

RFP NO. 23-03
Amendment 2
Complete list of Questions and Answers including
Pre-Proposal Conference 1/26/2023 Q&As 1-12
And additional ones 13-17

1. Question

Section 3.2 C. *Project Schedule* includes the reference that \$100,000 has been budgeted from the [state] general fund to support this project. Is this \$100,000 amount the full budget allocated to support this project, or does this supplement an existing budget planned by SOS? Are you willing to share the budget for this project?

Answer

\$100,000 is the amount appropriated by the Washington state legislature for this project, although not necessarily the upper limit. The Washington State Library may supplement this amount with its own separate funding. Keep in mind that a percentage of the total must be allocated for administrative costs. Please use the proposal to make the case for the total budget you think is best.

2. Question

Section 3.2 E. *Methods* and F. *Liaison Organizations* set expectations for partnering with liaison organizations that have relationships to target audiences. Are these liaison organizations known to and have an existing relationship with SOS? Or is it the expectation of the buyer that the contractor will identify and establish a relationship with liaison organizations, who may be used for research in this project?

Answer

We have some “starter” connections to particular liaison organizations. You may also have to find some partner liaison organizations on your own. Ultimately, it is the vendor’s responsibility to identify liaison organizations and form partnerships. You don’t have to start from scratch, and you also don’t have to stick to our list.

3. Question

There is a short timeframe for this project -- big scope, multiple target audiences. Will you be supplying a complete contact list of respondents, so we don't have to go find all of the subjects?

Answer

We will not be providing lists of individual subjects. Finding individual subjects is up to the successful project team. We can provide introductions to liaison groups that might ease access to individual study participants. We appreciate the constraints on time, budget and scope involved in this request, and we will look for proposals that strike the best balance for meeting goals within these constraints.

4. Question

Will you provide the correct contact at each liaison organization?

Answer

We will do our best to identify a willing contact person at liaison organizations from our "starter" list. This is not guaranteed for every potential liaison organization.

5. Question

Do you have an ideal sample size?

Answer

We do want appropriate sample sizes, and the ideal sample size will depend on research methods used. We appreciate that you are working within constraints. We understand that you may want to limit your focus to particular target audiences. Please use the proposal to demonstrate your expertise by detailing the target audiences you will focus on, methods you expect to use, likely sample sizes, and why you believe this to be a sound approach.

6. Question

How do you define literacy?

Answer

We have not defined literacy but instead identified particular aspects of literacy that we would like addressed by this project, under the five bullet items under Section 3.2F. Please also review

the deliverables requested in Section 3.2H, which asks for current and desired digital skills to be compared against a particular list.

7. Question

What do you mean by underrepresented audiences?

Answer

Please review Section 3.2D, *Target Audiences*.

8. Question

What do we do about people without internet access?

Answer

We look forward to your proposed method of reaching this hard-to-reach target audience.

9. Question

The last bullet [under Section 3.2H, *Deliverables*] talks about the report and supporting materials in as many formats as possible. Are you looking for vendors to propose formats through which to deliver the report?

Answer

Yes, we welcome details about the formats you would use for the final report – not just the one required report to the state legislature. Multiple formats make it more likely the information will easily be digested and put to use productively, by legislators, policymakers and service providers. Multiple formats also make the report more accessible to communities who provide information to researchers. We don't want findings to gather dust on a shelf; we want them to be used, immediately, to improve digital skills support services across the state. We want people who provide information for research to have access to that research.

10. Question

Once the [final] report is provided, is there an expectation that the Washington State Library would proceed to address digital skills challenges?

Answer

Millions of dollars in federal and state funding are being made available for digital skills support services. Any digital skills support provider should be able to use the project findings to provide responsive digital skills support services, especially for the target, underserved audiences. That

might mean better marketing what they already provide, improving their services or creating new services.

11. Question

Do you see a need for follow-on training, communication or instructional design services [for digital skills support providers, for example]?

Answer

Please review Section 1.2 (*Objective*), noting that the project's findings should help service providers develop responsive digital skills services. The findings should help providers understand more about what services communities need, and how services should be delivered and promoted. Although the successful project team may make recommendations for follow-on steps, based on findings, this project does not include designing services or follow-on work.

12. Question

Does this project require in-person meetings with the Washington State Library, or can project meetings be conducted virtually?

Answer

Meetings between the project team and the Washington State Library can be conducted either way. There is no requirement to meet in person at the Library office.

13. Question

What digital skills support services exist today for the target audiences, if any? If so, what is the adoption rate of these services?

Answer

Currently there is an imperfect picture of what digital skills support services exist across Washington state, and how much people in need know about them, use them or benefit from them. We hope the successful project team will help answer these questions more comprehensively, and that the assessment will form the basis for improved and new services in the future.

14. Question

What approaches or methodologies have been used previously to collect this type of information from the target audiences?

Answer

Please refer to our 2022 preparatory literature review, hosted on the Washington State Library Niche Academy webpages:

<https://my.nicheacademy.com/wslldigitalinclusionacademy/course/54075/lesson/155479>

15. Question

Is there any pre-existing research that will be available to the selected vendor?

Answer

Please refer to our 2022 preparatory literature review, hosted on the Washington State Library Niche Academy webpages:

<https://my.nicheacademy.com/wslldigitalinclusionacademy/course/54075/lesson/155479>

16. Question

Who are the key liaison organizations already identified? What is their current involvement in the digital literacy assessment?

Answer

The Washington State Library will be able to provide starter contacts with some liaison organizations, but ultimately it is the project team's responsibility to identify liaison organizations and form partnerships. We appreciate the constraints involved in this request. Please scope your proposal for the target audiences you believe you can work with successfully.

17. Question

What is the expected availability of key stakeholders for potential interviews and collaboration?

Answer

The Washington State Library will do our best to facilitate connections, but it is up to the project team to establish trust and partnerships with liaison organizations and target audience communities.