



Live-Streaming Enriched Virtual Instruction Program

Request for Proposals

Released: October 2, 2019
Respond By: October 18, 2019



Expect
great
things.



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Live-Streaming Enriched Virtual Instruction Program Request for Proposals

Live-Streaming Enriched Virtual Instruction Program Request for Proposals (RFP)

Pittsburgh Public Schools is now accepting proposals for a live-streaming enriched virtual instruction program.

Proposal Submission and Deadline

All proposals must be submitted electronically to Renee Dinkins-Malone at rdinkinsmalone1@pghschools.org by **5:00PM EST on Friday, October 18, 2019**, with "Live-Streaming Enriched Virtual Instruction Program" as the subject line. Proposals, including any/all attachments and cover letter, should be submitted as a single PDF document.

Proposals should be submitted in accordance with the proposal outline detailed in this RFP.

Pittsburgh Public Schools reserves the right to reject any and all proposals, waive irregularities, and to select the proposal that is determined to be the most advantageous to the school district.

Late proposals will not be accepted. Proposals submitted via hard copy or fax will not be accepted.

Questions

All inquiries regarding this RFP must be made in writing to Renee Dinkins-Malone at rdinkinsmalone1@pghschools.org. Any verbal outreach will be directed to submit inquiries in writing via email.

Released: Wednesday, October 2, 2019

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About Pittsburgh Public Schools

Pittsburgh Public Schools offers a wide variety of educational options and offerings for our diverse student body. We aim to provide options that not only match our students' passions and unique needs, but also help to prepare them for the real world through diverse experiences. As the largest of 43 school districts in Allegheny County and second largest in Pennsylvania, Pittsburgh Public Schools serves approximately 23,000 students in Kindergarten through Grade 12 in 54 schools. In addition, Early Childhood programs serve 1,614 three and four year-olds in classrooms across the city.

Pittsburgh Public Schools has a vision that all students will graduate high school college, career, and life-ready prepared to complete a two-or four-year college degree or workforce certification. To help us achieve this vision, the District announced its *2017-2022 Strategic Plan: Expect Great Things*, which sets forth four strategic themes and 19 initiatives to reach four long-term outcomes:

- Increase proficiency in literacy for all students.
- Increase proficiency in math for all students.
- Ensure all students are equipped with skills to succeed in college, career, and life.
- Eliminate racial disparity in achievement levels of African American students.

We believe that every child—at every level of academic performance—can achieve excellence. To help our students get there, we are committed to continually improve performance at every level of the District. By doing so, we will help prepare our students to take maximum advantage of The Pittsburgh Promise® scholarship, and we will better prepare our District to thrive in an era of unprecedented competition.

Project Purpose

Each year, the District struggles to recruit and retain teaching positions in content areas such as foreign language, mathematics, and the sciences, specifically at the secondary level. Additionally, the District experiences temporary but long-term teacher absences that require substitute teachers who may not be content-certified teachers. As such, students lose valuable instruction time with qualified and certified context experts, which negatively impact long-term learning gains and may exacerbate existing achievement gaps. While a teacher shortage in specific subject areas is a national problem, the District is committed to finding a solution that will ensure Pittsburgh students have access to high-quality instruction every day.

The Office of Human Resources is addressing this challenge by soliciting written proposals from contractors who provide services that offer:

- Live-streaming enriched virtual instruction from certified teachers who are experts in their content area.
- Face-to-face live-streaming enriched virtual instruction that engages students in two-way interactive learning, inclusive of real-time feedback loops.
- Curriculum that can be modified to align to PA Core Standards and customized to include locally developed assessments.
- Teachers who can flexibly implement curriculum and adapt their pedagogy to meet student learning needs.
- Training to on-site employees in online learning facilitation and classroom management.

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By partnering with an online learning provider, the District can ensure all students get daily instruction from teachers who are certified in their content area. Success will be measured through student assignment completion rates, student attendance, course completion rates, and subject proficiency as determined by local and state assessments.

