DATE: May 19, 2021

TO: All Offerors

FROM: Angela R. Young
Executive Director of Contracting

RE: Request for Qualification No. 170-21, Tutoring Services

Please see Addendum No. 1 for the above-referenced solicitation.
ADDENDUM NO. 1
RFQU NO. 170-21,
TUTORING SERVICES

A. The following are questions received and Fulton County Schools, (FCS) responses for the above-referenced solicitation:

1. Is it a requirement that the submitting vendor provide both virtual and face to face tutoring services? Could we qualify offering either face to face OR virtual tutoring services?
   No. A vendor does not have to provide both. Vendors can qualify for either face to face OR virtual.

2. Page #30 of the RFP states that the district is requesting both virtual and face-to-face tutoring. Can a vendor be approved if only one of those delivery options is available or are both methods of tutoring required to be approved?
   Yes, a vendor can be approved if they only offer one (1) of the two (2) methods.

3. Page #36 of the RFP asks for a detailed pricing model to serve approximately 28,000 students. Does the district have expectations or requirements for the number of service (tutoring) hours each student is to receive or a weekly basis?
   We would like students to receive 1.5 hours of tutoring a week.

4. Is this program currently in place and, if so, what is its size and scope (how many students, how many schools, etc.)?
   This is a new program.

5. Does the district recognize the DocuSign process for the application and acceptance of signed documents?
   No.

6. Can a vendor limit the grade level focus of its program? For example, will the district consider a vendor who only provides service to students in grades 1-6?
   Yes.

7. On page #59 of the RFP there is a District/Provider Agreement which states $30,000 limit per school for the tutoring contract. Is that the amount to be used for each school, regardless of the enrollment of the school and size of the participating tutoring program?
   Schools can spend up to $30,000 on tutoring services.

8. Are there any M/WBE requirements for the contract?
   No.

9. Can you accept responses from programs that serve only a specific grade range/ subject area?
   Yes.

10. Are our staff expected to be trained in interpretation of all reports listed on pg. 31 of the proposal?
    It will depend on the tutoring program and how they identify student needs.
11. Will FCS provide training in each of those reporting systems if all staff do not already have proficiency?
   **If needed, the district will provide the training.**

12. Are we required to provide tutors in all languages listed on pg. 32?
   **No.**

13. Are we required to provide all features specific to virtual tutoring, even those that are not relevant to our subject/grade served? (Example: We provide reading tutoring for kindergarten through third grade students, so essay review services; exam prep; etc. are not relevant to our program)?
   **No.**

14. The Provider Agreement on pg. 59 indicates “Up to $30,000 per school for Tutoring services, To be determined between provider and school.” Is this the maximum available payment? Page 36 notes we should detail pricing for approximately 28,000 students, can you please provide the amount of funding per student available? Is it expected we would serve all students at a school, or only some percent with greatest need?
   **Schools will have $30,000 to spend. That is not to cover all students. Please include your per student pricing. This will allow schools to determine how many students they can serve.**

15. Is this RFP specific to using only these program? Therefore you are only looking for a company to provide the tutors?
   **Or:**
   Is the district tied to these vendors, or would they consider a vendor who has content that can providers who can interpret test scores and student progress?
   **Vendors who have their own content and can interpret test scores and student progress will be considered.**

16. Would regular financials be an acceptable submission instead of the audited statements?
   **No.**

17. Are there any tutoring services that Fulton County Schools is already using in their vendors list?
   **No.**

18. Is it possible to forego the physical paper requirement and submit a digital copy of the proposal in light of the ongoing pandemic?
   **No.**

19. We do not have the capacity to provide full-time virtual tutoring options *unless* COVID-19 protocols require schools to close and return to virtual programming exclusively. Can we still submit this RFQ?
   **Yes.**
20. Our proposal will only extend to 10 schools in Zone 1, a number that will not fulfill the criteria of serving 28,000 students as referenced in the RFQ. Will that eliminate us from contention?
   No.

21. The MOU also includes a clause that limits the amount per school to $30k, but we know the cost will exceed that amount. Can we still submit this RFQ?
   Yes.

22. What is the expected capacity, in which the vendor will assist in identifying a student’s need for tutoring?
   The schools will identify the students who need tutoring.

23. Is it the district’s plan to have students engage in scheduled sessions for tutoring as well as on-demand drop-in sessions, OR is the tutoring going to be 100% on-demand, drop-in only?
   The plan is to have students engage in scheduled sessions for tutoring as well as on-demand drop-in sessions.

24. If a vendor does not meet all of the criteria for technology, can they still be a potential provider of face-to-face in-person tutoring on the district-provided master list?
   Yes.

25. Is there an anticipated number of vendors to be selected for this RFQ?
   No.

26. Does the district plan on segmenting any of the services and allocating specific vendors to eliminate scheduling and tracking concerns around services rendered?
   We plan to provide schools with a list of approved vendors so that they can work with the vendor(s) that best meets their students’ needs.

27. Will the awarded vendor have access to the district curriculum and materials for use during tutoring sessions?
   The district will work with the vendor to provide access if that is the vendor’s model.

28. Will the district be able to provide initial assessment information? Intermittent? Final?
   Yes, as long as the information is in accordance with the FERPA requirements.

29. How many hours of tutoring does each student receive daily or weekly?
   The goal is 1-2 hours per week.

30. Concerning the 28,000 anticipated students needing tutoring, is there an expected ratio of tutor to student? 1:1, small group (1:2, 1:3, or a combination)?
   1:1-3.

31. Are sessions expected to be shorter or longer than 60 minutes? If so, please advise of expectations of session structure.
   Our goal is three (3) 30-minute sessions a week.

32. What is the minimum education requirement for tutors?
   Undetermined.
33. If teaching certifications are required, are expired teaching credentials acceptable?
   **We have not set a requirement.**

34. Can the vendor list for this opportunity be available?
   **No. Once the contract is awarded, you can request this information via our Open Records Department.**

35. The vendor chosen, do they need to have all these languages Korean, Spanish and Chinese. Or just one of each?
   **No, however, we would like to know what is available.**

36. Will the vendor be notified of the class level that they will be tutoring?
   **Yes.**

37. Will the vendor be notified of the length of sessions?
   **Please see response #31.**

38. What is the timeframe that the sessions will be starting?
   **August 2021.**

39. Will the vendor be notified of the language they will be teaching?
   **Yes, arrangements around any language needs would be made ahead of time.**

40. In the features for virtual tutoring section states, "24/7 drop-in and on-demand tutoring for all subjects and grade levels"; Will the district consider vendors that only support certain grade levels and subjects?
   **Yes.**

41. Will the district select multiple vendors or one vendor to conduct all tutoring for K-12?
   **The district wants to select multiple vendors.**

42. The RFQ mentions "Essay review services with no more than a 24-hour response/wait time for feedback for students." What grades levels is this in reference to? K-2, 9-12, etc.?
   **Grade level 6-12.**

43. The RFQ mentions "Exam prep and videos of sample problems that students can use and replay as often as needed." What grades and subjects is this in reference to?
   **9-12.**

44. The RFQ mentions "Face to Face" tutoring, can you clarify if that means physically or on a device?
   **Physically.**

**B. All other terms and conditions remain the same.**