RFP-22-024-CM

Q&A

1. How many students would use the tutoring services per year?
    a. Please break this out per elementary, middle school, and high school students if available.

ANSWER: Estimates can be found at:
https://api.dadeschools.net/WMSFiles/171/MDCPS%20Highlights/SH2122.pdf

2. Is there a specific not to exceed budget?

ANSWER: No budget has been set as of yet. Price competitively.

3. How many teachers/administrators will need access to the online tutoring platform?

ANSWER: All teachers/administrators will need access. Refer to question 1 for estimates.

4. Is this a new requirement or is there an incumbent?

ANSWER: This is not a requirement. This is a voluntary, first-time solicitation.

5. If there is an incumbent, who is it?

ANSWER: Not applicable.

6. If this is not a new requirement, what is the value of the current or last contract

ANSWER: Not applicable.

7. Since proposals are to be submitted electronically through Demandstar, will the District accept electronic signatures?

ANSWER: Yes.

8. Number 9 of Section 6.2, Response Format, refers to Section 7.7. Can you please confirm that this is intended to read Section 7.6?

ANSWER: Can you please clarify how you would like the pricing submitted?

9. Section 6, letter b states "Must provide a completed pricing schedule signed by an authorized company signatory." Do you want the signed form from Section 8 included in Section 6? OR Section 8, Price Proposal, says "Provide pricing on the Proposal Pricing Form, refer to Section 8." Do you want the signed form from Section 8 included in Section 8 of the proposal?

ANSWER: Please sign form in Section 8.

a. Can you clarify how you want the Excel spreadsheet submitted? Should it be uploaded separately? Or do you want it made into a PDF and integrated with the proposal in section 8? Or perhaps you would like both options?

ANSWER: Please provide the excel spreadsheet in the format that works best for your organization.

10. Does the proposer need to fill out (complete) and sign Exhibit 15 and include it in the proposal submission?

ANSWER: No, please outline any contract deviations.

11. The RFP mentions SSO integrations through both Schoology and Clever. Does the district have a preference for platform for integration, or is the expectation that we integrate with both?

ANSWER: Yes, vendors must have the ability to integrate with Clever and Schoology. Only one SSO will be utilized, however, vendors must have the ability to do either/or.

12. To ensure safety and transparency, all interactions within the tutoring session are recorded. If the tutoring service is FERPA and COPPA compliant, what are your concerns with audio recording?

ANSWER: Refer to section 4.3.1 (e) of the RFP.

13. Can you please provide a solution for the following broken link https://oeo.dadeschools.net/certification.asp

ANSWER: https://oeo.dadeschools.net/#!/fullWidth/1006

14. Section 1 Instructions to Proposers, I. Preparation of Proposals, 2. Proposer Certification and Identification (RFP page 3):
    a. We submit the following questions regarding required signatures to fulfill the requirement for original manual signatures on required forms, will the Board accept electronic signatures through DocuSign, as they are legally binding per the U.S. E-Sign Act? Our staff, including our executive team with contract signing authority, works remotely across North America. Regarding the forms that require notarized signatures, would M-DCPS accept the forms to be digitally notarized?

ANSWER: Please see response to Question 7.

15. Section 1 Instructions to Proposers, XII Background Screening Requirements (RFP page 3):

    a. Pursuant to the Florida statutes referenced in this section, please confirm the fingerprinting screening requirement of non-instructional personnel requiring badges is only required for personnel who will be on school premises, and not for virtual tutors located outside of Florida?

ANSWER: All contractors that are interacting with students must be background checked.

16. Section 1 Instructions to Proposers, XII Background Screening Requirements (RFP page 3); Exhibit 15 Proposed Contract Agreement Draft, Section 31 Background Screening Requirements (RFP page 58):

    a. Please confirm written certification that Proposer employees have undergone FBI fingerprinting background checks will be sufficient for compliance with the background screening requirements?

    ANSWER: This is not a question. Any individual entering our school locations will need to obtain an approved background check.

17. Section 1 Instructions to Proposers, XXIII Indemnification (RFP pages 7-8):

    a. Would M-DCPS be open to mutually agreeing upon a fair and acceptable liability cap for liabilities under the agreement?

    ANSWER: The insurance requirements are outlined in Section 9 of the solicitation. Any deviations should be noted in your narrative response.