Scope of Services

The successful contractor will be able to benefit K-12 students, specifically secondary students attending large urban school districts who are enrolled in hard-to-staff subject area courses, by providing the teachers and resources necessary to support live-streaming enriched virtual instruction programs. The following services are critical to meeting the District's objectives:

1. Live-streaming enriched virtual instruction in classrooms with a 30:1 student teacher ratio provided by qualified teachers who are certified in their content area and experienced in working with a diverse population of students in an urban setting.
2. Two-way audio and visual communication tools and equipment that promote student engagement and enable real-time feedback. All tools and resources must be ADA-compliant and adaptable to accommodations, if needed.
3. Curriculum that can be modified to align with PA Core Standards and, if applicable to the course, PSSA and Keystone assessments. Curriculum must implement formative assessments to inform ongoing instruction and summative assessments to ensure achievement milestones.
4. Provision of ongoing collaboration and technology support to on-site District employees to ensure classroom environment and equipment are well-managed and support student learning.
5. Training and ongoing support to on-site District employees to develop skills as electronic learning facilitators and classroom managers.
6. Instructors who can quickly adapt to curriculum when starting at any time during the school year and at any point in the scope and sequence of the curriculum to facilitate seamless transition of classroom instruction.
7. Instructors with experience teaching diverse-needs students, including but not limited to students with Individualized Education Plans (IEPs), English Language Learners (ELLs), and students with disabilities.
8. Capability to live-stream enriched virtual instruction at different sites simultaneously so multiple classrooms can benefit from high quality instruction.

Proposal Submission

All proposals must be submitted electronically to Renee Dinkins-Malone at rdinkinsmalone1@pghschools.org on Friday, October 18, 2019, with "Live-Streaming Enriched Virtual Instruction Program" as the subject line. Late proposals will not be accepted. Proposals, including any/all attachments and cover letter, should be submitted as a single PDF document not to exceed 25 pages. Proposals submitted via hard copy or fax will not be accepted.

Proposals should be submitted in accordance with the proposal outline detailed in this RFP. The District reserves the right to select a proposal in its entirety or some portions thereof. Furthermore, the District reserves the right to reject any and all proposals and to waive irregularities. Responses should be organized so that the specific requests for information each begin on a new page.

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Cost of RFP and Associated Responses

This RFP does not commit the District to paying any expenses incurred by any firm in the submission or presentation of a proposal, or in making the necessary studies for the preparation of a proposal. All such costs and expenses shall be borne by each firm.

Right to Clarification and Additional Research

The District reserves the right to obtain clarification of any point in a firm’s proposal or to obtain additional information necessary to properly evaluate a particular proposal. Failure of a firm to respond to such a request for additional information or clarification could result in rejection of the proposal. The District may obtain information from any legal source for the clarification of any proposal or for information on any firm including, but not limited to, police files, insurance files, agency files, credit bureaus, and/or professional organizations. The District shall not be required to inform the firm of any intent to perform additional research in this respect or of any information thereby received.

Evaluation Criteria and Selection Process

An evaluation committee will review proposals. The role of the evaluation committee is to evaluate the proposals submitted and make a recommendation of award. **THE CONTRACT WILL BE AWARDED TO THE QUALIFIED BIDDER WHOSE PROPOSAL IS MOST ADVANTAGEOUS TO THE DISTRICT.** The evaluation criteria specified below will be considered but will not be the sole factor used to determine the successful bidder. Thus, while the points in the evaluation criteria indicate their relative importance, the total scores will not necessarily be determinative of the award. Rather, the total scores will guide the District in making an intelligent award based upon the evaluation criteria. The District anticipates using the following criteria:

Evaluation Criteria	Weight
Presentation	5%
Experience and Qualifications	20%
Project Approach and Coordination	50%
Cost	25%

Timeline

The Pittsburgh Public Schools is requesting proposals from experienced and qualified firms to provide live virtual instruction services. Selection of the firm will be made on the proposals submitted. There may also be phone interviews. A timetable for selection process is provided below:

RFP Issued	Wednesday, October 2, 2019
Proposals Due	Friday, October 18, 2019, 5:00PM EST
Phone interviews (if needed)	Monday, October 21 – Friday, October 25, 2019

