

STATEMENT OF WORK
Tutoring Services for the
Commonwealth Technical Institute at the Hiram G. Andrews Center
Invitation for Bid 6100062434

CONTRACT SCOPE/OVERVIEW. The Department of Labor & Industry, Office of Vocational Rehabilitation (OVR) is issuing this Invitation for Bids (IFB) to procure Professional Tutoring services, at the Commonwealth Technical Institute (CTI), located at the Hiram G. Andrews Center (HGAC), located at 727 Goucher St. Johnstown, PA 15905. These services shall be conducted on **an as-needed basis**, and coordinated via a prearranged schedule, to include last minute call-off fill-ins. All services shall be performed under the direction of the Academic Success Center Director; his/her designee or the Educational Supervisor.

METHOD OF AWARD. This is a single award purchase order reserved for the DGS Certified Small Businesses.

TERM: The term of this Project shall commence on the start date of a Purchase Order to the selected Contractor and shall expire in five years.

PAYMENT TERMS. Payment shall be made on a reimbursement basis for actual services performed and accepted by the DLI.

Invoices shall be emailed to RA 69180@pa.gov and to Contract Monitor. Only one invoice per email is permitted.

Invoices shall be itemized and include Purchase Order number, SAP Vendor Number, Remit to Address

BACKGROUND INFORMATION:

The mission of Commonwealth Technical Institute (CTI) at the Hiram G. Andrews Center (HGAC) is to offer quality individualized post- secondary education, which provides career opportunities and independent life skills.

HGAC provides a comprehensive program of services featuring the integration of education on campus at the Commonwealth Technical Institute (CTI), counseling, evaluation, therapies, and medical maintenance in a barrier-free environment.

At HGAC, education is not confined to the CTI classroom. While most a student's time and attention is focused on education and training, job skills are only part of the learning experience. A continuum of support services ranging from vocational evaluation and career exploration to independent living skills combine to offer our students the skills they will need to live, work, and contribute to the community. This variety of services also enables the individual to examine personal behavior and make positive changes in preparing for employer expectations in any work environment.

The CTI at HGAC campus covers 12 acres or 522,370 square feet under one roof.

The Commonwealth Technical Institute (CTI) is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC).

The Commonwealth Technical Institute is licensed by the PA Department of Education State Board of Private Licensed Schools.

REQUIREMENTS. Contractors must comply with the specifications and service requirements identified in this section, for OVR Professional Tutoring Services.

1. The potential Contractor shall have at least five (5) years' experience providing professional tutors for public and private entity contracts.
2. The potential Contractor shall provide:
 - a.) Number of professional tutors in the categories listed at the time of the contractor's bid submittal.
 - b.) the names of potential tutors and,
 - c.) a notation, if the tutor previously provided services at the CTI, HGAC **with the bid submission.**
3. The potential Contractor shall provide at least three (3) professional references of persons who may provide experience information of services previously and/or currently being provided to a private or public entity as a professional tutor provider. The contact person's name, title, physical street address and city with zip code, telephone number and email address shall be provided with **the bid submission.**
4. All Contractor personnel who have been authorized access to the Hiram G. Andrews Center must adhere to HGAC's Records Information Policy. A confidentiality statement must be signed prior to the instructor's being scheduled for his/her first substitute instructor assignment. **Appendix B, Substitute Confidentiality Form**

REQUIRED CERTIFICATIONS:

The contractor's employee shall perform the requested services, as defined by the contract, and shall possess the degree and/or skill required for the respective math, medical related, business, and trade area programs offered at the Commonwealth Technical Institute.

Program Areas include: ASB Medical Office Assistant, AST Networking Technology, AST Culinary Arts, Culinary Assistant, Automotive Technology, Building Maintenance, Materials Management and Distribution, Nurse Aid, Administrative Assistant, and Welding.

POST AWARD REQUIREMENTS.

The potential Contractor shall provide resumes or similar documents for each tutor who may provide services under the Contract to the HGAC, CTI Academic Success Center Director, or Education Supervisor, within ten (10) days of contract award. The resumes shall contain the

tutor's prior tutoring experience, education, training and any certification information for the position that they will fill under the contract. The HGAC, Academic Success Center Director and Education Supervisor will review these resumes, or similar documents and authorize substitutes. Additional resumes may be requested as needed to match skill to type of professional tutor required.

