



COMMONWEALTH OF VIRGINIA

County of Henrico

DEPARTMENT OF FINANCE
Purchasing Division

RFP 25-2835-4JOK

Tutoring and Independent Instruction Services and Other Related Services

Questions and Answers

May 28, 2025

1. We have a question concerning RFP No. 25-2835-4JOK in the online web portal requirements section. For this item-12. *Include the ability to set processes/thresholds to alert district staff to follow up with struggling students, when needed.* What is HCPS looking for this to exactly entail?
Answer: Looking for functionality that allows us to set up thresholds that if met, trigger an alert to staff.
2. Is the district open to fulfilling this scope of work using an AI-powered tutoring platform?
Answer: The Scope of Services does not specifically call for the use of AI-powered tutoring. However, AI-powered tutoring would certainly fit within the Other Related Services category. Accordingly, AI-powered tutoring could be a supplement to the required live-person tutoring.
3. I was reviewing the RFP 25-2835-4JOK. It states related services but does not specifically state which ones. Does this include teachers for the blind and visually impaired or Orientation and Mobility Services?
Answer: It can. Related Services is purposely left broad to allow for offerors to interpret and propose other services within the realm of educational development for students to achieve academic success.
4. We are a franchised tutoring company with several independently owned center locations, including a local location in Henrico County. The RFP indicates that the proposal we submit as a response would be listed as part of the GovMVMNT national master agreement if awarded. Does this mean the program terms and rates we submit for this specific proposal will be available for any state/LEA/agency listed on page 121-146 of the RFP to engage services, or just available to Henrico County for the services outlined in the RFP? If our program terms and rates are applicable for any state/LEA/agency, is it possible to have variable rates based on state/area? Our center locations are across the nation in varying cost of living areas.
Answer: Yes, program terms and rates will be available for any other state, agency, public body, etc. Variable rates based on the state or area are acceptable.
5. Can we submit a proposal in response to the RFP without participating in the GovMVMNT agreement?
Answer: Yes, however, it is recommended to review the proposal evaluation criteria. National Program Compliance is a criterion.
6. Regarding the tutoring RFP, are you accepting proposals from an online tutoring provider that only provides high dosage literacy tutoring in English?
Answer: The Scope of Services is for all grade levels and a variety of subjects, including but not limited to English, Language Arts, Math, Science, Social Studies, etc.

7. Regarding a clarification for RFP 25-2835-4JOK, is Henrico County Public Schools seeking a company that will offer private one-to-one tutoring experiences for students, as well as direct group remediation for students? I represent a company that offers study skills and executive functioning skills seminars and support for students, parents, and teachers, but they do not serve individual student tutoring functions.

Answer: Yes, both one-on-one and group experiences.

8. Can you give an example of the independent instruction services that have been contracted in the past for middle and high schools?

Answer: Henrico County Public Schools may not currently utilize the full Scope of Services listed in the RFP, nor are they required to utilize them in the future. The Scope of Services indicated is purposefully broad to allow for a resulting contracting mechanism that can meet the needs of school districts across the country.

9. What related services programs are offered for middle and high school exceptional students (with autism)?

Answer: Henrico County Public Schools may not currently utilize the full Scope of Services listed in the RFP, nor are they required to utilize them in the future. The Scope of Services indicated is purposefully broad to allow for a resulting contracting mechanism that can meet the needs of school districts across the country.

10. Is there a need for Social Skills and work readiness services for exceptional students in groups?

Answer: There may be. The Scope of Services indicated is purposefully broad to allow for a resulting contracting mechanism that can meet the needs of school districts across the country.

11. Is there a need for Social Skills and work readiness services for exceptional students in 1:1 or small groups?

Answer: There may be. The Scope of Services indicated is purposefully broad to allow for a resulting contracting mechanism that can meet the needs of school districts across the country.

12. Pages 104-146 relate to business activities conducted in the State of New Jersey — are these forms and requirements applicable to this solicitation and therefore required upon submittal of our proposal?

Answer: These forms should be included for national program compliance.

13. Can a vendor respond to this RFP and be considered for award by Henrico County Public Schools for the specified services without electing to participate in the GovMVMT cooperative, or is participation in the GovMVMT cooperative a required component to this solicitation?

