



## Department of Procurement Services

---

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

### QUESTIONS AND ANSWERS

#### **RFP# 07152021LJS PROFESSIONAL INSTRUCTIONAL TEMPORARY STAFFING SERVICES**

**1) Who are the current vendors providing services?**

We do not have any current vendors providing these types of services.

**2) Are your current vendors meeting your needs?**

N/A.

**3) What is the anticipated award date?**

See page 3, Part I: SCOPE OF WORK, Item#4 Notice of Intent to Award in the RFP. After the Intent to Award Letter is sent to the awarded vendor(s) it takes approximately 30 days for a fully executed contract to be drafted.

**4) How will vendors be notified of award?**

See page 3, Part I: SCOPE OF WORK, Item#4 Notice of Intent to Award in the RFP.

**5) Do you anticipate awarding one or multiple vendors?**

Multiple vendors will be awarded.

**6) What are the currently hourly bill rates by vendor?**

N/A.

**7) How many billable hours are in a school day?**

7.5 hours for teachers and 7-8 hours for school support positions.

**8) What is the anticipated # of full-time or # of part-time positions?**

100 – 250 positions (possibly more).

**9) Is the vendor expected to have a clinic or local office on site?**

No.

**10) Will assigned candidates have access to materials, supplies, equipment, evaluation kits, and protocols provided by your schools?**

Yes.

**11) Will assigned candidates have access to computers/laptops and printers provided by your schools?**

Yes.

**12) Can pricing increase during the term of the contract?**

See page 4, Part II: GENERAL TERMS AND CONDITIONS, Item#2 Term of Agreement in the RFP.

**13) Do you require resumes of potential contracted candidates to be included in our submission?**

No, not at this time.

**14) Do you require the candidate license verification to be included in our submission?**

No, but verification of licensure will be required before the candidate can report for teacher positions.

**15) How many candidates/resumes will you need per discipline?**

No limitation or minimum number of candidates/ resumes are required for each discipline.

**16) Does the district reimburse for mileage for travel between schools?**

No.

**17) Will services be provided on site or virtually or a hybrid of both for the 21/22 SY?**

Onsite.

**18) Does the District plan to issue RFPs for other related services?**

Unknown at this time.

**19) Do you have a preference on how we bind our bids, i.e. 3-ring binder, binder clip, stapled, etcetera?**

There is no preference on how vendors bind their proposals as long as all components are included and the format is adhered to (See pages 9-11, Part III: PROPOSAL FORMAT, Items #1 and #2 in the RFP).

**20) How many of each employee type are needed for the 21-22 school year?**

At this time a specific number of employees for each classification has not been identified.

**21) Does Shelby County Schools currently contract for these services?**

No.

**22) Is Shelby County Schools interested in virtual teachers?**

No, these will be in-person staff members providing in-person instruction to our students.

**23) Does Shelby County Schools expect candidates to be available on Day 1 or cleared staff ready to start instruction on day 1?**

SCS is expecting employees needed as soon as possible pending the request for support.

**24) If cleared staff is expected on day 1, when will the RFP awards be announced and when will job needs be announced to awarded vendors?**

SCS anticipate having this RFP awarded in July, no later than August 2021.

**25) Can we quote a rate range or does it need to be a single rate?**

SCS prefer to have a single rate quoted for each classification.

**26) Are we required to quote on all the professional types?**

You may provide quotes for the professional types that your organization can provide services for.

**27) Is Shelby County Schools open to negotiation on perm fees or the hours needed to convert without a fee?**

Yes, negotiations for permanent fees or hours needed to convert may be considered.

**28) Do the Educational Assistants (Specialized Ed Assts, Early Childhood and Sped) include Paraprofessionals.**

Yes, paraprofessionals are equivalent to educational assistants (specialized ed. assts., Sped assistants, and pre-k assistants).

**29) Due to the detailed information requested in this solicitation, can the district please extend the due date of this RFP?**

No.

**30) Would digital proposal submittals be accepted?**

No. Please refer to pages 9-11, Part III: PROPOSAL FORMAT, Items #1 and #2 in the RFP for proposal submission requirements.

**31) Why is the district utilizing a solicitation for the services requested in this bid?**

In order to have a back-up staffing plan if the district is unable to staff all positions.

**32) When is the estimated contract award date, and how will the district communicate award status to vendors?**

August 2021.

