

**WEST VIRGINIA COUNCIL FOR
COMMUNITY AND TECHNICAL COLLEGE EDUCATION**

**REQUEST FOR PROPOSALS
ONLINE TUTORING SERVICES
RFP No. 16207**

SECTION 1 GENERAL INFORMATION

- 1.1 The West Virginia Council for Community and Technical College Education (Council) is seeking a company to provide online tutoring services to West Virginia community and technical college students via the internet to tutor in the core subjects of mathematics and writing. The Council will offer these online tutoring services free of charge to community and technical college students. Students will be encouraged to take advantage of the services, but the Council cannot guarantee a minimum level of participation. The successful vendor will receive a contract/purchase order for a period of one (1) year with the option to renew for five additional one year periods provided satisfactory service is provided
- 1.2 The Council expects to offer online tutoring services beginning July 1, 2016, for one (1) year with the option to extend the contract for a specific period of time as determined by the Council.
- 1.3 The point of contact at the Council for questions and clarifications concerning this Request for Proposal (RFP) is:
- Chief Procurement Officer
West Virginia Council for Community and Technical College Education
1018 Kanawha Boulevard, East, Suite 700
Charleston, WV 25301
Phone: 304-558-0281 Ext. 212 Fax: 304-558-0259
Email: rich.donovan@wvhepc.edu
- 1.4 Questions and requests for clarification must be submitted in writing to the Chief Procurement Officer by Email. Questions and requests for clarification will be received until 5:00 PM, Eastern Time, May 27, 2016.
- 1.5 Responses to questions, requests for clarification and any additional information regarding the RFP will be issued in writing by addendum and posted at the following website address by 5:00 PM, Eastern Time, May 31, 2016. It is the vendor's responsibility to check this website address for addenda and additional information concerning this RFP. Please acknowledge receipt of addenda in the proposal.
- <https://wvhepc.org/purchasing/>
- 1.6 The Chief Procurement Officer will receive proposals until 3:00 PM, Eastern Time, June 7, 2016. Please provide an original proposal in a three ring loose leaf binder suitable for copying and one complete copy in PDF format on a CD or flash drive. Submit proposal in a sealed opaque envelope with the RFP number clearly marked on the proposal envelope to the Chief

Procurement Officer at the address below. Electronically transmitted proposals will not be accepted.

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

1.7 The Council reserves the right to reject any proposal that is incomplete, late, or improperly formatted. The Council may also reject any proposal if the vendor fails to respond to a request for clarification by the Council.

1.8 RFP schedule of dates:

Release of RFP	May 12, 2016
Written questions due from vendors	May 27, 2016
Answers to questions posted	May 31, 2016
Proposals Due	3:00 PM, Eastern Time, June 7, 2016
Contract awarded (estimated)	June 17, 2016

1.9 The Community and Technical Colleges listed below will participate in this online tutoring contract:

Participating Institutions	Head Count Fall 2015	Annualized FTE FY 2015
Blue Ridge Community and Technical College	5544	1998
BridgeValley Community and Technical College	2484	1474
Eastern WV Community and Technical College	898	462
Mountwest Community and Technical College	1899	1435
Pierpont Community and Technical College	2193	1511
WV Northern Community College	2033	1228
WVU at Parkersburg	2825	1881
Total	17876	9989

SECTION 2 SPECIFICATIONS AND PROPOSAL REQUIREMENTS

2.1 The proposal must identify how the following specifications will be met. A Vendor Questionnaire has been provided in Appendix A for the company to provide some of the information identified below in a standard format. Please provide all of the information requested in the Questionnaire.

2.1.1. The vendor must have at least three years experience in providing online tutoring services at the collegiate level and must supply names of at least four higher education institutions that are or have been clients in the following format: (1) contact person; (2) institution; (3) mailing address; (3) telephone number; and (4) Email address.

- 2.1.2. Tutors must have the necessary credentials to be effective. In your proposal, please list the percentage of tutors with Doctorates, Master's and Bachelor's degrees.
- 2.1.3. The company must offer tutoring services in the areas of collegiate mathematics and writing with the following stipulations:
- a. Mathematics must include basic math, algebra, calculus, geometry, and trigonometry. In your proposal, list the type of collegiate mathematics in which your tutors have expertise.
 - b. The proposal must outline writing tutoring services to include mechanics for review of papers in all subject areas.
- 2.1.4 All interactive tutoring sessions, whether synchronous or asynchronous, are to be archived for future reference by the individual student for the duration of the semester. Proposals must indicate the following:
- a. For synchronous tutoring, students must be able to check a schedule of times when tutors are available during the course of a day/evening/night and have access to real-time online synchronous delivery. Online tutoring must be interactive in nature and allow for sequential display of problems and steps between the tutor and student to reach a solution. Each session should be able to be recalled at a later date during the semester by the student or for use as a review. Each proposal should indicate:
 - (1) How students who are waiting for a synchronous session are informed of their wait period.
 - (2) How the system limits asynchronous session to a predetermined time limit if there is a waiting list during high peak hours.
 - (3) How students assigned to a waiting list and apprised of approximate wait times (based upon preset time limits for all students during high peak hours).
 - (4) How a student can access his/her previous tutoring session for study purposes.
 - b. For asynchronous tutoring, the student must be able to submit a question(s) to the tutor site and expect a response and guidance within 24 hours. Please indicate in your proposal how a student may access his/her previous tutoring session for study purposes.
 - c. Please indicate in your proposal the length of time tutoring sessions are archived after a semester is completed.
 - d. Please indicate in your proposal how access is achieved and available to archived tutoring sessions in the event of a dispute.
- 2.1.5 The vendor must offer a writing lab where student papers can be uploaded to tutors for critique. Please indicate in your proposal how this will be accomplished.