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Proposal Outline

1. **Cover Letter:** Provide name, mailing address, email address, and telephone number of the firm submitting the proposal. The cover letter must be signed by an authorized officer.
2. **Table of Contents:** Clearly identify material contained in the proposal by section and page number.
3. **Introduction:** Provide an overview of the firm and its qualifications as they relate to this RFP. Briefly describe the firm's relevant virtual instruction programming for the past three years that best characterize the firm's capabilities, specifically for mid-sized or large urban public school districts.
4. Provide references for five school district clients with successful, similarly scoped services (i.e., addressing teacher shortage), including the name of the district, contact name, telephone, and email address.
5. **Equal Employment Opportunity and Firm Information:**
 - Describe your firm's equal employment opportunity policies and programs.
 - Has your firm or any of its employees, or anyone acting on its behalf, ever been convicted of any crime or offense arising directly or indirectly from the conduct of your firm's business or have any of your firm's officers, directors or persons exercising substantial policy discretion ever been convicted of any crime or offense involving financial misconduct or fraud? If so, please describe any such convictions and surrounding circumstances in detail.
 - Has your firm, or any of its employees, or anyone acting on its behalf, been indicted or otherwise charged in connection with any criminal matter rising directly or indirectly from the conduct of your firm's business which is still pending or have any of your firm's officers, directors or persons exercising substantial policy discretion been indicted or otherwise charged in connection with any criminal matter involving financial misconduct or fraud which is still pending? If so, please describe any such indictments and surrounding circumstances in detail.
 - Please describe (i) any material financial relationships that your firm or any firm employee has with any financial advisory firms, investment banks or law firms or other persons or entities that may create a conflict of interest in acting as a contractor with the District; (ii) any family relationship that any employee of your firm has with any public servant that may create a conflict of interest, or the appearance of a conflict of interest in acting as a contractor with the District and (iii) any other matter that your firm believes may create a conflict of interest or the appearance of a conflict of interest in acting as a contractor with the District. Please describe any procedures your firm either has adopted, or would adopt, to assure the District that a conflict of interest would not exist for your firm in the future.
6. **Project Understanding:** Based on what you know or have researched about Pittsburgh Public Schools, please provide an explanation and interpretation of the District's live virtual instruction needs. Describe your understanding of this project's goals and needed services.

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- 7. Contractor Personnel and Qualifications:** Identify all personnel who will be assigned to this contract. List names, titles, years of experience, brief summary of their work experience, areas of expertise and certifications, length of service with your firm, reporting relationships, location, and any other qualifications relevant to the District's project. Specifically, identify the project manager who will be the District's single point of contact for the contract.
- 8. Approach and Coordination:** Describe the services your firm proposes to meet the requirements identified in the scope of services. At a minimum, provide a detailed description of:

 - The degree of customization offered for live virtual instruction programs, including information on curriculum alignment to PA Core Standards and use of formative and summative assessments.
 - The techniques used to train and collaborate with on-site employees responsible for in-person classroom management and support.
 - All audio/visual communications tools and resources necessary to ensure proper online instruction, specifically identifying those provided by your firm and those that would be required of the District. Please identify all possible ADA-compliant accommodations available for these tools and resources.
 - Required minimum instruction period, if any, and recommended transition plan for classes/schools for long-term temporary positions.
 - A detailed list of information/data that would be needed from the District.
 - Plan for communication/engagement between the firm and District for the duration of the contract.
 - Additional information as desired by bidder.
- 9. Budget and Budget Narrative:** Identify the total cost of providing the scope of services, and itemize all costs related directly or indirectly to each component of the project, e.g., audio/visual tools, cost per live virtual instructor. Costs should include, but not be limited to, hourly labor rates of assigned personnel, travel and per diem costs, miscellaneous costs, etc. It is expected that general, overhead, and administrative costs are included in the hourly rate for labor. It will be assumed that all contingencies and/or anticipated escalations are included. In addition to the numerical budget, please provide a description of the assumptions underlying the proposed costs. Each line item in the budget should have a descriptive sentence/paragraph in the budget narrative.



