



Request for Quotation Community Digital Literacy Training Vendors

Intent

Wayne Metro Community Action Agency is seeking to recruit qualified vendors and expand vendor services list to provide digital literacy training to support educationally and socially disadvantaged residents of Wayne County, Michigan with no or low digital literacy in advancing their digital literacy skills.

Wayne Metro provides community digital literacy training at 2 Wayne Metro offices and select community partner organizations in classroom/lab setting. Maximum group size is 15 students per session. Sessions may be offered four-to six weeks consecutively (2 to 3 hours per session) or one time sessions (2 to 3 hours per session) dependent upon topic. Wayne Metro oversees participant outreach and enrollment.

Vendors will support

- Engaging adult clients in small-group setting as select Wayne Metro community locations in well-rounded learning experiences through engagement of digital literacy curriculum that promote self-sufficiency (e.g. computer basics, Microsoft suite fundamentals internet fundamentals, email techniques, cloud and mobile applications, and/or coding)
- Providing access to personalized learning technologies that support and enhance those learning experiences
- Creating an integrated system of guidance that includes curriculum, instruction, and assessment supported by technology with necessary classroom level resources provided.
- Maintaining high level of participant customer experience and satisfaction.
- Coordinating with Wayne Metro Family Literacy Manager to ensure proper delivery of services.

Wayne Metro's Background and Purpose

The mission of Wayne Metropolitan Community Action Agency (Wayne Metro) is to empower people and communities to be strong, healthy, and thriving in Wayne County Michigan. The Agency has been providing diverse, client-centered services to low income individuals and families since 1971. By establishing an integrated system of diversified programming and funding, Wayne Metro helps residents of Wayne County Michigan to succeed and thrive with their goals toward self-sufficiency. [Wayne Metro's website](#) provides an overview of more than 30 distinct human services and community development programs with over 300 employees and several scattered service sites.

Contract

Wayne Metro's intent is to execute a contractual services agreement for vendors to provide quality digital literacy trainings at agency locations from December 1, 2018 to September 30, 2019.

Payment

Payment to vendors will be made as follows: Upon fulfillment of deliverables, Wayne Metro will pay within 30 days of receipt of acceptable invoices.

Proposal Details

Please email a brief proposal of interest no later than **4:00 PM Monday, November 26, 2018** to Carla Chinavare, Director of Youth and Family Programs, at cchinavare@waynemetro.org for consideration.

Content should include:

- Brief description of the vendor including key instructor(s) qualifications, credentials, and proven training experience with adult learners of varied literacy levels.
- indicate minority/women/small business vendor status if applicable.
- Brief description and sample of digital literacy curriculum(s) proposed.
- Method for measuring participant outcome/success and customer satisfaction.
- Number and type of trainings to be offered within vendor's capacity during timeframe December 1, 2018- September 30, 2019.
- Price – include information on cost valuation (e.g. hourly rate per group or per student, inclusive of travel and materials).

Evaluation

Proposals will be reviewed for consideration and evaluated based on:

- Experience successfully completing similar and/or previous projects
- Experience and capability of the principal respondent
- Digital literacy curriculum(s)
- The quote's reasonableness in regards to the scope of work and competitiveness
- Minority/women owned/small business status

Timeline

November 9, 2018

RFQ issued

November 26, 2018

Proposal due

November 30, 2018

Awardee selected

Wayne Metro Right to No Award

Wayne Metro reserves the right to reject all proposals, reject portions of any proposal, or accept the proposal deemed most advantageous to Wayne Metro.

Preparation Costs

All costs incurred in the preparation and presentation of the RFQ shall be wholly absorbed by the applicant. All documents submitted will become the property of Wayne Metro.