Questions and Answers to SER National's RFQs

1. **What happened to the city of Long Beach? An identified area of high immigrant population and need for technology education and training.**
   The cities were selected based on the current enrollment of SER SCSEP participants. The trainings are for approved and enrolled SCSEP participants and not the public as the funds come from the US Dept. of Labor.

2. **Who are SCSEP participants?**
   Those are 55+ year old unemployed individuals who already went through the process of eligibility to qualify for the program. Please see the link for more information.
   https://ser-national.org/senior-community-service-employment-program/

3. **Is the vendor required to include access to laptops for the class?**
   Please see section B of the request for quote the vendor is required to provide computers with internet access.

4. **Will the vendor have access to a computer lab and or classroom at a SER location?**
   SER does not have computer labs in most locations, Section B states that the Vendor must provide proposed locations within the cities identified.

5. **Can the vendor identify local classroom/meeting room/ labs, to provide the services?**
   The vendor is required to provide local meeting rooms, classes, labs within the specified locations.

6. **Is the $100.00 per participant fee in addition to a budget that includes travel, trainer, meals, materials, supplies, computer lab, computers and internet services and lite lunch for participants?**
   The $100 reimbursement per participant is inclusive of all costs. There is no provision for reimbursement of additional costs incurred by the vendor to complete services.

 Questions Regarding SER-National Computer Training Vendors RFQ Released March 16, 2018

7. **On page 3 of 18, it names 6 states but on page 4 of 18, there are only 4 states. Which is correct?**
   The Services will only be sought in the 4 states listed.

8. **On page 5 of 18, it mentions that "primary computer training" is from 9 am to 3 pm. Can you please differentiate between primary and secondary training or provide additional details?**
   This just means that out of the entire day, the participants that are there should receive at least 6 hours of computer training.

9. **On page 5 of 18, it states that there is a minimum of 20 stations. Is there a maximum?**
   There is no Maximum, provided the class is sufficiently staffed to keep participants engaged and on-task, if you are proposing significantly more than 20 stations, please include this information in your proposal as well as narrative about how you will ensure the additional participant number will be kept on task.

10. **The computer training has the added cost of providing 20 computers with Internet access versus the customized classroom training being offered. Does SER-National have an explanation or solution for offsetting this additional cost for one training design versus the other?**
    The design and budget is the responsibility of the provider.

11. **Is it possible to receive a copy of the RFQ in MS Word format?**
    We can provide the RFQ to you in adobe pdf format if you desire.

Questions Regarding SER-National Customized Classroom Training RFQ Released March 16, 2018

12. **On page 5 of 18, it mentions a flat fee of $100 per unduplicated SCSEP eligible participant. Is that fee per customized training session, in other words per day?**
    Yes, the $100 is per unduplicated participant per day. If the same participant attends two different classes, each on a different day it would be $200.

13. **Can you provide some demographics on the target population in terms of age, educational level, language capability, etc.?**
    Yes, we will send this out with the copies of all questions and responses. See Question #2.