



**THE PENNSYLVANIA CYBER CHARTER SCHOOL**

**REQUEST FOR PROPOSAL FOR TUTORING SERVICES**

Release Date: July 18, 2018

**Proposal Deadline: August 3, 2018 before 4:00pm EST**

**NOTICE TO VENDORS:**

PA Cyber requests Vendor responses to this Request for Proposal (“RFP”) for tutoring services under the following requirements, terms and conditions. PA Cyber reserves the right to cancel this RFP at any time or accept or reject any proposals submitted in response to this RFP.

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## **BACKGROUND**

The Pennsylvania Cyber Charter School (“PA Cyber”) is a public charter school authorized by the Pennsylvania Department of Education (“PDE”). PA Cyber operates as a nonprofit entity incorporated in the Commonwealth of Pennsylvania and serves 11,000 students in Kindergarten through Twelfth Grade.

PA Cyber requests Vendor responses to this Request for Proposal (“RFP”) for a one (1) year contract for tutoring services under the following requirements, terms and conditions. Proposals may be submitted for all or a portion of the Services outlined in this RFP. If Vendor does not propose to provide all Services, then Vendor must clearly delineate the Services it proposes to furnish and those it does not. PA Cyber reserves the right to cancel this RFP at any time or accept or reject any and all proposals submitted in response to this RFP.

All Vendors must comply with the following:

### **I. KEY DEADLINES**

Vendors must comply with the following deadlines. Except for the Award Notification and Implementation dates, which may be extended in PA Cyber’s sole discretion, time is of the essence for all other deadlines.

RFP Release Date:	July 18, 2018
Intent to Submit Proposal by Vendor:	July 23, 2018
Cut Off Date for Questions:	August 1, 2018
Proposal Due Date:	August 3, 2018 4:00pm EST
Presentations by Vendor Finalists:	August 16, 2018
Award Notification:	August 24, 2018
Implementation:	August 31, 2018

### **II. RFP RESPONSE INSTRUCTIONS**

Vendors must submit one (1) hard copy and one (1) electronic copy of the Proposal at any time prior to, but not later than, **4:00pm on August 3, 2018**. In its sole discretion, PA Cyber may extend the deadline for the delivery of Proposals.

Hard copies of the Proposal shall be submitted by mail or hand delivered, and electronic copies shall be emailed, to the following address:

The Pennsylvania Cyber Charter School  
652 Midland Avenue  
Midland, PA 15059  
Email: [brian.hayden@pacyber.org](mailto:brian.hayden@pacyber.org)  
Subject/Attn: Tutoring Services RFP

Any Proposals received after 4:00pm on August 3, 2018 will be rejected. PA Cyber reserves the right to reject any Proposal for failure to comply with the requirements of this RFP.

### **III. PROPOSAL TERM**

Vendor's Proposal shall remain open and valid for a minimum period of 30 days after the Proposal Due Date.

### **IV. VENDOR INQUIRIES**

All Vendor questions concerning this RFP should be directed to Jennifer Shoaf in writing via email to: [jennifer.shoaf@pacyber.org](mailto:jennifer.shoaf@pacyber.org). The deadline for the submission of questions is August 1, 2018 by 12:00pm EST. PA Cyber will post all questions and answers to our website for all Vendors to view. These questions and answers can be found by clicking on Request for Proposals at [www.pacyber.org/about](http://www.pacyber.org/about). PA Cyber will not respond to any questions that are not submitted in accordance with this section.

### **V. SERVICE SPECIFICATIONS**

Separate and distinct Proposals are being requested for the following:

- Synchronous tutoring services for students (individual tutoring and group tutoring);
- Asynchronous writing lab; and
- PSAT/SAT Test preparation workshops.

