



Catholic Charities of Santa Clara County

Catholic Charities of Santa Clara County (CCSCC) is soliciting:

SOLICITATION TYPE:	REQUEST FOR QUALIFICATIONS PLUS PRICE
RFQ NUMBER:	CCSCC-RFC102523-1
DESCRIPTION:	TUTORING SERVICES
ISSUE DATE:	Wednesday, October 25, 2023
RESPONSE DUE DATE:	Wednesday, November 15, 2023
RESPONSE DUE TIME:	3:00 PM PDST
MAIL OR EMAIL RESPONSE TO:	Jennifer Long, Director of Compliance and QA Catholic Charities of Santa Clara County 2625 Zanker Rd. Ste. 200 San Jose, CA 95134 Email: jlong@catholiccharitiesscc.org
DIRECT INQUIRIES TO:	Jennifer Long, Director of Compliance and QA Email: jlong@catholiccharitiesscc.org

All Responses are subject to the Conditions, Instructions and the Specifications attached hereto.

Late submissions will not be accepted.

**REFUGEE FOSTER CARE PROGRAM:
REQUEST FOR QUALIFICATIONS PLUS PRICE FOR TUTORING SERVICES**

Table of Contents

REQUEST FOR QUALIFICATIONS	2
SUBMITTAL INSTRUCTIONS	2
QUESTIONS PRIOR TO SUBMISSION	2
VENDOR SELECTION PROCESS	2
SCOPE OF SERVICES	3
REFUGEE FOSTER CARE (RFC) PROGRAM	3
PRIOR YEAR NEED FOR TUTORING SERVICES	4
SERVICE POPULATION	4
SERVICE LOCATIONS	5
ATTACHMENT A - STATEMENT OF QUALIFICATIONS	6
PART I - VENDOR INFORMATION	6
ATTACHMENT A - STATEMENT OF QUALIFICATIONS	7
PART II - VENDOR'S EXPERIENCE AND CAPACITY TO PROVIDE REQUESTED SERVICES	7
ATTACHMENT B - RATE REQUEST	9
PART I - BUDGET JUSTIFICATION	9
ATTACHMENT B - RATE REQUEST	10
PART II - TUTORING SERVICE RATES	10

**REFUGEE FOSTER CARE PROGRAM:
REQUEST FOR QUALIFICATIONS PLUS PRICE FOR TUTORING SERVICES**

REQUEST FOR QUALIFICATIONS

Catholic Charities of Santa Clara County (CCSCC) is seeking statements of qualifications plus price from suitably qualified vendors, i.e. firms and/or individuals, to enter into rate agreements to provide English-speaking in-home, center-based and/or out-of-home (in CCSCC approved locations) individual in person and virtual tutoring services to up to seventy (70) youth being served by its Refugee Foster Care (RFC) Program beginning January 1, 2024.

SUBMITTAL INSTRUCTIONS

RESPONSE DUE DATE & TIME: Wednesday, November 15, 2023, 3:00 PM PST

MAIL, HAND DELIVER OR EMAIL RESPONSE TO:

Jennifer Long, Director of Compliance and QA
Catholic Charities of Santa Clara County
2625 Zanker Rd. Ste. 200
San Jose, CA 95134
Email: jlong@catholiccharitiesscc.org

Vendors interested in submitting their statement of qualifications and rates for consideration by CCSCC in response to this Request for Qualifications (RFQ) must submit the information requested in Attachment A - Statement of Qualifications and Attachment B - Rate Request, no later than 3:00 PM PST on Wednesday, November 15, 2023.

QUESTIONS PRIOR TO SUBMISSION

Should you have any questions regarding submitting a response to the RFQ, please submit your questions in writing, no later than 5:00 PM PST on Wednesday, November 1, 2023, to the attention of: Jennifer Long, Director of Compliance and QA, by email at jlong@catholiccharitiesscc.org. Inquiries received after the stated deadline will not receive a response. All inquiries must include an email to receive a response. All vendor inquiries received will be responded to via email by 5:00 PM PST, on Monday, November 6, 2023.

VENDOR SELECTION PROCESS

The vendor(s) will be selected based upon price; however, due to the nature of the services requested, the qualifications of the organization and personnel proposed to perform the services will be evaluated by CCSCC prior to entering into a rate agreement. Qualified vendor(s) will be notified by Tuesday December 5, 2023 to enter into negotiations to establish a rate agreement with CCSCC.

CCSCC anticipates the possible need to enter into rate agreements with multiple qualified vendors to ensure tutoring services are available to RFC Program participants residing throughout the Bay Area; however, submission of a response to this RFQ does not guarantee that CCSCC will enter into a rate agreement with the vendor.