Upon review and approval of resumes, or similar document, the selected Contractor must coordinate an initial facility visit for all new professional tutors, prior to the tutors' providing services under the contract. Those tutors, who have provided tutoring services at the CTI, HGAC within the last two (2) years, do not have to attend. Those professional tutors who have not previously provided tutoring services at the CTI, HGAC, shall tour the facility, meet with the Academic Success Center Director, Education Supervisor and/or his/her designee to discuss the facility layout, facility policies {facility access /safety, etc.} associated with the professional tutor role.

HGAC TUTOR PROCEDURES:

1. The HGAC has identified ***weekly core business hours of 8:00 AM – 4:00 PM*** and these hours shall represent the Contractors tutoring hours. The possibility of evening or weekend work hours can be requested based on facility and student needs. Tutors must be available from the scheduled start date and time until the end of the day's instruction or scheduled assignment as identified by HGAC.
2. On the first day of a tutor assignment, he/she reports to the Main Lobby and signs in with the Security desk. The Security Officer will contact the Academic Success Center staff or Education Supervisor that the tutor has arrived. The Academic Success Center Director, Education Supervisor or designee will meet with the tutor at the start of the day to relate specific details i.e., classroom location and tutoring expectations.
3. At the close of the business day, the tutor will "sign out" in the Academic Success Center or with Education Supervisor depending on daily assignment. They will then sign out with the Security Officer in the Main Lobby.
4. For extended Tutor assignments, the tutor need only check in at the start/end of each day in Academic Success Center, or for education at week's end for the timecard to be signed and distributed.
5. The last day for services will be the date grades are due for each term. There will then be a minimum of two (2) weeks without needed services following this day. Tutoring will then resume after the new term has begun.

BACKGROUND CHECKS:

Per the Child Protective Services Law, tutors are required to complete three (3) separate clearances. There are a total of three (3) separate clearances required to complete the process:

1. **Pennsylvania State Police (PSP) clearance**

2. **FBI Fingerprint Clearance** – Register and make an appointment to be fingerprinted at <https://www.identogo.com/locations/pennsylvania> by selecting Digital Fingerprinting.

*Out of state applicants be sure to have your fingerprinting done for Pennsylvania.

3. **Child Abuse History Clearance** - to be completed online through the Child Welfare Portal at <https://www.compass.state.pa.us/cwis/public/home>. Instructions:

When completing the Department of Human Services (DHS) Child Abuse History Clearance, select: *Individual 14 years of age or older who is applying for or holding a paid position as an employee with a program, activity or service, as a person responsible for the child's welfare or having direct contact with children.*

- Proceed to <https://www.compass.state.pa.us/cwis> to create your own individual account.
- Create an individual username and password.
- Proceed to the Log In located on the same page to submit the application on line.

For technical assistance with the Keystone ID #, or creating an account or logging in, call the **CWIS Support Center at 1-877-343-0494**. (Firewalls have been the most common issue. Please try from a different computer before calling support).

GENERAL TASKS-ALL PROFESSIONAL TUTORS:

1. Provides remediation, based on course instruction and supplemental learning materials on an individual and group basis, depending on specific educational program, to students enrolled in diploma or Associate- Degree level programs.
2. Keeps progress reports and attendance records, and submits related data as requested to HGAC.
3. Adapts teaching methods to obtain the best results with the special needs students.
4. Reports student needs/concerns with Academic Coordinator, Classroom instructor or Education Supervisor depending on tutoring area placement.
5. Participates in required Commonwealth Technical Institute activities, i.e., staff meetings, seminars, staffing, etc.

HGAC, CTI – EQUIPMENT AND COMPUTER USAGE:

1. Contractor and all substitute instructors providing services under the contract must abide by HGAC, CTI policies, procedures and standards as they relate to HGAC, CTI's equipment. Any questions regarding equipment can be addressed with the Vocational Education Director or designee. The Contractor is responsible to provide substitute instructors that are familiar with each type of equipment or tools as it applies to their respective courses and their safety features and potential hazards at the HGAC, CIT educational facility.
2. Contractor and all substitute instructors shall not have access to Commonwealth computer

systems, including log in credentials, E-mail etc.

TUTOR CALL-OFF POLICY:

1. The Academic Success Center Director or Education Supervisor or his /her designees is available 24/7 via work phone or cell phone to receive calls from the contractor who shall provide information relating to a tutor call-off after being scheduled for assignment(s).
2. The contractor shall provide notification of each tutor (lateness, sickness, family emergency or family related illness) to the Academic Success Center, Education Supervisor or his/her designee at a telephone number provided, **within twenty-four (24) hours before the start time of their assignment** or as soon as possible, for an emergency. The contractor shall provide the time frame in which the tutor will be absent, the reason for the tardiness or absence, the subject for which the tutor was assigned, the name of the replacement tutor (tutor must be from the HGAC approved CTI - Tutor Listing) that will cover the scheduled assignment and a call-back telephone number in which the contractor may be reached.
3. If a tutor calls-off three (3) times within a quarter, he or she will be removed from the HGAC, CTI instructor listing.

