

**ADDENDUM NO. 1**

**REQUEST FOR PROPOSALS (RFP) 16207  
ONLINE TUTORING  
WEST VIRGINIA COUNCIL FOR COMMUNITY AND TECHNICAL COLLEGE EDUCATION (CTCS)  
JUNE 3, 2016**

**A. CLARIFICATIONS AND MODIFICATIONS TO THE RFP**

1. This Addendum and subsequent Addenda will be posted on the West Virginia Higher Education Policy Commission (HEPC) purchasing webpage at the following URL. The name of the successful vendor(s) will also be posted on the HEPC purchasing webpage and will constitute official notification of the contract award. It is the responsibility of the vendor to keep current on the latest addenda posted.

<https://wvhepc.org/purchasing/>

2. The date of receipt for sealed proposals has been changed. Sealed proposals will be received until 3:00 PM, Eastern Time, June 14, 2016 by:

Chief Procurement Officer  
RFP 16207  
West Virginia Community and Technical College System  
1018 Kanawha Boulevard, East, Suite 700  
Charleston, WV 25301

Electronically transmitted (faxed or emailed) proposals will not be considered.

3. If questions were submitted by the deadline, 5:00 PM, Eastern Time, May 27, 2016, but are not answered in this Addendum please contact the Chief Procurement Officer immediately but not later than 5:00 PM, Eastern Time, June 6, 2016, to: [rich.donovan@wvhepc.edu](mailto:rich.donovan@wvhepc.edu)

**B. RESPONSE TO VENDOR QUESTIONS**

- Q1. Will the vendor proposals be made public, and if so, how may we request areas be redacted if they contain confidential information?

**Answer:** *Vendor proposals may be made public; they are subject to public review and to the West Virginia Freedom of Information Act. We will not redact any areas; although, a vendor may segregate confidential information in a separate section of its proposal and request that this information be kept confidential. However, the final determination of what is considered confidential will be made by the CTCS pursuant to the West Virginia Freedom of Information Act.*

- Q2. May we submit more than one cost proposal?

**Answer:** *You may submit different options within your proposal. However, the base proposal should comply solely with the requirements of the RFP to make sure your proposal is comparable to other proposals. Any additional options you wish to offer may be offered as such for consideration.*

- Q3. If a vendor adds minutes to live sessions for non-tutor-student interaction (e.g., archiving), where should that information be included in a vendor response?

**Answer:** *If you will charge an additional amount for other services beyond the hourly rate charge for online tutoring such as archiving, please clearly indicate this as a separate line in your base cost proposal.*

Q4. If a vendor charges a flat rate (number of minutes) for asynchronous question or paper/essay submissions, where should that information be included in a vendor response?

**Answer:** *You may submit a flat rate for asynchronous services. This rate should be clearly indicated in a separate line in your base cost proposal.*

Q5. If a vendor charges one rate for certain subjects but a different rate for other subjects, where should that information be included in a vendor response?

**Answer:** *You charge different rates for certain subjects. These rates must be clearly indicated in a separate line in your base cost proposal.*

Q6. If a vendor offers a "basic service" (that meets the needs as defined in this RFP) as well as an "enhanced service" (which goes above and beyond the needs expressed in this RFP), would you recommend including the description and cost of both service levels in the proposal?

**Answer:** *See answer to Q2.*

Q7. If a vendor offers referral and alerting services (which go above and beyond the needs expressed in this RFP), would you recommend including any applicable costs in the cost proposal and/or putting the additional service offerings in the Exclusions?

**Answer:** *See answer to Q2.*

Q8. Would the college value an option for the tutoring service to collect and use the college's course materials (syllabi, books, assignments, ancillary material) so tutoring sessions can align with course pedagogy?

**Answer:** *This RFP is for online tutoring services that are described and it is issued by the CTCS for the general benefit of the institutions (colleges) listed and their students. It is not intended to be tailored to a single institution's course pedagogy.*

Q9. There is no request in this RFP that asks how a tutor engages the student. In order to evaluate this aspect of the service, where should the following information be included in a vendor response?

- a. Identify whether one tutor working with one student at a time (i.e., tutoring sessions are private)
- b. Identify whether tutors have more than one session active at a time (i.e., tutors work with one student at a time, or back and forth between active sessions with the clock running)
- c. Identify other rules for tutoring sessions
- d. Identify whether the college may modify rules for tutoring engagement

**Answer:** *Synchronous tutoring sessions are intended to be private, one on one sessions. Please see Section 2.1.11 in the RFP for what the CTCS is expecting from the vendor for controlling costs. Institutions (colleges) may not modify rules for tutoring engagement. Only the CTCS, working with the vendor, may make such modifications.*

Q10. Does the college need the online tutoring service to provide referral and alerting services?

**Answer:** *No, not as part of the base proposal. Vendors may describe what they would like to offer for referral alerting services as an optional service with its optional cost proposal.*

Q11. About the vendor tutors:

- a. Do you want to know where the tutors are located (state, country)?
- b. Do you want to know where the tutoring management personnel are located (state, country)?

**Answer:** *The answer to both questions is "yes."*

Q12. Will we be invited to present to a committee?

**Answer:** *Interviews may be held with a shortlist of vendors and if a vendor is on the shortlist, that vendor will be invited to meet with and make a presentation to an evaluation committee in person or by conference call or by remote video conference. However, an award may be made without holding interviews.*

Q13. How does the college envision our service will integrate with their existing student support services?

**Answer:** *Each institution (college) will be responsible for working with and advising its students and integrating online tutoring services with its other student support services.*

Q14. Does the college wish to engage in a (more strategic) partnership, where we learn from each other and grow over the years? If so, in which ways would this be valuable to the college?

**Answer:** *No, not as part of the base proposal. Vendors may offer their concept of how a "strategic partnership" between the institution and the vendor would benefit both parties and how it could be implemented as an optional service.*

Q15. Is there a "cone of silence" regarding contacting the institutions participating in this potential contract during the RFP period?

**Answer:** *Institutions and individuals within the institution should not be contacted during the RFP proposal, evaluation and award process.*