

**Department of Materials Management
Procurement Unit
MONTGOMERY COUNTY PUBLIC SCHOOLS
45 W. Gude Drive, Suite 3100
Rockville, Maryland 20850**

**July 30, 2021
NOTICE TO BIDDERS**

**The following are questions and responses regarding
RFP# 4932.1 Tutoring Services**

Question 1: How many students and in what grades do you anticipate this program serving? How were served in prior years?

Answer: See 1.0 Intent. Approximately, 6,000 students were serviced during the 2020–2021 school year and anticipate at least a 10% increase. Additionally, see 2.0 Background of the RFP for the number of students serviced via summer programming.

Question 2: How many sessions will the vendor spend with the average student?

Answer: High dosage tutoring includes 3 or more sessions per week with students either one-to-one or in small group instruction of 3–4 students per session. A minimum of 30 minutes per session over 36 weeks has “demonstrated large positive effects on both math and reading achievement.”

Question 3: What will the process of identifying students look like?

Answer: Each school receives guidance to identify students based on student data from multiple measures that includes formative and summative assessments, staff observations and recommendations. Communication with families is also part of the school guidance and identification process. The vendor is expected to collaborate with MCPS personnel, families, community-based organizations and other agencies as appropriate to meet students’ instructional and social emotional learning needs.

Question 4: Are there incumbent providers and if so, who are they?

Answer: The current provider is TutorMe; however, the 3.0 Scope of Services in the RFP are more comprehensive than what TutorMe was expected to provide.

Question 5: Will tutoring be offered at all MCPS schools? If not, how will locations be chosen?

Answer: Yes, tutoring will be offered at all MCPS schools based on the aforementioned identification process in Question 3.

Question 6: If multiple vendors are awarded, how will tutoring services be assigned to each vendor? How will students be identified to receive services?

Answer: If multiple vendors are awarded, tutoring services will be assigned based on the type of services the vendor will provide as well as the vendors’ capacity. See response to Question 3 regarding the identification of students.

Question 7: Section **8.0 Mandatory Submissions** says we should see **3.8 Sample Material Delivery Process** for details on submitting our sample materials. This is the only mention of sample materials in the RFP. 1) Are sample materials a requirement and 2) if so, how should they be submitted?

Answer: An Erratum will be issued to remove this verbiage from the RFP.

Question 8: What is the profile of the targeted student population for high dosage tutoring services (for example: general education students performing below grade level in ELA and Math, special education/students with disabilities, evaluation or scoring second-language learners/ESOL)?

Answer: All of the above. Please review 2.0 Background and 3.0 Scope of Services in the RFP.

Question 9: Is there an evaluation rubric for this RFP that can be shared?

Answer: Please refer to the Evaluation Criteria under Section 11.0 of the RFP. This information is the only information to be shared.

Question 10: What is the anticipated start date for tutoring services (assuming anticipated award on August 24 as outlined in the RFP)?

Answer: Late September 2021

Question 11: Approximately how many students is the county interested in enrolling in this program? It is difficult to create a proposal without a rough gauge of the size. Is this intended for every student across the county? 10% of students?

Answer: It is intended for every student to have the opportunity to access services as needed. See the response to Question 1.

Question 12: Is there an acceptable on-boarding window? The county mentions that they need to "recruit, hire, and train instructors", yet the announcement for the winners will be issued a week prior to the school year. In my decade of experience as a tutor, I do highly recommend that students start at the beginning of the school year - even a couple weeks before if possible.

Answer: See the response to Question 10

Question 13: In order to accurately monitor the services and provide deep statistical proof regarding the efficacy of our tutoring program, we would need to design a study to compare students utilizing our tutoring program versus students who are not. Is the county interested in pursuing such a study and/or open to publishing these results?

Answer: The focus of this RFP is to solicit for tutoring services to support students. MCPS will conduct an independent evaluation of the efficacy of our tutoring program on students served that will include a matched sample of non-participants.

Question 14: Can the county please provide further elaboration on what is considered "high-dosage tutoring"? In the literature, I see definitions ranging from "one-on-one tutoring" at least 3 times / week 50 hours 36-week period. I also see definitions that specify specifically 1-on-1 tutoring, up to 3 students, and possibly up to 6 students.

Answer: See response to Question 2

Question 15: As a follow up to the previous question, is the county willing to consider small group settings or are they Interested specifically in one-on-one tutoring services?

Answer: See response to Question 2

Question 16: If the county is interested in small group tutoring, are they open to students mixing with private customers (i.e. non-county sponsored students?)

Answer: No, MCPS is not open to students mixing with private customers. The services provided should be specific to MCPS curriculum.

Question 17: Will MCPS accept proposals for math-only tutoring?

