

WASHTENAW COMMUNITY COLLEGE  
Purchasing Department – Room SC 326  
RFP # 6268 Online Tutoring Service  
**RFP Due Date: Tuesday, August 18, 2020 at 1:00 p.m. EDST**

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WASHTENAW COMMUNITY COLLEGE  
Request for Proposal (RFP) # 6268:

Online Tutoring Service

**RFP Release Date: Monday, August 3, 2020**

**Proposal Due Date: Tuesday, August 18, 2020 at 1:00 p.m. EDST**

**Submit proposals electronically via email to:**

**Don Harrison**  
**Washtenaw Community College**  
[pur@wccnet.edu](mailto:pur@wccnet.edu)  
RFP # 6268 Online Tutoring Service

## 1.0 Proposal Invitation

Washtenaw Community College (“College” and/or “WCC”) is soliciting proposals for the implementation of a campus-wide online tutoring service. The selected supplier will be able to provide all deliverables outlined in this RFP.

Proposals must be comprehensive by including all services and costs necessary to meet the business and technical requirements of the College as outlined in this RFP. In addition, proposals must specify a detailed approach/methodology, supplier and College staffing requirements, and any other assumptions to achieve the goal of this RFP.

The College is not liable in any manner or to any extent for any cost or expense incurred by the supplier in the preparation, submission, presentation or any other action connected with proposing or otherwise responding to this RFP. Such exemption from liability applies whether such costs are incurred directly by the supplier or indirectly through the supplier’s agents, employees, assigns or others, whether related or not to the supplier. In submitting a proposal, the supplier agrees that all materials associated with, attached to, or referenced by the submitted proposal will become the property of the College and may be incorporated into a subsequent contractual agreement between the successful bidder and the College.

The College expects to enter into an agreement with the awarded supplier(s) for an initial one (1) year term with an automatic rollover renewal for up to three (4) additional one (1) year terms, terminable for convenience by WCC at any time with 30-day notice. Response to this RFP confirms an understanding that this is *not* a contract or offer of business by the College. Proposal submissions must include all terms and conditions of service and shall be subject to negotiation. A purchase order signed by an authorized agent of the College must accompany a fully executed complete and final agreement to constitute acceptance of Proposal offer and offer terms and conditions of service. Proposal submissions shall be subject to, and governed by the College’s SAMPLE – Independent Contractor Agreement Terms & Conditions as a condition of award, and are hereby incorporated herein as a substantive part of this solicitation as Attachment A – Sample Agreement. In the event there is any conflict or inconsistency between the Terms & Conditions referenced in this RFP and those included in a Supplier’s proposal response, the Terms & Conditions of this RFP shall govern. This RFP and any subsequently offered contracts will be governed by the laws of the State of Michigan. Any and all applicable valid executive orders, Federal, State or local laws, ordinances or rules or regulations shall apply to any contract if and when offered and are deemed incorporated herein.

Award of a contract shall be based on the best overall proposal. Criteria for award of a contract include, but are not limited to, accordance with the goals of this RFP including the specifications contained herein, previous customer references, portfolio samples, project cost, timeline, and the overall total value of the recommendations put forth by the supplier as determined by the College. The College reserves the right to request follow-up information such as questions, demos, and site visits prior to awarding the contract.

The College reserves the right to reject any and all proposals and waive any irregularities. Proposals which fail to comply fully with any provisions of this document may be considered invalid and may not receive consideration. The College reserves the right to award a contract based on any combination of

the specifications described herein. Vendor understands that they may be required to provide an online demonstration of the full tool and administration capabilities in order to secure the final contact.

As a public institution, the College is subject to the terms and conditions of the Freedom of Information Act. As required by law, any information submitted in response to this request for proposal could become public information. Suppliers responding to this proposal are cautioned not to include any proprietary information as part of their proposal unless such proprietary information is carefully identified in writing as such and accepted by the College as proprietary. Any documents submitted may be reviewed and evaluated by any person at the discretion of the College, including non-allied and independent contractors retained by the College now or in the future.

This request for proposal in no manner obligates the College to the eventual purchase of any products or services described, implied, or which may be proposed, until confirmed by written agreement, and may be terminated by the College without penalty or obligation at any time prior to the signing of an agreement, contract, or purchase order.

## 2.0 Planned RFP Schedule

### RFP Timeline:

**RFP Issued:** August 3, 2020

**Submission of Written Questions Due:** August 7, 2020 at 3:00 p.m. EDST

**College Response to Written Questions Due:** August 12, 2020 at 3:00 p.m. EDST

**RFP Due Date:** August 18, 2020 at 1:00 p.m. EDST

**Tentative Awarding of Contract:** Week of August 24, 2020

**Tentative Initial Service Period:** September 1, 2020 – September 30, 2021

## 3.0 Background of the College

The College is located in central Washtenaw County, between Ann Arbor and Ypsilanti, Michigan. It was established in 1965 and is a well-respected and well-supported community college. The College's academic offerings make WCC a standout among two-year institutions across the country. WCC's personal enrichment and professional development courses for licensing and certificate credentials as well as special classes for seniors help to keep one of the nation's highest degreed communities in step with trends and technology.

