Q: You mention that teachers need to pass a certification in their subject area. If our tutor/s is not a credentialed teacher, would you accept our own certifications for subject matter competency?

A: Within your RFP response and during the evaluation and presentation, we would like further clarification of the certification process and subject matter competency evaluation.

Q: You mentioned a 14 day trial period. How many hours per day would a teacher/s need to be available?

A: The 14-day trial should reflect the hours per day your RFP response states for patron access on a regular day. Example, if the RFP says you will provide access to patrons from 8am to 8pm, 7 days a week, the trial should reflect these same hours.

Q: In order to evaluate appropriate pricing and labor – are you looking to service only students sitting within one public library in Sacramento, multiple libraries within the Sacramento area – or are you looking to serve all students who have access to a Sacramento Public library card? And can you give me an estimate of how many students this may be at any given time?

A: The tutoring service should be available at all 28 branch locations and remote access via library card authentication. Our current total cardholder count is 771,000 and our service population is 1.5 million.