- 2.1.6 The vendor must provide pedagogical training, in addition to technical training for tutors. Please indicate in your proposal how this will be provided.
- 2.1.7 Each student must have access to a transcript of every interaction that the student has had. The online tutoring service must also provide similar access to college officials in the event of disputes.
- 2.1.8 The vendor must guarantee that service will be provided 24 hours a day, 7 days a week in math and writing. In your proposal, explain how this will be accomplished.
- 2.1.9 Explain in your proposal how your technology provides human support synchronously, asynchronously and allows prescheduled sessions.
- 2.1.10 There is a budget established for on-line tutoring services that cannot be exceeded. Each community and technical college must have access to reports that will allow monitoring of usage by each of its students. From July 1, 2015 to May 1, 2016, approximately 1816 students used the current on-line tutoring service for a total of approximately 2,596 hours. The Council must have access to usage records of all students participating in the program. At a minimum, the following shall be provided. Please indicate in your proposal how you will comply with this requirement.
- a. Student ID (name, unique student identifier ID, email, class/session).
 - b. Date, time and duration of session.
 - c. Type of session (synchronous, asynchronous or scheduled).
 - d. Type of tutoring (subject area).
 - e. Course/schedule.
 - f. Tutor's name or a unique identifier.
- 2.1.11 Student access to tutoring and hourly usage is an important element in controlling costs. Only authorized students shall have access and to set a predetermined ceiling on the amount of hours that each student has access to online tutoring per semester under this contract. Indicate in your proposal how access will be controlled and this ceiling per student will be achieved. Also, indicate if it is possible to set an auto warning.
- 2.1.12 The company will be required to provide a one-day training session in Charleston, West Virginia to community and technical college faculty and staff.
- 2.1.13 The licensing shall also include the following: (1) 24/7 end-user technical support, (2) all product upgrades and enhancements during the license period, (3) Designated Professional Services Manager, (4) unlimited archive storage on ASP servers, and (5) access to all online resources, training materials and user guides.

2.1.14 Under no circumstances should tutors simply give the student the answer to the question presented. Tutors are to guide the student to the discovery and ultimate understanding of the solution to the question.

2.2 Cost Proposal: In a separate sealed envelope, please include an amount per hour charge for online tutoring services that covers all services specified for year one, year two and year three, year four and year five. Also, provide a proposal for the one-day training session in Charleston, West Virginia.

SECTION 3 OTHER PROVISIONS

- 3.1 The Council reserves the right to add additional related services based on the original offer. Upon mutual consent of the Council and the successful company on pricing, performance, etc., the aforementioned additional services may be added to the contract.
- 3.2 Only written information, interpretations and instructions issued by the Chief Procurement Officer will be considered official. Vendors shall not rely on any oral interpretations, information and instructions.
- 3.3 Only requests for information received by the Council Office's Chief Procurement Officer in writing from vendors will be considered official.
- 3.4 All expenses associated with preparing and submitting proposals are the exclusive responsibility of the vendor. Proposals will become a matter of public record and open for inspection following the announcement of contract award.
- 3.5 A committee of community and technical college representatives and Council staff will evaluate proposals in accordance with higher education purchasing rules and regulations. Vendors submitting proposals may be asked to provide a demonstration of their product/service via videoconference or webinar.
- 3.6 Evaluations will be based on overall service, qualifications and costs presented in the proposal. An award will be made on the basis of the evaluation committee's determination of the proposal that gives the Council, the Community and Technical Colleges and students the best value. An award will not necessarily be made to the company submitting the lowest cost.
- 3.7 Payment for services will be made monthly in arrears upon completion of the required services, submission of an uncontested invoice and the acceptance of the required reports. Advance payments are not allowed.
- 3.8 The Council is exempt from federal and state taxes and will not pay or reimburse such taxes. The vendor may request a tax exemption certificate.
- 3.9 The proposal of the vendor shall provide complete and total compensation for the scope of work identified herein. The Chief Procurement Officer must approve additional service and additional compensation, if deemed appropriate, and an approved change order to the contract is required before payment can be made.

- 3.10 Discussions and interviews may be held with companies under final consideration prior to making a selection for award; however, a proposal may be accepted without such discussions or interviews. In the event that mutually acceptable terms cannot be reached within a reasonable period of time, the Council Office reserves the right to undertake negotiations with the next most advantageous firm without undertaking a new procurement process.
- 3.11 The State of West Virginia Agreement Addendum (WV96) is attached to demonstrate the State law which must be adhered to in any contracts presented to the Council for execution. The successful firm must be a registered vendor with the WV Department of Administration prior to any award, pay the annual registration fee, and have a valid vendor number.
- 3.12 The successful Vendor must be a registered vendor with the West Virginia Department of Administration, Purchasing Division, and pay the required vendor registration fee prior to receiving a contract/purchase order. Vendor Registration information is available at the following URL:

<http://www.state.wv.us/admin/purchase/vrc/wv1.pdf>

- 3.13 The following are incorporated into this RFP and made a part here of:

- Appendix A, Vendor Questionnaire
- Appendix B, Evaluation Form

- Exhibit A, Instructions to Bidders
- Exhibit B, Purchase Order Terms and Conditions
- Exhibit C, Agreement Addendum (WV-96)
- Exhibit D, Purchasing Affidavit