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September 24, 2021

**ADDENDUM #1** to the University of Florida ITN22NH-109 Peer to Peer Tutoring, Mentoring and Other Services scheduled to be opened on **October 13, 2021 3:00 PM** at the University of Florida, Elmore Hall Conference Room, Radio Road, Gainesville, Florida.

This addendum shall be considered part of the Contract Documents for the above mentioned **ITN22NH-109** as though it had been issued at the same time and incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original document, this addendum shall govern and take precedence. All other terms, conditions, and regulations will apply.

**This addendum consists of:**

- 1. Responses to technical questions and inquires submitted prior to 5:30pm, September 20, 2021.**

Sincerely,

*Nicola Heredia*

Nicola Heredia, Director  
Procurement Services

**Please acknowledge receipt of Addendum #1 by signing below and returning this addendum with your proposal. Failure to include addendum with your proposal may result in rejection.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Company Address

\_\_\_\_\_  
City/State/Zip

**Q1. Is UF considering an option where the money earmarked for this ITN goes to UF Teaching Center (TC) and the winning vendor equips the UF TC with the software and training materials to operate a tutoring program, or will the money certainly be going to an outside vendor? If the money is going to an outside vendor, is the vendor expected to 'go around' TC or work together with TC in some way?**

A1. The current ITN solicitation is for Peer-to-Peer tutoring services. UF will consider any creative solutions to proposed by vendors. The successful vendor will be expected to cooperate with all aspects of UF's ecosystem of student success services.

**Q2. Why is UF not instead simply investing the money in their own pre-existing tutor program (i.e. UF Teaching Center)? Is there a deficiency with that center which UF wishes to remediate?**

A2. This inquiry is beyond the scope of the ITN.

**Q3. If the only reason that UF is not utilizing TC is for lack of customized tutor matching software, is UF open to considering free software for one to one tutor matching? If so, is it possible that this \$250,000 contract simply doesn't get awarded at all?**

A3. UF will consider any creative solutions to proposed by vendors. In accordance with every ITN solicitation, UF reserves the right to reject all proposals.

**Q4. Given that the tutors (i.e., the most important part of a peer-to-peer tutoring program) will be the same UF students under any proposal from any vendor, and given that tutor matching software is considered by some to be a commodity (or close to it), will the vendor who provides the most hours of tutoring for the set budget be selected (assuming, of course, that the lowest-cost vendor has recommendations from other universities that implement peer-to-peer tutoring)? If not, what other factors from a 'high-price bidder' would outweigh the higher number of tutoring hours from a 'low-price bidder'?**

A4. The ITN Selection Committee will consider all of the factors specified in the Evaluation Criteria within the ITN.

**Q5. Will the only criteria for recruiting tutors be that they took the course previously and performed well? For example, will there be no vetting done by faculty interview or content knowledge exam?**

A5. UF expects the successful vendor(s) to provide qualified tutors and to vet them appropriately.

**Q6. How is a vendor's financial stability going to be evaluated?**

A6. UF will look at various items in the proposals including, but not limited to, ongoing costs, payment terms etc. If concerns are raised, further information will be requested.

**Q7. Will UF evaluate each vendor's financial stability over a certain time period? What will be the time period?**

A7. UF will look at various items in the proposals including, but not limited to, ongoing costs, payment terms etc. If concerns are raised, further information will be requested. There is no set time period that we are currently requesting.

**Q8. On page 8 of the ITN, in item 12) Pricing and Financial offering, the last phrase on the page is unfinished. It reads "Other creative or alternate pricing structures are also". How should this sentence read?**

A8. Other creative or alternate pricing structures are also encouraged.

**Q9. Is federal stimulus funding being used for this project, only University funds, or a combination of both?**

A9. University funds.

**Q10. Under previous or existing contracts, does the University authorize its awardees to share tutee or tutor information with corporate (or other) sponsors/donors/funders, and (since the ITN is silent on this matter) does the University expect the same policies and practices to continue?**

A10. UF expects and requires that student information that it provides to be treated consistent with the Family Educational Rights and Privacy Act.

