

## Questions and Answers for RFP#06292023TJ Online Virtual Tutoring Program

1. Are digital signatures permitted for the proposal forms? **Answer: Yes, digital signatures are allowed.**
2. Are digital notarizations permitted for proposal forms? **Answer: Yes, digital notarizations are allowed.**
3. Are vendors required to deliver virtual tutoring using Microsoft Teams? **Answer: Yes**
4. Will students be at home when tutoring takes place? **Answer: Students may be at home or school.**
5. How will the district ensure student attendance during after-school tutoring? **Answer: TBD per state guidelines.**
6. What is the percentage of certified versus non-certified tutors that the district would like? **Answer: The district does not have a predetermined percentage but would prioritize certified then non-certified.**
7. Will the district pay providers for sessions that are scheduled but not attended by students? **Answer: Yes; if students are scheduled for a time slot and are not present for the session, the tutor would still be paid.**
8. Can proposers reformat the pricing form (Appendix I) to meet the needs of our business/pricing model? **Answer: No, however you can include an additional cost breakdown in proposal.**
9. Re: Section 15: CRIMINAL BACKGROUND CHECK/PHOTO IDENTIFICATION BADGE (pg. 6 of the RFP) describes protocols for obtaining I.D. Badges for being on school sites/in person contact with students. For a company that provides virtual tutoring services, would providing fingerprinting and background checks conducted by the FBE/CDOJ be sufficient? What are the MSCS policies for background checks that virtual tutors residing outside of the State of Tennessee must meet? **Answer: Please contact MSCS Background Check/Security for questions regarding background checks at 901-416-5318.**
10. The RFP specifies that video conferences must be provided via Microsoft Teams. If a vendor has its own virtual learning platform that included interactive learning tools and video conferencing, can this be utilized for the virtual tutoring services requested? **Answer: The only platform supported by virtual tutoring is Microsoft Teams.**
11. Can you please clarify what you expect to see in TAB H ELECTRONIC MEDIA? In other words, in addition to submitting a copy of the complete response on USB, is there something you'd like to see in TAB H of the proposal? **Answer: The USB Drive would be Tab H.**
12. We noticed you separated the 4th-grade requirements from the requirements for grades K-3 and 5-12. Is this related to the 3rd-grade retention law? Note that the 3rd-grade retention law requires a minimum

of 30 minutes of tutoring 4 times per week. **Answer: The district is aware of TDOE tutoring requirements and related legislation. The requirements listed in the RFP are what vendors must provide for the district.**

13. TAB D of the RFP requests that "The Vendor shall include in its proposal completed audited financial statements, including the auditor's notes, for its last three years...." As a publicly traded company, these reports can be over 100-pages each. Is there a subset of pages that the district is specifically interested in? Or would the district accept the last 4 quarterly shareholder letters, which include much of the same information, along with a link to our financial page with all of the financial reports? **Answer: The District will accept shareholder letter along with the financial link however the link must be accessible.**