



Department of Procurement Services

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

QUESTIONS AND ANSWERS **RFQ 072126JKG School Psychologist Services**

1. **Who are the previous/incumbent vendor(s) for this contract, and what hourly rates were paid per discipline?**
There is no previous vendor. All psychologists have been full-time employees of our district. We are seeking vendors to help supplement & support existing service needs.
2. **Who is the designated service coordinator for this contract, and what is their contact information?**
This information will be made available after Notice of Intent to Award has been issued.
3. **How many hours constitute a school day under this contract?**
Our employees work 8-5, with consideration given to assigned school hours and assigned tasks.
4. **How many school days are scheduled per year for this contract?**
A full fiscal school year is from August-May with modifications to the start time of the contract
5. **Are vendors permitted to propose additional disciplines not explicitly listed in this RFQ?**
This RFQ is specifically for services from School Psychologists who are licensed by the TN Department of Education.
6. **What is the anticipated award date for this contract?**
Award date TBD; However, the anticipated contract start date is October 1, 2026.
7. **May current or former Memphis-Shelby County Schools (MSCS) personnel be listed as references, in addition to the three customer references requested in Appendix C?**
Yes
8. **When is the estimated contract award date, and how will the district communicate award status to vendors?**
Yes-- However, the RFQ does not ask for pricing details. Vendors that are selected as qualified will be asked to negotiate pricing with our district at a later time.
9. **How many school psychologist openings or full-time equivalents does the District anticipate filling under this contract for the 2026-2027 school year?**
We anticipate starting with 2-3 full time equivalents depending on negotiated fees & increasing that number as we have data that this program is meeting our district's needs.

10. Who is the incumbent vendor or vendors currently providing school psychologist services to the District?
There is no incumbent vendor. Previously all school psychologists have been full-time employees of the district.
11. What was the District's total spend on contracted school psychologist services for the most recently completed contract year?
Please refer to question # 1.
12. What is the District's anticipated annual spend under the contract resulting from this RFQ?
TBD
13. Does the District anticipate making a single award or multiple awards from this RFQ?
The number of awards depends on what will best meet the district's needs.
14. Should pricing be structured as an hourly rate, a per completed evaluation rate, or both? Is there a specific pricing form or format the District prefers?
An hourly rate pricing structure is preferred.
15. What is the historical or anticipated annual volume of psychoeducational evaluations to be completed under this contract?
This can be negotiated with the selected vendors. Please include in your proposal what capacity you have.
16. If a vendor proposes a fully in-person service model, is the Teletherapy Assistant described in Part V, Section G still required?
No teletherapy assistant is needed for fully in-person services.
17. Does the District have a preference or an anticipated split between in-person and virtual evaluation services?
If in-person appropriately licensed psychologists are available, the district would give preference to that model. However, a split between in-person and virtual would be considered.
18. Can candidates begin the TBI fingerprinting and MSCS badging process upon issuance of a Notice of Intent to Award, or only after full contract execution?
Candidates should begin the TBI fingerprinting and MSCS badging process upon issuance of a Notice of Intent to Award.
19. Would you consider proposals for only virtual (teletherapy) services, including virtual-only School Psychologist services and evaluations?
Yes, we would consider virtual only. No counseling or therapy is needed. Services would include testing, writing reports & conducting IEP Team meetings.
20. The Proposal Format for Tabs A-G does not specify where the vendor should include its pricing details. Can you verify which Tab the vendor should include pricing (e.g., under Tab E or a new Tab H) or provide additional instructions on how pricing would be proposed upon submission or upon award?
Pricing is not included in the RFQ. It is for the purpose of identifying vendors that have the

services needed by our district. Afterwards we will ask vendors that are chosen to bid on cost to the district.

21. The RFQ mentioned, "Teletherapy Assistant shall be provided by awarded vendor(s)." Can the district also work with the vendor to identify available on-site district staff who can help facilitate teletherapy services if teletherapy assistants are unavailable?

We prefer having the vendor provide these facilitators but will consider other proposed solutions by the vendor.

22. The RFQ mentioned, "Teletherapy Assistant shall be provided by awarded vendor(s)." Can you verify that the vendor should outline the separate costs for these teletherapy facilitators in the proposal? Please note that these teletherapy facilitators are not licensed therapy assistants.

Cost/pricing is not part of the RFQ proposal. But yes, this would be an additional cost.

23. Would the district accept electronic signatures on the proposal forms as part of the hard-copy/physical submission?

Yes

24. For Appendix C, can the vendor offer references that are different than copies of quotes or testimonials from other customers?

Yes, other references will be considered although any responses from prior customers would be helpful.

25. Can the vendor sign Appendix G and provide a copy of its current COI instead of the Insurance Agent if the Insurance Agent cannot complete the form at the time of proposal submission?

Yes

26. Does the district anticipate awarding more than one vendor for this RFQ or per service?

The district is open to considering more than one vendor.

27. Do you require resumes of potential service providers upon proposal submission under Tab C?

Names are not required at this stage but the District needs to know that the vendor has available school psychologists licensed by the TDOE.

