



# SAN JOAQUIN VALLEY LIBRARY SYSTEM

ADMINISTRATIVE HEADQUARTERS  
2420 Mariposa Street, Fresno, CA 93721

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November 22, 2024

## **ADDENDUM NO 2 TO RFP 24-001 Online Tutoring Services**

The San Joaquin Valley Library System is issuing an addendum to RFP 25-001 to provide answers to questions about the RFP received in writing or asked during the vendor teleconference held on Thursday, November 21, 2024.

### **RFP BACKGROUND INFO SHARED DURING TELECONFERENCE**

This RFP was issued to address the requirement that all public libraries provide access to Online Tutoring Services to K-12 students, as required by California Senate Bill 321. The legislation requires all California public libraries to issue all students public library cards by the time they reach the 3<sup>rd</sup> grade, beginning January 1, 2026. The intent of the legislation is to help address poor literacy rates in California by providing all students access to the following:

1. Collections that support school curriculum as well as pupil leisure reading, online research, and learning resources maintained by local public libraries and the California State Library.
2. Online tutoring.
3. Digital content from the California State Library's K-12 Online Resources Project.

As a consortium of 10 public library systems, SJVLS aims to provide efficiencies to our members and vendors by acting as a single point of contact for contracting, support, and billing. This way vendors do not have to bill and contract with 10 distinct entities, and all SJVLS library patrons have a consistent user experience, regardless of which member they are registered with.

The contract resulting from this RFP will begin in August 2025, when our current tutoring subscription expires. SJVLS is issuing the RFP now to allow us sufficient time to budget for subscription costs in the upcoming fiscal year when services will begin. The subscription term resulting from this RFP will be an initial 3-year term with two optional 1-year extensions.

### **TELECONFERENCE QUESTIONS AND ANSWERS**

#### **Q1: Can we include our own cover page?**

Answer: Yes. Many vendors have done it on previous procurements. SJVLS requests that you include the front page of the RFP filled out and signed, plus the rest of the required forms in addition to any cover pages you'd like to submit.

#### **Q2: On page 29, II A, it states that a corporation submitting a proposal may be required before the contract is finally awarded to "furnish a certificate as to its corporate existence." Would this be a certificate of good standing in our state of incorporation, or in California? If not, please indicate what documentation would be required.**

Answer: This requirement is included in the RFP to ensure the respondent is reputable business, corporation, or other type of entity. Submitting of a certificate of good standing in your state of incorporation will satisfy this requirement.



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**Q3: Also on page 29, II A, there is a requirement to provide “satisfactory evidence as to the officer or officers authorized to execute the contract on behalf of the corporation.” Please indicate what constitutes satisfactory evidence.**

Answer: This requirement is included to ensure the individual signing the response is authorized to make formal bids on behalf of the vendor. This requirement can be satisfied by including a statement such as the following at the end of your cover letter: “Please note that I, {SIGNER’S NAME and POSITION} am authorized to legally bind {VENDOR NAME} to conditions pursuant to this RFP. With my signature I certify that I am authorized to make contractual commitments on behalf of {VENDOR}.” In the past SJVLS trusted that submissions came from an authorized staff member. Including a statement like the one above covers our bases from a legal perspective, should any issues arise.

**Q4: Please clarify whether audited financial statements must be submitted with this RFP response. On p. 27 it says not to include these with the proposal, and that they would be required after the RFP closes, if requested. On page 30 (VII G) it states that these should be included.**

Answer: SJVLS apologizes for the conflicting terms. Respondents do not need to provide audited financial statements in their response. If SJVLS has questions or needs more information when reviewing responses and selecting a vendor, we will contact the respondent to request them at that time.

**Q5: If financial statements are to be included, can we designate these as confidential?**

Answer: Financial statements do not need to be included in the response. Should SJVLS request them, we will treat them as confidential documents.

**Q6: Would references be considered trade secrets?**

Answer: Unfortunately, no. References are not considered trade secrets.

**Q7: On page 6, it states that “The vendor shall also submit a completed California FTB Form 590 or Form 587 as appropriate.” Please confirm that this would not be required with our submission, but only if a contract is awarded.**

Answer: This is correct. The form would only be required when the contract is awarded.

**Q8: In section – VII. VENDOR COMPANY DATA: Section G. Asks for copies of the audited Financial Statements. However, page 7 of the RFP states that these financial documents will be collected after the RFP closes and are not to be provided with the proposal. Can you please clarify?**

Answer: SJVLS apologizes for the conflicting terms. Respondents do not need to provide audited financial statements in their response. If SJVLS has questions or needs more information when reviewing responses and selecting a vendor, we will contact the respondent to request them at that time.



