

# COMPUTER AND DIGITAL LITERACY IN-PERSON TRAINING SERVICES

**RFQ#0041**

## QUESTIONS & ANSWERS

**ISSUED ON 03/04/2025**

### **Question #1**

As per section 4 – Scope of Services, “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.” What do you mean by pre-scheduled? Do you have an existing schedule of training sessions that we need to follow?

### **Answer #1:**

UPO has Community Impact Facilitators assigned to specific DC communities identified because of high concentrations of poverty and low digital literacy levels. When they identify enough residents to form a cohort that would benefit from a series of Computer and Digital Literacy classes, they will schedule a series of sessions primarily around the schedules of residents enrolled. This schedule will then be used to identify instructors on contract, being retained through this RFQ and who are available to teach that sequence of Computer and Digital Literacy sessions in that specific community.

To date, one such cohort is scheduled which meets on Thursdays at 10:00 am to noon. We expect additional cohorts to start in the next few weeks in other parts of the city as more residents sign up to receive Computer and Digital Literacy instruction from UPO. When these classes are scheduled, instructors retained through this solicitation will be informed and asked about their availability to facilitate instruction for each cohort – on a cohort-by-cohort basis. The expectation is for each retained facilitator to conduct all the sessions for the cohort they start. Occasional substitution is permitted but will be considered as part of the evaluation of performance when contract renewal is considered.

**Question #2:**

Do we need to provide handouts / printed training materials to the participants?

**Answer #2:**

Handouts and printed materials are not required but encouraged. All legitimate learning resources that Computer and Digital Literacy instructors wish to incorporate will be evaluated and accepted or rejected by UPO's Community Impact Facilitators on a case-by-case basis. To distinguish proposals from other qualified proposers, responders to this RFQ are therefore encouraged to describe any resources they expect to incorporate into their Computer and Digital Literacy lessons.

**Question #3:**

How many sessions are expected in one month?

**Answer #3:**

Sessions are expected to take place once or twice a week. The first cohort that is currently scheduled takes place on once-a-week based. Again, this was scheduled with a commitment to meeting the needs of residents served. If a scheduled cohort's selected times are not suitable to a retained instructor, they may decline to teach that cohort. That said, instructors will only be paid based on sessions of scheduled instruction successfully completed by retained instructors.

**Question #4:**

Are instructors required to deliver two training sessions, each lasting two hours, for both Basic and Advanced levels using only the topics listed under Section 6: Minimum Qualification Requirements, or do they have the flexibility to include additional topics aligned with industry standards?

**Answer #4:**

No, depending on the needs of a given cohort assembled, the series of sessions scheduled and assigned to a given instructor will need to focus only on Basic Computer and Digital Literacy instruction, or only on Advanced Computer and Digital Literacy instruction for the cohort in question.

**Question #5:**

Can you confirm the exact due date and time for submitting the RFP ?

**Answer #5:**

This RFQ is "Open" and there is no due date for submitting proposals. Early submission of proposals is encouraged.