#### **A. SYNCHRONOUS TUTORING SERVICES**

Synchronous Tutoring services must include:

1. Vendor supported and secure online collaborative learning solution (compatible with Google Chrome) that features voice, chat, whiteboard, application and file sharing tools.
2. Single Sign-On (SSO) capabilities with PA Cyber's Student Information System (SIS).
3. Ability for Vendor to utilize client provided credentials for staff and student login to Vendor's platform.
4. Ability for daily update of enrollments and withdrawals.

5. Business email account for all tutors provided by Vendor and monitored as appropriate.
6. Certified and qualified instructors to tutor at days and times requested by PA Cyber staff and students.
7. Webinar trainings provided by Vendor as requested.
8. Availability of pre-recorded video training and printed training materials via the Vendor's system.
9. Ability for Vendor to provide individual tutoring to students.
10. Ability for Vendor to provide small group tutoring to students.
11. Ability for PA Cyber staff and students to cancel a tutoring session; PA Cyber will not be charged for any unattended session.
12. Ability for vendor to implement an automatic video tutorial upon a student's first login onto the platform as a way to instruct on protocols for scheduling, preparing and cancelling tutoring sessions.
13. Search features for parents and students to identify professional credentials of each tutor including the tutor's available tutoring schedule and hours.
14. Master calendar that indicates, at a minimum, tutor name, subject, days and times of tutoring for student placement by a PA Cyber administrator.
15. Ability for a PA Cyber administrator to schedule or alter existing tutoring sessions by tutor, subject, day, and/or time as necessary.
16. Availability of a scheduler to be utilized by staff, parents, and students.
17. Ability for the scheduler to be filtered by tutor name, course, day, time, reoccurring events, tutor gender, language preference, and optional special needs or considerations.
18. Automated prompt to verify account notification for each tutoring session scheduled.
19. Auto-generated notifications via text, phone message and email regarding tutoring schedule, reminders, unattended and cancelled sessions to staff, parents and students.
20. Delivery of automated reports of student session attendance to PA Cyber administrator on a daily basis.
21. Ability for PA Cyber administrator to manage and restrict tutoring sessions, including but not limited to restricting all students or individual students from scheduling sessions and limiting the number of tutoring hours per individual student per week or year.

22. Automated missed session notifications.
23. Automated missed session restrictions, including email notifications to the school, parent and student with details of the absence and directions for next steps, text and phone notifications to the school, parent and student.
24. System Reports available that include usage by tutoring service, student, and subject.
25. Vendor supported technical support ticketing system to resolve issues (preferably within a 24 hour timeframe).
26. Ability for tutors to report issues to the Vendor and/or PA Cyber's Technical Department.
27. Ability for tutors to call the parents, students, and staff to pre-determine the content taught for a recurring private tutoring session.
28. Ability for tutors to email parents, students, and staff to pre-determine the content taught for a single private session.
29. Vendor to provide system training during the student's first session on classroom tools.
30. Oral communications with PA Cyber students during a live tutoring session unless there are accommodations written into a student's IEP, GIEP and/or 504 plan.
31. Synchronous tutoring sessions 60 minutes in length.
32. Tutoring sessions to instruct pre-determined content.
33. Adherence by tutors to all student IEP, GIEP, and/or 504 plans.
34. Electronic submission of a student's tutoring session, including an overview of the session, to a PA Cyber designee.
35. Delivery of an extension or remediation activity by the tutor to support a tutoring session goal, such as a worksheet with supplied answers or a video instructing the same skill.
36. Tutoring sessions available from August through June, daily, 24 hours a day as determined between PA Cyber and the Vendor.

**B. ASYNCHRONOUS WRITING LAB SERVICES**

Asynchronous Writing Lab services must include:

1. Ability for students to submit writing assignments via a secure online platform to a designated certified instructor for review.

