

REQUEST FOR QUALIFICATIONS # 2024-068
Tutoring Services
RESPONSE ADDENDUM #1
June 11, 2024

CLARIFICATION

Submission Due Date is extended to June 18, 2024 on or before 11:59 pm EST

QUESTIONS

Q1: Is this going to be a purchase for the entire system or will each individual institution make their own purchase?

A1: [Please refer to RFP Section 1.1.3.](#)

Q2: Do you have an anticipated or approximate number of annual hours?

A2: [Please refer to RFP Section 1.1.3. There is no estimate of hours planned](#)

Q3: You have asked for an hourly rate--- is it possible to submit an alternative pricing model, as well?

A3: [Yes but you need to include an hourly rate to be considered.](#)

Q4: Is there a specific format for our RFP response?

A4: [Please review the RFP materials:](#)

[03 - 2024-068-RFQ-PS-RFQ](#)

[03 - 2024-068-RFQ-PS-RFQ SubmissionFormPackage](#)

Q5: Is there an incumbent tutoring company that you are currently working with?

A5: [We work with a few](#)

Q6: Does a Certificate of Insurance need to be submitted with our proposal?

A6: [No](#)

Q7: Have you now, or in the past, engaged a vendor to hire, train, and pay your tutors? If so, was that for online or in-person tutoring, who was the vendor, and what rate were you charged per year and per hour used?

A7: [Yes, online and in-person](#)

Q8: Is there interest in engaging a vendor to hire, train, and pay your tutors? If so, would that be for online or in-person?

A8: [No interest at this time](#)

Q9: To what degree do you have interest in branding the platform? Are you interested in hosting campus tutors on the platform for a streamlined student experience?

A9: [Please submit your proposal for consideration.](#)

Q10: Can you please give some information regarding the review committee? If you cannot give their names, may we know their roles at the University?

A10: [Sorry the committee members can not be shared.](#)

Q11: 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?

A11: [No this is a Request for Qualifications](#)

Q12: 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?

A12: [Yes it provides for that please review the RFQ submission document Appendix A 03 - 2024-068-RFQ-PS-RFQ SubmissionFormPackage](#)

Q13: Where in our technical specifications would you like for us to outline how data and real-time session playback can be accessed? What reporting features are you most interested in?

A13: [Please review the RFP materials:](#)

[03 - 2024-068-RFQ-PS-RFQ](#)

[03 - 2024-068-RFQ-PS-RFQ SubmissionFormPackage](#)

Q14: Where in our response should we detail the aspects of our service that can be customized?

A14: [Please review the RFP materials:](#)

[03 - 2024-068-RFQ-PS-RFQ](#)

[03 - 2024-068-RFQ-PS-RFQ SubmissionFormPackage](#)

Q15: What are the minimum requirements for tutors?

A15: [This Request for Qualifications is meant to provide a list of companies providing tutoring services that meet the qualifications. The University will reach out as they need services.](#)

Q16: Should tutor managers have line-of-sight supervision during tutoring sessions?

A16: [No](#)

Q17: Where in our response should we discuss our platform's accessibility and customizable interface features?

A17: [Please review - 03 - 2024-068-RFQ-PS-RFQ SubmissionFormPackage](#)

Q18: Can you confirm that the Maine Public Universities system uses Brightspace, and are you intending to keep the same LMS?

A18: [Yes, Brightspace](#)

Q19: How many companies are you intending to award on this bid? May we offer multiple pricing proposals based on a single award and purchase at the system level vs. individual institution adoption?

A19: [We cannot address that question.](#)

Q20: Where does pricing fit into the scoring rubric?

A20: [Please review - 03 - 2024-068-RFQ-PS-RFQ SubmissionFormPackage, Appendix C.](#)

[For scoring review 03 - 2024-068-RFQ-PS-RFQ, Section 2](#)

Q21: Our company provides high-quality in-person tutoring in all subjects and at all academic levels. Tutors are vetted subject matter experts. Tutoring schedules are flexible, and we typically offer in-person tutoring between the hours of 8am and 8pm. Synchronous virtual tutoring can be offered between the hours of 6am to 10pm. We offer customer service 24/7, but this does not include academic tutoring. We can receive academic questions 24/7 and they will receive a thoughtful reply within 24 hours. Does this meet the following specification outlined in the RFQ which reads, "The University requires that you provide synchronous support and asynchronous tutoring support 24x7 and online collaborative workspace for tutor and student. Please outline your offering."

A21: [Please review - 03 - 2024-068-RFQ-PS-RFQ SubmissionFormPackage](#)

[For scoring review 03 - 2024-068-RFQ-PS-RFQ Section 1.1.3](#)

Q22: Please confirm that we can charge different rates for in-person and virtual tutoring.

A22: [Yes as long as it is noted in 03 - 2024-068-RFQ-PS-RFQ SubmissionFormPackage, Appendix C](#)

Q23: The UMS RFQ Submission Package has the following requirements:

Section 3 - Response to Questions

Label this response - Section 4 – Response to Evaluation Questions & Related Information

Was the instruction of labeling Section 4 an error and should be labeled as Section 3? If

this is not an error, can you please expand upon the requirements of what to include in Section 3.

A23: Yes