28. If resumes for potential service providers are required upon submission under Tab C, would you consider blind resumes with full names and full license numbers withheld?

We will keep names confidential if they are included in your proposal. We will not consider blind resumes.

30. Would the district consider multiple rate structures (e.g., Hourly Rate and/or Flat Rate per Assessment), with the district retaining the ability to choose one or more models whenever services are requested to best meet its needs?

Multiple rate structures could be considered

31. Would the district provide its students with the hardware (e.g., computers, webcams, headsets, etc.), manipulatives, test kits, supplies, and other materials students need for services?

We would like the vendor to indicate which will be supplied by the vendor. Equipment for virtual services such as webcam, headset, psychologist and student devices would be provided by the vendor.

32. Do you require the responses to be bound in any way (e.g., in a binder with physical divider tabs, binding clips, etc.)?

As long as the original copy and requested copies are bound separately in some way (binder, folder, binding clips, folders etc.), it is considered acceptable.

33. Can the vendor also include a redacted electronic copy in the one (1) USB drive in order to redact confidential/proprietary information that should not be shared with the public (e.g., the requested financial statements for the last 3 years and other areas identified)?

No

34. How many weekly hours would each School Psychologist work and/or how many evaluations does the district anticipate needing completion (initial and reevaluations)?

40 hours per week

35. What are your current vendor names and rates for School Psychologist services?

Please refer to question #1.

36. What is the estimated or anticipated annual budget for the requested School Psychologist services?

TBD

37. How does the district handle price adjustments after the initial one-year term if the vendor seeks a mutual annual price increase upon RFQ renewal?

All renewal costs will be negotiated

38. If the vendor has exceptions and/or additional terms for the RFQ, can you advise where in the Proposal Format the vendor should include these requests (e.g., exceptions should be submitted under Tab F or a new Tab toward the end of the proposal)?

Please submit your best proposal with the terms and conditions outlined in the RFQ.

39. Would the vendor be penalized or disqualified if the vendor's submission includes exceptions to the RFQ documents and/or additional terms for the district's review and negotiation?

Please submit your best solution to the scope of services outlined.

40. The RFQ requires at least three recent references capable of documenting the Vendor's ability to manage similar contracts and the quality and breadth of services provided. For purposes of this RFQ, does the District require references to be from K-12 school districts or education clients where the vendor provided school psychologist or psychoeducational evaluation services, or may vendors submit comparable references from public-sector, healthcare, behavioral health, special

education, or staffing services contracts that demonstrate similar recruitment, credentialing, compliance, supervision, and service management responsibilities?

We prefer references from services provided to school systems; if you do not have those, submit what you believe is relevant.

41. For School Psychologist Services, can the District clarify how the liquidated damages provision would apply in practice? Specifically, would this provision apply only when an awarded vendor accepts an assignment and then fails to provide an approved/licensed school psychologist, complete assigned psychoeducational evaluations, submit required reports, provide required teletherapy assistant support, or otherwise perform assigned services in accordance with the contract specifications? Before the District purchases replacement services on the open market and deducts additional expenses, will the awarded vendor receive written notice and an opportunity to cure the issue within a defined timeframe?

Procurement needs to answer this, I think. Dr. Lockett may want to respond as well.

42. Does the District intend to make a single award or multiple awards under this RFQ? If multiple vendors may receive awards, how will school assignments, student referrals, psychoeducational evaluation requests, virtual versus in-person service needs, and teletherapy assistant support be allocated among awarded vendors?

The district will award single or multiple vendors to meet district needs.

43. Can the District provide information on the current incumbent vendor or vendors providing school psychologist services, psychoeducational evaluations, virtual assessment support, or teletherapy assistant services for MSCS? To help vendors prepare accurate staffing, pricing, and service capacity plans, can the District also provide historical utilization and spending data for similar services over the past three fiscal years, including annual spend, number of vendors used, number of evaluations completed, number of students served, average monthly volume, and the approximate split between virtual and in-person services?

Previously all Psychological Services have been provided by licensed School Psychologists who are full-time employees.

44. Does the District require vendors to respond to all service components listed in Part V, including in-person school psychologist services, virtual school psychologist services, psychoeducational evaluations, testing equipment/digital platforms, technical support, and teletherapy assistant support, or may vendors submit a response only for the service components they are qualified and prepared to provide? If vendors may respond to selected components only, will the District evaluate and award by individual service component or based on the overall School Psychologist Services response?

Please submit what you believe you are qualified to provide. We will make decisions based on the array of qualified applicants.

45. Can the District clarify the required pricing structure for the services offered under this RFQ? Specifically, should vendors submit pricing as hourly rates, per-evaluation rates, monthly rates, or another District-preferred structure, and should separate pricing be provided for in-person school psychologist services, virtual school psychologist services, psychoeducational evaluations, teletherapy assistant support, testing equipment, digital platform access, and technical support where applicable?

