresholds based on tasks, annual value or the full term including options? Please confirm cargo valuation, loss/damage allocation during carrier, warehouse and venue/union custody, claims procedures and permitted liability limitations. May approved-provider coverage satisfy any requirement, or must the prime maintain separate policies? | The contractor shall remain responsible for the performance of all subcontractors, carriers, warehouse providers, and other third parties utilized in performance of the work. The contractor should describe its approach to risk management, claims administration, and liability coverage for transportation, warehousing, handling, and event-related services.<br><br>Offerors may rely upon the capabilities and coverage of identified subcontractors or service providers where appropriate; however, the prime contractor remains responsible for ensuring that all contractual insurance and performance obligations are satisfied throughout contract performance.<br><br>NeighborWorks America has not established separate cargo valuation methodologies, custody-specific loss allocation provisions, deductible limitations, or liability caps beyond those stated in the solicitation and resulting contract. Offerors may identify any proposed assumptions, coverage structures, or contractual limitations within their proposals for consideration.<br><br>Any insurance requirements, additional insured provisions, limits of liability, and claims procedures |

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| | applicable to the resulting contract will be set forth in the final contractual documents. |
| 8. Payment milestones and commercial terms — Section G, pp.8–9; Section C, p.7; Section F, p.8. May individual events, outbound deliveries and completed returns be invoiced separately, and are deposits or progress payments permitted? Please confirm acceptance requirements, dispute procedures and payment due dates, separately from the final-invoice submission deadline. How are committed third-party cancellation costs, rescheduling and annual/fuel adjustments handled? Please clarify the option-continuation and six-month extension provisions against the stated maximum term, including applicable rates. | The contractor may propose its recommended invoicing methodology as part of its response.<br><br>NeighborWorks America will evaluate proposed invoicing approaches as part of its review of proposals.<br><br>Contractor is expected to submit a final invoice to NeighborWorks America within thirty (30) days after completion of all services, including all required deliverables, under the applicable Contract or Task Order. NeighborWorks America may deduct up to thirty percent (30%) of the fee if the final invoice is not received within six (6) months after completion of all services and reserves the right to deny payment for invoices submitted more than one (1) year after the execution date of the applicable Contract or Task Order.<br><br>All invoices must include the Contract Number, Task Order Number, and applicable performance period. NeighborWorks America is a tax-exempt 501(c)(3) nonprofit corporation. Tax-exempt documentation is available upon request.<br><br>Any payment processing, invoice review, dispute resolution, acceptance procedures, cancellation costs, rescheduling costs, fuel adjustments, annual pricing adjustments, option period pricing, or extension period pricing will be governed by the terms of the resulting contract. Offerors may describe any proposed commercial terms within their proposals for NeighborWorks America's consideration.<br><br>NeighborWorks America may exercise any contract options or extension provisions in accordance with the terms established in the resulting agreement. |

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| 9. Prior solicitation disposition — Please confirm whether RFP-26-0020 resulted in award, cancellation or another disposition and whether RFP-27-0035 supersedes it. If releasable, please identify the awardee, award date, awarded amount/ceiling and actual expenditures separately, with any public award or tabulation records. | RFP-26-0020 did not result in an award. It was canceled. |
| 10. Historical spend: What was NeighborWorks America's total freight expenditure in 2024, 2025 and 2026? | NeighborWorks America is not able to share this information at this time. |
| 11. Event locations: Can they provide the locations and dates of the last three years of training events? | ***2026***<br><br>***NeighborWorks Executive Symposium (NES) / Community Leadership Institute (CLI)***<br>*NES – April 20-24, 2026 – Washington, DC*<br>• Omni Shoreham Hotel<br><br>***NeighborWorks Training Institutes***<br>*NTI – February 23-27, 2026 – Chicago, IL*<br>• Palmer House, a Hilton Hotel<br>• Hilton Chicago<br>*NTI – August 10-14, 2026 – Miami, FL*<br>• Miami Beach Convention Center<br><br>***Group Learnings (GL)***<br>*Group Learning – April 13-17, 2026 – Las Vegas, NV*<br>• Rio Las Vegas Hotel and Casino<br>*Group Learning – August 31-September 4, 2026 – Atlanta, GA*<br>• Omni Atlanta Hotel at Centennial Park<br><br>***2025***<br>***NeighborWorks Executive Symposium (NES) / Community Leadership Institute (CLI)***<br>*NES – March 31- April 4, 2025 – Washington, DC*<br>• Omni Shoreham Hotel<br>*CLI – October 29 - November 2, 2025 – Minneapolis, MN*<br>• Minneapolis Convention Center |

