



Department of Procurement Services

160 South Hollywood Street · Room 126 · Memphis, TN 38112 · (901) 416-5376

QUESTIONS AND ANSWERS

RFP 101424LB ACT Preparation, Tutoring, Mental Health Support, and Wrap-Around Services

- 1. Will the district consider proposals that address only the ACT Preparation component of this RFP?**
Answer: Yes.
- 2. We price per session per student. For pricing, how many students should we scope for so we can provide your district and school all-inclusive fees?**
Answer: The district serves approximately 110,000 students. Vendors may note their service capacity in their responses.
- 3. We qualify for two portions (ACT Prep and tutoring services) of your Scope of Work. Do we need to qualify for all four in order to respond?**
Answer: No.
- 4. To ensure the highest quality response, is it possible to receive a deadline extension for this RFP?**
Answer: No.
- 5. The RFP is broken into four requested services (ACT Prep, Tutoring, Mental Health Support, and Wrap Around Services). Is it a requirement to provide all four of these services to the district or can a company bid on one or two of the services listed and still be considered?**
Answer: No. Proposals may be submitted for one or more areas.
- 6. What grades will be served by this RFP?**
Answer: The District serves students in Pre-Kindergarten through 12th grades.

7. Can a provider propose to serve a subset of grades (ej. K-8)?
Answer: Yes.
8. Will the district consider proposals for one area of the SOW (ACT Prep, Tutoring, Mental Health Support, or Wrap-Around Services), or should providers be able to service all 4 areas?
Answer: Yes, proposals may be submitted for one or more areas.
9. Are you looking to use one vendor to provide all services needed in this RFP? We only provide high-dosage tutoring services so we just want to be sure before responding to this RFP.
Answer: MSCS reserves the right to award one or more vendors.
10. Are proposers able to bid on just one of the four service areas (i.e., tutoring only)?
Answer: Yes.
11. Is virtual tutoring permissible?
Answer: Yes.
12. How many students are expected to receive tutoring through this initiative?
Answer: Vendors may note their service capacity in their responses.
13. What are the grade levels of the students who will receive tutoring through this initiative?
Answer: The District serves students in Pre-Kindergarten through 12th grades.
14. What subject areas will students receive tutoring in?
Answer: Tutoring may be provided for any subject but must include core subjects (e.g., reading/language arts, mathematics, social studies, science, EOC/ACT Prep).
15. If virtual tutoring is permissible, are virtual tutors permitted to be fingerprinted through a national service such as LiveScan, rather than the TBI?
Answer: No.

- 16. Approximately how many hours of tutoring per week will students receive?**
Answer: Vendors may note their service pattern in their responses. For identified students, the recommended time is three hours per week.
- 17. Approximately how many weeks of tutoring per year will students receive?**
Answer: Vendors may note their service pattern in their responses. Tutoring programs are flexible, but most programs range from 10-12 weeks per semester.
- 18. Does the district have a preferred tutor-to-student ratio or ratios?**
Answer: Vendors may note their service pattern in their responses. Research indicates that a ratio of one to three yields favorable results. Based on historical program experience, the District prefers a ratio of no more than one to eight.
- 19. Is a bid bond required?**
Answer: No, a bid bond is not required.
- 20. Are vendors able to only bid on one category? For example, only tutoring? Or must vendors be able to provide all four areas of services: ACT Prep, Tutoring, Mental Health Support, and Wrap-around Services?**
Answer: Yes, proposals may be submitted for one or more areas.
- 21. On page 10, Tab D, It states that 3 years of financial statements are required but then gives examples of acceptable methods. Just to clarify, in place of the financial statements you will accept our Dunn and Bradstreet rating?**
Answer: See page 10, Tab D
If the Vendor has not had its financial statements audited by an independent accounting firm, the Vendor must submit such un-audited financial statements as it has. Some acceptable methods include but are not limited to one or more of the following:
- a. Recently audited (or best available) financial statements**
 - b. Dunn and Bradstreet Rating**
 - c. Standard and Poor's Rating**
 - d. Lines of credit**
 - e. Evidence of a successful financial track record**
 - f. Evidence of adequate working capital**
- 22. Can you please clarify that vendors can apply under some criteria of RFP 101424LB and not all of them? For example, ACT prep and tutoring, but not mental health services?**
Answer: Yes, proposals may be submitted for one or more areas.

23. May an entity bid on one part of the RFP? Example: Part 1 ACT services only?

Answer: Yes, proposals may be submitted for one or more areas.

24. May an entity bid on section 4, tutor services, targeted toward the high school students only?

Answer: Yes, proposals may be submitted for one or more areas. Vendors may note their service capacity in their responses.

25. Is this proposal for in-person tutoring only or would you accept a virtual option?

Answer: Proposals with both in-person and virtual options will be considered.

