



**ILLINOIS CENTRAL COLLEGE
ILLINOIS COMMUNITY COLLEGE DISTRICT #514**

**REQUEST FOR PROPOSAL
ONLINE TUTORING PLATFORM**

Issue Date: January 13, 2023

Illinois Central College is soliciting interest and invites you to submit a proposal for an online tutoring platform. **All proposals are due by February 10, 2023 at 1PM CST**, and should be **emailed to purchasing@icc.edu** with high importance. A receipt will be returned.

I. INTRODUCTION AND BACKGROUND

Illinois Central College began classes at the East Peoria location in September of 1967 and serves the residents of all or parts of 10 counties in Central Illinois (Peoria, Tazewell, Woodford, Bureau, Logan, Marshall, Livingston, McLean, Stark, and Mason) encompassing a land area of 2,322 square miles and a population of approximately 365,000. Illinois Central College is a public community college providing a dynamic learning environment that fosters excellence, opportunity, and innovation in meeting the educational needs of our diverse students and community. (You can review or download ICC essential facts at <http://icc.edu/about-icc/institutional-research/essential-facts/>)

Illinois Central College has two campuses: East Peoria and Peoria and one remote location: Pekin. Campus Housing, owned by the ICC Educational Foundation and managed by a third-party housing Management Company, opened in August of 2004. The complex offers 330 bed spaces to students in an on-campus, apartment-style, and living option.

II. PURPOSE / OBJECTIVE

ICC is looking for a 24/7 online platform to make tutoring available outside of regular business hours and in subjects with no local tutors available.

III. GENERAL INFORMATION

Public Information

All material submitted is available for public inspection. Every proposer is hereby warned that no part of their proposal or any other material submitted may be marked as confidential information and that

any material so designated by the proposer will be made public information by its inclusion in the proposal.

Errors and Omissions

All documents shall be completed as requested by the College. No claim for errors or omissions in the bidding will be considered. Should a bidder find during the examination of specifications or other contract documents, discrepancies, omissions, ambiguities or conflict among contract documents or be in doubt as to their meaning, it is the responsibility of the bidder to notify the Title III Project Director who will then issue the necessary clarifications to all prospective bidders by means of addenda.

Disclaimers

Any Request for Proposal issued may or may not result in an award contract. However, Illinois Central College reserves the right to cancel any request, at any time, for any reason, and to reject all proposals. Receipt of RFP materials from the College or submission of a proposal to the College confers no rights upon the vendor nor obligates the College in any manner.

The determination of whether any proposal submitted by a vendor does or does not conform to the conditions and specification of this Request for Proposal is the responsibility of the College.

Any contract resulting in an award from this Request for Proposal is invalid until properly approved and executed by the College.

The successful vendor must not commence any billable work until a valid contract is executed.

A contract resulting from the Request for Proposal shall not preclude the College from obtaining equipment or services from other vendors if the successful vendor for this Request for Proposal is unable to satisfy the project needs in an acceptable manner.

Clarification of Proposals

The College reserves the right to obtain clarification of any point in a firm's proposal or to obtain additional information. Failure of a proposer to respond to such a request for additional information or clarification could result in rejection of the proposal.

Firms may be asked to make oral presentations to more fully explain their proposal if requested by the College. These presentations would be held subsequent to the opening of the responses to provide an opportunity for the firm to clarify their proposal. The College would schedule a time and location for each oral presentation.

Award

The award of the contract, if it is awarded, will be to the firm who in the College's opinion serves the best interest of the College. Illinois Central College reserves the right to reject any or all proposals and to waive minor informalities in any quotation in order to make this award. This contract is subject to Board of Trustee Approval. Recommendation for Award is scheduled to be made at the April 2023 Board of Trustee meeting on April 20, 2023. The successful firm will be asked to submit a contract draft upon Board approval.

Payment

Payment will be made in accordance with the policies and procedures of the Board of Trustees of Illinois Central College, District #514. The College will make payment in approximately thirty (30) days following completion and acceptance of contract work.

Acknowledgment of Addenda

Original signature of company official on an addendum document shall be construed as an acknowledgment of receipt of any and all addenda pertaining to any specific bid. Identification of addenda by number should be noted on the proposal form, as provided.

Equal Opportunity and Affirmative Action

It is the policy of Illinois Central College that no person shall, on the grounds of race, color, religion, sex, age, national origin, ancestry, disability, sexual orientation, or veteran status, be excluded from consideration for employment, denied employment with or be subject to discrimination of any kind by the College.

In accordance with this policy, we support and encourage minority and female participation in all aspects of our institution, as well as with those individuals who interact with us.

Business Enterprise Program

Illinois Central College recognizes the importance of increasing the participation of businesses owned by minorities, females, and persons with disabilities in public contracts. It is the College's policy to promote the economic development of businesses owned by minorities, females, and persons with disabilities as outlined by the Business Enterprise for Minorities, Females, and Persons with Disabilities Act, 30ILCS 575/0.01 et seq.