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## Q9: How many students does the library system anticipate servicing within the scope of this RFP?

Answer: At this time the number of students is unknown. SB 321 requires our member libraries to provide library cards to all students on or before they reach the 3rd grade. Thus, our registered borrower count is going to expand significantly, but we cannot estimate how many of those cards will actually be used, or if those students will also use the tutoring service. A further complication is the fact that some of the school districts within our service area also offer tutoring services to their students. It's difficult to tell what impact that may have. The table below shows how many patrons each member currently has registered, grouped by their age – elementary, middle school, and high school. Patron school levels are derived from a patron's current age. The age ranges for each category are defined as follows:

- Elementary – ages 5-12
- Middle School – ages 13-14
- High School – ages 15-18

Jurisdiction	Elementary Patrons	Middle School Patrons	High School Patrons
Coalinga-Huron	682	219	454
Fresno County	26,674	7,499	18,173
Kern County	17,425	3,876	8,016
Kings County	3,651	951	1,972
Madera County	3,422	893	2,030
Merced County	9,113	1,747	3,980
Mariposa County	488	118	224
Porterville City	1,724	468	1,113
Tulare County	4,180	1,156	2,593
Tulare City	4,323	957	2,073
<b>System Totals</b>	<b>71,682</b>	<b>17,884</b>	<b>40,628</b>

Coalinga District · Fresno County · Kern County · Kings County · Madera County  
Mariposa County · Merced County · Porterville City · Tulare City · Tulare County



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**Q10: How many hours per week does each student receive for tutoring? (ie., Can a student have 5 hours of tutoring per week?)**

Answer: SB 321 doesn't provide minimum or maximum thresholds for the program. It simply states that we have to offer Online Tutoring services as one of the features available to students with Student Success Cards. Given that there are no requirements, vendors are welcome to set any thresholds that are reasonable to them.

**Q11: How many students within K-12 have utilized tutoring through the library program in the past?**

Answer: In the past this service was offered to our members through a statewide contract negotiated and administered by the California State Library. As a result, SJVLS did not have access to, nor were we informed of usage from our members. In the interest of providing a useful reference point, I asked our members to share their FY 2023-24 usage stats with me. The number of tutoring sessions per member is provided in the tables that follow.

Tutoring Sessions Info 7/1/23 – 6/30/24		
Jurisdiction	Total Sessions	Average Length (minutes)
Coalinga-Huron	1	
Fresno County	2,558	16
Kern County	210	11
Kings County	143	25
Madera County	139	28
Mariposa County	2	2
Merced County	324	6
Porterville City	25	15
Tulare County	589	15
Tulare City (Public)	24	18
<b>Totals</b>	<b>4,015</b>	<b>15.1</b>



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Average Number of Sessions Per Day of the Week							
Jurisdiction	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Coalinga-Huron							
Fresno County	4.81	4.72	4.35	7.3	5.7	2.06	2.47
Kern County	1.08	0.46	0.54	0.33	0.52	0.29	0.35
Kings County	0.93	0.77	0.49	0.7	0.29	0.61	0.56
Madera County	0.48	0.7	1.19	0.55	0.4	0.39	0.7
Mariposa County						0.5	
Merced County	0.95	6.25	1.82	1.43	2.13	0.34	1.36
Porterville City	0.46	1	0.41	0.51	0.5		
Tulare County	2.95	4.03	7.48	6.62	1.45	1.56	1.33
Tulare City (Public)	1	0.22	0.75	0.28	0.88	0.2	

NOTE: These values represent the average number of live sessions per library system on each day of the week during the reporting period of July 1, 2023, through June 30, 2024.

Languages of Tutoring Sessions		
Jurisdiction	English	Spanish
Coalinga-Huron	1	
Fresno County	2,558	
Kern County	209	1
Kings County	143	
Madera County	139	
Mariposa County	2	
Merced County	324	
Porterville City	25	
Tulare County	589	
Tulare City (Public)	24	
<b>Totals</b>	<b>4,014</b>	<b>1</b>

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**Q12: Would there be an opportunity to schedule or provide a more structured program to help generate more consistent users, or is the service all opt-in when a student feels they need tutoring help?**

Answer: As SJVLS understands the legislation, it only requires public libraries to offer on-demand tutoring when a student decides they want to schedule a session. SJVLS sees the potential and advantages offered by a more structured program. Unfortunately, we're not able to make programming decisions on behalf of our members, and any decisions to implement a more structured tutoring offering would have to be decided by our members on an individual basis.