Answer: Yes

Question 18: Bullet 1 under sub header "Provide Instructors" in section 3.0 states that high school students can be tutors. Bullet 2 under sub header "Deliver Instruction" in section 3.0 provides stipulations about communicating with families. Given that the RFP mentions high school students can be tutors, is bullet 2 under sub header "Deliver Instruction" requesting that tutors communicate instructional needs/progress/logistics to teachers so they can relay that information to families or is this a request for tutors to communicate directly with families? If tutors are being requested to communicate directly with families, will this be done while at the school using school phones?

Answer: All language is direction for the vendor, so the vendor is expected to "communicate with families around instructional needs, instructional progress, and necessary logistics such as scheduling while being mindful of diverse family structures and cultural backgrounds" with regard to the tutoring services the vendor is providing. Vendors will also "collaborate with MCPS personnel," including teachers, "to meet students' instructional and social emotional learning needs."

Question 19: Bullet 3 under sub header "Provide Instructors" refers to online academic support. What is MCPS' current plan regarding online learning for the 2021-2022 academic year? Will online learning occur for all students on a regular schedule or will online learning only occur as needed?

Answer: As per the RFP, vendors are expected to "mobilize trained instructors to provide appropriate and effective on-site and online academic support in coordination with students, parents and/or teachers." The current plan is for students to return to in-person instruction 5 days

per week; however, online options will need to be available in order to meet the needs of all students.

Question 20: How will students be identified for tutoring?

Answer: See the response to Question 3

Question 21: Will tutors have access to MCPS materials for tutoring?

Answer: Yes

Question 22: Who has performed this service for MCPS in the past?

Answer: See the response to Question 4

Question 23: What are the criminal background check requirements for MCPS?

Answer: Criminal background check information can be found on the MCPS webpage at this link:

<https://www.montgomeryschoolsmd.org/departments/procurement/Contractors.aspx>

Question 24: Please clarify the process by which students will be assigned to each vendor for program services. What criteria will be used to select the vendor from the pool of eligible providers?

Answer: See the response to Question 6

Question 25: The RFP states that sites used for tutoring must comply with established laws, rules, and codes. Will MCPS school sites be available to the vendor to conduct the tutoring sessions?

Answer: Yes

Question 26: Does the district have any projection for the number of schools and students that may participate in the program?

Answer: See the response to Question 11

Question 27: Are all MCPS schools expected to offer this program to their students or do individual schools make the determination to participate? Will there be limits on the size of the program in each school and the allocation available to each school for the program?

Answer: See the response to Question 11

Question 28: What will be the basis for student selection to the program?

Answer: See the response to Question 3

Question 29: Does the district have expectations or parameters for tutoring group size? Must services be 1:1? Is there a maximum number of students that can be in any tutoring group?

Answer: See the response to Question 2

Question 30: If services are after school, can the vendor employ MCPS teachers to provide tutoring if it occurs outside of the regular school day hours?

Answer: As per MCPS Regulation GCA-RA, Employee Conflict of Interest, (1) Tutoring must occur outside of the employee's hours of duty. (2) An MCPS employee may not tutor students who attend, or can be reasonably expected to attend, a school at which the employee works. (3) Exemptions may be approved by the superintendent of schools/designee on a case-by-case basis. See MCPS Regulation GCA-RA, Employee Conflict of Interest for additional information.

Question 31: Are tutors expected to engage with parents regarding their child's progress? Are individual student progress reports an expectation of the contract?

Answer: See Deliver Instruction bullet 2 and Monitor Services bullet 3

Question 32: Can students from different grade levels be in the same tutoring group if their academic needs are similar?

Answer: Yes, as long as each student is instructed to attain their specific grade level standards.

Question 33: The proposal states that "instructors may include community members, high school and college students". Are instructors limited to that group or may certified teachers be used? If certified teachers are available, will they be given priority over non- professional tutors?

Answer: The vendor will determine staffing; "Recruit, hire, and train instructors who exhibit strong communication, interpersonal, and organizational skills with appropriate depth of content knowledge for the offered courses." Instructors may include others who are not certified teachers.

Question 34: Will the district recognize the DocuSign process as acceptable for any required documents?

Answer: Yes

Question 35: Will tutors be expected to meet with parents and the student's regular instructor for information-sharing and collaboration purposes? If so, will the provider be able to invoice the district for that non-instructional time?

Answer: See Deliver Instruction bullets 1 and 2. No additional invoices shall be part of this agreement. Incorporate any additional charges for "non-instructional time" into the proposal.

Question 36: Are there minimum expectations for M/WBE participation?

Answer: No, this RFP does not have a minimum MWBE expectation.

Question 37: If we do not require any redactions, should we still submit an additional hard copy and electronic copy of our proposal noting there are no redactions? Or is it ok to plan on only submitting the one original, five copies, and one electronic proposal if there are no redactions?

Answer: If you have no redactions please clearly state separately that you have no redactions to your original submission. This can be provided on a single document.