26. What are the minimum tutor qualifications?

Answer: Tutors may include certified teachers, retired educators, paraprofessionals, teacher candidates, tutors, and volunteers. Staff must be adequately trained.

27. Please identify the time of day the services will be performed.

Answer: Vendors may note their service capacity in their responses.

28. Please confirm the amount of students that will participating in this program.

Answer: The district serves approximately 110,000 students. Vendors may note their service capacity in their responses.

29. Please provide the grade level of the students that will participate in this program.

Answer: The District serves students in Pre-Kindergarten through 12th grades.

30. Please provide the frequency of the rendering of services.

Answer: Vendors may note their service pattern in their responses.

31. Please provide the frequency (number of sessions per week) that is required.

Answer: Vendors may note their service pattern in their responses. For identified students, the recommended time is three hours per week.

32. When does the first year of the contract begin?

Answer: The contract's anticipated start date is December 2024 or when the successful awardee's contract is fully executed; whichever comes first.

33. Does this contract align with the current fiscal year? If so, will the expenses be retroactive to July 1, 2024?

Answer: Yes, it should be executed this fiscal school year.

No, the contract will not be retroactive to July 1, 2024.

34. The RFP schedule does not specify a concrete date for the selection process. When can vendors expect to be notified if their proposal has been accepted?

Answer: See the response from question #32 above.

35. On Page 14, under Scope of Services, Item 1 mentions that *vendors should have experience leading ACT training for over 100,000 students*. Is this requirement exclusive to vendors providing ACT preparation services, or does it apply to all vendors regardless of their proposed services?

Answer: Vendors may note their service pattern and capacity in their responses.

36. On Page 41, the pricing schedule is outlined. Are vendors required to provide services to *all 48 M-SCS high schools*, or is there flexibility to serve other grades, such as elementary and middle schools?

Answer: Vendors may note their service pattern in their responses.

37. The pricing schedule on Page 41 includes options for fee structures. Are we expected to select a single fee structure that aligns with our organization? Furthermore, can we submit an additional cost proposal that provides a detailed breakdown of the chosen fee structure? If we are only proposing to offer services in one area, can we specify that and highlight the corresponding costs?

Answer: See Addendum #1

38. Will there be multiple rounds for this RFP process? If so, how many rounds are anticipated?

Answer: This question needs more clarity.

39. Are there specific schools the district is looking to support?

Answer: No.

40. What data will the district provide ahead of the RFP due date submission?

Answer: The District will not provide specific data sets.

41. What metrics will be used to evaluate the success of ACT preparation, mental health, and wrap-around services (outside of those mentioned)?
Answer: The Evaluation Criteria are described in Part IV: Evaluation and Selection Procedure- 3.0 Evaluation Criteria.
42. How will the weightings for "Effectiveness and Historic Success" (30%), "Scalability and Sustainability of Services" (30%), and "Cost" (20%) be specifically measured? Will there be flexibility in these metrics based on unique service offerings?
Answer: The proposals will be evaluated based on the criteria categories included in the RFP document.
43. Is there a specific budget cap or ceiling for this contract?
Answer: The district award's will be based on the district budget availability.
44. Could you clarify the discrepancy between the payment terms on Page 1, which state that successful vendors will be paid only upon delivery, and the payment expectations outlined later in the RFP?
Answer: Please see Part II: General Terms and Conditions- Section 8.0 Payment Terms. A discrepancy was not noted.
45. Should vendor provide detailed reference letters or would simple contact information of references suffice?
Answer: Letters of reference or other forms of feedback is preferred. See "References and Testimonials" on page 15.
46. Could you please confirm the mode of program delivery: in-person or virtual?
Answer: Vendors may note their service pattern and capacity in their responses.
47. How many students will be served, and what is the total number of service hours?
Answer: Vendors may note their service pattern and capacity in their responses.
48. Additionally, could you share the available funding amount?
Answer: No, the District will select the best service and value.

49. What will be the duration of the contract?

Answer: As outlined on page 4, The anticipated term of this contract is an initial one (1) year with the option to renew for four (4) additional one (1) year terms, not to exceed five (5) years.

50. Do we need to apply for all four programs?

Answer: Proposals may be submitted for one or more areas.

51. Can you clarify, whether you are accepting bids on one of the services you are looking for? (Example, for the tutoring portion, only?)

Answer: Yes, proposals may be submitted for one or more areas.

52. Part V, Section 1.2.C mentions that Mental Health Support includes establishing "on-site support and vital counseling options." Does the district require only on-site/in-person services, or would the district consider virtual (teletherapy) services for mental health support and counseling?

Answer: Yes, on-site/in-person are preferred.

53. Can the vendor offer only one of the four services (e.g., only Mental Health Support)?

Answer: Yes, proposals may be submitted for one or more areas.

54. What types of "outcome-based mental health metrics" do you require the vendor to provide for mental health support services?