Answer: Yes, however, it is recommended to review the proposal evaluation criteria. National Program Compliance is a criterion.

14. I'm reaching out to clarify the language around section 2.a.9, regarding the 24/7 drop in and on demand tutoring of RFP No 25-2835-4JOK. Our systems allow students to access their tutoring portal 24/7, and request tutoring sessions at their convenience, but their sessions are scheduled in advance and confirmed by our admin rather than having tutors at the ready 24/7 waiting for a student to join. Would that be sufficient for this RFP?

Answer: This falls under service approach and methodology and will be evaluated upon receipt of proposals.

15. Since this is a national RFP (we know Henrico is the lead), how do we differentiate in our pricing the cost of implementation nationally? We know that the cost of operating this program in Henrico VA is very different than NYC or any other metro area. We appreciate any guidance you can provide.

Answer: A clarification can be made in your price proposal indicating different rates for different areas of the country.

16. For the Henrico County Public Schools program, will the awarded vendors need to contact schools directly to sell their services and compete against other awardees or will the Central Administration assign schools to work with awarded vendors?

Answer: HCPS will be aware of the awarded contracts and will assign work as they see necessary.

17. Does Henrico County Public Schools have an estimate of how much of their tutoring will be in-person vs. virtual?

Answer: No.

18. Section I. D. (7) Evaluation of Proposals, states, "Other Participating Public Agencies will assist the Lead Public Agency in evaluating proposals". Can we ask who the other participating agencies may be?

Answer: This information is not disclosed at this point in the solicitation process.

19. Can GovMVMT provide a broad estimate of how many school districts are expected to purchase through the Henrico RFP in year one? Or from a 3-year window to allow for maturity of program?

Answer: There are over 13,000 school districts in the USA and all are eligible to use the GOVMVMT National Cooperative Program. The current registered school districts on the program is approximately 3k and growing. This RFP along with several others that are active and coming soon, centered around K12 Schools, will continue to drive usage and registrations of school districts nationwide.

20. Given the larger scope of the program through GovMVMT, will the review committee give a preferential view to larger vendors?

Answer: Preferential treatment is not allowed.

21. It was shared during the Microsoft Teams meeting there will more than likely be multiple awardees; does the committee have an estimate of how many vendors they would like to award for this program?

Answer: Not at this time.

22. Do you require in-person and online, or can we submit for virtual tutoring only?

Answer: Offerors are encouraged to meet the full scope of services, however, proposals for partial services will be considered.

23. Do you require teacher certification? If not, what are the required credentials, such as a resume, certifications, or training?

Answer: See Section II(E)(3).

24. What group sizes are you looking for, and what is the min/max tutor ratio?

Answer: This is not specified. The Scope of Services indicated is purposefully broad to allow for a resulting contracting mechanism that can meet the needs of school districts across the country.

25. If teaching a virtual classroom, will there be a certified teacher present with the students or a teacher's aide?

Answer: That will be up to the individual school districts to determine at the time of need.

26. What are your expectations regarding the teacher shortage collaboration with the district?

Answer: Minimally helping by placing qualified teachers in classrooms.

27. Regarding Scope 2:11, which type of exam prep materials are you interested in?

Answer: Prep materials for various subjects/levels.

28. RE: Scope 2:7, do you know if the state is looking to provide materials to the tutoring company, or are you seeking to approve the tutor company's materials?

Answer: That will be determined by individual school districts and their state and can be expressed at the time of need.

29. Would the district please supply a sample format for how pricing should be presented. Also, would you indicate whether the pricing will need to be presented consistently over the contract term, per academic year, etc.

Answer: We do not have a sample format and encourage offerors to submit in their preferred format, making sure to minimally include the fees/pricing requested in the RFP.

30. On page 8, it states - *provide tutors ready to report for assignment within 10 business days of request from district staff*. Would you please clarify whether the request would be made after all candidates have been recruited and background screened, or whether the 10 days would include all recruitment and background check activities?

Answer: The intention was 10 days including all recruitment/background check activities. However, if an offeror believes this is not reasonable, the offeror can propose a timeline that they believe is reasonable.

-End of Questions and Answers-