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General Terms and Conditions

- 1. Contract:** Proposer agrees that if approved to provide Scope of Services outlined above, hereinafter described (“Services”), Proposer shall enter into a written contract with the District prior to rendering any services. In the event Proposer fails to enter into such contract, Proposer’s approval for award will be revoked by the District. The contract may include the terms and conditions contained herein and any additional terms and conditions agreed upon by the parties. Proposer may submit a copy of its form of contract for review and consideration by the District Solicitor.
- 2. Term of Contract:** The term of the contract shall be effective upon Board approval, in or around **November 2019**, until **June 30, 2020**. The actual term may vary depending on the proposal and nature of services provided.
- 3. Standards of Performance:** Proposer shall retain and utilize sufficient staff to devote a reasonable amount of time, attention, knowledge and professional ability, as necessary, to perform all services effectively, efficiently and consistent with the best interests of the District and to the satisfaction of the Project Manager. **Proposer shall use effective engagement strategies and facilitate services in the most cost-effective manner consistent with the best interests of the District.**
- 4. Clearances:** Proposer and its employees who may have direct contact with children during the discharge of responsibilities under this contract shall obtain, at their own expense, and submit all employment history reviews and criminal background reports required by 24 P.S § 1-111 and 1-111.1, as amended, and child abuse clearances required by 23 Pa.C.S. §6344, as amended. All required reports and clearances must be submitted to the District contact person prior to performing any services under this contract. No payments shall be authorized unless all required reports and clearances have been received. Contractor acknowledges and agrees that it is further responsible for ensuring that the District is notified within seventy-two (72) hours if the Contractor or any of its employees providing services under this Agreement are arrested of any crime set forth in Section 111(e) or (f.1) of the School Code.
- 5. Non-appropriation:** Expenditures not appropriated by the District in its current fiscal year budget are deemed to be contingent liabilities only and are subject to appropriation in subsequent fiscal year budgets. In the event sufficient funds are not appropriated in a subsequent fiscal year by the Board for performance under the contract, the Board shall notify Proposer and the Contract shall terminate on the last day of the fiscal period for which funds were appropriated.
- 6. Favored Nation:** Proposer shall furnish services to the District at a rate no greater than that charged to other public sector entities. If Proposer overcharges, in addition to all other remedies, the District is entitled to a refund in the amount of the overcharge. The District has the right to offset any overcharge against any amounts due to Proposer under this or any other agreement between Proposer and the District, and the right to declare Proposer in default under the contract.

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7. **Document Retention:** Proposer shall furnish the District with such information as may be requested relative to the progress, execution, and costs of the project implementation. Proposer shall maintain all records, correspondence, receipts, vouchers, subcontractor agreements, memoranda, and other data relating to the services under the contract. All records referenced above shall be retained for three years after completion of the Scope of Services.

8. **Insurance:** Proposer shall procure and maintain insurance for all operations under the contract. All insurers shall be licensed by the Commonwealth of Pennsylvania. Proposer will provide an appropriate certificate of insurance upon the signing of the contract reflecting these limits with a carrier licensed and authorized to do business in the Commonwealth of Pennsylvania naming the School District of Pittsburgh as an additional insured. Minimum insurance requirements are:

Provider shall maintain a minimum of \$1,000,000.00 of General Liability insurance coverage and additional insurance coverage as follows:

a. **Workers Compensation and Employers Liability:**

1. Workers Compensation: Statutory Limits
2. Employers Liability: \$100,000 Each Accident - Bodily Injury by Accident; \$100,000 Each Employee - Bodily Injury by Disease; and \$500,000 Policy Limit – Bodily Injury or Disease.
3. Other States coverage and Endorsement.

b. **Umbrella Liability:** \$1,000,000 per occurrence combined single limit for bodily injury (including death), property damage liability, professional liability, automobile liability and Employer's Liability excess of the underlying primary policies.

c. **Additional Insured Status:** The District will be added as an additional insured for the General Liability and Umbrella Liability policies under a Blanket Additional Insured Endorsement on the referenced policies.