Answer: Improvement in mental health and emotional well-being. The effectiveness of the program, student and family satisfaction, behavioral outcomes (reduced disciplinary referrals and incidents, improved attendance. Vendors should describe their previous service pattern and previous metrics for success (e.g., pre- and post-clinical assessments).

55. If the vendor can only provide mental health support, does the district still require the vendor to have experience leading ACT training for over 100K students per Part V, Section 1.1?

Answer: No, proposals may be submitted for one or more areas.

56. For Appendix I - Pricing Schedules:

Can you elaborate on how the district differentiated between the "all inclusive fee" for all high schools and the "school site fee" for site students?

Answer: Yes, the all-inclusive fee would be reflective of a vendor's single rate for ALL schools and the school site fee would be reflective of a vendor's pricing per school site.

57. Do you require the vendor to estimate the total costs based on services for approximately 48 high schools and 100K students?

Answer: Vendors may note their service pattern and capacity in their responses.

58. Per Part I, Section 2.0:

Would the district consider reviewing exceptions to the RFP if detailed and noted within the vendor's response?

Answer: Yes

59. Should the vendor have additional terms it anticipates requesting to be added to the awarded contract, does the district require the sample to be provided as an exception?

Answer: No, it is not required.

60. If yes to either of the above, which TAB should the exceptions and samples be listed under the required format in Part III (e.g., TAB E)?

Answer: Tab E.

61. Some proposal requirements overlap between Part V and Part III (e.g., vendor experience and references). Should the vendor reference other TABs or pages in response to TAB E to reduce repetition?

Answer: Yes.

62. Do you require resumes of potential service providers upon submission? If yes, would the district consider blind resumes with full names and license numbers withheld for privacy?

Answer: No, see Part III: Proposal Format- Section 2.0 Proposal Format.

63. Would the district accept the financial statements and resumes as marked confidential to be redacted from public records after the evaluation is complete?
Answer: MSCS' General Counsel will adhere to the district guideline as it pertains to open records requests.
64. What are the current vendor names providing the requested services, and are you satisfied with your current vendors?
Answer: MSCS does not have a current vendor that provides all services
65. What is the badging process for virtual instructors? Specifically, scheduling an appointment with the district.
Answer: See section 15.0, starting at the bottom of page 6
66. Outside of TBI, what additional searches does the district do/require, if any?
Answer: See section 15.0, starting at the bottom of page 6
67. What authorizations or additional forms are required by the district?
Answer: All requirements are listed within the RFP template.
68. Would having a district-cleared adult in the room while students receive virtual instruction bypass this need for our virtual HDT tutors?
Answer: No.
69. Does the Tennessee Bureau of Investigation have an agreement to fingerprint outside of the state of Tennessee? For example, the state of Texas partners with Indentogo?
Answer: See section 15.0, starting at the bottom of page 6
70. How many students will need ACT prep?
Answer: The district serves approximately 110,000 students, approximately half of which are in middle and high school. Vendors may note their service capacity in their responses.
71. What grade levels?
Answer: The District serves students in Pre-Kindergarten through 12th grades.

72. How many schools will receive ACT prep?

Answer: Vendors may note their capacity in their responses.

73. What subjects are you targeting for tutoring?

Answer: Tutoring may be provided for any subject but must include core subjects (e.g., reading/language arts, mathematics, social studies, science, EOC/ACT Prep).

74. How many students will need tutoring and for which subjects?

Answer: The district serves approximately 110,000 students

75. Must tutors be pre-cleared before a PO?

Answer: See section 15.0, starting at the bottom of page 6

76. Is this a one-and-done process for clearance or must approval be maintained on a certain cadence?

Answer: Fingerprints and background checks are repeated on a regular cadence.

77. Do they have an established process?

Answer: Yes.

78. How are results tracked and reported between the district and TDC?

Answer: See section 15.0, starting at the bottom of page 6

79. Is there an online portal or site they use?

Answer: See section 15.0, starting at the bottom of page 6

80. How are records kept/deleted?

Answer: See section 15.0, starting at the bottom of page 6

81. Does this process require the collection of any sensitive tutor information (DOB/SSN/DL)?

Answer: Yes. See section 15.0, starting at the bottom of page 6

82. Is the district optimistic that vendors will submit proposals that provide services for all four (4) categories listed, or are vendors permitted to submit for one or more services?

Answer: Proposals may be submitted for one or more areas.

83. If a vendor(s) previously provided similar services for the district, may we know the all-inclusive fee that was contracted out by the district?

Answer: This Request for Proposals is independent of other contracted services.

84. Approximately how many students would be served through this engagement?

Answer: The district serves approximately 110,000 students.

85. What is the estimated number of hours allocated for services per student?

Answer: Vendors may note their service capacity in their responses.