18. Section 1 Instructions to Proposers, XXV Facilities (RFP page 8):

    a. Will M-DCPS please provide a definition of "Facilities" and under what context this right would be enforced? Would there be limitations on this right to inspect facilities (e.g. while supervised by an employee of the facilities and inspection is limited, or would be conducted through a neutral third party to the extent third party information may be accessed)?

    ANSWER: Facilities is defined as vendor's established location of business. The awardee can further solidify with the owner department.

19. Section 1 Instructions to Proposers, XXVII Purchase Agreement (RFP page 8); Section 6 Submission Requirements, 6.2 10) (RFP page 24): Please confirm the obligation to be bound by the terms of the RFP and Proposer's submission would be subject to the Proposer's revisions?

    ANSWER: Please refer to page 3 – Order of Precedence.

20. Section 3.4 Required Subcontractor / Subconsultant Information to be Submitted by the Proposer (RFP page 13), Section 7.6 Small/Micro, Minority/Women, and Veteran Business Enterprise Programs (RFP page 28):

    a. The following questions apply to these sections of the RFP: Would M-DCPS please provide examples of alternative means that this requirement has been satisfied by other vendors, other than being an African American and/or Non-Minority Woman subcontractor or including participation by an African American and/or Non-Minority Woman subcontractor?

       ANSWER: The Goal Setting Committee established the goal outlined in sections 3.4 and 7. There are no alternate means.

    a. What does M-DCPS consider to be "another qualifying governmental agency?"

ANSWER: Another governmental agency that certifies firms.

a. Please confirm whether the points allotted to this requirement would be zero for vendors who are unable to satisfy the requirement?

ANSWER: Based on the goal outlined in Section 3.4, Proposals submitted by a proposer that is not a certified African American or Non-Minority Woman firm or proposals by a non-certified firm that do not include participation by a M-DCPS certified African American or Non-Minority Woman subcontractor certified by M-DCPS or by another qualifying governmental entity, shall be deemed non- responsive. Therefore, you will be eliminated from the evaluation process.

b. Section 7.7 is referenced for compliance reporting requirements when using a certified subcontractor. We are unable to locate Section 7.7. Please clarify where this section is located in the RFP?

ANSWER: Please refer to Section 7.6 That is a typo.

21. Section 4.2 Purpose of Request for Proposals, D. (RFP page 15):

    a. Please provide clarification regarding the definition of "verification of student identity?"

ANSWER: Services must be provided to the student that is signed on to the platform. You must confirm that the student receiving services is the same student that is logged into the platform via SSO credentials.

22. Section 4.2 Purpose of Request for Proposals, E. (RFP page 15), Section 4.3.1 Proposal Requirements 3)d) (RFP page 18): These two requirements regarding audio and/or video seem to conflict with each other. Please clarify whether audio (asynchronous recordings) is permitted? Are cameras required to be disabled?

ANSWER: Recordings (video and audio) should be kept on file by the vendor. Employees may not record students using any devices or any means other than what should be automated by the platform.

23. Section 4.2 Purpose of Request for Proposals, G. (RFP pages 15-16):

    a. Please confirm that M-DCPS will obtain all necessary consents or approvals required for the processing of personal information under privacy laws, including but not limited to designation of the Contractor as a school official with a legitimate educational interest under FERPA?

ANSWER: If contracted, the vendor will need to abide by all of the requirements outlined in the RFP regarding consent and privacy.

24. Section 4.3.1 Proposal Requirements, 2)b) (RFP page 17):

    a. Will virtual tutors that are located within Canada and the US and undergo the required background screening processes be permitted to provide services under the agreement?

ANSWER: Only US tutors are permitted.

25. Section 4.3.1 Proposal Requirements, 2)f) (RFP page 17):

a. As the requirement states that tutors shall speak, read, and write in English, Spanish, and Haitian Creole, please confirm that vendors shall not use translation services to deliver tutoring?

ANSWER: Tutors must speak, read, and write in English, Spanish, or Haitian Creole in order to deliver tutoring. Translation services should not be utilized by an individual tutor.

26. Section 4.3.2.1 Functional Requirements, #18 (RFP page 19):

    a. Would M-DCPS please clarify the need behind wanting to limit access by number of hours, by student, by subject, by school, and other administrative options/functions?

ANSWER: This is a question, not a request. We would like to know if there is this feature available through your platform.

