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?
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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?