86. Will services be provided throughout the school year and summer?

Answer: Vendors may note their service capacity in their responses.

87. Are vendors able to work with students during the school day?

Answer: Yes.

88. Will contracting priority be given to local entities?

Answer: Yes.

89. Will Memphis Shelby allow submission for a certain scope of work? For example, can tutoring services be the only response, or does the district want the vendor to respond to all or not respond at all?

Answer: Proposals may be submitted for one or more areas.

90. Can we please get clarity on whether Virtual services are welcome for this RFP or is it strictly physical on-site delivery?

Answer: Yes, virtual, hybrid, and/or in-person services may be proposed.

91. The RFP mentions the possibility of multiple awards. Is the awarded contract intended to provide a district-wide contract option for each service category or a list of approved vendors by service category for individual schools to purchase from?

Answer: Please see addendum #1

92. Does the district intend to award a single vendor or multiple vendors for each service category through this process? Specifically, is the district planning to award multiple tutoring vendors to support various grade levels and core subjects?

Answer: MSCS reserves the right to award one or more vendors.

93. Can you clarify whether the district is considering virtual tutoring service vendors?

Answer: Yes, virtual, hybrid, and/or in-person services may be proposed.

94. The pricing document suggests this RFP is for 48 high schools. What grade levels will the tutoring vendors support through this procurement?

Answer: The District serves students in Pre-Kindergarten through 12th grades.

95. Can vendors propose support for specific core subjects and grade levels for the tutoring program scope? For example, can a vendor propose virtual tutoring services for early literacy sessions?

Answer: Tutoring may be provided for any subject but must include core subjects (e.g., reading/language arts, mathematics, social studies, science, EOC/ACT Prep). The District serves students in Pre-Kindergarten through 12th grades. Virtual, hybrid, and/or in-person services may be proposed.

96. For the tutoring program, is MSCS requesting support for all available implementation options the vendor can provide? E.g., options for before, after, and during school hours; options for multiple tutoring sessions per week; options for different tutoring group sessions, etc.

Answer: Vendors may note their service pattern and capacity in their responses.

97. For pricing fee purposes, what are all desired virtual tutoring session ratios and frequency options?

Answer: Vendors may note their service pattern in their responses. Research indicates that a ratio of one to three yields favorable results. Based on historical program experience, the District prefers a ratio of no more than one to eight. Virtual, hybrid, and/or in-person services may be proposed.

98. How will students qualify for tutoring support? Will all students have access to this program for accelerated learning?

Answer: Tutoring is available to all students based on available spaces at each site; however, schools should prioritize available spaces for, previously retained, overage for grade and students identified as Below and Approaching based on data.

99. What is the anticipated student enrollment for the ACT prep course?

Answer: The district serves approximately 110,000 students, approximately half of which are in middle and high school. Vendors may note their service capacity in their responses.

100. For the ACT prep category, is MSCS looking for ACT prep self-guided virtual course options, ACT tutoring options, or possibly both? Also, can you verify that virtual course/tutorial options are acceptable?

Answer: Vendors may note their service pattern and capacity in their responses. Virtual, hybrid, and/or in-person services may be proposed.

101. Approximately how many educators are expected to be involved in the onboarding of the tutoring program?

Answer: Vendors may note their service pattern and capacity in their responses. If a vendor's services are based on a specific number of educators/tutors, it should be noted in the response.

102. Approximately how many educators are expected to be involved in the onboarding of the ACT prep program?

Answer: Vendors may note their service pattern and capacity in their responses. If a vendor's services are based on a specific number of educators/tutors, it should be noted in the response.

103. Because my company supports specific categories for this RFP, some of the Pricing Schedule fee structures listed do not apply to our services. We also offer services based on sessions and license options vs. hourly rates, as it's more cost-effective for our partners. Can vendors offer alternative pricing options beyond Appendix I?

Answer: Please see addendum #1

104. Is the district willing to accept a digital proposal (e.g., email or website upload)?

Answer: This proposal will not be accepted electronically or by facsimile. All proposals must be mailed or delivered to 160 South Hollywood Street, Room 126 □ Memphis, Tennessee 38112-4892.

105. If a hard copy submission is required, would the district consider extending the submission deadline by five business days?

Answer: This proposal will not be accepted electronically or by facsimile. All proposals must be mailed or delivered to 160 South Hollywood Street, Room 126 □ Memphis, Tennessee 38112-4892.

106. What data systems do you currently use in your ecosystem today?

Answer: Although the District utilizes a variety of data systems, relevant ACT data (ACT & Pre-ACT) is maintained in SQL databases and comprehensive excel files.

107. We do not see a previous MSCS RFP with this scope in recent years. Currently, what programs address the district's needs under the listed service categories? Do programs vary across the district?

Answer: Yes, programs vary across the District.

Thank you,

Procurement Services