2. Ability for student to share information with the instructor including the format of the paper, the intended audience, the type of writing assignment, what the student is seeking help with, the student's grade level, content area, and any other additional information that may be relevant to the reader or instructor.
3. Comprehensive feedback, including recommendations and corrections, on sentence structure, grammar, content, and layout to be provided back to student.
4. Feedback provided to student within 24 hours during weekdays, Monday through Friday. Assignments submitted on weekends, Saturday through Sunday, must be returned within 24 hours of the next business day.
5. Ability for student to contact the instructor with additional questions after initial submission and feedback is received.

**C. PSAT/SAT WORKSHOP/COURSE SERVICES**

PSAT and SAT Workshop/Course services must include:

1. SSO capabilities with PA Cyber's SIS.
2. Completed scope and sequence of PSAT/SAT workshop provided by Vendor.
3. 90 hours of Workshop/course instruction (0.5 credit).
4. Workshop/course design reflecting a clear understanding of student needs and incorporating varied ways to learn and engage with the content.
5. Content and assessments aligning with the SAT exams.
6. Content addressing each of the SAT testing domains including Math, Reading, Writing, Language and Essays.
7. Content and assessments of sufficient rigor, depth, and breadth to teach the domains of the SAT exam.
8. Content and assessments designed for use in a blended learning environment.
9. Content and assessments addressing the needs of the English Language Learners (ELL), students with an Individualized Education Plan (IEP), and students with a Gifted Individualized Education Plan (GIEP).
10. Workshop/course organized into domains and lessons with a suggested completion timeframe which includes 90 hours of instruction.
11. Lessons providing an overview, content, activities and assignments/assessments (graded or non-graded) in order to offer multiple learning opportunities for students to master the content.
12. Course goals and objectives that are measurable and clearly state what the student will be

able to know and do at the end of each lesson and the course as a whole.

13. Objectives matched to content requirements.
14. Content with activities that engage students in active learning.
15. Workshop/course opportunities for students to engage in higher order thinking and critical reasoning activities.
16. Online lessons may be accompanied by offline materials (i.e. textbooks, supplies, etc.) to allow for greater understanding and retention.
17. Vendor provided Instructors/Teachers for courses.
18. Learning activities and assignments/assessments with the ability to be adapted on a continual basis in order to accommodate students' needs.
19. Readability levels which are appropriate for the course content and the students' ages.
20. Courses with engaging lesson content, interactive videos, and appropriate assessments.
21. Extended resources and activities provided to increase understanding and achievement levels.
22. Understanding by the Vendor of the review and update cycle of the SAT exam.
23. Understanding by the Vendor of how often content is created, updated, and edited.
24. Student evaluation strategies which are consistent with course goals and objectives.
25. Assessments including both formative and summative assessment types.
26. Adequate and appropriate methods of assessing students' mastery of content.
27. Assessments including, but not limited to, multiple choice and open-ended questions.
28. Assessment questions encompassing both teacher graded and auto-graded assessments.
29. Understanding of the percentage of auto-graded versus teacher graded assignments/assessments within a course.
30. Understanding of various assessment types and how each assessment type is assigned a value/score.
31. Assessment/gradebook features and tools which make the student continuously aware of the student's progress in the course.
32. Grading practices and processes which are easily understood by PA Cyber and students.
33. Assessment and assignment answers and explanations which are included in student feedback.
34. Ability to give multiple versions of the same assessment.



35. Assessment questions with the ability to be randomized within the system.
36. Ability for both student and teacher to view and print assignments/assessments.
37. Information provided to students and parents on how to communicate with the teacher, including information on the process for these communications.
38. Academic integrity, privacy issues, and online etiquette expectations regarding lesson activities, discussions, email communications, and plagiarism which are clearly stated.
39. Materials developed by the provider that comply with copyright laws.

