



United Planning Organization

REQUEST FOR QUALIFICATIONS

RFQ # 0041

COMPUTER AND DIGITAL LITERACY IN-PERSON TRAINING SERVICES

Cover Page

Proposal Issue Date: Friday, February 21, 2025	
Solicitation Closing Date: OPEN	Solicitation Closing Time: OPEN
Issued By: United Planning Organization (UPO)	
Address: 301, Rhode Island Ave, NW, Washington, DC 20001	
Telephone Number: 202-238-4600	
UPO is a non-profit agency in the District of Columbia and is exempt from any state or federal taxes.	
Unless otherwise stated, all quoted prices shall be Free On Board (FOB) headquarter address inside delivery.	
Electronic responses: Please submit your proposal to procurement@upo.org referencing " Computer and Digital Literacy In-Person Training Services - RFQ #0041 " in the subject line. <i>DO NOT send questions to this email address because this is meant for receiving proposals only.</i>	
For questions/information, please email Rizwanul Haque, Procurement Officer, at rhaque@upo.org referencing " Computer and Digital Literacy In-Person Training Services - RFQ #0041* " in the subject line. All questions received will be answered within three (3) business days and will be posted on the UPO website as Q&A.	
United Planning Organization reserves the right to waive informalities or irregularities, to reject any or all qualifications received, to accept the proposal deemed best for the organization, and/or request new proposals if necessary.	
Any objection to the above conditions must be clearly indicated in the proposal.	
In compliance with this RFQ and to all the conditions imposed herein, the undersigned offers and agrees to furnish the services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.	
VENDOR IDENTIFICATION	
Name:	
Address:	
Telephone #:	
Email:	
Federal Employer ID /SSN #:	
Signature	Authorized

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1. PURPOSE OF RFQ

This solicitation (RFQ) invites proposals from individuals or organizations qualified to provide *Computer and Digital Literacy In-Person Training Services* to UPO's customers in computer labs located within UPO's target communities in the District of Columbia. Proposals/applications are sought from eligible professionals who can provide easy-to-understand, basic computer and digital literacy training to DC residents who possess low or no familiarity with information technology, digital information, and computer knowledge. There is no virtual option for delivering these trainings.

2. CONTRACT PERIOD

Once selected as a qualified contractor/vendor, the term of any contract resulting from this RFQ shall be for a period not to exceed twelve (12) months with an option to renew for the next four (4) years, depending on satisfactory performance and availability of funds.

3. UNITED PLANNING ORGANIZATION (BACKGROUND)

The United Planning Organization (UPO) was founded as a 501(c)(3) non-profit organization in 1962 and became the designated community action agency (CAA) for the District of Columbia in 1965. CAAs were born out of President Johnson's War on Poverty initiative in 1964 to assist people with low incomes to become self-sufficient. UPO's mission of *uniting people with opportunities* emboldens UPO to provide more than 20 human service programs to 50,000+ District residents per year, including:

- Early Head Start services and training services to childcare providers throughout DC
- Youth out-of-school time services to K-12 students
- Housing services, including housing counseling and financial literacy training
- Free tax preparation services and e-filing of Income Tax Returns
- Transportation services for homeless families and individuals
- Vocational training programs in in-demand sectors, including construction, health, early learning, hospitality, transportation, and more
- Job placement and career development services
- Substance use and abuse treatment and counseling services
- Foster grandparent volunteer services in schools across the district
- Community development and leadership training
- Affordable housing development
- Permanent Supportive Housing services
- Volunteer opportunities

These programs are designed to achieve the following goals of assisting families:

- (1) become stable and economically secure
- (2) live in communities that are healthy and offer economic opportunities, and
- (3) have a stake in building opportunities in their communities.

To ensure that UPO effectively meets the identified needs of DC residents, UPO performs a comprehensive, District-wide community needs assessment every three years, including conducting quantitative and qualitative research involving surveying and focus group facilitation. In addition, UPO performs needs assessment updates annually.

