

**Request for Quote (RFQ)  
Computer Training Vendors  
Services for the Period of:  
June 5 to June 30, 2017**

**AMENDMENT #1**

The Request for Quote (RFQ), Computer Training Vendors services for the Period of: June 5 to June 30, 2017, is hereby amended with the inclusion of the following:

**B. Quote Specifications**

**Provider will also need to deliver the following:**

- Instructor (with appropriate credentials, Bi-lingual preferred)
- Proposed Locations within the stated counties
- Laptops and internet access (minimum of 20 stations)
- Curriculum
  - I. Basic Computer Skills Training
  - II. Introduction to Microsoft Office Word/Excel
  - III. Create an email account for participants if they don't have one already
  - IV. Register participants for SER On-line Entrepreneurship Program Training (SER MUJER)
- Proposed Schedule (During the weeks of June 5 – 30, 2017) – (8:30 am – 4:30 pm, with a 30-minute lunch break, primary computer training, 9:00 am – 3:00 pm)
- Certificate of Completion for Participants of Computer class and SER Mujer registration
- \$100 per unduplicated SCSEP eligible participant, sign in signature log required. ***SER National will guarantee 15 Participants per class, if attendance should fall below this number, contractor will be paid for 15 participants.***
- Budget: (all inclusive, non-negotiable) travel, trainer, meals, computer lab, computers and internet services and lite lunch for participants

This amendment released May 15, 2017 will supersede previous information included in the RFQ released May 8, 2017 and is to be considered a part of said RFQ.

**Request for Quote (RFQ)**  
**Customer Service Training Vendors**  
**Services for the Period of:**  
June 5 to June 30, 2017

**AMENDMENT #1**

The Request for Quote (RFQ), Customer Service Training Vendors services for the period of: June 5 to June 30, 2017, is hereby amended with the inclusion of the following:

**B. Quote Specifications**

**Provider will also need to deliver the following:**

- Instructor (with appropriate credentials - NRF)
- Proposed Locations within the counties
- Laptops and internet access (minimum of 20)
- Curriculum
  - I. Teach the Customer Service training plan and administer the online test
    - I. Create an email account for participants if they don't have one already
    - II. Register participants for SER On-line Entrepreneurship Program Training (SER MUJER)
- Proposed Schedule (During the weeks of June 5 – 30, 2017) – (8:30 am – 4:30 pm, with a 30-minute lunch break, primary customer service training, 9:00 am – 3:00 pm)
- NRF Certificate of Completion or completing document for each Participants
- \$100 per unduplicated SCSEP eligible participant, sign in signature log required. ***SER National will guarantee 15 Participants per class, if attendance should fall below this number, contractor will be paid for 15 participants.***
- Budget: (all inclusive) travel, trainer, meals, computer lab, computers and internet services and lite lunch for participants
- Attend a 1-day training at SER National Office to become a proctor

This amendment released May 15, 2017 will supersede previous information included in the RFQ released May 8, 2017 and is to be considered a part of said RFQ.

**Request for Quote (RFQ)  
Soft Skills Training  
Services for the Period of:  
June 5 to June 30, 2017**

**AMENDMENT #1**

The Request for Quote (RFQ), Soft Skills Training Services for the Period of: June 5 to June 30, 2017, is hereby amended with the inclusion of the following:

**B. Quote Specifications**

Provider will also need to deliver the following:

- Instructor (with appropriate credentials, Bi-lingual preferred)
- Proposed Locations within the stated counties
- Curriculum (Power point presentation, handouts, booklets)
- Proposed Schedule (During the weeks of June 5 – 30, 2017) – (8:30 am – 4:30 pm, with a 30-minute lunch break)
- Certificate of Completion for Participants
- \$100 per unduplicated SCSEP eligible participant, sign in signature log required. ***SER National will guarantee 15 Participants per class, if attendance should fall below this number, contractor will be paid for 15 participants.***
- Budget: (all inclusive, non-negotiable) travel, trainer, meals, materials and supplies and lite lunch for participants

This amendment released May 15, 2017 will supersede previous information included in the RFQ released May 9, 2017 and is to be considered a part of said RFQ.