REFUGEE FOSTER CARE PROGRAM: REQUEST FOR QUALIFICATIONS PLUS PRICE FOR TUTORING SERVICES

SCOPE OF SERVICES

Catholic Charities of Santa Clara County (CCSCC) is a private, non-profit corporation based in San Jose, California. CCSCC provides a broad range of services, including job-skills training and placement, older adult services, mental health and substance abuse counseling, housing assistance, financial education, immigration support, refugee resettlement and educational services.

CCSCC is seeking qualified vendors, i.e. firms and/or individuals, to enter into rate agreements to provide English-speaking in-home, center-based and/or out-of-home individual tutoring services, virtually and/or in person, for up to seventy (70) youth being served by the RFC Program throughout the Bay Area. CCSCC anticipates the need for the requested tutoring services beginning January 1, 2024. Vendors will submit tutoring logs on a monthly basis containing the initials of the client(s) served, relevant service notes related to tutoring content, and date and duration of each session.

Vendors and/or individuals possessing the following experience are strongly encouraged to apply:

- ESL certification and experience teaching and/or creating lesson plans for English Language Learners and students with significant disruption to their education
- Experience teaching and/or tutoring students with executive functioning support needs
- Experience teaching and/or tutoring first generation college students who need support in basic skills education/remedial coursework.

CCSCC anticipates that qualified vendors will demonstrate experience in providing tutoring services to students with a wide range of academic needs, and whose services are designed to address and adapt to the individual learning needs of each student.

REFUGEE FOSTER CARE (RFC) PROGRAM

CCSCC operates the Refugee Foster Care (RFC) Program, which helps unaccompanied refugee minors develop appropriate skills to enter adulthood and to achieve self-sufficiency. The RFC Program ensures that eligible unaccompanied minor populations receive the full range of assistance, care, and services available to all foster children in the State of California by establishing a legal authority to act in place of the child's unavailable parent(s).

Since its inception, the RFC Program has provided placement and foster care services to more than 100 children as a licensed Foster Family Agency. Children eligible for the RFC Program are unaccompanied, and are classified as refugees, Cuban-Haitian entrants, asylees, victims of human trafficking, certain minors with Special Immigrant Juvenile (SIJ) Status, humanitarian parole and U Visa holders from all over the world. Refugee children who enter the U.S. with family but experience a family breakdown may also be eligible to participate in the program.

There are several factors that may impact the educational needs and progress of youth in the RFC Program. It is important to understand that in addition to their educational goals, these youth are learning to adjust to a new country, new resource family or transitional housing program, and a new way of life. In

**REFUGEE FOSTER CARE PROGRAM:
REQUEST FOR QUALIFICATIONS PLUS PRICE FOR TUTORING SERVICES**

In addition to a typically low level of English proficiency, the youth often lack consistent formal education in their country of origin and in their native language. Furthermore, most of the youth in the program have endured trauma in their home country, in refugee camps, and/or on their journey to the United States. Some youth may be facing behavioral and mental health challenges such as PTSD, depression, anxiety, dissociative tendencies, and challenges with executive functioning and organizational skills.

PRIOR YEAR NEED FOR TUTORING SERVICES

From July 2022 through June 2023, the RFC Program required tutoring services for forty six (46) youth residing in Santa Clara, Alameda, Contra Costa, San Benito, San Francisco, San Mateo, Monterey, and Santa Cruz Counties. Additionally, a number of youth attending colleges in California participated in virtual tutoring outside of the traditional Bay Area service area. Youth generally received tutoring services in the subjects of English, math, science, history, and other subjects as requested. Youth are eligible to receive up to five (5) hours per week of tutoring services through the program; however, not all youth received tutoring services each month. Services provided were based on the needs of each youth and upon requests made by the youth, their resource parents, RFC staff, or teachers. There was an increased need for tutors with ESL certification and/or specialized experience to drive the learning of youth who have experienced significant disruptions to their education. There was an increased need for tutors to teach subjects to first generation college students. There was also an identified need for comprehensive tutoring services to be offered during the summer months when school is not in session as youth historically face a setback in their learning during this time.