**Q11. While it's industry standard for universities to interview and select which of their students qualify as tutors to be booked by other students (as is the current practice at the UF Teaching Center, UF Chemistry Learning Center, and UF Office of Academic Support, among others) the ITN seems to suggest that in at least some cases, the University will not interview or otherwise be directly involved in tutor selection or tutor approval -- is that correct? Will tutor selection be completely outsourced to a vendor?**

A11. UF expects successful vendor(s) to provide qualified tutors and to vet them appropriately. UF will facilitate interest of potential tutors via direct messaging.

**Q12. Will the selected vendor contact students (tutees and/or tutors) directly (based on grades released to Vendor by the University), or will the University be the exclusive source of email and other communications directly to potential tutees/tutors?**

A12. The vendor may contact students but only after the university has communicated that the vendor may email them.

**Q13. Are background checks required and does the vendor pay for the background checks or does the University pay for the background checks, or does the tutor pay for their own background check?**

A13. It would be the vendors responsibility to pay for the background checks if it is determined that they are needed.

**Q14. If background checks are not required, what is the reason why they are not required?**

A14. The need for background checks has not yet been determined.

**Q15. Additional skills development: Is there a list of skills that the University would like tutors to learn, and if not, is there a list of examples?**

A15. The minimum skills expected are outlined by CRLA and CSA standards. UF will consider any creative solutions and additional competencies proposed by the vendors

**Q16. Is this contract for exclusively online tutoring, exclusively in-person tutoring, or for a combination of both?**

A16. UF desires to build in an in-person component over time.

**Q17. Will the University be providing student grades under this contract, such that the Vendor can provide reports around the effect of tutoring on student grades?**

A17. Student grades are confidential by law.

**Q18. If the University will not be providing student grades, how does the University propose that the vendor measure student performance and student outcomes?**

A18. UF expects vendors to provide creative solutions to how it can measure student performance and student outcomes.

**Q19. What data retention policy do you require on student/tutor data?**

A19. Once it is determined what information is being retained, UF will apply and communicate the appropriate retention policy.

**Q20. Do you expect tutors to get CRLA and/or CSA certifications?**

A20. Yes, via the completion of CRLA and/or CSA approved training programs offered by the vendor.

**Q21. Would there be any limitations on hiring adjunct or associate faculty, graduate students, or teaching assistants as tutors?**

A21. The solicitation is for a peer tutoring program.

**Q22. Is it possible to work with international student-tutors enrolled at UF or only Americans?**

A22. The solicitation is for a peer tutoring program.

**Q23. In connection with this ITN, will the University consider whether respondents would uphold (and/or have upheld) the Core Values of the University? If so, what are the factors that the University will apply?**

A23. The ITN has established the Evaluation Criteria. The Core Values are specified therein. The ITN selection committee may consider any information relevant to the Evaluation Criteria.

**Q24. Will the University consider the ethics and reputation of respondents to this ITN? If so, what are the factors that the University will apply, and what materials will the University consider in evaluating ethics and reputation?**

A24. The ITN has established the Evaluation Criteria. The Core Values are specified therein. The ITN selection committee may consider any information relevant to the Evaluation Criteria.

**Q25. If a Florida court has found that a respondent has been untruthful in prior representations to the University in the course of obtaining a University contract, would such a respondent be disqualified from participating in the ITN? If not, why not?**

A25. The ITN has established the Evaluation Criteria and the Selection Committee may consider any information relevant to the Evaluation Criteria. In accordance with UF Regulation 3.020, vendors are disqualified if they have been convicted of a public Entity crime and has been placed on the State of Florida's convicted vendor list for a period of thirty-six months from the date of being added to the convicted vendor list.

