

**REQUEST FOR PROPOSALS**  
**WEST VIRGINIA HIGHER EDUCATION POLICY COMMISSION &**  
**RFP #23009 GEAR UP ONLINE TUTORING SERVICES**

**ADDENDUM #1 – JULY 20, 2022**

1. **Question:** Can companies from Outside USA can apply for this?  
(Like, from India or Canada)?

**Answer:** Vendor Eligibility criteria can be found on page 5 of the RFP.

2. **Question:** Do we need to come over there for meetings?

**Answer:** The inclusion of on-site meetings by responders in their proposals will depend upon their evaluation of their necessity in light of the need to provide the most highly advantageous service.

3. **Question:** Can we perform the tasks (related to RFP) outside USA?  
(like, from India or Canada)

**Answer:** The remote performance of tasks will depend upon a proposer's evaluation of the necessity to do so in light of the need to provide the most highly advantageous service.

4. **Question:** Can we submit the proposals via email?

**Answer:** Responses may be emailed to [bid.receipt@wvhepc.edu](mailto:bid.receipt@wvhepc.edu). Exhibit A section 6 (p.8) has been updated to reflect this address (see attached replacement page).

5. **Question:** We noticed that the RFP requires that vendors submit 3 references from Higher Ed. institutions (pg. 17). Since this is a bid intended to serve students in grades 6-12, can you confirm that references MUST be from Higher Ed., or are you willing to accept references from K-12 institutions?

**Answer:** Yes, we are willing to accept references from K-12 systems/schools.

6. **Question:** Can you please provide the email address to be used for electronic submission of our response?

**Answer:** Please see the response to question 4 above.

7. **Question:** How many students do you anticipate serving?

**Answer:** Varies by year and need or interest. Rather than pay by student, we seek a repository of hours.

8. **Question:** Do you currently have an online tutoring provider, and if so:
- how many students have used the service?
  - how many hours were used in the last year (or six months)?
  - what is the price of that service, and how many hours are allowed to rollover to the next year?
  - who is (are) the provider(s) of that service?

**Answer:** No, we do not currently have a provider.

9. **Question:** Does the program have a method for collaborating on research? For example, will we (or a third-party research firm engaged on our behalf) be given access to student matriculation to measure impact and examine efficacy?

**Answer:** P-20 data may be available. Student level data would require a data sharing agreement with WV Department of Education and school districts.

10. **Question:** What is (are) the LMS(es) into which the online tutoring service should integrate?

**Answer:** Potential for future integration.

11. **Question:** We understand that session recordings should be available to program administrators and include all interaction. Do you want to know specifically how to access those recordings, and how long requests for recordings will take to process?

**Answer:** Yes

12. **Question:** Regarding funding match: can you describe expectations a bit more, please--sharing an example or two of how other vendors accommodate this requirement? Would a discount of our services qualify as a funding match?

**Answer:** GEAR UP is a dollar-for-dollar match program. We continuously seek match. The more match we receive from a vendor the better we are able to meet those federal requirements. Consideration may be made for a discount to be considered as a match.

13. **Question:** What are the mode requirements for how tutors interact with students? We assume live, 1:1 tutoring is required. Would an option for a student to drop off a paper/essay or quick question and return later for feedback from a tutor be of interest?

**Answer:** Online, 1:1 live. We would consider the student drop off work to be an add-on or bonus feature.

14. **Question:** Are tutors required to have bachelor's degrees?

**Answer:** Tutors must undergo a vetting process that validates subject matter expertise. Vetted tutors qualified in a subject matter may not require a bachelor's degree; however, a bachelor's degree is preferred. Teachers or retired schoolteachers with bachelor's degrees are also preferred.

15. **Question:** Does the program (or any of the schools) offer in-person tutoring? If so, please describe.

- On a related note, would the program/schools be interested in putting their own students online as peer tutors (or their employees as professional tutors)?

**Answer:** No interest in the above question. The program will not fund in person tutoring for the upcoming academic year.

16. **Question:** Might we be invited to present to a committee during this process, and if so, what are the potential dates for that engagement?

**Answer:** The evaluation process allows for vendor presentations if so desired or needed by the evaluation committee.

17. **Question:** Is there an interest in allowing teachers or counselors at the schools (or program administrators) to access the tutoring system in order to refer students to tutoring and direct the tutor on where focus?

**Answer:** Administrators of the grant should have access to the backend system which would include GEAR UP site coordinators.

18. **Question:** Is there an interest in allowing teachers at the schools (or program administrators) to access math and English homework assignments that align to state standards and include a link to the online tutors? If there was an associated cost per student (free to teachers), would the program purchase access for the students or will the contract allow schools to piggyback and purchase student access?

**Answer:** No.

19. **Question:** If there was an associated cost per student (free to teachers), would the program purchase access for the students or will the contract allow schools to piggyback and purchase student access?

**Answer:** We are looking for a vendor who can accommodate the purchase of hours rather than cost per student.

20. **Question:** Speaking of piggyback, will other state agencies be allowed to piggyback off the contract awarded by this RFP?

**Answer:** If the vendor allows for piggybacking of the contract, the Commission will include the option in the final contract.

21. **Question:** Will there be a pre-bid meeting for RFP #23009 Online Tutoring Services?

**Answer:** No.

Submitted e-mails should have RFP/RFB number in the subject line.

A written response will be published in an RFP/RFB addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this RFP/RFB are preliminary in nature and are nonbinding.

Submit Questions to: [Kelley.smith@wvhepc.edu](mailto:Kelley.smith@wvhepc.edu)

Question Submission Deadline: July 15, 2022 @300PM EST

**5. VERBAL COMMUNICATION:** Any verbal communication between the vendor and any Commission/Institution personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the RFP/RFB by an official written addendum is binding.

**6. BID SUBMISSION:** All bids must be submitted electronically to the e-mail address identified in the bid document OR mailed/hand delivered to the address below:

**Bid delivery address:**

West Virginia Higher Education Policy Commission  
1018 Kanawha Boulevard, East, Suite 700  
Charleston, WV 25301  
Phone: 304-352-6388  
Attention: Kelley Smith, Assistant Director of Procurement

Hand delivered or mailed bids should clearly identify the Bid/RFP Number on the envelope. Mailed/delivered vendor responses should include one (1) original and a flash/thumb drive with an electronic copy of the bid by the date and time shown in Section 7 (below) Additionally, the vendor should clearly identify and segregate the cost proposal from the technical proposal in a separately sealed envelope.

**Bid email delivery address:**

**[Bid.receipt@wvhepc.edu](mailto:Bid.receipt@wvhepc.edu) (See Exhibit C for emailing requirements.)**

**The vendor should ensure that the cost proposal is a separate attachment from the technical proposal either by sending two emails or two attachments clearly titled as “Cost Proposal” or “Technical Proposal” in a single email**

**7. BID OPENING:** Bids submitted in response to this RFP/RFB will be opened at the location identified below on the date and time listed below. Delivery of a bid, whether by e-mail or delivery, after the bid opening date and time will result in bid disqualification.

Bid Opening Date and Time: July 27, 2022 @3:00pm EST

**8. ADDENDUM ACKNOWLEDGEMENT:** Changes or revisions to this RFP/RFB will be made by an official written addendum. Vendor should acknowledge receipt of all addenda issued with this RFP/RFB by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification.

Form Origination Date: 03/30/2022