



## Department of Procurement Services

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160 South Hollywood Street · Room 126 · Memphis, TN 38112 · (901) 416-5376

### QUESTIONS AND ANSWERS

#### **35 Full Time Equivalent Registered Nurse and 2 Full Time Equivalent Liaison Nurses**

1. To ensure we provide a competitive bid, could you please confirm if any incumbent rates are available for review?  
**Answer: RCM (RNs – \$48.50/hr & Field Liaisons - \$52.00/hr)**
2. If there is an existing contract, could you please share the names of the current vendors and their pricing?  
**Answer: See question #1**
3. In order to be considered responsive for this solicitation, is it mandatory to bid on all positions?  
**Answer: Yes, it is one entity with two different positions**
4. What is the estimated budget for this contract?  
**Answer: TBD**
5. Is it mandatory to subcontract?  
**Answer: No**
6. Could you please provide information on the daily duration of shifts required for the necessary professions? For example, the number of hours per day?  
**Answer: 7.5 hrs for 183 days**
7. Could you please share the estimated budget for this RFP?  
**Answer: See question # 4**
8. Could you please share the incumbent vendor's name, their previous response, and associated pricing for a similar contract?  
**Answer: See question #1; you can view the vendor's response by requesting an open records**
9. Could you please provide the annual spending details for similar contracts from the past three years? 23 (\$1,430,448.84). 9-11-24-5-29-25 (\$1,445,763.15) 8-27-25 until today (\$888,501.60)  
**Answer: 23-24 SY =\$1,430, 448.84; 24-25 SY = \$1,445,763.15; 25-today =\$888,501.60**
10. Could you please confirm whether a staffing firm is eligible to bid on this solicitation?  
**Answer: Yes**

11. Are there any additional services required apart from staffing services?  
**Answer: No**
12. Do responding firms need to submit resumes of potential candidates with the proposal? If yes, should these be sample resumes or actual resumes?  
**Answer: In the past that has been requested.**
13. Does this RFP require any certifications or licenses to be included with the response?  
**Answer: Once the contract is implemented, we request current Nurse license and CPR cards**
14. Could you please confirm the total number of positions required under this RFP?  
**Answer: 35 FTE RN School Nurse and 2 FTE RN Liaison Nurse**
15. Does this RFP require any type of management capabilities from the vendor?  
**Answer: The agency will manage their own nurses' hiring process and keep up with current licenses and CPR certifications. They will manage their onboarding process and orientation with collaboration with MSCS Lead Nurse**
16. Could you please confirm whether required licenses can be submitted upon award?  
**Answer: see question #13**
17. Could you please confirm if there is a prescribed cost proposal template or format? Additionally, please confirm whether pricing should include only hourly rates for the requested positions.  
**Answer: The positions are hourly rates**
18. Could you please clarify the details of the liquidity damages mentioned in the RFP, including the amount, basis of calculation, and the circumstances under which they would be imposed?  
**Answer: This is boiler plate language that does not apply to this RFP**
19. Could you please confirm if the vendor can share the MSP clients and commercial clients as references?  
**Answer: Share references who can speak to the quality of your work**
20. Can the agency confirm whether the awarded vendor is required to hold an active Medicaid billing number, (or if the nurse is required to hold an active Medicaid number), or if Medicaid billing will be handled directly by the agency or another entity?  
**Answer: Any Medicaid billing will be done on MSCS end. No, the agency or the agency nurses will not be billing Medicaid.**
21. What are the district's documentation requirements for the listed positions? Will the district provide orientation and log in access for electronic documentation platforms or provide district-specific paper forms?  
**Answer: TN pulse database. MSCS does all the training and access to the system.**

22. Does the district provide essential nursing materials and equipment (such as stocked health offices, first aid supplies, PPE, electronic devices for documentation, specialized screening tools like audiometers and vision charts, and any durable medical equipment), or are contractors expected to supply and maintain some or all of these items?

**Answer: Most school sites currently have basic supplies. MSCS Health Services or parents will provide any special equipment that is needed for specific students. Hearing and vision screening are done by a different entity. The agency is responsible for electronic devices needed to document. We will assign the nurse a sign in access.**

23. Can the district provide an approximate number of high-acuity cases that include tracheostomy, ventilator, central line, and TPN?

**Answer: 2-ventilator students, 1 vent student with PD nurse 9 -tracheostomy, 3- oral suction, 3 oral suction on homebound**

24. Are nursing delegation services being requested from RNs to unlicensed assistive personnel? **Yes** If so, does the district have delegation policies and procedures? **Yes, refer to policy #6043** What nursing tasks are permitted to be delegated and to whom? **Annually trained staff to assist with medication administration, trained staff to assist with monitoring diabetic students**

25. Will home visits be handled solely by district nurses or will agency nurses be expected to conduct or support home visits?