**33) How many vendors does the district expect to award a contract to for the services requested in this solicitation?**

Multiple vendors.

**34) Can the district please provide a detailed explanation for how points will be awarded for the pricing section of this solicitation (i.e. lowest bill rate receives maximum points, and next lowest vendor receives a prorated amount; lowest bill rate receives maximum points, and the next lowest vendor receives a predetermined amount of points)?**

Refer to pp. 13-14 PART IV: EVALUATION AND SELECTION PROCEDURE in the RFP.

**35) Can the district please provide incumbent information and current bill rates for contracts in place for similar services?**

There are no contracts of similar services at this time.

**36) What is the expected amount of full-time, vendor supplied Teachers, and other school-based staff, needed during the 2021-22 SY?**

Not sure at this time.

**37) Can the district please provide the total amount of full-time, vendor supplied Teachers, and other school-based staff, utilized during the 2020-21 SY?**

N/A.

**38) Can the district please provide the total amount of billing, broken down by vendor and classification, for all vendor supplied Teachers, and other school-based staff, utilized during the 2020-21 SY?**

N/A.

**39) Is the district willing to accept hourly rate proposals, instead of daily rates, for all positions listed in this solicitation?**

No. Please refer to Appendix I – Pricing Schedule requirements on p. 43 in the RFP.

**40) What are the district expectations of contract providers to assist in Medicaid reimbursement documentation services?**

N/A.

**41) Can the district please clarify the maximum weekly allowable hours approved for providers requested in this solicitation?**

40 hours.

**42) What, if any, is the required M/WBE participation percentage?**

There are no M/WBE Goals for this project.

**43) Will any exceptions to the terms be accepted?**

No.

**44) Will the district consider mutual indemnification?**

No.

**45) Is the district willing to accept a Vendor Supplied COI, versus Appendix G?**

No.

**46) Is it a requirement that the district be named as an additional insured at the time of bid submission, or only upon award?**

No, only upon award.

**47) Are you open to accepting Out of State Certification for full-time teacher vacancies?**

Yes, along as the license can be reciprocated in the state of Tennessee.

**48) Are you open to revisiting the education qualifications for Substitute Teachers? If so, would you consider High School Diploma and/or Associates Degrees?**

No, substitute teachers are required to have a Bachelors Degree.

**49) What are the current Board approved pay rates for each position listed in the RFP?**

Rates of pay varies depending on credentials.

**50) For the full-time/long term positions (Classroom Teachers, Educational Assistant), will the pay mirror the approved SCBE Pay Scale?**

Individuals hired by the district through the vendor will be offered the SCS salary based on experience and credentials.

**51) Will you continue to manage your existing pool of substitute teachers or transition over to the new supplier(s)?**

Yes. SCS will continue to manage our own substitutes.

**52) On page 3, Section 3.0 Non-Exclusive you state “the intent of this contract is to provide SCBE with an expedited means of procuring supplies and/or services. This contract is for the convenience of SCBE and is considered to be a "NonExclusive" use contract. SCBE does not guarantee any usage. SCBE will not be held to purchase any particular Brand, in any groups, prices or discount ranges, but reserves the right to purchase any item/items listed in the price schedule.” Does this mean that you intend to award this business to multiple vendors?**

Yes.

**53) As noted above, you mention this RFP could be awarded to multiple vendors. If that is the case, how do you anticipate requesting a substitute each time one is needed? Can you explain the perceived process? Daily substitutes will continue to be secured using the SCS substitute service office.**

Only when the request cannot be fulfilled in house will a substitute teacher be requested via a vendor.

**54) What about day-of/morning-of requests?**

There will not be day of or morning of request.

**55) What is your anticipated contract date and start date (or go-live date)?**

See page 3, Part I: SCOPE OF WORK, Item#4 Notice of Intent to Award in the RFP. After the Intent to Award Letter is sent to the awarded vendor(s) it takes approximately 30 days for a fully executed contract to be drafted

**56) How many Substitute Classroom Teachers did SCBE request in the 2018-2019 school year?**

Information is not currently available.

**57) How many of those positions were filled with a qualified substitute teacher (either total number or average percentage/fill rate)?**

All positions were filled with qualified substitutes.

**58) Do you have a prediction/estimation on how many of the following positions will be requested of the awarded vendor during the 2021-2022 school year for Librarian, Professional School Counselor, Behavior Specialists, Family Engagement Specialists, Classroom Teachers, Computer Lab Assistant, Bilingual Cultural Mentor, Educational Assistant, Substitute Educational Assistant, In School Suspension Assistant)?**

No. I do not have a prediction or estimation at this time.