Illinois Central College has set an aspirational participation goal of 20% minorities, females, or persons with disabilities perform or provide the anticipated services and/or supplies required by this solicitation. The College has an expectation that the successful bidder of this project will reach this goal.

For applicable projects, vendors may be asked to submit a utilization plan and letter of intent that meets or exceeds the identified goal. If a vendor cannot meet the goal, documentation, and

explanation of good faith efforts to meet the specified goal may be required within the utilization plan.

After the contract is awarded, said Vendor would be required to assist Illinois Central College in monitoring minority participation and tracking progress toward compliance with established goals. Minority participation information will be recorded in a compliance management system, ePrismSoft.

Insurance

The Contractor shall not commence work under the Contract until he has obtained all insurance required by this Article and until insurance has been approved by the College. All specified insurance shall be provided by the Contractor and at the Contractor's own expense. Said insurance shall remain in full force and effect until the term of the Contract is completed.

IV. PROJECT SCOPE

ICC is seeking a service to provide 24/7 online tutoring for ICC students. Tutors should be available in a wide range of subjects and modalities, including audio/video (e.g., Zoom), synchronous and asynchronous options. Tutoring should be available by appointment or on-demand/drop-in basis with wait times under 10 minutes. The service should integrate easily with ICC's Learning Management System, Canvas. Mobile functionality will also be an expectation.

In addition to delivering a platform or service, the successful vendor will also provide quality training, reference materials, and consultation. The vendor will also work closely with the College's IT professionals to support a smooth, on-time implementation.

ICC serves approximately 7,000 students. ICC expects between 200 and 300 students to need between 700 and 1500 sessions per term.

IV. REQUIREMENTS FOR PROPOSAL PREPARATION

To achieve a uniform review process and to obtain the maximum degree of comparability, Illinois Central College is seeking the following list of items be addressed in the proposal:

1. Letter of Interest
 - The applicant's history, background, mission, number of employees, and types of services offered related to online tutoring implementation and usage
 - The applicant's previous experience with engagements of similar size and scope
 - The applicant's experience working with community colleges

- What differentiates the applicant’s qualifications and approach from that of other providers?
2. Implementation Plan
 3. Pricing/Cost Proposal
 - Initial cost
 - Initial hardware costs (if any)
 - Training costs (if any)
 - One-time implementation costs (if any)
 - Annual ongoing costs (if any)
 - 5-year cost of service/license
 - Any additional costs for custom work, training, consulting, etc.
 4. Supplemental Information
 - Provide any further information you believe is relevant to ICC so that we may fully understand your qualifications and abilities to provide the services requested in this RFP.
 - Complete the Designed Features (p. 6-9 of this RFP.) May require additional documents to answer questions.
 - References –Provide a list of colleges and universities that utilize the proposed system. Also, provide names and phone numbers of two references, preferably community colleges with districts similar to ICC’s and that use Canvas as their LMS. ICC reserves the right to contact references listed in this RFP.
 5. Vendor’s Certification Form (p. 9 of this RFP)

V. SELECTION CRITERIA

Vendors submitting RFP’s must meet the criteria on the Vendor Certification form and will be reviewed by a Selection Committee. The Selection Committee will utilize the Evaluation Rubric (see p. 8 of this RFP) to determine finalists, who may be invited for a presentation or demonstration electronically. These demos are scheduled accordingly:

- Wednesday, March 22, 2:00- 2:45 PM CST
- Wednesday, March 22, 3:15- 4:00 PM CST
- Friday, March 24, 9:00-9:45 AM CST
- Friday, March 24, 10:30- 11:15 AM CST

*Finalists will be contacted to reserve a timeslot.

The final Recommendation of Award will be subject to Board of Trustee approval.

Desired Features Details

***May require additional documents to answer questions.**

Desired Feature	Explain the degree to which your service addresses the desired feature
Tutor support for students of varying abilities (developmental, high achieving, etc.)	
Technology supports for students who need learning accommodations	
Tutors qualified to tutor in the respective subject	

Tutors adequately trained on the platform

Adherence to tutoring best practices

Coverage of wide variety of subjects

LMS (Canvas) integration (LTI availability)

Mobile functionality

User friendly and intuitive for students

Proven history of successfully delivering online tutoring for community college students

Demonstrated commitment to quality customer service

Robust reporting capabilities

- **Exportable**
- **Sort and filter capability to view data by time period, course, student, subject, tutor, etc.**
- **On-demand faculty reports and access to student/course data**
- **Student satisfaction**

Training opportunities for ICC faculty, tutoring staff, admins

Minimal service interruption and downtime

INSTRUCTIONS TO PROPOSERS

ALL PROPOSALS MUST BE RECEIVED BY February 10, 2023 at 1PM CST. Late proposals will not be considered.