**Answer: District nurses will be expected to conduct home visits. Vendor Nurses assigned to that specific school site can attend the home visit for complex cases.**

26. Can you clarify the supervision requirements for the nursing roles? . Specifically, is supervision expected to occur onsite, remotely, or a combination of both? If onsite supervision is required, what is the expected frequency?

**Answer: The liaison Nurses will be responsible for direct supervision with collaboration from MSCS District and Clinical Lead Nurses. In-Person, via conference calls and virtual supervisions. Onsite visits are expected to be made once a month. We occasional unannounced visits if we ar at that school or in the area. If there is a situation we may conduct remote supervision.**

27. Can the district clarify what it entails for agency nurses to be accessible by phone/email before and after school as needed? Is this referring to nursing support on transportation?

**Answer: Any changes to the agency's daily routine of if the nurse is covering a procedure and the student will not be present he or she may be notified and redirected. If the agency nurse calls in he/she is required to notify the Lead Nurse of her school.**

28. Are the two field liaison nurses also acting as nursing supervisors for agency nurses?

**Answer: Yes, they are the direct supervisor for their agency and collaborate with MCSC Lead nurses.**

29. Can you please provide a list of incumbent vendors and their bill rates.  
**Answer: See question #1**
30. What is the total budget/expenditure allotted for this RFP?  
**Answer: TBD**
31. Can we provide pricing ranges to allow for variances in candidate experience?  
**Answer: Yes, we can allow the agency to have a pool of prn nurses to fulfill their 35 FTE nurses in the absence of a daily scheduled nurse**
32. Can the vendor bill separately for Clinical supervision if required (i.e. an RN supervising an LPN)?  
**Answer: Yes, the liaison is paid a different salary. This contract is for RNs only**
33. How long have the incumbent suppliers held this contract?  
**Answer: One year with two (2) one year options to renew**
34. Are you satisfied with the incumbent suppliers? If not, what are you unsatisfied with?  
**Answer: Yes**
35. Who at the district will provide oversight to agency nurses?  
**Answer: Nurse Manager Team**
36. Can you provide the name and contact information for the individual who will coordinate these services at your district?  
**Answer: Nurse PJ Nixon is currently the liaison between MSCS and the incumbent agency, 901-212-9128  
Nurse Manager Allison Perry ,901-503-8808**
37. Do you accept new graduates if the vendor provides mentorship?  
**Answer: No, at least two-year experience**
38. Can you provide insight into why this RFP has been released for bid? Specifically, what are the key drivers or needs prompting this solicitation?  
**Answer: State mandated Tennessee Investment In Student Achievement (TISA) funding is for 1 nurse to 750 students. Currently the state has granted us a waiver, and we are operating under the Basic Education Plan (EBP). The nurses are needed to meet the requirement of 1 nurse to 3500 students.**
39. What equipment, supplies, and materials will the vendor be required to provide?  
**Answer: Most school sites currently have basic supplies. MSCS Health Services or parents will provide any special equipment that is needed for specific students. Hearing and vision screening are done by a different entity. The agency is responsible for electronic devices needed to document. We will assign the nurse a sign in access.**

40. What are the district expectations for contract providers to assist in Medicaid reimbursement documentation services?  
**Answer: The nurses will be required to chart in TN Pulse database after training. They will be required to make corrections in a timely matter.**
41. Is there an incumbent vendor for this contract? If yes, could you share the incumbent's pricing and engagement details?  
**Answer: Yes, see question #1**
42. Are there any known pain points or challenges with the current incumbent?  
**Answer: No**
43. What is the total budget allocated to this contract?  
**Answer: TBD**
44. What has been the historical/previous spend for similar services?  
**Answer: See question #9**
45. Will this be a single-award contract or multiple awards?  
**Answer: Single**
46. Can you confirm the total number of positions required under this contract (35 RNs + 2 Liaison Nurses), or are additional roles anticipated?  
**Answer: (35 RNs + 2 Liaisons)**
47. Is this a new initiative? If so, could you confirm prior vendors (if any) and budget allocation?  
**Answer: No**
48. Is there any preference or evaluation advantage for local vendors?  
**Answer: Yes. Please see Appendix H within the posted RFP template**
49. Are there any additional mandatory compliance or regulatory obligations beyond those outlined in the RFP?  
**Answer: No**
50. Are resumes required to be for actual proposed candidates or are sample resumes acceptable at the submission stage?  
**Answer: Resumes for the individual candidates**
51. What is the anticipated start date for services, and will onboarding be phased or required at contract start?  
**Answer: Anticipated start date is July 27. We will pay for three days of orientation with MSCS**
52. Are nurses assigned to specific schools or expected to float across locations?  
**Answer: Nurses will be assigned to specific schools; however, they may be called to one of their school sites for an ER while at another school**

