

MELSA Responses to RFI Requests for Clarification

RFI: ONLINE HOMEWORK HELP | January 14, 2021

- Q. Can you please provide the total number of “tutoring & writing lab sessions” over the last three years (2018, 2019, 2020) of your current online homework provider?
- A. Though all statistical data points reported by the vendor are of interest to our member libraries, those reported below for 2018-2020 are the data points tracked on a regionwide basis.

	2018	2019	2020
Homework Help	40,469	38,218	62,003
Total Usage	233,825	200,551	414,920
Unique Visits	30,459	28,500	29,926
Avg Session (minutes)	19	18	16

- Q. Can you please provide the annual cost of your current online homework help provider?
- A. \$250,000

- Q. Can you please clarify what “continuity of existing programs” means?
- A. This category provides reviewers the opportunity to assign points to their systems’ perceived value in remaining with the existing vendor/product. It is not assumed that in all cases that continuity would result in an automatic award of all or any points for the current vendor.