Question 38: We did not see the required forms attached to the RFP. Is it best to search for them on the Procurement website? Or what's the best way to access the following

- Equal Opportunities Certification (Attachment A)
- Certification of Non-segregated Facilities (Attachment B)
- Minority Business Enterprise (Attachment C)
- Non-Debarment Acknowledgement (Attachment D)
- Mid-Atlantic Purchasing Team Rider Clause

Answer: Access to all forms required for submission are located on the RFP webpage: http://procurement.montgomeryschoolsmd.org/home/Bid_Record/2840

Question 39: Is it the district's preference that we submit using the word document version of the RFP? Or can we adjust formatting so long as it follows the response requirements?

Answer: We have no preference as long as you provide a point by point response.

Question 40: We will respond to all requirements outlined in 3.0 Scope of Work. There is additional information that we would like to include to fully meet the evaluation requirements. Can we add additional sections to the proposal? If so, should those sections go before the Scope of Work requirements or after?

Answer: Organize your responses in a way that provides the greatest clarity. There is not a set required format other than responding point by point.

Question 41: What is the anticipated student volume for the school year?

Answer: See the response to Question 1

Question 42: Can a vendor which can provide talent for the ELA tutoring program provide a response, if they do not have curriculum, but could leverage the chosen curriculum and district curriculum?

Answer: Yes

Question 43: What is the minimum education requirement for tutors?

- A. Teaching Certification (MD)
- B. Any teaching certification from reciprocal states
- C. Bachelor's degree
- D. Other

Answer: See the response to Question 33

Question 44: Are expired teaching certifications allowed?

Answer: See the response to Question 33

Question 45: Will vendors without curriculum be able to leverage and have access to district materials and standards beyond the 3 links provided in this RFP?

Answer: Yes

Question 46: What is the preference regarding when tutoring sessions will occur?

- A. During school
- B. After School
- C. Evenings
- D. Weekends

Answer: See introductory paragraphs to 3.0 Scope of Services

Question 47: Is there a specific cadence for tutoring per week per student

Answer: See the response to Question 2

Question 48: What is the desired length of time for each tutoring session?

Answer: See the response to Question 2

Question 49: Has a budget been earmarked for the provision of these services?

Answer: Yes, see response to Question 50 for amount dedicated to previous tutoring services as a guide.

Question 50: Has MCPS ever issued a bid similar to this contract for tutoring services? If so, can we see pricing for awarded bids

Answer: This RFP is new. MCPS entered into an agreement with a vendor during the pandemic to provide services that will end at the end of the summer term. The amount approved by the Board of Education on January 12, 2021 through June 30, 2021 was \$834,253.20. An extension was approved on June 29, 2021 for \$31,600.00 through the end of August 2021.

Question 51: Do you want separate pricing for training hours versus tutoring hours?

Answer: Yes, please provide a detailed budget narrative.

Question 52: Will MCPS provide any oversight for tutors and their responsibilities? Previously with other contracts providing various services to other school districts, the counties have provided oversight and communication with the provider.

Answer: See 3.0 Scope of Services, Provide Instructors bullet 1 and the Monitor Services section.

Question 53: Will MCPS require training for tutors to be presented in person or can it be done virtually? If it is required to take place in person, will a physical space be provided for such training?

Answer: In-person training is not required.

Question 54: Given our knowledge of HB-486, an Employment History Review form for Child Sexual Abuse and Sexual Misconduct must be completed by all employees age 18 and older. If high school students are hired as tutors, will they need to complete this form if they are under the age of 18 years old?

Answer: MCPS students under the age of 18 typically serve as volunteers under the supervision of staff when working with younger students and are not required to complete an Employment History Review form for Child Sexual Abuse and Sexual Misconduct. If a vendor wishes to hire students under age 18, students would be subject to any of the vendor's policies and procedure regarding employment. All employees and volunteers over age 18 are expected to follow MCPS policies and procedures. See response to Question 23 for additional information.

Question 55: Will MCPS be assigning students who need tutoring?

Answer: See response to Question 3

Question 56: How many tutors and hours are needed for services?

Answer: See responses to Questions 2 and 11

Question 57: Is it the intent of this RFP that all respondents provide services in multiple subjects for all grades, or are tutoring providers that focus on a particular grade band or subject area also able to respond? Will a supplier be eligible to respond if they do not cover the full scope of grades and subjects?

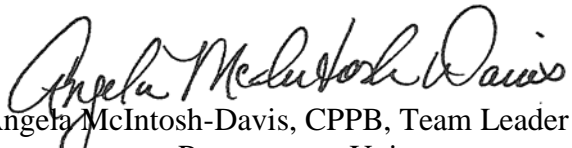
Answer: Yes.

Please indicate your receipt of this notice by signing below and returning with your proposal or under a separate cover.

Accepted By: _____
(Name & Title)

Name of Company: _____

AMD


Angela McIntosh-Davis, CPPB, Team Leader
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