53. What are the standard working hours and schedule expectations for these roles?  
**Answer: Monday – Friday 7.5 hrs/ day with a 30 min. lunch**
54. Are training, meetings, and documentation time considered billable?  
**Answer: The nurses are hourly and anything done during the workday will be paid.**
55. What is the required turnaround time for replacement staff in case of absences or vacancies?  
**Answer: Many times the liaison nurses are available in absences, or if you have a prn pool of nurses to fill in for the FTE nurse status**
56. Is there a local preference for this opportunity?  
**Answer: See Appendix H within the posted RFP template**
57. Please confirm the anticipated number of awards for this proposal.  
**Answer: 1**
58. Do we need to be a small business Enterprise to submit this proposal?  
**Answer: No**
59. Our company is not a local vendor are we eligible for this bid?  
**Answer: Anyone can bid. However, your staff will need access to conduct inter office business. We expect the nurse to have an electronic device on day one, they will need a site to do office paperwork, liaisons' checking and signing off on time sheets**
60. Can you please let us know the previous spending of this contract?  
**Answer: See question # 9**
61. Are resumes required at the time of proposal submission? If yes, do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?  
**Answer: Resumes for the individual candidates**
62. We have currently 10 key personnel ready with resumes—please confirm if acceptable, and if Partial candidates with resumes are also acceptable to fill the roles.  
**Answer: the contract is for 35 FTE school Nurses and @ FTE liaison Nurse**
63. Can you please provide a list of incumbent vendors and their bill rates.  
**Answer: See question #1**
64. Where can we find previous bid award information for the requested services?  
**Answer: You will have to do an open records, as RFP costs are not published the same as bids. Also, see questions #1 and #9**
65. What is the total budget/expenditure allotted for this RFP?  
**Answer: TBD**
66. What dates will nurses be required to start working?  
**Answer: July 27, 2026**

67. What is the estimated budget for this RFP?

**Answer: TBD**

68. Please provide the list of all the certifications/licensure which is necessary to attach in the proposal. Are the resumes required for all 35 Full Time Equivalent Registered Nurse and 2 Full Time Equivalent Liaison Nurses for the submission?

**Answer: Current Registered Nurse License and Current CPR Certification. No, not all 35 FTE school nurses / 2 FTE liaison nurse resumes need to be sent for submission but need to be submitted prior to the nurses starting.**

69. Is a valid Shelby County business license required at the time of proposal submission, or can it be obtained after award and prior to contract execution?

**Answer: When submitting to the bid, the vendor will need a TN Certificate of Existence at the minimum.**

70. If awarded, is obtaining a valid Shelby County business license mandatory prior to contract execution or commencement of services?

**Answer: Answer: When submitting to the bid, the vendor will need a TN Certificate of Existence at the minimum.**

71. Is there any possibility the proposal date will be extended because its very short time?

**Answer: The submission date has been extended to April 7, 2026**

72. Please confirm is it mandatory to have physical address within the limits of Shelby County after award or before award?

**Answer: Yes**

73. Is there a local preference for this opportunity?

**Answer: Yes**

74. Please confirm the anticipated number of awards for this proposal?

**Answer: 1**

75. Do we need to be a small business Enterprise to submit this proposal?

**Answer: No**

76. Our company is not a local vendor are we eligible for this bid?

**Answer: See question #69**

77. Can you please let us know the previous spending of this contract?

**Answer: See question #1 and question #9**

78. Are resumes required at the time of proposal submission? If yes, do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?

**Answer: Not all 35 FTE school nurses / 2 FTE liaison nurse resumes need to be sent for submission but need to be submitted prior to the nurses starting. An Actual resume is needed**