**59) Do you have an estimated total spend for the total contract for the 2021-2022 school year?**

No, I do not have an estimated total spend for the 2021-2022 SY.

**60) On Tab E (page 11) – you state the Vendor shall address each major requirement of Part I (Scope of Work). Since there is not much under this section, should we instead address each major section of Part V: Scope of Services (starting on page 14)?**

Yes.

**61) Which vendors are currently providing the services requested in the RFP by discipline?**

None.

**62) Once the bid is awarded, who will be the primary Point of Contact? And what is their contact information?**

T'Shanie Payne Cleaves, her direct extension is 901-426-5573 and her email address is [paynetm@scsk12.org](mailto:paynetm@scsk12.org)

**63) Will the District provide laptops and all necessary supplies to perform the scope of work or will the vendor be responsible for providing these to staff?**

Vendor.

**64) In what order will the District request candidates from awarded vendors (based on highest proposal score, all-call, etc.)?**

On an as needed basis and based on the vendor that can supply the demand.

**65) What is the most common temporary tour of duty needed? For example 1 day for sick coverage of district personnel? 1 week? 1 month? The school year?**

Varies.

**66) What is the ratio of filled and unfilled teacher absences since the beginning of the 2020-2021 school year?**

SCS maintained a 90% or higher daily fill rate.

**67) Please include pre-covid fill ratios as well.**

93%.

**68) What percentage of available substitutes in your current, active pool are licensed teachers versus educational assistants?**

Information not available.

**69) What is your average daily substitute teacher headcount? What % of those are full day versus half day?**

300-500 daily; 95% are full day.

**70) Do your substitute teacher candidates pay for their own BG check, drug screen, etc. or is that covered by the district?**

Candidates are required to pay for background checks and physicals. SCS does not perform drug screens.

**71) Will the awarded vendor utilize the existing SmartFind Express Absence Management Tool?**

No.

**72) Or should we include the cost of this tool in our pricing and proposal?**

Yes.

**73) How many resources are fully dedicated to fulfilling substitute teacher vacancies?**

1.

**74) What are the current office hours for this team that supports sub teacher staffing?**

8:00 a.m. – 5:00 p.m. CST

**75) What percentage of sub teacher vacancies come in after the close of this team's normal office hours?**



50% - 75%.

**76) Is it SCBE's preference that the service provider is on-site?**

No.

**77) What types of incentives does SCBE currently offer substitute teachers?**

None.

**78) Is it SCBE's intent to transition the existing pool of sub teachers to the awarded vendor? Please explain.**

No. SCS will continue to have its own pool of substitute teachers.

**79) What is the #1, most important thing to SCBE regarding the partnership for substitute teacher staffing?**

N/A.

**80) What are the top 2 reasons you receive unsatisfactory evaluation forms on substitutes?**

N/A.

**81) Please describe any unique, reoccurring challenges that you have experienced that would be important for us to address in our RFP response.**

N/A.

**82) Are there specific schools that always have a lower sub teacher fill rate? In your professional opinion, please explain why.**

No.

**83) Part I, Section 2D – can SCBE clarify that selling similar “materials” at a lower price to another entity does not include services?**

N/A.

**84) In Appendix A, Section 16 (f), can we add the following qualifying language, “Nothing contained herein shall cause Vendor to indemnify, defend or hold SCBE harmless from SCBE's negligence or intentional misconduct.”?**

No.

**85) In Appendix A, Section 16 (g)(2), can we strike the environmental insurance requirement as it is not applicable to temporary staffing?**

No.

**86) Appendix A, Section 6 – we are asked to guarantee the services we provide for 1 year after the date of acceptance. The language related to this guarantee in subsections (a) and (c); can this be removed as it is not applicable to temporary staffing?**

No.

**87) Appendix A, Section 14 (c) – SCBE has the ability to terminate the agreement for convenience on 5 days' notice. Can we increase the notice period for SCBE to terminate the agreement to at least 30 days, preferably longer?**

No.

**88) Part I, Section 14 – states that if we fail to deliver the services to SCBE's specifications you have the right to charge us for the excess cost of replacement services. Can you clarify under what circumstances this would apply to temporary staffing?**

N/A.

Thank you,

Procurement Services