As a result of the last two District-wide community needs assessments conducted by UPO, the organization has concluded that digital literacy is essential for DC residents to participate competently in the fast-evolving digital economy. Additionally, the organization has observed that many residents lack basic knowledge of computers, information technology, mobile technology equipment capabilities, and the requisite knowledge to complete job applications online or telehealth visits via technology devices. The qualified and selected instructors will, therefore, be deployed to various UPO service centers and labs in UPO's Community Impact Zones to deliver instructions in *Basic Computer and Digital Literacy* to DC residents registered for such instruction by UPO staff. There is no virtual option for delivering these trainings.

4. SCOPE OF SERVICES

The scope of services for this solicitation are indicated below:

- Preparations for basic computer and digital literacy training and instructions to UPO's customers in computer labs located within UPO's community impact zones and target communities in the District of Columbia.
- Preparation must be adequate to address the needs of DC residents who are unfamiliar with information technology, digital information, and computers.
- Deliver pre-scheduled basic computer and digital literacy training and instruction services to UPO's customers in computer labs located within UPO's community impact zones and target communities in the District of Columbia. UPO's Community Impact Division will handle the scheduling of specific training cohorts, venues and sessions.
- Evaluation of participant proficiency development and tailoring preparation to increase the value of instruction and training to each cohort trained/instructed.

5. EVALUATION CRITERIA

All responses will be reviewed to determine whether they adhere to the RFQ's format and instructions, meet the minimum qualification requirements, submit the required information and documents, and conform to the RFQ's objectives and requirements. Incompleteness, significant inconsistencies, or inaccuracies in a response may result in a reduction of the evaluation rating.

An evaluation team will review the responses received in accordance with the outlined criteria and select the best qualified responses to be Computer and Digital Literacy Training Service Providers.

UPO reserves the right to (a) waive variances or reject any or all responses and (b) request clarifications from any or all respondents. Further, UPO reserves the right to reject any or all responses, to waive informalities and minor irregularities and to accept any portion of a proposal or all items proposed if deemed to be in the best interest of UPO.

6. MINIMUM QUALIFICATION REQUIREMENTS

Individuals or organizations responding to this RFQ must not be currently employed by UPO and should meet the following minimum requirements:

- a) Possess at least a bachelor's degree and three or more years of relevant experience OR possess a master's degree or higher.
- b) Have experience providing training, instruction, or hands-on experience to people who have low or no exposure to basic information technology
- c) Have training and/or experience that demonstrates competence to provide required training, including but not limited to the following:

Base Level Training:

- PC Terminology & Identification
- Windows & Browser Terminology
- Basic Computer Navigation: Logging in, using the mouse, opening applications, understanding the desktop, using Windows buttons (minimize, maximize, close), and shutting down the PC.
- Internet & Email Proficiency: Navigating the internet using Google Chrome, basic search techniques, and sending and receiving emails.

- Microsoft Office Fundamentals: Introduction to MS Word, PowerPoint, and Excel, covering essential functions like document creation, editing, and saving.
- Shortcut Keys for efficiency.

Advanced Training:

- Microsoft Outlook & MS Teams: Email management, scheduling meetings, and using Teams for collaboration.
- Job Search Tools: Navigating job search websites, utilizing Google Search for research, and drafting and submitting assignments.
- AI Technology Overview: Exploring current AI tools and their practical applications.
- Content Creation and Sharing: Drafting assignments, printing or emailing documents, and using calendars for organization.

Each session must emphasize building confidence in the students and helping them overcome their hesitation about technology. The qualified instructor will be able to demonstrate the ability to teach in a way that provides encouragement and guidance to people who often feel self-conscious about lacking digital skills.

7. COMPENSATION

Qualified individual instructors/firms will be paid a standard rate per two hours of instruction scheduled regardless of the number of participants – which will be limited to 20 or less per session. The rates paid require instructors to show up at least 15 minutes before scheduled sessions, provide exceptional and engaging instruction to class participants, and provide competent answers to all questions asked by participants. Failure to show up for scheduled session(s) will result in non-payment for that session(s). For all scheduled sessions, facilitators must confirm attendance no later than 72 hours before the session. Showing up 15 minutes or later after a scheduled session(s) is expected to begin will also result in non-payment for that session(s).