## 4.0 Project Specifications / Requirements

- Prospective bidders must provide a comprehensive tutoring solution supporting the courses offered at Washtenaw Community College.
- Proposals must list audio and video session capabilities and availability of synchronous and asynchronous tutoring services.

- Proposals must list all customizable services. Services that can utilize WCC resources when applicable will be heavily favored. Resources may include but are not limited to, related textbooks, library resources, course packs, and other tools needed for effective instruction.
- An archived records management system with the ability to store sessions for future reference and utilization is required. Archived records management system capabilities must be included in the Proposal.
- Proposals must identify availability of varied resources incorporating test prep including the ALEKS, TEAS, and online essay writing assistance.
- Proposals shall demonstrate effective management of student tracking and as reporting with the ability to analyze and furnish data on an as needed basis including standardized report tools.
- Proposals shall demonstrate product integration compatibility with the College's current services such as Blackboard and enterprise system (Ellucian Banner), and EZProxy authentication.
- Proposals must identify authentication granularity capabilities that allow administrative level access, WCC tutors level access and ability to view/participate as needed based on authority levels.
- Ability to redirect WCC students to available WCC tutors during specified hours is required.
- Vendor must provide initial onboarding and training for WCC staff at no additional charge. Vendor must provide materials for local WCC training staff to onboard additional people beyond the initial implementation and training cycle.
- Proposals shall include a detailed description of back-up, redundancy and downtime procedures for recovery as well as helpdesk process and contact information. Include specific information regarding communication of downtime/maintenance interruptions, hours of help operation, and methods of communication.
- Proposals shall include a detailed description of product upgrade scheduling cycle as well as product improvement process.
- Proposals must describe what continuous training is made available during product change cycles and what, if any costs are associated with receiving this training.
- Proposals must list the following:
  1. Academic subject areas where tutoring is provided at the college level, including areas of developmental tutoring and occupational studies.
  2. Academic subject areas that have access to 24/7 synchronous tutoring will be heavily favored. 24/7 synchronous tutoring capabilities must be listed.
  3. Availability of asynchronous services such as question "drop-off" and essay review, including turn-around time for such services.
  4. The associated hours of availability for academic subject area tutoring including evening, weekend, and holiday hours.
  5. The associated educational standards used to determine a vended tutor's qualifications. Minimum degree requirements and required teaching or tutoring experience should be included for each subject area.
- Proposals must describe how system accommodates the local policies within the tutoring structure. Does each tutor have access to a local policies page providing authenticated links to locally held materials relevant to the student's location?

- Proposals must describe your tutor evaluation process and your process for handling complaints, concerns, and/or staff replacements when requested by customer.
- Proposals must include your company policy on sharing data and information security.

**Proposals shall address the following regarding platform, integration, and student Access:**

- Is your service multi-platform and web-based?
- What is your current platform? i.e. HTML 5?
- Can your service be integrated into the Blackboard LMS using LTI and/or API?
- Does your product support single sign-on? List specific authentication methods do you support? i.e. CAS, SAML
- Do you support EZ Proxy authentication for off campus access?
- Will student accounts and session history be available regardless of access point?
- What are the end-user requirements? i.e. preferred browser?
- Are any downloads or installations required, i.e. Adobe Flash, Java?
- Provide a description of the interface used to provide tutoring. Does the interface include a computer programming code editor, equation editor and course specific symbols used for math, physics and other science courses?
- Provide a description of the process for matching tutors with students, specifically addressing wait times.
- Can students download tutoring sessions for future reference? If so, what formats are available to them?

## **5.0 Pricing**

Provide, in narrative form, an explanation of the comprehensive cost proposal for this project as well as any assumptions being made, including any discounts or price-matching of current contracts. Cost proposals shall include an itemized breakdown of the fee structure including implementation, set-up and archival of sessions. Proposals shall clearly define block pricing options for tutoring hours as well as any fees for increasing the amount of hours needed and expiration of hours purchased. Shipping estimates must be quoted F.O.B Destination, pre-paid to WCC.

Please explain what constitutes a billable session.

- Identify at what point billing begins.
- Can students upload documents and other information prior to the sessions start time?
- Identify how downtime during a session mitigated.
- Identify how partial minutes rounded.
- Can session time be limited per student?
- Can total hours per student be limited?