SERVICE POPULATION

NUMBER OF YOUTH SERVED BY MONTH AND TOTAL HOURS OF SERVICES PROVIDED		
MONTH OF SERVICE	NUMBER OF YOUTH SERVED	TOTAL HOURS OF SERVICE PROVIDED
July 2022	4	49.5
August 2022	10	114.75
September 2022	15	195
October 2022	13	163.5
November 2022	15	203.5
December 2022	10	129
January 2023	10	130.5
February 2023	12	187.5
March 2023	10	227
April 2023	11	165
May 2023	9	191.5
June 2023	8	64.25

**REFUGEE FOSTER CARE PROGRAM:
REQUEST FOR QUALIFICATIONS PLUS PRICE FOR TUTORING SERVICES**

SERVICE LOCATIONS

NUMBER OF YOUTH SERVED BY CITY OF SERVICE	
CITY	NUMBER OF YOUTH SERVED
San Jose	12
Santa Clara	5
Oakland	5
Gilroy	4
Mountain View	3
Sunnyvale	3
Berkeley	3
Richmond	3
San Francisco	3
Concord	2
Pleasanton	2
San Ramon	2
Alameda	2
East Palo Alto	1
Palo Alto	1
Woodside	1
Redwood City	1
Soquel	1
Hollister	1
Canyon	1
Hayward	1
Pittsburg	1

**REFUGEE FOSTER CARE PROGRAM:
REQUEST FOR QUALIFICATIONS PLUS PRICE FOR TUTORING SERVICES**

ATTACHMENT A - STATEMENT OF QUALIFICATIONS

Please provide the information requested in the chart below, Part I - Vendor Information and attach supporting documentation to provide the requested information in Part II - Vendor's Experience and Capacity to Provide Requested Services.

RFQ NUMBER: CCSCC-RFC102423-1 - TUTORING SERVICES			
PART I - VENDOR INFORMATION			
Vendor Name:			
Vendor Type:	Individual/Sole Proprietor or Single-Member LLC		C Corporation
	S Corporation		Partnership
	Nonprofit		Other: _____
Address:			
Name of Person Completing This Form:			
Title:			
Email:		Phone:	
Name of Primary Point of Contact:			
Title:			
Email:		Phone:	

Signature: _____

Printed Name: _____ **Date:** _____

**REFUGEE FOSTER CARE PROGRAM:
REQUEST FOR QUALIFICATIONS PLUS PRICE FOR TUTORING SERVICES**

ATTACHMENT A - STATEMENT OF QUALIFICATIONS

PART II - VENDOR'S EXPERIENCE AND CAPACITY TO PROVIDE REQUESTED SERVICES

In the order presented below, please submit the following information, limited to a maximum of five (5) narrative pages, to demonstrate the vendor's experience and capacity to provide the requested services:

1. Cover Letter, signed and dated by an authorized representative of the vendor, describing vendor's interest and commitment in entering into a rate agreement, if selected.
2. Supporting documentation that provides:
 - a. Details of the vendor's qualifications and length of experience in providing any of the various types of tutoring services referenced in the RFQ
 - b. Details of the vendor's capacity and ability to provide the requested services by type throughout the Bay Area, particularly within any of the specific cities referenced in the RFQ and the maximum number of youth that can be served each week
 - i. Include a sample tutoring plan
 - ii. Address strategies used to drive student learning and comprehension
 - iii. Address behavior management
 - c. Details of the vendor's hiring and screening process and experience requirements for the tutors
 - i. Training that the tutors complete prior to working with students
 - ii. Any specific training related to trauma-informed service provision
 - d. Details of the vendor's experience working with youth who speak English as a second language and/or with youth who have faced trauma
 - e. Outline the services areas by city that the vendor intends to and is capable of serving with in-person tutoring (See Attachment B for a list of cities needing coverage.)
3. A budget justification, broken down by major cost categories, outlining the cost associated with the all-inclusive per hour or per five (5) hour maximum weekly session rate submitted in Attachment B - Rate Request. If an educational assessment is conducted prior to the provision of tutoring services, please reference the fee of the one-time assessment within the budget justification. The assessment fee should be included as a separate line item and should not be included in the costs associated with the all-inclusive hourly or five (5) hour maximum weekly rate.

NOTE: Vendors may submit a maximum of five (5) pages of marketing materials regarding their tutoring services in addition to the maximum five (5) pages of narrative information requested.

Vendors/individuals may apply to provide requested services detailed above in sections B, C, or both. Requirements for sections A, D, E, and F are mandatory for all applicants.

**REFUGEE FOSTER CARE PROGRAM:
REQUEST FOR QUALIFICATIONS PLUS PRICE FOR TUTORING SERVICES**

Vendor submissions must be received, by Wednesday November 15, 2023, via mail, hand delivery or email to the attention of:

Jennifer Long, Director of Compliance and QA
Catholic Charities of Santa Clara County
2625 Zanker Rd. Ste. 200
San Jose, CA 95134
E-mail: jlong@catholiccharitiesscc.org

All submissions must meet the following document format specifications:

- Maximum of five (5) Narrative Pages
- Printed on or formatted to print on 8 ½" x 11" paper
- Typed using 11pt or 12pt Arial, Calibri or Times New Roman Font
- Single-spaced
- 1" Margins on all sides
- Pages numbered consecutively

Hard copy submissions must be submitted in a sealed envelope that contains a signed original and four (4) copies. The document must be stapled or bound with a binder clip in the top left corner. Email submissions may be provided in WORD, EXCEL and/or PDF formats.