27. Section 5 Minimum Qualification Requirements (RFP page 22):

    a. Please clarify what license should be submitted by vendors who have a location outside of Miami-Dade County and the State of Florida?

ANSWER: Per the solicitation, please provide your occupational tax license.

28. Proposer Qualification Form: Would M-DCPS please clarify where vendors should place the Vendor Qualification Form in our proposal?

ANSWER: The form can be submitted with the other forms.

29. *Section 1: Instructions to Proposers, I. Preparation of Proposals, A. Proposer Qualification Form* (RFP page 3) indicates the form should be page 1 of the proposal. However, *Section 6.2 - Response Format* (page 23) indicates the form should follow the proposal's Table of Contents.

    Section 6.2 Response Format, 10) (RFP page 24):

ANSWER: Please submit according to the format requested in Section 6.

30. It is our understanding that all exhibit agreements attached to the RFP must be signed and submitted with the Proposer's submission. Please confirm that redlines and signed cleaned copies can be submitted for exhibit agreements to which the Proposer has suggested revisions? If this is not an acceptable solution, please provide an alternative solution to submitting the exhibit agreements with revisions.

ANSWER: Exhibit 15 – Proposed Sample Agreement is the only document where deviations can be identified.

31. Section 7.2 Evaluation Criteria, Experience and Qualifications of Personnel (RFP page 26): Please clarify what is meant by "state credentialed instructional staff?"

ANSWER: State Credentialed Instructional Staff are certified teachers in a particular state.

32. Section 7.5 Affidavit Identifying Authorized Representative(s) (RFP pages 24-28): Will oral presentations be conducted virtually? Or in-person?

ANSWER: Virtually, if needed.

33. Exhibit 4 Miami-Dade County Public Schools Local Business Affidavit of Eligibility (RFP page 36): Would M-DCPS please confirm this form is not required to be submitted by a vendor who is not a local business in Miami-Dade County?

ANSWER: Correct, but please write "not applicable" if not applicable.

34. Exhibit 12 Proposer's Preference (RFP pages 47-48): May vendors update the second page of this form to represent the State and County in which the signature is recorded?

ANSWER: Yes.

35. Section 4, Item 8 - "Describe any ability to access the system for demonstration purposes, instructor access, etc." What is meant by this? What information would you like the instructors to be able to access?

ANSWER: That refers to sandbox environments, teacher demonstration environments, teacher reporting environments, etc.

36. How many students will be regularly signing in to use the tutoring services?

ANSWER: Not possible to estimate. Numbers will vary daily.

37. Will the district consider multiple awards for this contract? Or do you intend to award a single provider?

ANSWER: We may opt for either scenario.

38. What percentage of students do you estimate are Spanish speakers?

ANSWER: See https://api.dadeschools.net/WMSFiles/171/MDCPS%20Highlights/SH2122.pdf for estimates.

39. What percentage of students do you estimate are Haitian Creole speakers?

ANSWER: See https://api.dadeschools.net/WMSFiles/171/MDCPS%20Highlights/SH2122.pdf for estimates.

40. Section 4.3.2.3, what certifications are referenced in the question: "7. Provide any relevant certifications held by the vendor." Is the procurement team requesting MWBE certifications? Or some other type of business qualification/registration?

ANSWER: Any professional certifications which would merit sharing with a local educational agency.

41. Page 15- Section 4.2 D and E seem to contradict. D states, "No virtual services or communications shall be provided without verification of student identity." E states, " Contractor shall not collect personally identifiable information" How will we be able to verify a students identity? Please advise.

ANSWER: The vendor may collect information via SSO and in accordance with all privacy and data sharing agreements, however, employees may not individually collect PII.

42. Page 15- Section 4.2 E and Page 18- Section 4.3.1- 2.E. contradict. Page 15 Section 4.2 E states, " Contractor shall not take photographs of students or record students via audio or video at any time for any reason." Page 18 Section 4.3.2-2.E. states, "The service must provide the ability to review individual students and their tutoring sessions using recorded sessions or other methods of session capture." Please clarify.

ANSWER: See question 22.

43. Page 16- Section 4.3- 1.B states, "Must provide a completed pricing schedule signed by an authorized company signatory." Is this requesting the price schedule for all services provided by the company, or services specific to this program? If specific to the program, how are we to structure the billing, per student, per hour, per group? Are tutoring sessions required to be one on one?