Pricing will be discussed in negotiations with qualified vendors after completion of the RFQ process. At that time, you are welcome to submit various pricing structures.

46. Could you please share the estimated budget for this RFP?

This project is an RFQ; The estimated budget is TBD

47. Could you please provide the annual spending details for similar contracts from the past three years?

There is no data for comparisons.

48. Could you please confirm whether a staffing firm is eligible to bid on this solicitation?

Yes, a staffing firm is eligible to bid but the firm must have access to a pool of school psychologists licensed by the Tn Dept of 'Education.

49. Are there any additional services required apart from staffing services?

We need in-person or virtual licensed school psychologists who can do psychoeducational testing, write reports & hold IEP team meetings to explain & discuss test results.

50. Do responding firms need to submit resumes of potential candidates with the proposal? If yes, should these be sample resumes or actual resumes?

Resumes do not need to be submitted now but there needs to be some basis for us to believe you can provide appropriately licensed staff.

51. Could you please confirm whether the bond is required to be submitted with the proposal or only after the contract has been awarded? Additionally, could you please confirm whether the bond language included in the solicitation is standard boilerplate language and does not apply to this RFQ?

The bond language is standard boilerplate language.

52. As stated in the RFP under Section "E. Testing Equipment and Digital Platforms", vendors are required to "Include a list of digital and written assessment instruments available for use as part of the evaluation service." - Could you please confirm whether the vendor will be responsible for providing the testing equipment, digital platforms, and assessment instruments required to perform the services under this contract, or whether Shelby County will provide them?

Vendors must see that staff have their own laptops. If they are to do virtual testing, vendors would provide cameras, iPads or other material needed to do the testing.

52. If we provide audited financials in lieu of bonding, would that be acceptable?

For financial statement submissions, please refer to page 9 (Tab D) in the RFQ

53. Can the district clarify the anticipated volume?

Initial number of staff is anticipated to be about 2-3 full-time equivalents but is expected with anticipated expansion based on district service needs.

54. If virtual candidates are an option does the district have their own system they would like the vendor provided staff to use? If no, would the district be open to utilizing a teletherapy platform provided by the vendor at no additional cost to the district?

The district would like vendors to propose and explain whatever platform they prefer.

55. Can you confirm if we are to provide our proposed rates within our proposal, or will this be discussed at the time of need?
At this time, the request is for a description of services to meet district needs. Selected vendors will bid on cost once they are notified they are selected.
56. Who are your incumbent rates and vendors? Are there any pain points?
No vendors have been used before for school psychology services.
57. Will our psychologists have access to district resources such as materials, supplies, and laptops?
If cameras, iPads or other technology are needed to virtually administer tests, the vendor should supply that equipment.
58. Are we able to propose any contract deviations with our response?
No
59. Will supervision be provided by the district or any support be expected from the vendor?
We would like to know the level of oversight and supervision provided by the vendor.
60. Are we eligible to provide a full list of additional relevant special education services within our response?
This RFQ is only for School Psychology services.
61. Can the district clarify at what stage of the procurement process pricing discussions will take place for awarded vendors?
Selected Vendors will be asked to bid on services after completion of the RFQ process.
62. Can the district share whether there are incumbent vendor(s) currently providing School Psychologist services and, if so, whether those vendors will continue providing services alongside any newly awarded vendors?
Previously the District has not used vendors for school psychologists. All psychologists have been full-time employees of the district.
63. Will awarded vendors receive district-issued technology (if needed), district email accounts, access to assessment platforms, student information systems, and other required district resources?
If cameras, iPads or other technology are required for virtual services, the vendor would need to provide those articles.
64. The RFQ notes that the awarded vendor is responsible for providing a facilitator for virtual School Psychologist services. Can the district provide additional clarification regarding the facilitator's expected qualifications and day-to-day responsibilities (e.g., student escort, behavior support, technology assistance, testing support, scheduling, etc.)?
For those who are providing virtual testing, the facilitator would provide these functions: student escort, behavior support, technology assistance, testing support. Scheduling of testing would not be done by the facilitator but she/he would need to be flexible in moving between schools as needed.

65. For virtual evaluations, will the district provide assessment platforms, testing materials, and scoring protocols, or will the awarded vendor be expected to provide those resources?

Please indicate what platforms, protocols and supervision is available from the vendor for virtual and/or in-person services.

66. If multiple vendors are awarded, how does the district anticipate distributing assignments (e.g., availability, geographic region, performance, or another allocation method)?

Assignments will be made based on school needs.

67. Approximately how many School Psychologist vacancies or service needs does the district anticipate filling through this RFQ?

Initial funding should allow us to start with 2-3 full-time equivalent psychologists with the intention of expansion of the volume as we are able to demonstrate effectiveness of the services.

68. Will assignments primarily consist of evaluations, counseling, consultation, case management, or a combination of responsibilities?

Assignments will primarily consist of evaluations, including psychoeducational reports & IEP meetings to explain & discuss findings with the parent & school team. No counseling will be involved.

Thanks,

Procurement Services