


CITY COUNCIL ACTION REQUEST

Department(s): Finance	CEQA: Not a Project, File No. PP17-003, Agreements/Contracts (New or Amended) resulting in no physical changes to the environment.	Coordination: Library and Information Technology Departments, City Manager's Budget Office, and City Attorney's Office	Dept. Approval: /s/ Julia H. Cooper
Council District(s): Citywide			CMO Approval: 

SUBJECT: REPORT ON RFP FOR LIVE ONLINE HOMEWORK HELP SERVICES

RECOMMENDATION:

Adopt a resolution to authorize the City Manager to:

1. Execute an Agreement with Tutor.com, Inc. (New York, NY) for the purchase of a web based live homework help services solution, including software license/subscription, hosting, related professional services, and maintenance and support for an initial five-year term from December 1, 2017 through November 30, 2022, for a maximum compensation not to exceed \$344,012.
2. Negotiate and execute amendments and/or change orders to the agreement to cover any unanticipated changes in requirements, or for future enhancements as may be required, subject to the appropriation of funds.
3. Exercise up to three two-year options to extend the term of the Agreement through November 30, 2028 for ongoing software subscription and maintenance services, subject to adjustments to compensation not to exceed 3% per year and the annual appropriation of funds.

Desired Outcome: Provide a web based homework tool for in-library and remote access with a live tutor in real-time, assisting K-12 students with homework during after school hours, in multiple subjects and languages (English, Spanish, Vietnamese). The program also provides tutoring services to college level students and adult learners.

BASIS FOR RECOMMENDATION:

In 2008¹, Council approved an agreement with Tutor.com for Live Online Homework Services, and subsequent amendments^{2,3} extending the agreement through November 30, 2017. The San José Public Library offers these services to students free of charge with a valid library card. Services are available at the library branches, as well as remote access through a link on the library's website that allows students to connect with tutors online to review homework etc. The tutoring services provided include K-12 and college students. The adult learner's services include test preparation, skills building, and job search assistance.

The City issued a competitive Request for Proposal (RFP) for a web-based Live Online Homework Help Services. Three companies submitted proposals and the two highest ranking proposals were invited to provide a product demonstration. The evaluation team recommends award to Tutor.com as the best value proposal earning the highest overall points:

	<u>Experience</u> <u>(15)</u>	<u>Technical (30)</u>	<u>Oral/Demo</u> <u>(20)</u>	<u>Cost (25)</u>	<u>Local/Small</u> <u>(10)</u>	<u>Total (100)</u>
Brainfuse (NY)	10	23	15	19	0	67
Tutor.com (NY)	11	22	17	25	0	75

¹ Link to 2008 Council Memo: http://www3.sanjoseca.gov/clerk/Agenda/20081118/20081118_0209.pdf

² Link to 2009 Council Memo: http://www3.sanjoseca.gov/clerk/Agenda/20091117/20091117_0209.pdf

³ Link to 2015 Council Memo: http://sanjose.granicus.com/MetaViewer.php?view_id=&event_id=1473&meta_id=541865

The annual cost is \$66,766 per year for first three years, and fourth and fifth years at \$70,104 and \$73,610, respectively. If the City exercises the options to extend the term, the compensation adjustment could be up to 3% per year.

Commission Recommendation/Input: No commission recommendation or input is associated with this action.

This item is consistent with Council approved Budget Strategy: front line service delivery, effective use of technology.

COST AND FUNDING SOURCE:

Fund #	Appn. #	Appn. Name	Total Appn.	Amt. for Contract*	2017-2018 Proposed Operating Budget Page**	Last Budget Action (Date, Ord. No.)
418	4083	Automation Projects and System Maintenance	\$600,000	\$66,766	Page 850	06/20/2017, Ord. No. 29962

*The Amount for Contract reflects funds that will be encumbered in FY 2017-2018. Future year costs will be programmed through the annual budget process.

**The 2017-2018 Operating Budget was adopted on June 20, 2017

FOR QUESTIONS CONTACT: Mark Giovannetti, Deputy Director of Finance at 408-535-7052