COUNTY OF ALAMEDA

Questions & Answers

to

RFP No. 901985

### for

Online Homework and Tutoring Service

**Networking/Bidders Conference Held on March 10, 2021**

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| **This County of Alameda, General Services Agency (GSA), RFP Questions & Answers (Q&A) has been electronically issued to potential bidders via e-mail. E-mail addresses used are those in the County’s Small Local Emerging Business (SLEB) Vendor Database or from other sources. If you have registered or are certified as a SLEB, please ensure that the complete and accurate e-mail address is noted and kept updated in the SLEB Vendor Database. This RFP Q&A will also be posted on the GSA Contracting Opportunities website located at** [**http://acgov.org/gsa\_app/gsa/purchasing/bid\_content/contractopportunities.jsp**](http://acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp) |

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Thank you for your participation and interest in the County of Alameda.

All the questions are direct copy and paste from written questions emailed by Bidders. In the answers of these questions, the County of Alameda shall be noted as “County”. The Questions and Answers are the final stance of the County. Please consider this document in preparation of your bid response.

**Questions and Answers:**

1. Would you please provide the total number of “tutoring & writing lab sessions” for “Help Now” for the past three years -- 2018, 2019, and 2020 -- of your current online homework provider?
   1. **The available metric is for the total Homework Help, Skills Building, Writing Lab, Test Prep Sessions with current vendor, Brainfuse, Inc.   
      FY18-19: 6917  
      FY19-20: 9174  
      FY20-21 start to February 28, 2021: 5484.**
2. Would you please provide the total number of “Job Now” sessions?
   1. **The JobNow product isn’t part of the current online homework help services project.**
3. Would you please provide the annual cost of your current online homework help provider?
   1. **The current annual expenditure is around $83,000.**
4. On page 18, under the pricing section question #9. Prevailing wages: It seems that this clause applies to work that is industrial such as construction or mechanical labor. Does this clause apply to the work conducted under this procurement?
   1. **No.**
5. The bid sheet requests hourly rates. Would Alameda also consider a per session rate? And if so, can you tell us how many tutoring sessions you conducted in the 12 months?
   1. **Yes, the County will consider an alternate bid proposal. Bidders can include their session rates in the exception, clarifications, amendments section of the RFP. The total tutoring session for February 2020-February 2021 is around 9884.**
6. Is it a requirement that all tutors are licensed teachers?
   1. **No, but they should be thoroughly screened and vetted.**
7. During the bidders’ call it was noted that three of the five references required should be current clients and two should be previous clients. As the RFP states that all references should be from current clients, would you please clarify?
   1. **Per Exhibit A – References, page 11 states:**

***Bidders are to provide a list of five (5) current references.***

1. My company has been providing online tutoring and homework help since 7 years and I personally have an experience of over 10 years in this field. However, these services have been either individual or through SES (supplemental education services). I have been an approved SES provider in the past in California and even taught student of Alameda through it. My question is that though I have vast experience in this field and high quality tutors, I have not provided my services to any library. Will I still be eligible to apply for this RFP?
   1. **No. Please refer to Section I. (STATEMENT OF WORK) Item B1.a (BIDDERS QUALIFICATIONS), page5, states:**

***a. Bidder shall be regularly and continuously engaged in the business of providing online homework and tutoring services through libraries for at least three (3) years.***

VENDOR LIST

RFP No. 901985 – Online Homework and Tutoring Service

Below is the Vendor Bid List for this project consisting of vendors who have responded to RFP No. 901985. This Vendor Bid List is being provided for informational purposes to assist bidders in making contact with other businesses as needed to develop local small and emerging business subcontracting relationships to meet the requirements of the Small Local Emerging Business (SLEB) Program: <http://www.acgov.org/gsa/departments/purchasing/policy/slebpref.htm>.

This RFP is being issued to all vendors on the Vendor Bid List; the following revised vendor list includes contact information for each vendor attendee at the Networking/Bidders Conferences.

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| **Vendor List for RFP No. 901 985- Online Homework and Tutoring Service** | | | | | | |
| **Business Name** | **Name** | **Phone** | **Address** | **City** | **ST.** | **Email** |
| Tutor.com | David Wills | 917-455-4617 | 110 E. 42nd Street, 7th Floor | New York | NY | [david.wills@tutor.com](mailto:david.wills@tutor.com) |
| Tutor.com | Kim Fitzsimmons | 203-733-2848 | 110 East 42nd Street, Suite 700 | New York | NY | [Kim.Fitzsimons@review.com](mailto:Kim.Fitzsimons@review.com) |
| BrainFuse | Diane Bizzle | 779-203-6316 | 271 Madison Avenue, | New York 10016 | NY | [dweltzer@brainfuse.com](mailto:dweltzer@brainfuse.com) |
| Aspire Education | Owner | 510-658-7500 | PO Box 22628 | Oakland | CA | [info@aspireeducation.org](mailto:info@aspireeducation.org) |
| Proximity Learning | Dr. Michael Robinson | 800-524-8570 | 1800 E 4th St Suite 131 | Austin | TX | mrobinson@proxlearn.com |
| Wyzant | Representative | 773-345-5525 | 1714 N. Damen Ave # 3N | Chicago | IL | [support@wyzant.com](mailto:support@wyzant.com) |
| GeeklyHub | Representative |  | 2120 University Ave | Berkeley | CA | [Support@geekly-hub.com](mailto:Support@geekly-hub.com) |