**VI. EVALUATION FACTORS**

All Vendor Proposals will be evaluated in accordance with the following scoring rubric:

Provider Scoring Breakdown		
CATEGORIES	WEIGHT	CATEGORY TOTAL SCORE
Technical Requirements	0.25	0
Service Specifications	0.25	0
Communication Requirements	0.25	0
Fee Structure	0.20	0
Provider Qualifications	0.05	0
VENDOR TOTAL SCORE		0
Provider Scoring Rubric		
EXPLANATION	POINT VALUE	
Does Not Meet	0	
Partially Meets	1	
Meets Expectations	2	
Exceeds Expectations	3	

**VII. PRICING STRUCTURE**

Separate cost structures must be provided for:

- Synchronous Tutoring Services (individual tutoring and group tutoring)
- Asynchronous Writing Lab
- PSAT/SAT Test Preparation Workshops

Vendor must also itemize all other services, add-ons and expenses not included in the above cost structures on Schedule D. PA Cyber will not be responsible for any costs not included in Vendor’s Proposal.

## **VIII. VENDOR SUBMISSIONS**

Proposals must be organized in the manner specified below with Tabs. Failure to provide the required organized information will affect the evaluation of the Proposal and may be grounds for disqualification.

**Table of Contents:** Include a table of contents for clear identification of the material by section and by page number.

**Tab 1 - Letter of Transmittal:** Write a letter of Transmittal, introducing the Proposal, summarizing your understanding of the project, and highlighting the Vendor's unique qualifications for delivering this solution.

**Tab 2 - Proposal:** The Proposal should address Vendor's ability to meet the Service Specifications outlined in the RFP. The Proposal should be concise and should address the specification requirements as outlined in Section V. Vendor's Proposal must provide cost structures as described in Section VII.

**Tab 3 - Experience of Firm and Dedicated Staff:** Provide a summary of the Vendor's experience in delivering similar solutions. Make every attempt to match experiences to specific requirements listed in this RFP in order to illustrate specific experiences that qualify the Vendor to deliver this solution. Also include the Vendor's capacity for delivering this proposed solution in this Tab.

**Tab 4 - References:** List at least three (3) other clients for whom the Vendor has provided services similar to the Services (with preference given to clients comparable to PA Cyber) and, for each such reference, the business name, the identification of a contact person, the title of the contact person, a telephone number and email address.

**Tab 5 - Schedule Forms:** It is required that the attached schedule forms be completed and returned with your Proposal organized in alphabetical order. If any form is not applicable, the form should be returned stating "not applicable". For all schedule forms, original signature pages are required.

## **IX. GENERAL CONDITIONS**

**A. COMPLIANCE WITH LAWS.** The Proposal shall at all times observe and comply with all laws, ordinances, regulations and codes of the federal, state, county and other local government agencies, which may in any manner affect the performance of the contract. The Vendor, as an employer, shall not discriminate against any worker, employee or applicant, or any member of the public because of race, creed, color, age, sex or national origin, nor otherwise commit an unfair employment practice.

**B. INCURRED COSTS.** PA Cyber is not liable for any cost incurred by the Vendor prior to the signing of a contract by all parties.

**C. NEGOTIATION OF SERVICES AGREEMENT.** PA Cyber reserves the right to reject any or all proposals or to award a Services Agreement to the next most qualified Vendor if the successful Vendor does not execute a Services Agreement within twenty (20) days after award of proposal. At its sole discretion, PA Cyber may extend the date for award of the Services Agreement. PA Cyber reserves the right to negotiate any or all terms upon award of proposal.

**D. ETHICS IN PUBLIC CONTRACTING.** By submitting its Proposal, Vendor certifies that its Proposal is submitted without collusion or fraud, that it has not offered or received any kickback or inducement from any other Vendor, supplier, manufacturer, subcontractor, customer or other person in connection with its Proposal and that it has not conferred on any public employee or official having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, employment, service or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

**E. PROHIBITED CONTACT.** Registered and non-registered lobbying of PA Cyber staff members or Board members with respect to a pending projector award is prohibited during the time between the date the RFP is advertised and the date a final contract is awarded. Any contact between PA Cyber staff members or Board members and any representative of a Vendor relating to a pending project or award (whether by writing, telephone, e-mail or otherwise) outside of properly scheduled meetings, other than as intended and initiated by a PA Cyber staff member or a Board member, shall be grounds for disqualification of the Vendor from the RFP response process. By submitting a Proposal, the Vendor represents and warrants that it has not made, and will not make, any contact prohibited by this paragraph.