**REFUGEE FOSTER CARE PROGRAM:
REQUEST FOR QUALIFICATIONS PLUS PRICE FOR TUTORING SERVICES**

ATTACHMENT B - RATE REQUEST

PART I - BUDGET JUSTIFICATION

CCSCC's Refugee Foster Care Program is operated utilizing Federal Funding; therefore, the agency is obtaining tutoring service rates in order to conduct a cost analysis amongst qualified vendors. Please complete and submit Attachment B - Rate Request, Part II - Tutoring Services Rates. If your agency does not provide services in the location or the type of service referenced, please enter "\$0.00" in the applicable column(s).

All rates provided must include all costs associated with the delivery of services, i.e. time, materials, payroll taxes, mileage, etc. All rate agreements will be entered into based upon an all-inclusive per hour of service or per five (5) hour maximum weekly session rate only. A separate billable mileage rate and/or indirect cost rate will not be included in the rate agreement.

A budget narrative, broken down by major cost categories, detailing the cost associated with the all-inclusive per hour of service or per (5) hour maximum weekly session rate must be submitted as supporting documentation to Attachment B, Part II - Tutoring Services Rates. If an educational assessment is conducted prior to the provision of tutoring services, please reference the fee of the one-time assessment within the budget justification. The assessment fee should be included as a separate line item and should not be included in the costs associated with the all-inclusive hourly or (5) hour maximum weekly rate.

**REFUGEE FOSTER CARE PROGRAM:
REQUEST FOR QUALIFICATIONS PLUS PRICE FOR TUTORING SERVICES**

ATTACHMENT B - RATE REQUEST

PART II - TUTORING SERVICE RATES

RFQ NUMBER: CCSCC-RFC102523-1 - TUTORING SERVICES			
VENDOR NAME:			
ONE-TIME ASSESSMENT FEE			
TUTORING SERVICE RATE BY CITY & SERVICE TYPE			
CITY	TUTORING SERVICE TYPE	RATE PER HOUR	RATE PER MAXIMUM 5-HR WEEKLY SESSION
San Jose	In-Home		
	Center-Based		
	Out-of-Home		
Santa Clara	In-Home		
	Center-Based		
	Out-of-Home		
Oakland	In-Home		
	Center-Based		
	Out-of-Home		
Gilroy	In-Home		
	Center-Based		
	Out-of-Home		
Mountain View	In-Home		
	Center-Based		
	Out-of-Home		
Sunnyvale	In-Home		
	Center-Based		
	Out-of-Home		
Berkeley	In-Home		
	Center-Based		
	Out-of-Home		
Richmond	In-Home		
	Center-Based		
	Out-of-Home		
San Francisco	In-Home		
	Center-Based		
	Out-of-Home		
Concord	In-Home		
	Center-Based		
	Out-of-Home		

**REFUGEE FOSTER CARE PROGRAM:
REQUEST FOR QUALIFICATIONS PLUS PRICE FOR TUTORING SERVICES**

CITY	TUTORING SERVICE TYPE	RATE PER HOUR	RATE PER MAXIMUM 5-HR WEEKLY SESSION
Pleasanton	In-Home		
	Center-Based		
	Out-of-Home		
San Ramon	In-Home		
	Center-Based		
	Out-of-Home		
Alameda	In-Home		
	Center-Based		
	Out-of-Home		
East Palo Alto	In-Home		
	Center-Based		
	Out-of-Home		
Palo Alto	In-Home		
	Center-Based		
	Out-of-Home		
Woodside	In-Home		
	Center-Based		
	Out-of-Home		
Redwood City	In-Home		
	Center-Based		
	Out-of-Home		
Soquel	In-Home		
	Center-Based		
	Out-of-Home		
Hollister	In-Home		
	Center-Based		
	Out-of-Home		
Canyon	In-Home		
	Center-Based		
	Out-of-Home		
Hayward	In-Home		
	Center-Based		
	Out-of-Home		
Pittsburg	In-Home		
	Center-Based		
	Out-of-Home		
Virtual Tutoring Services	Virtual		

**REFUGEE FOSTER CARE PROGRAM:
REQUEST FOR QUALIFICATIONS PLUS PRICE FOR TUTORING SERVICES**

Intentionally left blank