**Q26. If a respondent had relatively recently provided gift cards (for individual, personal use) to UF employees who are related to the services contemplated under this ITN, would such a respondent be disqualified from participating in the ITN? If not, why not?**

A26. The ITN has established the Evaluation Criteria and the Selection Committee may consider any information relevant to the Evaluation Criteria. In accordance with UF Regulation 3.020, vendors are disqualified if they have been convicted of a public Entity crime and has been placed

on the State of Florida's convicted vendor list for a period of thirty-six months from the date of being added to the convicted vendor list.

**Q27. Rather than make an award to a respondent pursuant to this ITN, has the University instead considered providing the funds that are the subject of this ITN to the University's own tutoring center instead? What is the reason not to simply increase funding to the University's existing tutoring center, which already matches students with tutors, and allow the center to procure free or low-cost scheduling software and/or virtual meeting software (assuming the University doesn't already have licenses to such tools)?**

A27. The inquiry is beyond the scope of the ITN.

**Q28. What can a private company that does peer-to-peer tutor matching do so much better than the university's own tutoring center, such that it justifies obtaining less tutoring hours (from the very same UF-enrolled tutors) for the funds allocated for this ITN?**

A28. The inquiry is beyond the scope of the ITN.

**Q29. Other than the existing relationship between the University and the incumbent, Knack Technologies, Inc., what are the other reasons, if any, why the University is not providing the funds that are the subject of this ITN to the University's own tutoring center, instead of through this ITN?**

A29. The inquiry is beyond the scope of the ITN.

**Q30. In the lawsuit of Tutor Matching Service, LLC, Plaintiff v. Knack Technologies, Inc. and Samyr Qureshi, Defendants, In the Circuit Court of the Eighth Judicial Circuit In and For Alachua County, Florida, Case Number 01-2020-CA-3030, a Florida court recently made the following findings:**

- 1. Tutor Matching Service, LLC ("TMS") and Knack Technologies, Inc. ("Knack") "are in all material respects direct competitors in that they provide materially similar services to materially similar customers within materially similar markets."**
- 2. "Qureshi did not provide a convincing explanation as to why TMS was omitted from the Market Landscape / Competitive Matrix" that Knack and Mr. Qureshi previously provided to the University.**
- 3. "[B]oth as of January 13, 2020; June 2, 2020; and August 6, 2020; as well as presently—it was and would be untruthful for Knack to identify itself as a "sole source" provider of peer-to-peer tutoring services."**
- 4. "[C]ertain ... claims from the Qureshi Sole Source Letter [which was dated January 13, 2020, included the Market Landscape / Competitive Matrix, and was provided to the University] were incorporated into the University of Florida ("UF") Sole Source Certification [dated June 2, 2020]."**

5. **The UF Sole Source Certification [...] state[s] that Knack is a sole source vendor and UF [...] made awards to Knack to provide peer-to-peer tutoring services to [UF] pursuant to the UF Sole Source Certification [...].”**
6. **“UF [did not] hold competitive procurement processes for the peer-to-peer tutoring services awarded pursuant to the UF Sole Source Certification [...].”**

**In light of these judicial findings, will the University consider a proposal from or make an award to Knack Technologies, Inc. in connection with this ITN?**

A30. The ITN Selection Committee will consider the proposals that are submitted under this ITN in accordance with its Evaluation Criteria.

**Q31. The solicitation states “Supplier(s) will have the ability and willingness to explore and possibly implement expansion of the tutoring platform to include peer mentoring engagement opportunities for UF students”. Would this be 1:1, group, or both formats for peer mentoring?**

A31. UF will consider any creative solutions proposed by vendors.

**Q32. The solicitation states “.....describe how tutees identify tutors, schedule sessions and rate sessions.” Is the goal to have the vendor match tutors to tutees, for the tutee to select a tutor, or both?**

A32. The ITN solicitation is for Peer-to Peer tutoring services. UF will consider any creative solutions proposed by vendors to provide the solicited services.

**Q33. Please address how students on Federal Work Study would be hireable.**

A33. This has not yet been determined.