**F. CONFLICT OF INTEREST.** Vendor certifies that no PA Cyber Board member, staff member or any PA Cyber employee has a financial or beneficial interest in the Vendor.

**G. INSURANCE.** By submitting a Proposal in response to this RFP, the Vendor certifies that, if awarded a contract, it will have the insurance coverage required for performance of the Services, if any, at the time the work commences. Additionally, the Vendor certifies that it will maintain this insurance coverage throughout the entire term of the contract and that all insurance coverage shall be provided by insurance companies authorized to sell insurance in Pennsylvania. During the term of the contract, PA Cyber reserves the right to require the successful Vendor to furnish certificates of any required insurance for the coverage required by PA Cyber, if any is required.

**H. CONFIDENTIAL AND PROPRIETARY INFORMATION.** Vendor, by submittal of a Proposal, acknowledges that all Proposals may be considered public information in accordance with the Commonwealth of Pennsylvania Right to Know laws. Subject to

award of this RFP, all or part of any Proposal may be released to any person or firm who may request it. Therefore, Vendor should specify in its Letter of Transmittal if any portion of its Proposal should be treated as proprietary and not releasable as public information. Vendor is aware that all designations of proprietary information may be subject to legal review and challenge. Any information considered proprietary should be indicated as such or not included in the Proposal.

**I. BINDING NATURE OF THIS RFP.** By submitting a Proposal, the Vendor agrees to be bound by all of the provisions of this RFP. The Vendor further agrees that, if it becomes the successful Vendor, the Vendor and its successors and assigns will continue to be bound by the provisions of the RFP for the duration of the Services Agreement term except to the extent any provision hereof is explicitly waived in the Services Agreement.

**J. APPLICABLE LAWS AND COURTS.** This RFP and any related Proposal and resulting contract shall be governed in all respects by the laws of the Commonwealth of Pennsylvania. Jurisdiction over any matter arising in connection with this RFP or any related Proposal or resulting contract hereunder shall be held by the state and federal courts having jurisdiction in Allegheny County, Pennsylvania and the Western Federal District (Pittsburgh).

**K. ADDITIONAL INFORMATION.** PA Cyber reserves the right to request clarification of information submitted and to request additional information of one or more Vendors

**L. CAPTIONS.** Headings in all sections of this document are provided as a convenience only, and shall not affect the interpretation of this instrument, its attachments, and addenda.

**M. DEBARMENT.** Vendor certifies that the Vendor's principals are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation, by any Federal department or agency, from transactions involving the use of Federal funds. If Vendor is unable to certify to any of the above, Vendor shall attach an explanation to its Proposal.

## **RFP SCHEDULES**

**CERTIFICATION OF PROPOSAL**

I (We) have read The Pennsylvania Cyber Charter School (“PA Cyber”) Request for Proposal (“RFP”) and fully understand its intent. I (We) certify that I (we) have adequate personnel and resources to fulfill the proposal requirements. I (We) further understand that our ability to meet the criteria and provide the required services shall be judged solely by PA Cyber.

I (We) further certify that, since the receipt of this RFP, no contact, discussion, or negotiation has been made nor will be made regarding this proposal, with any PA Cyber employee or Board Member other than the listed contact people in the RFP. I (We) understand that any such contact could disqualify this proposal.

I (We) certify that all schedules and addenda contained herein shall be considered part of the entire RFP and that the complete documents submitted shall be considered a legally binding document.