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| | ***NeighborWorks Training Institutes***<br>*NTI – February 10-14, 2025 – Philadelphia, PA*<br>• Pennsylvania Convention Center<br>• Philadelphia Marriott Downtown<br>*NTI – August 25-29, 2025 – New Orleans, LA*<br>• InterContinental New Orleans<br>• Hilton New Orleans Riverside<br><br>***Group Learnings (GL)***<br>*Group Learning – June 9-13, 2025 – Las Vegas, NV*<br>• Hampton Inn Tropicana<br>*Group Learning – November 17-21, 2025 – Denver, CO*<br>• Hampton Inn & Suites Denver Downtown-Convention Center/Homewood Suites by Hilton Denver Downtown-Convention Center<br><br>***2024***<br>***NeighborWorks Executive Symposium (NES) / Community Leadership Institute (CLI)***<br>*NES – April 8-12, 2024 – Washington, DC*<br>• Omni Shoreham Hotel<br>*CLI – October 30-November 3, 2024 – Baltimore, MD*<br>• Baltimore Convention Center<br><br>***NeighborWorks Training Institutes***<br>*NTI – February 26-March 1, 2024 – San Francisco, CA*<br>• Hilton San Francisco Union Square<br>• Parc 55 San Francisco - a Hilton Hotel<br>*NTI – August 26-30, 2024 – Pittsburgh, PA*<br>• Omni William Penn Hotel<br>• David L. Lawrence Convention Center<br><br>***Group Learnings (GL)***<br>*Group Learning – March 18-22, 2024 – Minneapolis, MN*<br>• Embassy Suites by Hilton Minneapolis Downtown |

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| | *Group Learning – July 15-19, 2024 – Austin, TX*<br>• Thompson Austin, by Hyatt |
| 12. DC staging: Is a dedicated Washington-area warehouse required, or can an approved local partner provide temporary storage and consolidation? | No, and a dedicated warehouse facility near Washington, DC is not required.<br><br>Yes, an approved local partner can fulfill the requirement; however NeighborWorks America does not engage with subcontractors. Any failure from the subcontractor, the prime contractor will be responsible. |
| 13. Subcontractors: Will NeighborWorks approve a network of regional final-mile and inside-delivery providers? | Yes, However, NeighborWorks America does not engage with subcontractors. Any failure from the subcontractor, the prime contractor will be responsible. |
| 14. Pricing: Can transportation rates vary by mileage, destination, fuel, labor requirements and event size? | You, as the vendor, are determining this in your pricing submission to us. |
| 15. Guaranteed volume: Is there a minimum annual volume or revenue commitment? | No, there is not. |
| 16. Cancellation: What charges are recoverable if an event is canceled after transportation or labor has been committed? | Except as otherwise provided in the resulting contract, NeighborWorks America does not guarantee reimbursement of cancellation, rescheduling, transportation, labor, warehousing, venue, or other third-party costs incurred by the contractor or its subcontractors.<br><br>The contract's Impossibility provision addresses certain force majeure circumstances, including acts of God, governmental actions, disasters, pandemics, specified labor disruptions, terrorism-related events, transportation curtailments, and other qualifying emergencies that render performance illegal or impossible. In such circumstances, the affected event may be terminated without cancellation charges or other liability, subject to the notice requirements set forth in the contract.<br><br>The indemnification provisions of the contract do not establish a right to recover cancellation costs or |

