Questions and Answers to SER National's RFQs

1. Why is Long Beach and the Harbor Gate way cities not included in the service area, we have a high number of Latino/a in need of TEC and customer service training

   The RFQs are for training active SER SCSEP participants. Any active SER SCSEP participant residing in the Long Beach and the Harbor Gate way cities is eligible to participate in the trainings.

2. What would meet your criteria of (appropriate credentials)?

   The trainer must have proven experience in delivering the training, possess college education, and will be evaluated accordingly.

3. Is there a required number of computers per class?

   Twenty computers.

4. If there is a required number of computers per class (20) will SER National guarantee that number of participants per class?

   Fifteen. See Amendment #1.

5. Can the instructor use a computer and LCD projector to teach the curriculum and have participants use a detailed workbook instead of each participant having their own computer?

   See answer to question #3.

6. Would sharing of computers (Say 3 participants per computer) be acceptable in combination with a detailed workbook for each participant?

   No. One computer per SCSEP participant.

7. Will SER National and regional staff help with the coordination of securing space to provide training?

   No. Staff could make recommendations; it is the responsibility of the provider to secure the space and equipment.

8. Will SER National allow the use of their computers and locations if possible? Can we be provided that information before bidding?

   SER National does not own computer labs (space) in those markets. The SER National computers available are limited.

9. On what day will the vendor be notified it they are selected?

   By 5:00 PM CT on Monday, May 22, 2017

10. Do I need to submit a detailed budget or just a quote on the price per person?

   No detailed budget. See Amendment #1 for the minimum guaranteed.

11. For the "Customer Service Training Vendors" do I pay for the travel or does SER pay for the travel to be trained in Texas?

   SER National. See Section B of the RFQ.

12. Are we allowed to bid for both the "Request for Quote (RFQ) Computer Training Vendors Services" and for the "Request for Quote (RFQ) Customer Service Training Vendors Services"?

   Yes.

13. Can we train more than 20 people at one time if space in the tech center allows? For example, can we provide a class for 40 people if space allows?

   Yes. See answer to question #6.

14. Is this an all or nothing bid? Can we bid for a partial list of the cities where you need the vendors?

   No. Providers can bid for all or just for a portion of the RFQs.

15. What happens if for example only 15 of the 20 students show up to the class? Are we only paid for those who show up?

   See Amendment #1 for the minimum guaranteed.

16. On page 5 of the RFQ it states, we would receive, "$100 per unduplicated SCSEP eligible participant, sign in signature log required." If we bid for the "Request for Quote (RFQ) Computer Training Vendors Services" and for the "Request for Quote (RFQ) Customer Service Training Vendors Services," would we receive a total of $200 for each student who went through the program? Are some of the same students taking both courses?

   Yes. Only one unduplicated name per training class.

17. On page 5 of the "Request for Quote (RFQ) Computer Training Vendors Services," it states, the "Provider will also need to deliver the following: Instructor (with appropriate **credentials**, Bi-lingual preferred)." How do you define "appropriate credentials." Is there a specific certification you are requesting? Our instructors are either current high school teachers or college professors or have full time jobs teaching instruction and providing training for students at learning centers. Our instructors are also proficient in and have past experience teaching digital literacy courses. Would they qualify as individuals with the "appropriate credentials."?

   See answer to question #2.