Proposals should be submitted via email in PDF format to purchasing@icc.edu. Please indicate "ONLINE TUTORING PROPOSAL" in e-mail subject line.

Questions about this RFP must be submitted to Molly Walker, Coordinator of Purchasing at molly.walker@icc.edu by January 23, 2023. All vendor questions and answers will be posted on icc.edu/purchasing by January 27, 2023.

The Board reserves the right to waive technicalities and information in the proposal process, to reject any or all proposals, or any part of any proposal, for any reason. The College also reserves the right to obtain clarification of any point in a firm's proposal or to obtain additional information. The determination of whether any proposal by a firm does or does not conform to the conditions and specifications of this Request for Proposal is the responsibility of the College.

This contract is subject to the provisions of the "EQUAL EMPLOYMENT OPPORTUNITY CLAUSE" as provided by the Illinois Fair Employment Practices Commission and the Illinois Compiled Statutes.

It is the policy of the College that no person, by race, color, religion, sex, national origin, age, handicap, or veteran's status, shall be discriminated against in employment, in educational programs and activities or admissions. The College stands committed to diversity in all its dimensions and embraces, values, and encourages diversity at all levels of its operation. The College stands for tolerance, non-discrimination, and cultural sensitivity.

Evaluation Criteria- SAMPLE	Rating	Weight
<p>Completeness & quality of the response as outlined in the RFP:</p> <ul style="list-style-type: none"> • The response adequately addresses all elements outlined in the Project Scope. • The response includes all items outlined in Requirements for Proposal Preparation. • The response is professionally and aesthetically presented with appropriate formatting. 		15%
<p>Online tutoring capabilities demonstrating the requirements outlined in the RFP:</p> <ul style="list-style-type: none"> • The response demonstrates experience that adequately meets the needs of Illinois Central College. • The response demonstrates experience successfully delivering online tutoring services. • The response demonstrates high standards for security and data integrity with a commitment to abide by the Family Educational Rights and Privacy Act (FERPA) regulations (see page 5 of this RFP). 		30%
<p>Feasibility, timeliness, and quality of implementation schedule and conversion plans</p> <ul style="list-style-type: none"> • The response demonstrates that the proposed schedule is realistic. • The response addresses the resources and time commitment required by Illinois Central College personnel to complete the project within the proposed timeframe. • The response demonstrates that the services –such as software implementation, training, support, etc. –can be adequately addressed. 		10%
<p>Quality and depth of references of the vendor(s):</p> <ul style="list-style-type: none"> • The applicant’s references adequately substantiate the ability to deliver what has been proposed. • References from community colleges are preferred. 		15%
<p>Applicant characteristics</p> <ul style="list-style-type: none"> • Additional consideration is given to Minority-owned Business Enterprise, Female-owned Business Enterprise, Person with Disability-owned Business Enterprise, or Veteran-owned Business Enterprise as per ICC college procedures. 		5%
<p>Price/Cost Proposal</p> <ul style="list-style-type: none"> • The applicant’s proposed fee is competitive. • The applicant’s proposed fee is all-inclusive and itemized in detail. 		25%

**ILLINOIS CENTRAL COLLEGE
ONE COLLEGE DRIVE
EAST PEORIA, IL 61635**

VENDOR'S CERTIFICATION FORM
(Must be returned with bid proposal.)

By signing this required form, the undersigned agrees the said contractor/vendor is responsible as defined below. This information may be used as a criteria in the evaluation of vendors. Failure to comply with any of the below may result in disqualification of your proposal.

- Contractor/vendor certifies that it is not barred from bidding on this or any other contract due to any violation of either Section 5/33E-3 or 5/33E-4 of Article 33E, Public Contracts, of the Illinois Criminal Code of 1961, as amended. This certification is required by Public Act 85-1295. This Act relates to interference with public contracting, bid rigging and rotating, kickbacks and bribery.

NO _____ YES _____

- Contractor/vendor is a certified Minority-owned Business Enterprise, Female-owned Business Enterprise, Person with Disability-owned Business Enterprise, or Veteran-owned Business Enterprise. If yes, please specify your certifying agency.

NO _____ YES _____ *Certifying Agency* _____

- Contractor/vendor, having 25 or more employees, does hereby certify pursuant to Section 3 of the Illinois Drug-Free Workplace Act (Chapter 30 ICLS 580) that (he, she, it) shall provide a drug-free workplace for all employees engaged in the performance of work under the contract by complying with the requirements of the Illinois Drug-Free Workplace Act and, further certifies, that (he, she, it) is not ineligible for award of the contract by reason of debarment or a violation of the Illinois Drug-Free Workplace Act.

NO _____ YES _____ N/A _____

The Undersigned states that the signature of the person is authorized to sign the proposal.

By: _____ Date: _____

(Signature of Company Official)

(Title of Company Official)