

**Request for Proposal for  
Online Tutoring #2017-02  
Clarification Requests  
5/3/2017**

**Question 1:** In regards to Cost of Services, King County Library System currently has a limit as to how many sessions each library card holder may conduct in a given month. Removing this limit would impact program usage and cost. May we submit two package options: one that maintains the limit per user and one that allows complete, unlimited usage?

*Answer 1: Please submit both packages so that we have both options available to review.*

**Question 2:** On page 4, Section Two – A) Basic Service/Tutoring, question 2 describes a method of authentication that is different than what has been implemented on the current KCLS online tutoring program. Then, on page 8 in Submission Requirements, it states, “Vendors are advised that the submission of multiple proposals, or alternative approaches to specific sections of the requirements will be considered non-compliant and those proposals will be disqualified.” Does this mean that if we propose multiple authentication options including one meeting the requirement in question 2 and one maintaining the current configuration, that the proposal will be disqualified? The RFP said: Students must be able to log in as anonymous users; no personal information is to be required; service is to be authenticated using a KCLS card number which is not to be recorded by the vendor.

*Answer 2: Thank you for catching the difference between our current authentication method for online tutoring and what was described in the RFP. This was an error on our part. KCLS has asked for Ezproxy or Sip2 as other vendors are trying to move away from RegEx. Please do submit multiple authentication options. Your submission will not be disqualified.*

**Question 3:** Will KCLS be rolling the test prep contract into this contract?

*Answer 3: KCLS will determine which vendor best meets our test prep service needs and offer the test prep portion of the contract to that vendor.*

**Question 4:** Could you provide us with a copy of KCLS’s current online homework help contract?

*Answer 4: A copy of the KCLS current online homework help contract can be provided. Please contact [severett@kcls.org](mailto:severett@kcls.org) to request a copy and it will be emailed directly to you.*

**Question 5:** Regarding usage (as discussed on page 4 of the RFP), can you provide us with usage information for the years you have used an online tutoring provider (specifically the amount of sessions involved tutors)? Also can you provide us with the per-year costs of this service to KCLS?

Below are the usage statistics for our current online homework service

**Online Tutoring Usage Statistics 2001-2016**

Year	Total Usages	Length of Time Offered	# of Sites Available	Total Cost
2001	178	3	1	
2002	74	2	1	

2003	1,982	9	1	
2004	4,868	1 year	1	
2005	11,052	1 year	1	
2006	13,271	1 year	6	\$70,000
2007	15,080	1 year		\$100,000
2008	21,157	1 year		
2009	23,417	1 year		\$143,500
2010	27,053	1 year		
2011	27,709	1 year		
2012	29,854	1 year		
2013	39,007	1 year		
2014	53,298	1 year		
2015	32,751	1 year		
2016	34,516	1 year		\$283,500 (the session cost per use was \$8.21 – our standard library database cost per use goal is \$3 per use)

- In 2001 only 4 subjects were offered initially: English, Math, Science, and Social Studies
- For 2010-2014 the KCLS Business Office has copies of the online tutoring contracts with pricing information. If still needed, please request them from [severett@kcls.org](mailto:severett@kcls.org)
- In 2015 the online tutoring service capped the number of sessions per account to 30 sessions per month

**Question 6:** Regarding trials (found on page 6, under “Part Two”, # 7), when would you like the requested product trial to begin?

*Answer 6: KCLS will reach out to vendors if we require trials. If a vendor has unique trial advance notification requirements, please email them to [severett@kcls.org](mailto:severett@kcls.org). Typically vendors are able to provide trials within 1-2 weeks of the request from KCLS. KCLS typically asks for a trial that lasts 4 weeks to have time to thoroughly review the products and services.*

**Question 7:** Regarding proposal evaluations (found on pages 9 through 10), what are the assigned weights for the four evaluation criteria (for example, how much will pricing factor into the score)?

*Answer 7: KCLS does not have specific weights on the categories/criteria. Vendors can do a public records request when the RFP is complete if they want to see our evaluation documentation. In the RFP it states “KCLS reserves the right to accept other than the lowest priced proposal and to negotiate with any organization when the best interests of the Library are served by so doing.”*

**Question 8:** Regarding possible in-person demonstrations (found on page 10 under “Evaluation Committee”), how much will they factor into the score? Because of the large scope of this contract, we encourage an in-person demonstration as a way for KCLS to ask more pointed questions and as a way for vendors to showcase their latest features and differentiators.

*KCLS would include the demo under the evaluation criteria "Responsiveness to the scope of services outlined in this RFP (ability to provide services requested by KCLS)." As stated in the answer to question 7, KCLS will not weight the demonstration over another category/criteria.*

**Question 9:** Regarding page limits (found on page 6, under "SECTION THREE"), the last time we submitted a proposal, ancillary sections did not count against the page limit (supplementary sections such as reference letters, session examples, example marketing materials etc.). Will that be allowed for this bid, or will there be a strict 30-page limit on proposals?

*Answer 9: Yes, a vendor may submit ancillary items and not have it count against the page limit.*