9. **Termination:**

a. **Termination for Convenience:** The District reserves the right to terminate the contract upon 30 calendar days written notice if, at any time, the District deems the services being provided are no longer in its best interests.

b. **Suspension of Services:** The District reserves the right to suspend the contract, in whole or part, upon five (5) calendar days written notice. Proposer shall promptly resume performance of services upon written notice from the District and upon such equitable extension of time as may be mutually agreed upon in writing by the Project Manager and Proposer. Responsibility for any additional costs or expenses actually incurred by Proposer as a result of suspension of the services shall be determined by mutual agreement of parties.

c. **Termination for Default:** Events of default include, but are not limited to, the following:

1. Any material misrepresentation by Proposer in the securing of the contract or performance of services.
2. Breach of any agreement, representation, or assurance made by Proposer in the contract.
3. Failure of Proposer to perform in accordance with or comply with the terms and conditions of the contract, including, but not limited to, the following:

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- Any action or failure to act which involves the safety and/or welfare of the District students or staff;
 - Failure to provide any portion of the services herein at the agreed upon time for performance and in the agreed upon manner;
 - Failure to perform the services with sufficient personnel and materials;
 - Failure to perform the services as a result of insolvency, bankruptcy or assignment for the benefit of creditors;
 - Failure to perform the services in a manner satisfactory to the District;
 - Failure to re-perform previously incomplete and/or unsatisfactory services within a reasonable time period;
 - Failure to comply with any term of the contract, including but not limited to, the provisions concerning non-discrimination, and any other acts specifically and expressly stated in the contract.
4. Default by Proposer under any other agreement Proposer may have with the District.
 5. Assignment by Proposer for the benefit of creditors or consent by Proposer of any petition or proceeding under any bankruptcy, insolvency, or similar law.

d. Remedies: The District may invoke any or all remedies available at law or in equity. Specific remedies may be set forth in the final contract.

e. Turnover of Documents and Records: After termination or expiration of the contract, Proposer shall turn over, within three days of request, all materials, supplies, equipment owned or purchased by the District, completed or partially completed work analyses, data, computer disks, documents, and any other information related to the Scope of Services and any associated District work.

10. Confidential Information, Dissemination of Information, Survival:

- a. Confidential Information:** While preparing for and/or delivering services, Proposer will have access to or receive confidential information that is not generally known to others. Proposer agrees not to use or disclose any confidential information or any records, reports or documents prepared as a result of the contract without prior written consent of the Board or its designee. The proposer agrees to execute any additional confidentiality agreements that may be necessary for performance under this Agreement.
- b. Dissemination of Information:** Proposer shall not issue publicity news releases or grant press interviews, without prior notice and approval of the District through the Office of Public Information. Proposer shall immediately give notice to the District and its Solicitor if presented with a Right to Know Law request for documents, records, and data or work products
- c. Survival:** The provisions of this paragraph shall survive the termination or expiration of the contract.

11. Intellectual Property:

- a. Copyright:** The District reserves copyright in all written and electronic materials developed by the District or Provider on behalf of the District as part of this Agreement. District materials may not be copied or otherwise reproduced without the express written permission of the District.

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Contractor shall retain all right, title, and interest in and to its pre-existing property, including without limitation, all artwork, illustrations, graphic designs, data, files, designs, concepts, copyrights, trademarks, and other intellectual property, previously developed and created by Contractor.

- b. Trademark and Trade Name:** This Agreement does not give Provider any ownership rights or interest in District trade names or trademarks.
- c. Use of Name:** Provider shall request permission from the District prior to using the District trade names or trademarks in any report or publication unless otherwise provided for in this Agreement.
- d. Ownership:** No work product, report, or other materials produced under the contract may be used by the Proposer in any other matter without the express written consent of the District through the Solicitor and the use of the name of the District of Pittsburgh in any other matter may not be used for reporting or promotional purposes without identical consent. All of the foregoing items shall be promptly delivered to the Board upon demand at any time and at expiration or termination of the contract. If any of the aforementioned items are lost or destroyed while in the Proposer's possession, they will be replaced or restored at Proposer's expense.

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