This document contains MOHCD response to the questions submitted regarding MOHCD Southeast Community Center Access Grant RFP from May 20 through May 31, 2022. The questions are being provided as they were submitted including any spelling errors or grammatical mistakes. MOHCD did not make any correction to the question.

	Question Submitted	MOHCD Response
1	Does furniture and equipment need to be included in the proposed budget, or will it be provided separately?	No. The center is fully furnished. If the contractor needs additional furnishings or to augment set-up, SECC staff will coordinate with the contractor to ensure the space is furnished ideally to support the program.
2	What days/hours of operation do you anticipate for the center?	The SECC will be open Monday – Friday from 7 am to 7 pm. Afterhours and weekend access is limited.
3	What is the purpose of the membership model as opposed to walk-in services?	Walk-in services are welcome. However, the contractor will be required to track user participation rates and attendance in digital literacy programmatic offerings SECC believes a membership model would best facilitate this effort.
4	What do the demographics of the members look like?	We would like the demographic served to be representative of the surrounding community geographically located in Southeast Neighborhoods. Contractor at a minimum should be outreaching to and tracking residency, age, gender, ethnicity/race, level of digital literacy and improvement of skills.
5	Have members been pre-assessed for digital literacy?	This is a new program with no previous iterations. Respondents are encouraged to administer digital literacy assessments for users of the program.
6	In the program guidelines, 9b) "Coordinating with the SECC Events team to plan where the program will be administered daily," what does this mean? Why would the program be administered in different locations?	SECC will do its best to ensure consistency in assigning program space. However, there may be days where large multi-room events will take place and the program may need to temporarily relocate to a different room at the center. SECC staff will provide as much notice as possible and appreciates flexibility.
7	Will there be an opportunity to do a site-visit of the SECC facility?	Yes, information upcoming tours will be posted on the website shortly.

8	Will there be an opportunity to share input on the site set-up (e.g. locked storage closets, etc.)	Yes, SECC staff will coordinate with contractor on site set-up.
9	What role or relationship, if any, will the selected contractor have in maintaining servers?	Set-up and maintenance of the servers is the full responsibility of the contractor. SECC staff will work with contractor to identify ideal location of servers.
10	To whom does the contractor report, when requesting equipment to be replaced?	The SECC Deputy Director is the assigned program liaison.