79. We have currently 10 key personnel ready with resumes—please confirm if acceptable, and if Partial candidates with resumes are also acceptable to fill the roles.  
**Answer: : Not all 35 FTE school nurses / 2 FTE liaison nurse resumes need to be sent for submission but need to be submitted prior to the nurses starting. An Actual resume is needed**
80. Can you please provide a list of incumbent vendors and their bill rates.  
**Answer: See question #1**
81. Where can we find previous bid award information for the requested services?  
**Answer: See question #9**
82. What is the total budget/expenditure allotted for this RFP?  
**Answer: TBD**
83. What dates will nurses be required to start working?  
**Answer: July 27, 2026**
84. What is the estimated budget for this RFP?  
**Answer: TBD**
85. Please provide the list of all the certifications/licensure which is necessary to attach in the proposal. Are the resumes required for all 35 Full Time Equivalent Registered Nurse and 2 Full Time Equivalent Liaison Nurses for the submission?  
**Answer: : Current Registered Nurse License and Current CPR Certification. No, not all 35 FTE school nurses / 2 FTE liaison nurse resumes need to be sent for submission but need to be submitted prior to the nurses starting**
86. Are nurses at one location on any given day, or will they be expected to travel between school sites?  
**Answer: Yes, if the other school need assistance that cannot be handled via phone.**
87. If nurses are expected to travel between school sites, will they be reimbursed for travel time and mileage?  
**Answer: Nurse are paid hourly rates, if they are asked to travel the hourly rate does not stop**
88. If there is a call out from a regularly scheduled nurse, does MSCS want a substitute nurse to cover the call out?  
**Answer: Yes, if someone is available. Sometimes the Liaison nurses will cover.**
89. Could you please confirm whether we are eligible to bid on this RFP, or if it is restricted to local vendors or those specifically certified as SBE in the state of Tennessee?  
**Answer: You do not have to be an SBE vendor but you do need to have a TN Certificate of Existence.**
90. Is there a current vendor for these services?  
**Answer: See question #1**

91. If so, what are the current rates the district is working with?

**Answer: See question #1**

92. Are you happy with the performance of the current vendor?

**Answer: yes**

93. Do the resumes and certifications of all of the nurses we intend to provide have to be included with our proposal, or is it acceptable to provide samples?

**Answer: : Not all 35 FTE school nurses / 2 FTE liaison nurse resumes need to be sent for submission but need to be submitted prior to the nurses starting. An Actual resume is needed**

94. Are vendors permitted to submit one (1) original labeled copy and three (3) additional copies, each placed in a three-ring binder, as part of the proposal submission?

**Answer: Yes**

95. Does this RFP require a bid bond, performance bond, or any other form of surety? If yes, please specify the amount or percentage.

**Answer: No**

96. Does this procurement include a local vendor preference policy? If yes, please confirm the eligible criteria and the percentage of preference applied during evaluation.

**Answer: See Appendix H**

97. Will federal funds be used, in whole or in part, for the performance of this contract? If yes, are there any additional federal requirements vendors must follow?

**Answer: Yes**

98. Is this the first time MSCS is procuring these services, or is there an incumbent vendor currently providing similar services?

**Answer: No, there is an incumbent vendor**

99. Can MSCS provide previous contract spending, annual expenditures, or historical costs related to similar services?

**Answer: See question #9**

100. What challenges or performance issues, if any, has MSCS encountered under past contracts, and what improvements or expectations does MSCS expect from newly awarded vendors?

**Answer: Maintain 35FTE RN School Nurses + 2 FTE RN liaison Nurses**

101. Is there an established subcontracting, M/WBE, or diversity participation goal for this contract? If yes, please indicate the required percentage.

**Answer: No. There is no SBE goal for this contract.**

102. Will MSCS make a single award or multiple awards under this solicitation?

**Answer: Single**

103. If multiple vendors are selected, how will job orders be distributed?

**Answer: A single vendor will be selected**

104. Will all vendors receive job notifications simultaneously, or will the distribution follow a tiered structure such as Primary, Secondary, and Tertiary?

**Answer: A single vendor will be selected**

105. Does MSCS use its own timekeeping system for full-time resources? If yes, is it a paper-based or electronic system?

**Answer: No, the agency is responsible for keeping the nurse's time. MSCS has a sign-in process that tracks the nurses' times, and they are expected to use it daily for each school site.**

106. For the 35 FTE Registered Nurses and 2 FTE Liaison Nurses, what types of background checks, drug screenings, credential verifications, or compliance requirements must be completed prior to assignment?

**Answer: The agency is responsible for the nurse's background check clearance and checking their credentials. The nurses must clear MSCS background check prior to getting an assignment. The process will be sent to the agency.**

107. Will MSCS utilize a centralized system to issue all staffing requests, or will individual schools/departments submit their openings directly to awarded vendors?

**Answer: Health Services organize the nurse's assignment. The nurses will report to health Services but will work in the school setting under the direction of the Principal.**

108. If staffing requests are not centralized, are awarded vendors permitted to communicate directly with individual schools to confirm openings and manage placements?

**Answer: No, Nurses are placed according to the students' needs**

109. What is the current hourly rate for the registered nurses?

**Answer: See question #1**

Thank you,

Procurement Services