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| | committed third-party expenses. Any proposed cancellation fees, rescheduling fees, or reimbursement of non-refundable third-party costs should be clearly identified in the Offeror's proposal and will be subject to NeighborWorks America's review and acceptance, if any, in the resulting contract.<br><br>Any recoverable costs associated with a specific cancellation or rescheduling will be governed by the terms of the resulting contract and any applicable task order.<br><br>All language to added to the contract or contracts provided by Offerees will go through NeighborWorks America's OGC redline and/or approval. |
| 17. Insurance: Are additional cargo insurance limits or specialized venue coverages required? | Please see question 24. |
| 18. Are third-party logistics providers and freight brokers eligible to submit as the prime commercial freight vendor? | Yes. However, NeighborWorks America does not engage with subcontractors. Any failure from the subcontractor, the prime contractor will be responsible. |
| 19. Can the required local warehouse, storage, labour and inside-delivery services be fulfilled through proposed local partners, subject to NeighborWorks' approval? | Yes, it can. |
| 20. Is an established warehouse facility near Washington, DC mandatory for the prime vendor, or can an approved partner facility fulfil this requirement? | No, and established warehouse facility near Washington, DC is not mandatory.<br><br>Yes, an approved partner facility can fulfill the requirement; however NeighborWorks America does not engage with subcontractors. Any failure from the subcontractor, the prime contractor will be responsible. |
| 21. Are there any minimum requirements for previous event-freight experience? | No, there are not. |

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| 22. Are licensed freight brokers eligible to submit proposals as the prime contractor? | Yes, However, NeighborWorks America does not engage with subcontractors. Any failure from the subcontractor, the prime contractor will be responsible. |
| 23. Can transportation be performed through motor carriers and local service partners, subject to your written approval? | Yes, it can. |
| 24. What specific insurance certificates and coverage limits are required from the prime contractor and its subcontractors? | NeighborWorks does not specify coverage levels – it requires that the contractor maintain coverage that is customary and appropriate. Please follow what is stated in the terms and conditions. We also do not work directly with subcontractors. The prime contractor will be responsible for any subcontractor items. |
| 25. Is a warehouse or local holding facility mandatory for the prime contractor? | No, a warehouse or local holding facility is not mandatory as the prime contractor; however NeighborWorks America does not engage with subcontractors. Any failure from the subcontractor, the prime contractor will be responsible. |
| 26. Will NeighborWorks issue a corrected Attachment C? Our copy contains broken references and totals that do not include all entered charges. Should bidders wait for a replacement or correct the formulas themselves? | We will correct the Attachment C. The broken reference is the sum all enter data for that section. |
| 27. Which shipment weights and event counts control? The RFP and pricing workbook differ for Group Learning and National Training Institute shipments, and the workbook also lists different Group Learning weights on its two tabs. | Please note that we have updated Attachments C & D so that they are consistent with the correct weights and shipment size for each event. We have recently worked to reduce the amount we ship, which is why some of the numbers may have varied. Note that most of the items we ship are training and learning materials, therefore our return shipments will always be significantly less than our original outbound shipment.<br><br>Group Learnings are normally about 2,000 lbs outbound and 1,000 lbs inbound.<br><br>NTIs are normally about 20,000 lbs outbound and 15,000 lbs inbound. |

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| | The total shipment weight consists of all items, that would come from our corporate headquarters, our off-site warehouse and signage vendor. |
| 28. How should we enter the roundtrip freight charge when there are separate outbound and inbound rows? Are handling charges per venue or per event, and how do the workbook's calendar-year rows map to the base year and four option years? | Most of the items we ship are training and learning materials, therefore our return shipments will always be significantly less than our original outbound shipment.<br><br>Group Learnings are normally about 2,000 lbs outbound and 1,000 lbs inbound.<br><br>NTIs are normally about 20,000 lbs outbound and 15,000 lbs inbound.<br><br>Handling charges - You, as the vendor, are determining this in your pricing submission to us |
| 29. May a non-asset freight broker be the prime contractor using qualified carriers, warehouses and local partners? Which partners must be identified with the proposal, when is written approval given, and how are later carrier substitutions approved? | NW will allow this. However, NeighborWorks America does not engage with subcontractors. Any failure from the subcontractor, the prime contractor will be responsible. |
| 30. Does Attachment A's technology-provider addendum apply to a freight contractor using a third-party TMS or tracking portal? Please provide any required security and records-handling exhibits and clarify the rules for contractor staff handling records from home. | Yes. If you have a TMS or tracking system, Attachment A would apply. If your company is selected, you will have to complete a Third-Party Security Questionnaire and submit the applicable documentation. |

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| 31. Can you provide an accessible webinar recording or transcript and tell us where written clarifications will be posted? | The webinar recording has been posted to our website for anyone to access. |
| 32. Page 1, item 12 appears to list zero days alongside a 60-day default. What offer-acceptance period should bidders use? | 60 days. |