

RFP #11-06

December 30, 2011

## Questions & Answers 1

### Question 1

In the job description it states that one of the tasks is to be able to answer questions about the IT Pro courses and certifications. Will this task be part of the Elevate America's Veterans program, and if so how important will it be for the hiring process?

### Answer

Assisting veterans and their spouses at the IT Pro level is part of Seattle-King County's Elevate America's Veterans program. The technology trainer will be assessing job seekers' technology skill levels and readiness to work at the foundational, intermediate and IT Pro levels and assigning e-learning courses, test prep and certification exams accordingly. Microsoft offers on line and help desk technical assistance to veterans and their spouses requesting and receiving codes and vouchers. Further training and course, test prep and certification vouchers for this technology trainer are also available through Microsoft.

### Question 2

Budget – could you explain exactly what you are looking for?

### Answer

Using the \$60,000 maximum budget amount available, the proposed budget should detail the trainer's hourly rate, number of hours available during each week and over the first year, (with the caveat that the training delivered to mature workers must be completed by August 15, 2012, necessitating more available hours in the initial 6-months of the year). The budget should cover any material costs the trainer expects (such as curriculum handouts, etc.) and projected travel costs between WorkSource sites. Operational expenses include costs for communication, postage, equipment maintenance, staff training, etc. The category "other" would include costs not detailed previously.