## **6.0 RFP Requirements - General**

The following requirements must be met when responding to this RFP:

- A.** A comprehensive solution to achieve the objectives listed above, **including a lead time schedule for project completion.**
- B.** A statement acknowledging the supplier's understanding of the scope of this RFP.
- C.** The supplier must provide a comprehensive price proposal that outlines costs of products or services, rates by individual, travel expenses, and any other costs incurred as well as all assumptions. Include all costs required to meet the primary objectives as stated in this RFP. Washtenaw Community College holds a tax-exempt status and shall not be charged any Federal or State taxes where allowed. Tax-exempt documentation shall be presented when required.
- D.** The supplier must warrant its products and services to the requirements and objectives in this RFP.
- E.** Suppliers submitting a proposal agree to work with the College to develop a detailed Statement of Work that will be part of the contract at no cost to the College.
- F. Proof of Insurance** - shall be maintained and a copy shall be provided to the College. No changes are permitted in the insurance coverage unless agreed to in writing by the College. Insurance shall be maintained for the following coverages in the amounts stated below.
  - 1. Commercial general liability insurance (occurrence form) with respect to the premises, including contractual and products/completed operations coverages. The limits of liability are not to be less than \$1,000,000 combined single limit of bodily injury and property damage per occurrence and \$2,000,000 combined single limit of bodily injury and property damage annual aggregate.
  - 2. Automobile liability insurance with limits not less than \$1,000,000 combined single limit of bodily injury and property damage per accident. Statutory workers' compensation employer's liability.
  - 3. Umbrella or excess liability with limits not less than \$2,000,000 per occurrence and aggregate.
  - 4. Professional liability insurance. Specify amounts carried.
- G. References** - The supplier must provide 3-5 current customer references. References should include organizations that demonstrate previous work on projects with similar requirements, business goals, scope of work, and contract value as those contained in this RFP. Include appropriate reference contact information for all references listed.
- H. Company Information**
  - 2. Background - Brief history and background of your company as well as the length of time you have supplied services requested in this RFP. Describe the product(s) and service(s) being offered for this solution.
  - 3. Industry Recognition - What industry recognition has your company received?
  - 4. Customers- Who are your key customers? Do you specialize in a certain vertical? What other Michigan-based clients do you serve? How many community colleges currently use your service?
  - 5. Implementation -Please describe how you go about implementing services requested in the RFP.
  - 6. Vendor must demonstrate full compliance with WCC FERPA requirements and insure the privacy and protection of student information.
  - 7. Vendor must provide a current copy of the VPAT plan for accessibility.

## 7.0 Submission Directions

A. Submission - Proposals following the guidelines outlined in this document are due on or before August 18, 2020 at 1:00 p.m. EDST.

**Submit proposals electronically via email to:**

**Don Harrison**  
**Washtenaw Community College**  
[Pur@wccnet.edu](mailto:Pur@wccnet.edu)  
RFP # 6268 Online Tutoring

B. Submit **one (1)** signed electronic copy in a single PDF. Faxed and mailed replies are not acceptable and will be rejected. It is the responsibility of the supplier to ensure that proposals are received at the location stated above on or before the due date and time. The college’s normal office hours are 8:00 a.m. to 4:30 p.m. EDST. The supplier assumes all responsibility for delivery to the location given above regardless of the method of shipment and delivery used and the time received to the specified location on campus.

Each proposal should provide a straightforward concise description of the supplier’s service, approach and ability to meet the College’s needs as stated in this RFP. Unnecessarily elaborate brochures or other presentations beyond those sufficient to present a complete and effective quotation are not desired.

C. Questions may be addressed to Don Harrison, Purchasing Agent, at [pur@wccnet.edu](mailto:pur@wccnet.edu). The deadline to submit questions is August 7, 2020 at 3:00 p.m. EDST. All questions received by the deadline date will be posted with answers on the WCC Purchasing website <https://www.wccnet.edu/about/purchasing/bids-rfp.php> by August 12, 2020 at 3:00 p.m. EDST.

## 8.0 Proposal Submission Format

The following table is a summary of the required proposal submission format for this RFP. Please structure your proposal submission per the content and sequence below.

Proposal Section	Section Title	Template for Submission
Intro	Title Page	Open-Ended Responses  (see proposal sections for overview of content required)
	Table of Contents	
1.0	Company name/Contact	
2.0	Company Information	
3.0	References	
4.0	Insurance	
5.0	Proposal Response	
6.0	Cost Proposal	
7.0	Signature Page	

## **SIGNATURE PAGE**

### **This page must be signed and submitted with the proposal.**

By virtue of submittal of a proposal, Contractor acknowledges:

- That all of the requirements of this RFP have been read and understood.
- That Contractor is presently not debarred, suspended, proposed for debarment, declared ineligible, nor voluntarily excluded from covered transactions by any Federal department or agency.
- Any responses, materials, correspondence, or documents provided to WCC are subject to the State of Michigan Freedom of Information Act and may be released to third parties in compliance with the Act.
- By signing below the Contractor warrants that the information submitted is complete and factual.
- The individual signing below has authority to enter into this on behalf of Contractor.
- Proposal shall remain valid for a minimum of ninety (90) days.
- In the event there is any conflict or inconsistency between the Terms & Conditions referenced in this RFP and those included in Supplier's proposal response, the Terms & Conditions of this RFP shall govern.

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Fax

\_\_\_\_\_  
Email

Indicate if your company is:

Minority-owned yes \_\_\_ or no \_\_\_

Woman-owned yes \_\_\_ or no \_\_\_

Include documentation to verify status if available.

The Contractor agrees to comply with all applicable federal, state, local and College laws, rules and regulations in providing goods and services under this agreement.