**Q: Are participants required to have prior customer service experience?**

A: No, participants are not required to have formal work experience in customer service. However, since BankWork$ specifically prepares individuals for entry-level retail banking roles, it is important that they have a strong interest and inclination toward working with people in a customer service capacity. Participants in the BankWork$ program must be 18 years or older, have a high school diploma or GED, be fluent in written and spoken English, and have basic computer skills. Standard background checks and other restrictions may apply.

**Q: Will this program be CCIS eligible?**

A: Partner4Work is unable to make a determination about CCIS eligibility. Please refer to the CCIS website for eligibility guidelines, or contact the local Early Learning Resource Center (ELRC) for additional information. <http://www.dhs.pa.gov/citizens/childcareearlylearning/childcareworkssubsidizedchildcareprogram/>.

**Q: How many hours of class time will be scheduled per week?**

A: The BankWork$ program will meet three days/week for eight weeks. In other BankWork$ cities, classes have typically run from 9 AM to 4 PM. Pittsburgh class schedules will be determined after a program provider is procured.

**Q: Is there a suggested stipend amount for participants?**

A: At this time, Partner4Work is planning to provide stipends directly to participants. Applicants should not include stipends as a line item in their budgets.

**Q: Should TABE expenses be incorporated into the budget?**

A: Yes.

**Q: What is the anticipated salary for the instructor?**

A: The BankWork$ Instructor salary range is expected to be between $45K and $57K (assuming a full-time position).

**Q: Do participants need to have access to a computer during class?**

A: Yes, participants will require some access to computers for specific activities. At a minimum participants will need access to computers for a 45-minute customer service simulation activity and two course exams, as well as to complete job applications. Partner4Work does not expect the program provider to supply computers to each individual participant; for example, the provider may choose to utilize a nearby computer lab or public library to meet these requirements.

**Q: What are the computer hardware/software requirements to operate the program?**

A: Students will need access to a web browser to complete course activities as well as word processing software to create resumes and cover letters.

**Q: Will the curriculum be computer-based or require computer use? If so, will the required software be provided?**

A: Most of the curriculum relies on in-person instruction without the use of computers. BankWork$ provides some web-based content which does not require specialized software.

**Q: Does P4W currently have existing relationships with banks that wish to participant in the program? If so, can you name them?**

A: Current employer partners include Citizens Bank, PNC, Huntington, First Commonwealth, Northwest, and numerous other retail banks in the Greater Pittsburgh area that have joined Partner4Work’s Financial Services Industry Partnership in collaboration with the Pennsylvania Bankers Association.

**Q: The last bullet point on the Job Instructor resume (page 8 of the RFQ) states that the incumbent "must be available to attend a minimum of three (3) Instructor Train-the-Trainer sessions in other BankWork$ cities during the first 3-6 months of the program".  Do these travel expenses (hotel, airline tickets, food, etc.) need to be included in the budget? If so, what are the estimated costs per trip?**

A: Travel expenses should be included in the budget. Partner4Work is unable to provide an estimated cost per trip at this time. Partner4Work will work closely with the selected program provider on train-the-trainer site visit logistics.

**Q: Please provide the budget template that you reference on page 3 section 5a. It is not posted on your website or included with the RFQ document.**

A: The reference to the budget template was included in error. Applicants should provide a budget using their own template.

**Q: The budget section indicates that there is an overall page limit for the narrative section. Yet other than the Org Overview and Executive Summary, there is no page limit cited. Could you confirm this for the narrative?**

A: The reference to an overall page limit was included in error. Please observe the page limits cited for the Organizational Overview and Executive Summary only.

**Q: We see that the bids are due by Sunday, April 28th. Could there be a possible extension?**

A: Due to the quick turnaround needed to implement this project, we are unable to extend the deadline.

**Q: Would you or someone be able to provide the financial institutions that are participating?**

A: Please see the response to the question above regarding participating employers.