In order for the proposal to be considered complete, proposers **MUST** include in their proposal their desired rate per 2-hour session of instruction, which will be scheduled by UPO for their facilitation.

8. GENERAL REQUIREMENTS

All responses must be submitted on standard 8.5” X 11” paper in 12-point Times New Roman font. Proposals should be single-sided and single-spaced. Proposers shall respond to the items in the order shown in the RFQ. To be selected, proposers must submit a complete and signed proposal. Failure to submit all information requested may result in the proposer being required to promptly submit missing information and/or being given a lowered evaluation of the proposal. UPO may reject proposals that are substantially incomplete or lack key information.

Proposals should be prepared as thoroughly and detailed as possible, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFQ so that UPO may adequately evaluate the proposer's capabilities to provide the required service. Emphasis should be placed on completeness and clarity of content. Ownership of all data, materials, and documentation originated and prepared for this RFQ by any proposer shall belong exclusively to UPO.

- Email submission of the proposal to procurement@upo.org is required.
- The proposer shall make no other distribution of the proposals.
- A proposer may submit no more than one response to this RFQ.

9. PROPOSAL SECTIONS AND SCORING

An internal review panel will evaluate proposals to determine the completeness of the submission, the level of interest, the educational background, relevant experience, and references.

PROPOSAL SECTION	REQUIRED DOCUMENT	POSSIBLE POINTS
RFQ COVER SHEET	COMPLETED AND SIGNED RFQ COVER PAGE	5
INTEREST	LETTER OF INTEREST*	10
EDUCATIONAL BACKGROUND	COMPLETED EDUCATION FORM	35
RELEVANT EXPERIENCE	RESUME / CURRICULUM VITAE (CV)	40
REFERENCES	COMPLETED REFERENCE FORM (Full Name, Title, Relationship, Phone Number, Email)	10
TOTAL SCORED POINTS		100
<i>There are a maximum of 100 points. UPO reserves the right to accept or reject any proposal.</i>		
<i>*The letter of interest MUST list the proposer's domains of expertise.</i>		

10. AWARD OF CONTRACT

The proposer(s) who score the highest will be recommended to UPO's Chief Impact Officer for a final decision. Selected proposers will be asked for additional information, including their tax identification number or social security number (for individuals), to prepare and execute contracts by the UPO's Office of Legal Affairs and subsequent payment processing by the UPO's Office of Finance.

11. GENERAL TERMS AND CONDITIONS

1. Licenses: By submitting a proposal, the proposer certifies that it has procured and shall maintain in full force all permits and licenses required to conduct its business lawfully and that it shall remain informed of and in compliance with all federal and local laws, ordinances, and regulations that affect the contractor's fulfillment of the contract in any manner.
2. Anti-Kickback Provision: This contract is subject to the Anti-Kickback Enforcement Act of 1986 provisions. By agreeing to this binding agreement, the transacting parties (1) certify that they have not paid kickbacks directly or indirectly to any employee of UPO to obtain this or any other agreement, purchase order, or contract from UPO and (2) agree to cooperate fully with any Federal Agency investigating a possible violation of the Act.
3. Non-Collusion/Fraud: By submitting a proposal, the proposer warrants and certifies that neither the proposer nor its employees or associates have contacted any unauthorized UPO employee, officer, or elected official regarding the contents of this solicitation or the solicitation process. Proposer further warrants and certifies that neither the proposer nor its employees or associates have directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in response to this solicitation. Suppose at any time it shall be found that the proposer or its employees or associates have, in the presenting of its proposal, colluded with any other party or parties to prevent or restrict free competitive bidding. In that case, its proposal shall be immediately rejected. Any contract awarded prior to the UPO's discovery of the proposer's collusion shall be terminated, and the proposer shall be liable for all of the damages sustained by the UPO as a result of the proposer's collusion.
4. Equal Opportunity: The proposer agrees not to discriminate against any employee or applicant for employment on account of any services or activities made possible by or resulting from this RFQ on the grounds of actual or perceived sex, race, color, religion, national origin, age, marital status, disability, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, source of income, place of residence or business, veteran status or any other characteristic protected under federal or District law. Any violation of this provision shall be considered a violation of a material provision of this agreement and shall be grounds for cancellation, termination, or suspension in whole or in part of the agreement by UPO, which may result in ineligibility for further UPO

contracts. The proposer shall always comply with all applicable UPO, DC, and federal anti-discrimination laws, rules, regulations, and requirements in the proposal and contract process.

