



RFP #864-19P Online Tutoring Services

**Addendum 001
Issued August 28, 2019**

1. Can Colorado Mountain College clarify how many FTE the institution would like the pricing quote to be for?

Currently, pricing is based on unit cost x number of hours. The college uses approximately 1100 hours per year. If FTE is needed, it is approximately 3500, with approximately 650 distinct users accessing the services per year.

2. Can the institution please clarify what you are looking for regarding a “*description of project structure*” mentioned on page 6, section 3, item # 3 within the RFP.

A basic description of the project plan, which will be used for implementation. To include completion date and College resources needed in order to accomplish.

3. On page 4, section I, question # 14 states “*available by phone, online link through Canvas, e-mail and chat.*” Can Colorado Mountain College please clarify if you are referring to students having these access methods for technical support or that tutoring sessions should be available by phone, email, chat, and link in Canvas?

Yes, these are potential technical support methods. Live tutoring sessions, online writing lab, and questions submissions should be available via Canvas link.

4. Can you clarify the contract term/length that the institution would like the proposal to cover? Is it a one-year agreement for up to a certain number of years?

It is likely that an initial contract would be one year. But, that can be determined with the awarded vendor.

5. On page 8 of the RFP, the Proprietary Information section states “*please contact the CMC Purchasing Department if you feel you need to submit confidential information.*” Can the institution please share a direct contact within the purchasing department to ensure a timely response to confidentiality concerns prior to the submission deadline?

Per the RFP, the Byer is the CMC Purchasing Department which may be reached at bids@coloradomtn.edu.

6. We have been unsuccessful at accessing the RFP on the BidNet site thus far and have not received a response back to voicemails left on their customer service line requesting assistance. On page 2 of the RFP it states, "*please make sure to leave time for unexpected technical or other trouble.*" To be sure that we can have assistance with any unexpected technical trouble, will the institution please share a direct contact who will be responsive to questions and inquiries for assistance?

We do not have a direct contract on the vendor side. Our information states to call 1-800-835-4603.

7. For the past three years, can you provide the total number of hours annually your students have used? Can you break down by async vs sync hours? Can you break down by one-to-one tutoring vs group tutoring hours?

Approximately 1100 hours annually. 85% of those hours were used for the Online Writing Lab, 12% in live tutoring sessions, and 3% for submitted questions.

8. Has the college ever worked with an online tutoring service provider (currently or in the past)?

The current provider is NCS Pearson – Smarthinking.

9. If so, how much do/did they charge per online tutoring hour, and for essay/writing submissions?

The College prefers not to disclose at this time in the effort to collect the most accurate bids through this RFP process. Please submit a cost for the services requested in the RFP.

10. Can you provide us with any other information relating to fees you are charged by your provider?

No additional fees charged.

11. Does the College factor set-up, training, maintenance or other fees into its scoring rubric, and/or would it prefer one, all-inclusive, hourly billing rate?

The preference is for the implementation costs to be separated out from the annual services cost.

12. Terms and conditions placed on purchased, unused roll-over hours have a significant impact on overall pricing. Will the College factor this in during the scoring process? (If, for instance, in order to roll over, purchased, unused hours to the subsequent year, a vendor requires that a minimum number of hours be purchased for that subsequent year, this condition can significantly increase the effective cost to the College).

Yes, the College will. Currently we do not have a fee for to rollover up to 25 hours.