ANSWER: Billing may take on any form, however, it must be easily compared, therefore, page 17- Section 4.3.1- 2.H states, "All price proposals must be submitted on a per student, per school, per grade level, or district-wide model to be considered."

44. Page 16/17- Section 4.3.1- 2.A states, "Tutoring will be… available in the following subjects at a minimum: -Math: Algebra 1, Algebra 2, Geometry, and Calculus -ELA: Literature, Reading, and Writing -Science: Biology, Chemistry, Physics -Social Studies: World History, US Government, Government/Economics, and Civics
-Language: Spanish, French, Italian, and German" Does this mean that ALL of these subject areas MUST be addressed within this program? In section 4.3.2.1-1 it states, "ensure that all subjects identified in 4.3.1.2. are addressed."

ANSWER: Yes

45. Page 17- Section 4.3.1- 2.C states, "Core services WILL be provided 24 hours per day, 7 days per week." Please clarify. Does this mean that we must have tutors available to work with students requesting tutoring in core subjects 24 hours per day, 7 days per week? Section 4.3.2.1- 4 states, "Detail service availability hours and dates of any services, beyond core services, not available 24 hours per day, 7 days a week." Is this meaning that if a student logged on to our program at 2:00 a.m., looking for Algebra 1 tutoring, that we are required to have a tutor online, available for them?

ANSWER: Yes

46. Page 17- Section 4.3.1- 2.G states, "Only one-on-one systems will be considered." Is this stating that tutoring must be one-on-one, or is it in reference to the proposed online tutoring platform, such as Zoom?

ANSWER: Tutoring should be one-on-one. One tutor to one student ratio per session.

47. Page 17- Section 4.3.1- 2.G states, "The vendor proposed platform must allow for unlimited, simultaneous users with no appointment required for use by students and a maximum student wait time of 5 minutes."
    This question relates somewhat to question #3. How are we to bill and keep track of our students and the hours provided to them if there is no appointment? Are students expected to maintain the same tutor every time they are seen? If so, how is this expected to be done without a scheduled appointment/tutoring session?

ANSWER: The District cannot inform vendors how to conduct their business. This is something that vendors must come prepared to do should they consider responding to this RFP.

48. Page 17- Section 4.3.1- 2.H states, "All price proposals must be submitted on a per student, per school, per grade level, or district-wide model to be considered."
    Does this mean that the provider can decide which schools we want to work with and which grade levels? How do we know which students/schools are eligible to participate in this program? How do we access potential students?

ANSWER: All students in all schools are eligible. Page 16/17- Section 4.3.1- 2.A states, "Tutoring will be… available in the following subjects at a minimum: -Math: Algebra 1, Algebra 2, Geometry, and Calculus -ELA: Literature, Reading, and Writing -Science: Biology, Chemistry, Physics -Social Studies: World History, US Government, Government/Economics, and Civics -Language: Spanish, French, Italian, and German"

49. Page 17- Section 4.3.1- 3.a and 3.b- 3.a. states, "The service must provide integration to access tutoring WITHIN the Schoolology LMS, but 3.b states, "The service must provide the ability to access WITHOUT navigating through an LMS."
    -So does this mean it should be accessible, both, with and without an LMS, or should it be one or the other?

ANSWER: The service should be able to be accessed both with and without the LMS.

-Will we be given access to Schoolology through the District, or must the provider purchase?

ANSWER: Provider must have an existing connection or integration method with Schoology.

50. Page 17- Section 4.3.1- 3.c states, "The service must roster and SSO through Clever.
    -Will we be given access to Clever through the Distrcit, or must the provider purchase?

ANSWER: Provider must have an existing account with Clever for both SSO and Rostering.

51. Page 18- Section 4.3.2.1- 7 states, " If not unlimited, describe options for purchasing additional block of tutoring hours and options to roll unused, pre-paid, hours into the subsequent contract year."
    How can a provider have unused, pre-paid hours? Is this an up-front award, rather than a reimbursement grant?

ANSWER: The question is self-explanatory.

52. Page 19- Section 4.3.2.1- 18 states, “Detail ability to limit access by number of hours, by student, by subject, and other options.”
    This brought up the question, how many tutoring hours are students enrolled in this program going to be granted? What kind of limits would be applicable to these categories?

ANSWER: The District has no plans to limit. See question 26.