

Responses to Online Tutoring Services Questions December 12, 2024

1. Is there a page limit for the cover letter?

Per the RFP Page 8 - The cover letter should be addressed to the assigned Procurement Specialist; The Proposal Table of Contents should be a maximum of two (2) pages (this item is not scored).

2. Where on the Gila CC website, listed on p. 1 of the RFP, will we find RFP information? When I go to the website (<https://gilaccc.org>) I do not see/find a procurement site to look for addendum.
3. How many hours are you expecting to use for a contract year? Pg. 3 scope of work
This is unknown as the community college is just becoming independent and has no historical data.
4. Do you plan to have campus tutors conducting online tutoring services? If so, approximately what percentage of the online tutoring do you expect they will fulfill?
We do not have campus tutors at this time.
5. Does the Certificate of Insurance need to be included with the proposal? No
6. Can you please provide a scoring rubric with the categories which will be evaluated and the weight each category will carry? This information is not available.
7. Will a shortlist be invited to host demonstrations? If so, on which approximate dates?
Per RFP Page 9 - The College reserves the right to conduct interviews with some or all of the Offerors at any point during the evaluation process. However, the College may determine that interviews are not necessary. In the event interviews are conducted, information provided during the interview process will be taken into consideration when evaluating the stated criteria.
8. Have you used virtual tutoring programs in the past? If so: Gila Community College has been associated with Eastern Arizona College any tutoring programs were provided by EAC.
 1. Who provided your tutoring services?
 2. Approximately how many hours were used yearly?
 3. What was the rate charged per student?
 4. Did you use campus tutors to provide any of the online tutoring?
 5. What were three aspects of their service that you liked?
 6. What were three aspects of their service that you would change or improve upon?
9. What information can you provide regarding the review committee? If you are unable to provide specific information as to who they are, can you please tell us about their roles?
Review committee will be administration and academic professionals.
10. Where in our proposal (i.e. which tab) would you like us to address the Scope of Work? See RFP this is Section 3
11. When we submit our proposal via email, what should the subject line read? Online tutoring RFP
12. What are the minimum requirements for tutors?

Per RFP page 4 Services must be provided by tutors that have at a

minimum a Bachelor's degree (not necessarily in the subject they will be tutoring) and documented subject matter expertise in the subject area or equivalent credential for occupational areas (e.g., RN for Nursing tutors).

13. Should tutor managers have line-of-sight supervision during tutoring sessions? [If this is your business model. I don't believe this is a requirement of the RFP.](#)
14. What LMS is GCC using? [D2L Brightspace](#)
15. Are you planning to have limits on hours students can use? If so, what are they? [No limit at this time.](#)
16. How many hours of usage should we assume for the pricing sheet?
[We have approximately 1500 students and 457 FTSE for FY 2023, no other data is available to aid you in the estimation of usage.](#)
17. 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?
[Yes, to clarify you would like both people notified?](#)
18. Regarding page 18 of the RFP, "Functional – Tutoring Subjects/Tutors/Tutoring Practice", 6th bullet point: will we have access to formative assessments that the students have taken at school? Are students allowed to pop in with a question about their coursework without having submitted to a separate formative assessment? [Yes they are allowed to ask questions.](#)
19. Regarding page 19 of the RFP, "Functional – Tutoring Subjects/Tutors/Tutoring Practice", 17th bullet point: Do you have a plagiarism detection tool? If so, are you proposing to expand the scope of work to include integration with that tool, or should we respond to that prompt with our tutoring best practices to help students avoid plagiarism? [Use tutoring best practices.](#)
20. Regarding page 19 of the RFP, "Functional - Service Availability", 2nd bullet: are group sessions a requirement? [Do you offer this as an option, if so please include in your response.](#)
21. Regarding page 21 of the RFP, "Technical": If we integrate with your LMS via LTI 1.3, are the other integration questions applicable? [The other questions on the technical side mostly refer to your security functions which would be independent of the LMS system.](#)