INSTRUCTOR “NO SHOW” POLICY:

1. The tutor is expected to report for duty for his/her assigned responsibilities as scheduled daily unless notification of call-off has been provided in accordance with the call-off policy.
2. In the event a tutor does not call-off and fails to appear for his/her pre-arranged assignment (“No Show”), the HGAC, CTI Vocational Education Director or his/her designee shall contact the contractor to inform the contractor that an assigned substitute instructor did not arrive for his or her pre-scheduled assignment.
3. The Contractor shall provide a replacement tutor to cover the scheduled assignment. The replacement tutor must report for duty within two (2) hours of HGAC’s notification to the Contractor.
4. Should the primary contractor be unable to meet the two (2) hour timeframe, another contractor shall be contacted to meet the needs of the Hiram G. Andrews Center.
5. The Contractor shall remove all “No Show” substitute instructors from the HGAC, CTI instructor listing.

HGAC FACILITY ACCESS POLICY:

1. All Visitors must enter via the Lobby and sign-in and out at the reception desk.
2. All Visitors are to wait in the Lobby for the person whom they are visiting.
3. The Visitor’s tag is to be worn where it can be readily seen throughout the length of their

visit.

4. Upon leaving the Center, the visitor must return to the Lobby, sign-out, and return the visitor tag before leaving.
5. **Note:** If the visitors' tag is not returned and the visitor is not accounted for, the person being visited is to be contacted as to the person's whereabouts.
6. Visitors should not accompany students to their training or therapies unless previously approved by the instructor or therapist.

TUTORING CONFIDENTIALITY AGREEMENT:

All tutors are required to read and sign the Hiram G. Andrews Center-Commonwealth Technical Institutes Tutoring Confidentiality Agreement (**Appendix A**) before the tutor will be permitted to provide services. Tutoring Confidentiality Agreements will be emailed to the Vocational Education Director or designee.

OPTION TO ADD / REMOVE CONTRACTORS:

The addition and/or deletion of any Contractor during the life of this Contract shall be at the discretion of the Department of Labor & Industry, with input from Hiram G. Andrews Center, if it is deemed in the best interest of the Commonwealth of Pennsylvania. Existing Contractors may be removed from the Contract if they are no longer in business or cannot supply or perform the services as required.

SERVICE LEVEL AGREEMENTS (SLA's):

1. The Commonwealth allows for a two-hour window for delayed arrivals. The Commonwealth identifies "late" as up to two (2) hours past instructor's start time.
2. The contractor has twenty-four (24) hours prior to an instructor's start time to provide H G A C w i t h notification that a substitute tutor shall be provided for the pre-arranged instructor. If the contractor fails to provide notification, a fee of the hourly rate for each hour that a tutor is not in place will be assessed.
3. If the two (2) hour allowance is exceeded, the instructor or replacement substitute instructor is considered a "No Show", and contractor shall be assessed the fee for the entire 8-hour day, per occurrence, if a replacement substitute instructor is not supplied.
4. The Commonwealth shall issue a letter to the Contractor for the amount of assessment fees owed to the Commonwealth every six (6) months, if needed. Payment of SLA's shall be made by check to the Commonwealth.

BACKGROUND CHECKS: Awarded Supplier(s), at their expense, must arrange for background checks for all tutors. Background checks are only to be conducted via the Request for Criminal Record Check form and procedure found at <http://www.psp.state.pa.us/psp/lib/psp/sp4-164.pdf>.

The Contractor must, at its expense, arrange for a Pennsylvania Child Abuse background check for each of its employees, as well as the employees of any of its subcontractors, who

will have access to Commonwealth facilities, either through on-site access or through remote access. Background checks are to be conducted via the Pennsylvania Department of Human Services website found at <https://www.compass.state.pa.us/cwis/public/home>. The background check must be conducted prior to initial access and on an annual basis thereafter.

The Contractor must, at its expense, arrange for an **FBI background** check for each of its employees, as well as the employees of any of its subcontractors, who will have access to Commonwealth facilities, either through on-site access or through remote access.

Background checks are to be conducted via the Cogent website found at <https://www.pa.cogentid.com/index.htm>. The background check must be conducted prior to initial access and on an annual basis thereafter. The Contractor must select the Pennsylvania Department of Human Services category for the clearance.

