

**ADDENDUM NO. 1  
REQUEST FOR PROPOSALS (RFP) 21165**

**ONLINE TUTORING SERVICES  
FOR WEST VIRGINIA COMMUNITY AND TECHNICAL COLLEGE SYSTEM**

**April 26, 2021**

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

1. This Addendum and subsequent Addenda (if any) 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.

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

2. The date and time for receipt of proposals has not changed. Sealed proposals will be received until 3:00 PM, Eastern Time, May 7, 2021, by:

Chief Procurement Officer  
RFP 21165  
West Virginia Council for Community and Technical College Education  
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, EDST, April 22, 2021, but are not answered in this Addendum please contact the Chief Procurement Officer immediately but not later than 5:00 PM, Eastern Time, April 28, 2021: [rich.donovan@wvhepc.edu](mailto:rich.donovan@wvhepc.edu)

**B. OTHER INFORMATION PROVIDED**

None.

**C. VENDOR QUESTIONS AND ANSWERS TO QUESTIONS**

- Q1.** In section 2.1 of the RFP doc, you state "please provide all the information requested in the questionnaire." Does this mean you would like us to duplicate the information included in the questionnaire in the main response document or should we address this information as a separate document included with our response?

**Answer:** Please use the Vendor Questionnaire form, Appendix A, to provide the information requested and include this form with your proposal. The same information may also be provided in the proposal, in the format and style of the proposal.

- Q2.** Can we provide pricing for additional/optional services. For example, access for WV institutions to license our platform for their tutors to provide tutoring to their students.

**Answer:** Yes, you may provide pricing for additional/optional services that are distinctly separate from the cost proposal requested in §2.2 of the RFP.

**Q3.** To what extent have you defined expected outcomes for the program? For example, are there plans to assess student learning via metrics such as usage, course pass rates, course grades, course completion, persistence, and/or retention? Would you like to survey students, faculty, and other stakeholders to determine satisfaction levels?

**Answer:** Student use numbers and amount of time used are our primary indicators of platform success. Pass rates, course grants, course completion, persistence, and retention are all metrics we use to assess student success more broadly but have not been applied to the tutoring platform in the past.

We would be receptive to reviewing options to accomplish this that are presented in the proposal and in discussing options with the successful vendor.

**Q4.** To what extent would you embrace collaborative efforts to engage learners to optimize usage and stay within budget?

**Answer:** The Council would be interested in exploring collaborative efforts to optimize usage and staying within budget.

**Q5.** May each college choose to opt-in, or will it be mandatory participation?

**Answer:** The participating institutions identified in the RFP are using the current online tutoring service for the benefit of their students. However, continued participation by one or more is not guaranteed and participation is not mandatory.

**Q6.** Is there any expectation that in-house tutors may use the tutoring classroom?

**Answer:** No.

**Q7.** Will the Council fund access to online tutoring for subjects other than English and math, or if not, will the colleges have interest in providing more subjects to their students?

**Answer:** We are specifically interested in English and Math. The broader answer is yes; the Council will fund access for the subjects listed in the Usage Report (and possibly others if there is a demand) at the per-hour rate schedule in the purchase order/agreement issued to the successful vendor.