Submitted by:

\_\_\_\_\_  
Proposer’s Name

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Name and Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

**THIS PAGE MUST BE SIGNED AND INCLUDED IN YOUR RESPONSE.**  
Unsigned responses will not be considered.

**ORGANIZATION**

Entity Name \_\_\_\_\_

Principal Name/Title \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

HISTORY/PROFILE OF PROPOSER OR PROPOSER'S FIRM.

DESCRIPTION OF ORGANIZATION (IF APPLICABLE). DESCRIBE IN DETAIL YOUR FIRM'S QUALIFICATIONS AND CAPABILITIES LISTED IN SCOPE OF SERVICES.

ATTACH RESUMES OR ANY ADDITIONAL INFORMATION ABOUT THE PROPOSER OR HIS OR HER COLLEAGUES THAT MAY BE CALLED UPON TO CONSULT WITH PA CYBER.

\*\*If additional space is needed, please attach information as an addendum to this Schedule B.

REFERENCES, EXPERIENCE AND EXPERTISE

Provide a list of organizations for whom you have provided the Services outlined in this RFP in the last three (3) years. Provide a short summary of the Services provided and the dates of Service. Please include a name and telephone number of a contact person who supervised your work where possible.

\*\*If additional space is needed, please attach information as an addendum to this Schedule C.



**COST**

- A. I (We) the undersigned, hereby propose to furnish all supervision, labor, materials, tools, equipment, supplies, services, insurance, transportation, and other incidental requirements necessary to perform the work in accordance with the foregoing RFP. The price quoted in the Proposal will be held firm for the duration of the contract period.

Please itemize any services or other expenses that are not included in the Vendor's Proposal.

\*If additional space is needed, please attach information as an addendum to this Schedule D.

COST

- B. I (We) acknowledge receipt of the following RFP addenda and have included their provisions in our proposal: (only necessary if additional RFP addenda have been issued)

Addendum No. \_\_\_\_\_ Addendum Date \_\_\_\_\_

- C. I (We) agree to hold the RFP amount firm for Thirty (30) calendar days after the receipt of the proposal by PA Cyber. The contract period will be for one (1) year.
- D. I (We) have read and understand the RFP documents. Furthermore, I (We) are prepared to comply with all the requirements contained therein. Submitted by:

\_\_\_\_\_  
Proposer's Name

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Name and Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

**THIS PAGE MUST BE SIGNED AND INCLUDED IN YOUR RESPONSE.**

Unsigned responses will not be considered.

**NON-COLLUSION AFFIDAVIT**

State of \_\_\_\_\_ :

County of \_\_\_\_\_ :

I state that I am the \_\_\_\_\_ of \_\_\_\_\_  
(Title) (Name of Firm)

and that I am authorized to make this affidavit on behalf of my firm, and its owners, shareholders, principals, directors, and officers. I am the person responsible in my firm for the price(s) and the amount of this RFP response.

I hereby certify that:

(1) The price(s) and amount(s) of this RFP response have been arrived at independently and without consultation, communication or agreement with any other Vendor.

(2) Neither the price(s) nor the amount(s) of this RFP response, and neither the approximate price(s) nor approximate amount(s) of this RFP response, have been disclosed to any other firm or person who is a Vendor or potential Vendor, and the price(s) and/or amount(s) will not be disclosed before RFP response opening.

(3) No attempt has been made or will be made to induce any other firm or person to refrain from RFP response ding on this contract, or to refrain from submitting a RFP response higher than this RFP response, or to submit any intentionally high or noncompetitive RFP response or other form of complementary or bogus RFP response.

(4) The RFP response of my firm is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any other firm or persons to submit an intentionally high or noncompetitive RFP response or other form of complementary or bogus RFP response.

(5) \_\_\_\_\_, its affiliates,  
(Name of Firm)  
subsidiaries, shareholders, principals, officers, directors and employees are not currently under investigation by any governmental agency and have not in the last four years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction involving conspiracy or collusion with respect to RFP response ding on any public contract, except as follows:

