

MONTGOMERY COLLEGE - OFFICE OF PROCUREMENT
RFP NO: E427-001
IGNITE HUB CAREER COACHING SERVICES
RFP CLOSING DATE AND TIME: SEPTEMBER 18, 2026 @ 3:00 PM
ADDENDUM NO. 2
ISSUED DATE: SEPTEMBER 14, 2026

PURPOSE OF ADDENDUM:

- To provide answers to all questions received by August 31, 2026 question submittal deadline outline in Request for Proposal.

All other Scope of Services, terms and conditions remain unchanged.



Patrick Johnson, MBA, CPPB
Director of Procurement

Please sign below to acknowledge receipt of this Addendum and return with the **Technical Proposal** submission. Failure to return this Acknowledgement of Addendum may deem a proposal nonresponsive.

NOTE: ACKNOWLEDGEMENT OF RECEIPT OF THE ADDENDUM WILL NOT BE ACCEPTED BY FACSIMILE.

Offeror's Company Name

Authorized Signature

Date

Printed/Typed Signature

Questions and Answers
RFP No. E427-001 ignlTe Hub Career Coaching Services

Item No.	Questions	Answers
1	Section 2.4 states that “the Offeror’s firm and proposed staff shall have provided similar services.” May an Offeror satisfy the minimum experience requirements in Sections 2.4.1 through 2.4.6 through the combined qualifications of the Offeror, its proposed employees, named consultants and subcontractors, or must the Offeror firm independently satisfy each minimum duration?	The College may accept combined experience from principal and proposed employees, consultants, and contractors. Any inadequate/lack of experience in the required field will result in reduced score to that responding evaluation criteria during the evaluation process.
2	Section 3 requests a list of same or similar services performed by proposed staff during the past three years. May proposed staff use earlier specialized experience to satisfy the minimum durations in Section 2.4, provided the proposal also identifies their more recent same or similar career-services projects?	Yes.
3	For Sections 2.4.1 through 2.4.3, must every project or participant population have been limited to individuals below the federal poverty level, or may broader outplacement, higher-education and workforce programs qualify when they specifically served unemployed, underemployed and otherwise economically vulnerable participants?	The College seeks to provide services to individuals who have barriers to employment, including but not limited to federal poverty level.
4	Regarding Section 2.4.4, what documentation does the College expect as evidence of at least two years of experience tracking and reporting employer/company, occupation, wage and six-month retention? May this requirement be satisfied through the prior experience of a named proposed staff member, consultant or subcontractor?	A list of current services and type of database software that firm uses to track/monitor clients.
5	Please clarify the meaning and payment trigger for “Milestone 3 – Retention.” Does retention refer to continued participant engagement in coaching, retention in training, obtaining employment, or remaining employed for a specified period such as six months?	Milestone 3 – Retention: Provide ongoing support to promote training completion, employment retention, and career advancement. Payment will be dispersed based on documentation of milestone completion through reporting requirements.
6	Section 3.1 requires submission through one email containing exactly two PDF attachments: the Technical Proposal and Price Proposal. Section 1.31 also requires a proprietary/confidential redacted copy of the proposal. If an Offeror does not designate any proposal content as confidential or proprietary, may the redacted copy be omitted? If a redacted copy is required, how should it be packaged without violating the two-attachment requirement?	Section 1.31 specifies how Offerors should assist the college in respond to the public records request. At Montgomery College, the Office of General Counsel handles public records requests. See the following link for more information. https://info.montgomerycollege.edu/offices/general-counsel/index.html
7	For services that are delivered virtually, can you clarify whether the contractor would be able to provide those services remotely from their own location, or whether the expectation is that the contractor would still be physically present at the ignlTe Hub while conducting virtual sessions? It would also be helpful to understand which parts of the program you anticipate being delivered in person.	The College expects that the majority of the in-person and virtual coaching and monthly workshops are provided at the ignlTe Hub. Program delivery specifics will be discussed with awardee at the kick off meeting once the contract awarded.
8	The RFP mentions weekly catch-ups/check-ins with each student. Would Montgomery College be open to those being handled through structured virtual office hours, where students can receive individualized support and check-ins, with additional one-on-one appointments scheduled when a student needs more dedicated time? If so, would a brief individualized touchpoint satisfy the weekly check-in requirement when a longer conversation isn’t necessary? In my experience, program participants tend to significantly under use one-on-one availability, even when scheduled and expected by the program, which is why I’d lean toward a more open office hours approach.	The College will consider office hours for coaching services. Program delivery specifics will be discussed with awardee at the kick off meeting once the contract awarded.
9	I noticed that the RFP calls for both individualized career navigation/coaching and monthly group coaching sessions. Would it be appropriate for a contractor to use a combination of individual check-ins and group coaching, with common career-development topics and shared challenges addressed in the group setting while still maintaining an individualized Career Pathway Plan and progress tracking for each student? In other words, I’d like to build it as a group experience first to maximize the learning from students from one another. In my nine years of active coaching experience, I find that especially young adults benefit from hearing the questions of others instead of being expected to always bring their own to sessions.	The College is seeking two distinct services: individualized career coaching and monthly applied-learning workshops. Clients may participate in both program offerings.

10	For the required weekly student check-ins, is there an expected length of time that the College has in mind for each check-in? Or is the intent for the contractor to determine the appropriate length and format based on each student's individual needs? And what does "required" mean when there isn't follow through from students?	Program delivery specifics will be discussed with awardee at the kick off meeting once the contract awarded.
11	The RFP calls for individualized services for at least 60 students annually, while also requiring monthly applied-learning workshops reaching at least 150 students. Should we think of those as two separate student populations, or can students receiving individualized career navigation also count toward the workshop participation? And can workshops be offered more than once when appropriate in order to reach the 150-student requirement?	The College is seeking two distinct services: individualized career coaching and monthly applied-learning workshops. Clients may participate in both program offerings.
12	Regarding pricing, it wasn't clear what range would be considered. Based on my review of the RFP, I'd assume the range for this program would be somewhere between \$120K-\$240K—but based on my review of the proposal, I couldn't tell if there was a specific budget or budget range for this RFP. It seemed like it was assumed to be larger than \$100K based on the number of days given for a bid submission, but lower than \$450K due to the need to involve the board at that level.	The budget for this RFP is not available.
13	Is there a meeting we can go to with you to ask additional questions or seek further clarification when submitting a proposal? Or is it acceptable to call you with questions, if that is not planned?	See Section 1.4 on page 1. All questions associated with the RFP should be directed in writing to Procurement by 5:00 pm on August 31, 2026. No questions will be accepted after that date.
14	Experience Requirements: Sections 2.4.1 through 2.4.6 state minimum experience requirements for the Offeror's firm and proposed staff. May these requirements be satisfied through the combined qualifications and experience of the Offeror's principal and proposed employees, including employees hired specifically to perform services under this contract, or must the Offeror's corporate entity independently demonstrate each required number of years of experience?	See response above in Question 1.
15	IT-Sector Expertise: For Section 2.4.6, may the required two years of experience and expertise related to in-demand IT occupations, competencies, and recruitment expectations be demonstrated by a proposed employee assigned to the project?	Yes.
16	Employment and Retention Tracking Experience: Regarding Section 2.4.4, may the required experience tracking post-program employment, occupation, wages, and six-month retention be demonstrated by a proposed employee who acquired that experience while working for another organization?	Yes.
17	Weekly Student Check-Ins: Section 2.2.1.4 requires weekly catch-ups/check-ins for each student. Does the College anticipate a synchronous individual coaching session every week for each participant, or may documented asynchronous contact such as email, messaging, progress review, or other follow-up satisfy the weekly check-in requirement when appropriate? Is there an expected minimum duration for individual coaching contacts?	Program delivery specifics will be discussed with awardee at the kick off meeting once the contract awarded.
18	Milestone Definitions: Please clarify the completion criteria for Milestone 1 – Intake, Milestone 2 – Coaching Engagement, and Milestone 3 – Retention. Specifically, what does "Retention" refer to, and how will payment be handled if a participant voluntarily withdraws or becomes unresponsive after services have been provided?	Milestone 1 – Intake: Initiate client engagement, assess career goals and needs, and establish an individualized career/employment plan. Milestone 2 – Coaching Engagement: Provide individualized coaching and support clients in developing an IT career pathway aligned with their education, training, and employment goals. Milestone 3 – Retention: Provide ongoing support to promote training completion, employment retention, and career advancement. Program delivery specifics will be discussed with awardee at the kick off meeting once the contract awarded.
19	Monthly Workshops/Group Coaching: Section 2.2.1.4 references monthly applied-learning career-readiness workshops, while Section 2.2.2 references monthly group coaching sessions and workshops. The Price Proposal Form lists 12 one-hour Applied Learning Workshops. Are these intended to constitute the same 12 annual sessions, or are monthly group coaching sessions an additional deliverable?	See response above in Question 11

20	Allocation Between Awardees: The Price Proposal Form indicates that awards may be made to the top two evaluated Offerors. Are the estimated 60 career-coaching participants and 12 workshops the anticipated total volume to be divided between two contractors, or should each awarded contractor have capacity to serve approximately 60 participants and deliver 12 workshops annually? Is any minimum volume anticipated for an awarded contractor?	Please modify the RFP document to delete the paragraph of "An aggregate award will be made in the best interest of the College to the top two highest evaluated, most responsible, responsive Offerors that can meet the terms, conditions, and specifications of this solicitation." in Section 5 Price Proposal Form on page 16. See Section 1.16 on page 4 and Section 4.3 on page 15 for contract award.
21	Staffing Changes: May the Contractor add or replace qualified project staff during the contract term, provided replacement personnel meet or exceed the proposed qualifications and the College is notified in accordance with the RFP? Is prior College approval required for such personnel changes?	Please see Section 1.28 Notification of Change in Personnel Assigned to Contract on page 7.
22	Proposed Staff at Time of Submission: May proposed project staff include individuals who have committed to employment with the Offeror contingent upon contract award, or must all proposed staff already be employees of the Offeror as of the proposal submission date?	The College expects that the contractor will have full resources available upon award.
23	Quarterly Progress Reporting: Will Montgomery College provide a required template, data system, or secure method for quarterly student progress reports? Should Offerors anticipate preparing a separate report for each participant each quarter, or may progress information be submitted through a consolidated reporting system or format?	The College expects that the vendor have access to an existing secured database to track, monitor and produce reports on client interactions and milestone completion.
24	Conflict of Interest / Prior Montgomery College Employment: I served as a ACET career coach at Montgomery College during the Spring 2026 semester but am no longer employed by the College. Does this prior employment create any actual or potential conflict of interest?	Since you are no longer employed by Montgomery College and was not involved in the development of the RFP, you are not prohibited from bidding on the RFP.
25	Section 2.2.1.4 requires weekly catch-ups/check-ins for each student. Must these contacts be synchronous live coaching sessions, or may documented asynchronous check-ins count when appropriate? Is there a required minimum duration for each check-in?	Program delivery specifics will be discussed with awardee at the kick off meeting once the contract awarded.
26	Section 2.2.1.1 states that coaching services will be provided for "up to six months" per student. Should offerors price each participant on the assumption that the participant will receive weekly contacts for the full six months, approximately 26 contacts, or will the duration and number of contacts depend upon individual need and milestone completion? If it is variable, what service assumption should offerors use for pricing?	Program delivery specifics will be discussed with awardee at the kick off meeting once the contract awarded.
27	Do you plan on replacing your current vendor for IgniTe Career Services programming?	The previous contract was matured on June 30, 2026, therefore, the contract needs to be re-solicited per college procurement policy and procedure.
28	If so, why are you looking to bring on a new vendor?	See Answer to Question 27.
29	How does the College define eligibility or demographic criterion for the students who will participate in this program? Is it open to non-IT majors?	The College expects that these services are provided to Montgomery County residents who intend on pursuing a career in IT.
30	Do you believe that the right Key Performance Indicators (KPIs) for this program include 1) self-assessment of IT career readiness 2) employer meet and greets, 3) Jobs landed as a result of this program?	Program delivery specifics will be discussed with awardee at the kick off meeting once the contract awarded.
31	Is payment contingent on student attendance in the coaching calls and/or monthly programs?	Judy- is there a clause stating that services must be provided and documented in order to receive payment? Program delivery specifics will be discussed with awardee at the kick off meeting once the contract awarded.
32	What is the timeline for program start? Beginning Spring Semester 2027?	Program delivery specifics will be discussed with awardee at the kick off meeting once the contract awarded.

33	Participant Population and Referral Process The solicitation identifies minimum participation targets for individualized coaching and workshop attendance. Can Montgomery College clarify the anticipated size of the eligible IT student population, the referral and enrollment process, and whether participation in coaching and workshops is mandatory or voluntary? If participation is voluntary, how will contract performance be evaluated if referral volume or student participation levels are insufficient to achieve the stated minimum participant targets?	Program delivery specifics, including marketing, will be discussed with awardee at the kick off meeting once the contract awarded.
34	Contract Value and Participant Targets To assist proposers in developing accurate staffing plans and pricing assumptions, please clarify whether the estimated contract value of \$450,000 and participant targets (60 coaching participants and 150 workshop participants) apply to the initial contract year, each contract year, or the full potential contract term including renewal options.	Per College procurement policy and procedure.\$450,000 is the contract threshold which requires the College Board approval. It is NOT the estimated contract value. We do not anticipate the contract award of this RFP is subject to the college Board approval. See Section 2.2 on page 9 regarding the questions of student participation targets.
35	On-Site Requirements and Virtual Service Delivery The solicitation references on-site service delivery while also allowing services to be provided virtually. Can Montgomery College clarify the minimum on-site presence requirements, whether office or meeting space will be provided at no cost to the contractor, and whether a hybrid or virtual coaching model may be utilized when appropriate to meet participant needs? Additionally, are there any facility-use, parking, technology, or other costs associated with providing services on campus?	The College expects to provide awardees contractor-level access to ignITe Hub facilities, technology, and limited resources.
36	Retention Milestone Definition The solicitation references Retention as Milestone 3. Can Montgomery College clarify how retention will be defined, measured, and documented for purposes of milestone achievement and payment, including any required follow-up period and documentation requirements?	Milestone 3 – Retention: Provide ongoing support to promote training completion, employment retention, and career advancement. Program delivery specifics will be discussed with awardee at the kick off meeting once the contract awarded.
37	Workshop Participation Requirement For the minimum workshop participation requirement of 150 participants, does Montgomery College intend this requirement to represent 150 unique individuals or 150 total workshop attendances across all workshop offerings?	The College expects that there are a total of 150 workshop attendees across all offerings.
38	Invoicing and Milestone Payments Given the monthly invoicing requirement and milestone-based payment structure, can Montgomery College clarify whether contractors should invoice upon completion of each milestone or only after all participant milestones have been achieved? If payment is expected only upon completion of all milestones, please clarify the College's intended approach for reimbursing contractors during the period services are actively being delivered.	Contractor should monthly invoice upon completion of each milestone.
39	Participant Re-engagement and Support Responsibilities The solicitation references ongoing participant support, progress monitoring, and retention activities. Can Montgomery College clarify the respective roles of the College and the contractor when participants disengage, stop attending, or fall behind in completing their IT Career Pathway Plan? Specifically, what level of intervention, documentation, and follow-up is expected from the contractor, and what support or involvement will be provided by Montgomery College in re-engaging participants and addressing barriers to completion?	Program delivery specifics will be discussed with awardee at the kick off meeting once the contract awarded.
40	Group Coaching Sessions and Workshops Section 2.2.2 requires monthly group coaching sessions and workshops of at least one hour. Can Montgomery College clarify the distinction between group coaching sessions and workshops? Specifically, are these intended to be separate activities with different participant populations and objectives, or may a single session satisfy both requirements when coaching participants and workshop participants attend the same event?	See response above in Question 11

41	Definition of Participant Success and Program Outcomes Can Montgomery College clarify how participant success will be defined for this project? Specifically, is successful participant completion tied to completion of the IT Career Pathway Plan and coaching services, continued enrollment in education or training, attainment of credentials, employment placement, employment retention, or a combination of these outcomes?	See response above in Question 18
42	Coaching Duration and Referral Timeline The solicitation requires providing career navigation and success strategy coaching services for up to six months per participant. Can Montgomery College clarify whether participants referred near the end of a contract year may continue receiving coaching services into the subsequent contract period to complete the full six-month experience? Additionally, does Montgomery College anticipate referrals occurring throughout the year on a rolling basis, and are there any expected enrollment deadlines for participant referrals?	Program delivery specifics will be discussed with awardee at the kick off meeting once the contract awarded.
43	Wrap-Around Services The solicitation references referrals to wraparound services and community resources. Can Montgomery College clarify whether the College maintains existing partnerships and campus resources that will be available to the selected contractor, or whether the contractor is expected to independently identify and coordinate these resources?	See response to above Question 35
44	Could you please clarify the specific deliverables and completion criteria associated with Milestone 1 (Intake), Milestone 2 (Coaching Engagement), and Milestone 3 (Retention)? In particular, what documentation or student outcomes must be completed for each milestone to qualify for payment?	See response above in Question 18
	For the requirement to reach at least 150 students annually through applied learning workshops, should the 150-student target represent unique individual students, total participant seats/attendance across workshops, or another measure?	See response above in Question 37
	Please clarify whether all students assigned to individualized coaching are expected to receive up to six months of services, or whether the coaching period will vary by student based on individual needs and progress.	See 2.2.1.1 in the Scope of Services
	Does Montgomery College expect the Contractor to provide all instructional materials, career resources, and workshop materials, or will the College provide any existing curriculum, career resources, assessments, or instructional materials for use in the program?	The College expects that the contractor will provide all content and materials required to provide the career coaching and workshop services. The College expects to provide awardees contractor-level access to igniTe Hub facilities, technology, and limited resources.
	Please clarify whether "weekly check-ins" means one coaching interaction per student per week during the student's active coaching period, and whether the College has a minimum or expected duration for those interactions.	Program delivery specifics will be discussed with awardee at the kick off meeting once the contract awarded.
45	Section 4.3 states that award will be made to the apparent highest overall scored Offeror (singular), while the boilerplate language on the Price Proposal Form (Section 5) references an aggregate award to the "top two highest evaluated" Offerors. Could the College clarify whether it intends to make a single award or two awards under this RFP? If two awards are intended, will the awarded Contractors serve the same pool of students concurrently, or will the College divide referrals/assignments between them (e.g., by cohort, focus area, or capacity)?	See response to Question 20.
46	We understand the igniTe Hub has continued operating on an interim basis since the prior contract concluded in June 2026. Will any students currently receiving services under this interim arrangement transition to the newly awarded Contractor(s), and if so, what transition, records-handoff, or onboarding process does the College anticipate for those students?	Program delivery specifics will be discussed with awardee at the kick off meeting once the contract awarded.
47	I tried to send the email provided in Section 1.4 but my email is bounced back.	Please correct the typo of email in Section 1.4 on page 1 to yu.zhu@montgomerycollege.edu

End of Questions and Answers