



**REQUEST FOR STATEMENTS OF QUALIFICATIONS AND PROPOSALS FOR
K-12 TUTORING SERVICES
RFP NO. 24-027**

ADDENDUM NO. 1 – DATED MAY 24, 2024

- I. SUMMARY Q&A** – Below are questions received by the May 24, 2024, deadline, with the District's responses in *red*.
1. Would the district consider an all-virtual tutoring agency to provide services to the district? *Yes.*
 2. Is there a current tutoring provider the district is using? *Yes, PAPER and Tutor Me Education.*
 3. I see that we are supposed to answer the questions on page 9 under "Proposal Contents", but there is another series of what looks to be questions on page 10 under General Company Information/Qualifications. Are we to respond to both areas. What order should we put them in in our application? *Yes, responses for both sections are required. Proposals must be submitted on 8 1/2" x 11" white paper and shall include a table of contents properly indicating the section and page number of the information included.*
 4. Please clarify what you mean on page 9 when you say to "Separate proposal sections into tabs ..." Are you asking each letter to begin on a new page of for us to have actual tabs on our hardcopy submission? *Both.*
 5. In the Proposal Contents on page 9, the last section "g" is not in question format, but states "Please acknowledge this in your response" Can you explain what you are looking for as an answer to this? *Please acknowledge that your firm understands the fingerprinting requirements in your response.*
 6. On page 10, under the "General Company Information/Qualifications", there are a

two bullets that I would like clarity on. "A summary of the firm's employment policies and procedures ..." We have a nearly 30 page employee handbook and additional internal employment policies/procedures, this will be very difficult to summarize. Can you be more specific about which areas of our employment policies/procedures you want us to discuss for this proposal? More details on what items you are looking for would be helpful, so that we can narrow in and keep our application concise. An additional question about the same bullet. It asks "... brief summary outlining the present composition of your workforce". What type of details are you looking for us to share in this outline? Gender, age, education level, racial/ethnic background, language, income levels, if they are parents... Please be more specific in the questioning, so we know what you are asking for and what the goal of the question is. "Provide a proposed implementation plan ..." Do you have an implementation plan template you would like us to use. If not, can you be more specific about what details you need from us to fully respond to this question? *The District is interested in your firm's recruitment and hiring processes, equal employment opportunities, anti-harassment and anti-discrimination policies, performance management, training and development. Workforce composition details should include the number of employees. An implementation plan template is not provided, but please include your firm's objectives, target audience, service offerings, operational details, and marketing strategies.*

7. Can you clarify when tutoring sessions can be held? Are we allowed to hold tutoring before school? Could tutoring be held during school lunch? Could tutoring be held after school on the school site? Can tutoring be held after 6pm, once Expanded Learning program has ended? Specifically for Expanded Learning providers, could tutoring be held during the Expanded Learning program as long as we are using staff members who are NOT being paid under the Expanded Learning contract? *Tutoring sessions can be held outside of the school day (and on non-school days). We may be able to fund limited tutoring sessions during the school day on a case-by-case basis. Tutoring during expanded learning would be considered a parallel program and is within the guidelines of those funding sources. Employees can only be paid for one service during any time period.*
8. How many students are expected to receive tutoring through this initiative? *12,000 students*
9. Are virtual tutors required to be fingerprinted at the TRUSD District Office, or will a standardized national fingerprinting service such as Identogo suffice? *CONTRACTOR shall require all current and subsequent employees, volunteers, and subcontractors to submit fingerprints through DISTRICT's background clearance process, which includes Live Scan fingerprinting. This process can be completed from any*

Department of Justice approved fingerprint location using the District's Live Scan form.

10. Is the Sexual Abuse-Molestation insurance coverage listed on pages 5-6 required for virtual service providers? *No.*
11. Will the district accept responses from vendors who provide AI tutoring? I see that virtual tutoring is accepted, but would like to clarify if a live-tutor is sought or if AI programs are acceptable as well. *We will review both technology assisted and human tutors.*
12. Will the district accept proposals for a supplemental software that provides AI reading tutoring? *We will review both technology assisted and human tutors.*
13. In reference to P.9 Proposal Contents – Fingerprinting – “Individuals who work with District students must be fingerprinted at our District Office before going onto school sites, in compliance with CA Education Code Sec 45125.1” Do these requirements apply to virtual tutors? *No.*
14. Attachment C – Is Attachment C/Services Agreement required for submission with proposal or is this to be completed by selected vendor(s) post-award? *The Service Agreement is to be completed by selected vendor(s) post award.*
15. Following Attachment C – Are the Contractor Certification and the List of Employees Who May Come in Contact With Students required for submission with proposal or is this to be completed by selected vendor(s) post-award? *The Contractor Certification and the List of Employees Who May Come Into Contact With Students is to be completed by selected vendor(s) post award.*
16. P.8, #15 Is the District seeking on-demand, 24/7 accessible tutoring or scheduled, High-Impact Tutoring or both?
We will explore both. On demand virtual tutoring is a need that we will want to secure, but having additional tutoring is a desire of the district as well.
17. What are the number of students needing tutoring?
We have 24,000 students that may access. For virtual tutoring, we have had roughly 12,000 students access in the past year. For in-person tutoring, we expected to serve 2000 students per year.
18. What are the number of schools participating in the tutoring?
43 sites could participate in tutoring session.