5. Proposers are solely responsible for any costs incurred in preparing or submitting a proposal.
6. Under Federal Acquisition Regulations and UPO's procurement policy, UPO may offer contracting opportunities to small and minority firms, women's business enterprises, and labor surplus area firms to the extent possible.
7. Federal, State, and Local Taxes: UPO is exempt from State and federal taxes. Such taxes shall not be included in quoted prices, but if any taxes are known to apply, they shall be shown separately. If not so shown, they shall be considered an expense of the proposer and deemed a part of the quoted prices.
8. Indemnification: Proposer shall indemnify, protect, defend, and hold harmless UPO, its directors, officers, employees, and representatives from and against any and all claims arising from or connected with: (1) any alleged or actual breach by the proposer or (2) any act or omission by a contractor and only to the extent such claim arises by negligence or misconduct or as may be allowed under applicable law. Monies due or to become due under a contract may be retained by UPO as necessary to satisfy any outstanding claim that UPO may have against the contractor.
9. RFQ Addendum: If this RFQ needs to be revised in whole or in part, an addendum will be provided on the UPO website.
10. Completed Proposals: A proposer may submit no more than one (1) proposal in response to this RFQ. The proposal shall be completed and signed by an authorized individual to bind the firm submitting the proposal.
11. Withdrawal of Proposals: A proposer may withdraw the proposal at any time before the hour and date set for submitting proposals. This will not preclude the submission of another proposal before the hour and date set for submitting the proposal. After the scheduled time and date for submitting proposals, no proposer will be permitted to withdraw the proposal unless the award is delayed for a period exceeding 60 days.
12. Any agreement resulting from this RFQ shall be subject to, but not limited to, the following certifications:
 - Certification that neither it nor its principals are debarred, suspended, proposed debarment, declared ineligible, or voluntarily excluded by any Federal or District of Columbia department or agency from participation in this transaction by any Federal or District of Columbia department or agency.
 - Certification Regarding Lobbying under Title 31, US Code, Section 1352.
13. By submitting a proposal, the proposer represents that:
 - The proposer has read and understands the RFQ and submits the response under it.
 - The proposer possesses the capabilities, equipment, and personnel necessary to provide an efficient and successful service.
 - The proposer has all the required licenses and insurance.

APPENDICES

- A. Education/Training Form
- B. Reference Form

APPENDIX A: EDUCATION/TRAINING FORM

Undergraduate College / University	
City, State	
Date of Graduation	
Major	
Degree Type	

Graduate School	
University	
City, State	
Date of Graduation	
Major/Specialization	
Degree Type	

Other Graduate/Certification	
University/School/Institution	
City, State	
Date of Graduation	
Major/Specialization	
Degree Type	

Other Graduate/Certification	
University/School/Institution	
City, State	
Date of Graduation	
Major/Specialization	
Degree Type	

LICENSURES, CERTIFICATIONS, AND OTHER CREDENTIALS

Please indicate all current professional licenses and certifications you possess that relate to the position for which you are applying.

SOFT SKILLS

Please indicate all current professional licenses and certifications you possess that demonstrate your capability to provide careful, patient, and emotionally intelligent content facilitation to community residents.

APPENDIX B: REFERENCE FORM

1 st Reference	
Full Name	
Title	
Organization	
Relationship	
Phone Number(s)	
Email Address	

2 nd Reference	
Full Name	
Title	
Organization	
Relationship	
Phone Number(s)	
Email Address	

3 rd Reference	
Full Name	
Title	
Organization	
Relationship	
Phone Number(s)	
Email Address	