The awarded Contractor shall provide an initial report to the HGAC, CTI, Academic Success Center Director and Vocational Educational Director, within fifteen (15) days of the contract award and **within fifteen (15) days after each contract annual anniversary date**; that all professional tutors providing services under the contract, cleared the **Commonwealth of Pennsylvania PA State Police, PA Child Abuse and FBI Clearance**. The criminal background check reports for the contractor and each professional tutor shall remain in the Contractor's personnel file.

PLEASE NOTE: Before the Commonwealth will permit access to the Contractor, the Contractor must provide written confirmation that the background checks have been conducted. If, at any time, it is discovered that a Contractor employee has a criminal record that includes a felony or misdemeanor involving terroristic behavior, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility or which raises concerns about building, system or personal security or is otherwise job-related, the Contractor shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee and shall not permit that employee remote access unless the Commonwealth consents to the access, in writing, prior to the access. The Commonwealth may withhold its consent in its sole discretion. Failure of the Contractor to comply with the terms of this Section on more than one occasion or Contractor's failure to appropriately address any single failure to the satisfaction of the Commonwealth may result in the Contractor being deemed in default of its Contract.

COMMONWEALTH HOLIDAY SCHEDULE:

Commonwealth recognized or observed holidays:

- New Year's Day
- Dr. Martin Luther King, Jr. Day
- Presidents' Day
- Memorial Day
- Juneteenth Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

CTI at the HGAC Inclement Weather Procedures:

The management of the Commonwealth Technical Institute at the HGAC believes that employees of the Commonwealth of Pennsylvania or contracted vendor should be held to no greater or no lesser expectations for work attendance during periods of inclement weather than workers in the private sector. Management further believes that OVR-sponsored students attend CTI at HGAC to develop behaviors that will enable them to enter a competitive workforce. While many of those behaviors relate directly to job tasks and competencies, employee attitudes and actions including work attendance are equally critical. Students learn by example, and CTI at HGAC are responsible for setting that example.

As a general practice, CTI at HGAC will close during inclement weather only when advised to do so by the Governor's Office of Administration, via the Department of Labor and Industry or in situations when designated authorities such as State and local Police, municipalities, or other local authorities specifically recommend such action.

Announcements by television or radio stations concerning "Winter Weather Warnings" or "Traveler Advisory Warnings" indicate adverse driving conditions and usually discourage discretionary travel. While shopping or recreation may be discretionary, work attendance is not.

CTI at HGAC has historically stressed that employees including contracted employee resources as well as commuter students should use good judgement when adverse weather conditions exist. Managers and supervisors have been asked to grant annual and personal leave whenever possible if CTI at HGAC employees believe travel during these times to be a personal hardship and instructors have been directed not to penalize students for non-attendance during these conditions.

Even under extreme weather circumstances, complete shutdown of the Commonwealth Technical Institute at the Hiram G. Andrews Center is unlikely as services and programs are provided to resident students on a 24-hour basis. When a "general closing" may be announced, those employees designated as "essential personnel" will still be expected to report for regular shifts. Employees included in the "essential" category have received notification upon hire and/or at the annual employee performance review. Management also reserves the right, as provided for in the HGAC Operations Manual, #001-37 Staff Coverage – Emergency Situations, to designate other contracted staff as essential as need dictates.

The Commonwealth Technical Institute at the Hiram G. Andrews Center co-locates with OVR District 10 Office, Department of Human Service (DHS) Offices, Office of Deaf and Hard of Hearing services (ODHH) and Office of Information Technology (OIT) understands that they may use different criteria to determine the necessity for office closings. Unlike CTI at HGAC, these offices do not provide programs and services on a 24-hour basis as is required for residential students on campus.

NON-COMPETE AGREEMENTS:

Non-Compete Agreements cannot be utilized between contractors and any substitute instructor resource.

WORKER PROTECTION PROGRAM: Pursuant to Executive Order 2021-06, *Worker Protection and Investment* (October 21, 2021), the Commonwealth is responsible for ensuring

that every Pennsylvania worker has a safe and healthy work environment, and the protections afforded them through labor laws. To that end, contractors and grantees of the Commonwealth must certify that they are following all applicable Pennsylvania state labor and workforce safety laws. Such certification shall be made through the Worker Protection and Investment Certification Form (BOP-2201) and submitted with the bid, proposal or quote.

CONTRACTING OFFICE. All inquiries should be referred to:

Department of Labor & Industry
Commonwealth Technical Institute at the Hiram G Andrews Center
Michele Luciew-Purchasing Agent
727 Goucher Street
Johnstown, PA 15905
Email: mluciew@pa.gov
Telephone: 814-254-0469