19. What is the number of weeks the tutoring will be needed?
We will need availability for the whole school year, 36 weeks. If virtual, the calendar year to include summer months.
20. What are the total tutoring hours available in the program?
We do not have a total tutoring hours budget. It will be determined based on quotes we receive and funding.
21. What are the live sessions lengths needed + 10 min tutor pre/post session prep?
Live sessions for in person should be 30 minutes minimum. For virtual, it is on demand and will depend on need.
22. What is the desired student/tutor group ration? *For in-person, groups should be 10:1 or smaller. Virtual is typically 1:1, but if the capacity exists to work with small groups of students that would be an option that is desirable.*
23. What content areas require tutoring? *All levels K-12 of English Language Arts and Math, Grades 5-12 in science, social science/history, and world languages.*
24. Does TRUSD prefer we submit any potential exceptions with our response, or will exceptions be negotiated during final contract terms with the selected provider?
Please submit any potential exceptions with your response.
25. Would you be willing to extend the deadline from June 3 to June 7th? *No.*
26. If not an extension on the deadline, would the district be willing to accept the electronic copies of vendor's submittals on June 3rd, with Hard Copies to follow by week's end? *Yes, we will accept digital copies with hard copies to follow by June 7, 2024.*
27. Is a vendor offering online-only tutoring eligible for award? *Yes.*
28. Would the District consider a vendor who offers 1:1 tutoring only? *Yes.*

29. Has the District used virtual tutoring programs in the past? If so:
- Who provided your tutoring services? *PAPER and Tutor Me Education*
 - Approximately how many hours were used yearly? *Approximately 10,000*
 - What was the rate charged per student? *We paid an annual fee of 1M for 26,000 students for virtual tutoring and an average of \$40 per hour for in-person.*
 - Did you use campus tutors to provide any of the online tutoring? *No.*
 - What were three aspects of their service that you liked? *24/7 Access, additional programs for students to engage in that improved academic outcomes, the ability to integrate the program into daily instruction, support and professional development, Dashboard and reports.*
 - What were three aspects of their service that you would change or improve upon? *Offering languages such as Dai/Farsi, Russian, and Arabic.*
30. Which admin dashboard metrics would your organization look at to determine whether your online tutoring program is successful? What reporting features are you most interested in? *Metrics: Usage, School Site, Grade Level, Subjects, time accessed, frequency by user, elapsed time of tutoring sessions. Reporting Features: School site usage, grade level usage, subject matter, top features accessed, languages.*
31. Will every student in the district have access, or are you planning to restrict access to certain student populations?) *All students have access. For in-person tutoring or during the day, Foster/Homeless youth will be prioritized.*
32. To what degree do you have interest in branding the platform? Would you allow your faculty to access the platform (to conduct advising sessions/parent-teacher conferences, have tutoring sessions using in-house tutors, etc.)? *Partnership with faculty and integration into instruction would be ideal. We would be enthusiastic to explore options that allow the platform to be used with other tutoring, family and community engagement, and conferences.*
33. How important is it for the awarded online tutoring provider to include additional self-help/practice-on-your-own type widgets (outside of human-provided tutoring services)? *Offering additional products or features to enhance academic achievement will be a factor in determining which platform(s) we choose.*
34. If there is a point in the scoring process where there is a scoring disparity, will we have the option to address that with the committee? *Proposals will be evaluated based on the criteria listed in Section 21 Evaluation Criteria Assigned Weights. The District has the right to ask for any clarifications on any or all proposals.*

35. For award notification, may we submit an alternate representative on the summary information form so that both the signor and the alternate point of contact are informed? *Yes.*
36. Where in our technical specifications would you like for us to outline how data and real-time session playback can be accessed? *Section I. Proposal Contents, item f.*
37. Where in our response should we detail the aspects of our service that can be customized? *Section I. Proposal Contents, item f.*
38. What are the minimum requirements for tutors? *Please see Section 15 Tutoring Program Description and Requirements.*
39. Should tutor managers have line-of-sight supervision during tutoring sessions? *Yes.*
40. Where in our response should we discuss our platform's accessibility and customizable interface features? *Section I. Proposal Contents, item f.*
41. May the page limit requirement for I. Proposal Contents "f" ("Please feel free to include any other relevant information, experience, or skills which increase the value your firm's offering and services") be waived so that we may provide sufficient information? *Yes, we will increase the limit to 5 pages.*
42. As a company with thousands of tutors working virtually, are we required to fill out the form "LIST OF EMPLOYEES/VOLUNTEERS WHO MAY COME IN CONTACT WITH STUDENTS"? If so, how should this be denoted on the form? *No, the "LIST OF EMPLOYEES/VOLUNTEERS WHO MAY COME IN CONTACT WITH STUDENTS" does not need to be completed when tutoring is provided virtually.*
43. For the cost proposal, would you prefer an hourly rate or a per-student rate? *An hourly per student rate would be preferred unless the platform is unlimited time license.*