

REQUEST FOR PROPOSALS

Substitute Staffing & Management Services



RFP Release Date: September 29, 2020

Deadline for Written Questions: October 6, 2020 5:00 pm

Proposals Due: October 13, 2020 5:00 pm

Pitt County Schools
1717 West 5th Street
Greenville, NC 27834
(252) 830-4242

Substitute Staffing and Management Services Request For Proposals

A. PURPOSE

The purpose and intent of this Request for Proposals (“RFP”) is to seek proposals from interested, available, and qualified firms (“Proposers”/ “Proposer”) to provide substitute staffing services for teachers and paraprofessionals. Our intent is to contract out these services which shall include recruiting, training, fingerprinting, and background checks in accordance with North Carolina statutes and district policy for employment. Ultimately, any agreement with the selected firm will need to be approved by the Board of Education.

B. GENERAL INFORMATION

The District serves approximately 24,000 students (the student population changes annually) with approximately 2500 full time staff (approximately 1600 teachers) at 16 elementary schools, 7 middle schools, 6 K-8 schools, 8 high schools, and additional administrative facilities. Under full operational capacity, Pitt County Schools utilized an average of 130 substitute teachers and 12 substitute paraprofessionals on a daily basis (pre-COVID related closures and partial reopening). For the 2018-19 school year, Pitt County Schools spent approximately \$ 1.7 million on substitute teachers and paraprofessionals. The average fill rate was 80% with almost 20,000 substitute placements in 2018-19.

C. SCOPE OF SERVICES

The District is currently seeking proposals from qualified Proposers that provide the service of recruiting, managing, operating, and employing substitute teachers and substitute paraprofessional staff. The Proposer will be required to employ and to provide all management, personnel, and employment services to the District including, but not limited to, training, employment, financial, tax withholding, workers’ compensation, insurance, social security, management and oversight for the staffing of substitute staff.

The Proposer acknowledges that the needs of the District may increase or decrease during the school year(s) and agrees to meet the ongoing District staffing needs.

Upon written notice, the District or its authorized representative has the right to refuse services of any Proposer employee. The District may request that an employee not be assigned to the District for any reason at any time upon written notification to the Proposer, so long as that reason is not illegal or discriminatory.

With regards to the Proposer’s employees, the Proposer will comply with and do the following:

1. Provide Full-Service Substitute Staffing Services. “Full-Service” is defined here meaning Proposer will staff and manage all substitute assignments for designated employee types.
2. Comply with all applicable Federal and State laws, rules and regulations, including, but not limited to, wages and hours of employment requirements.
3. Offer employment to the District’s substitute employees currently in good standing.
4. All Proposer employees must complete background checks pursuant to State law prior to beginning employment.
5. Each substitute employee must be in possession of any and all valid licenses and certifications required by State law pertaining to public school employment and must be qualified as stipulated in the specifications.

6. Proposer staff will comply with all rules, regulations and policies of the District and will perform their tasks in accordance with the District policy.
7. The awarded Proposer will have the sole responsibility to compensate its employees, including all applicable employer taxes and workers' compensation.
8. Employees of the Proposer must be thoroughly trained and qualified, and capable of performing the work assigned to them. Employees of the Proposer must have training equal to and/or commensurate with the yearly required trainings for District employees (e.g. Bloodborne Pathogens, Slips Trips and Falls, etc.). Employees must be able to effectively communicate with the District staff and students in the English language.
9. All Proposer employees will report to work in appropriate professional dress and demeanor.

Insurance and Indemnification Requirements

If awarded a contract, the Proposer will provide a Certificate of Liability Insurance. The Proposer must provide 30 days written notice to the District prior to the expiration of the insurance. The specific minimum requirements are:

- Workers' Compensation Insurance: Statutory Workers' Compensation Insurance, including Employer's Liability with limits of \$1,000,000.00 each accident; \$1,000,000.00 disease, policy limit; \$1,000,000.00 disease, each employee;
- Commercial General Liability: A per occurrence limit of \$1,000,000.00 is required. The Aggregate Limit will not be less than \$3,000,000.00. Any deviations from the standard unendorsed form will be noted on the Certificate of Liability Insurance;
- Excess Liability Coverage: \$1,000,000.00 per occurrence; and
- A minimum of \$1,000,000.00 in Professional Liability insurance.

Such insurance or renewals or replacements thereof shall remain in force during the term of the contract and any extensions.

The Proposer must consent to indemnify and hold the District harmless from and against any claims, liabilities, and/or damages arising from or related to the negligent acts or omissions of the Proposer or the Proposer's agents and/or employees.

D. PROPOSAL REQUIREMENTS AND QUALIFICATIONS

1. Describe your ability to provide services in a timely fashion, including your experience with providing substitute services in a public-school setting and your familiarity with the services required by Pitt County Schools. Any experience or knowledge of matters directly affecting Pitt County Schools should be addressed, including, but not limited to knowledge of North Carolina education laws.
2. Description of Company background. Proposer must have at least five (5) years of experience providing full-service substitute teacher and substitute paraprofessional services to public school districts.
3. Description of Proposer's substitute pool. How many substitutes do you place? How many substitutes do you employ?
4. Proposer should demonstrate experience with school districts of similar size as Pitt County in terms of student enrollment and number of teaching staff members. Proposer should have at least four (4) references from Public School Districts of similar size who are currently being provided full-service substitute teacher and substitute paraprofessional services by Proposer.

5. Describe the project manager, project personnel, and any other parties that will provide services for the project. Describe the method of communicating to the District through a district-selected liaison (District employee) for questions and issues.
6. Description of recruiting, hiring, credentialing, training, and retention process.
 - a. Describe the recruiting, hiring, and credentialing process;
 - b. Give a detailed explanation of your training program for all newly hired and transitioning substitute teachers and substitute paraprofessionals;
 - c. Describe the disciplinary process should a staff member no longer be a fit for Pitt County Schools.
 - d. Describe how you retain your substitute staff.
7. Confirm whether your Company will hire substitutes currently employed by the District.
8. Information detailing successful placement/fill rates to include the processes/strategies, systems and best practices to accomplish these actions.
9. Describe the web-based personnel management software, Absence Management or similar program, that will facilitate the services to be provided. Please describe in detail the system your organization utilizes. Any additional costs associated with implementation should be outlined as well.
10. Description of transition process from the District to your Company's program. Include:
 - a. Transition of the District's substitute employees
 - b. Software integration, timeline, and training District teachers, building personnel, and substitutes
11. Describe your automated reporting/billing system.
12. Describe your management reports focused on staffing performance.
13. Provide information detailing any additional services that your Company can offer, including services for placement of permanent personnel with the school district and the associated costs.
14. Describe your proposed fee proposal/structure, based on the District's pay rates. For a Proposer to be considered responsive and responsible, they must use the staffing wages provided in developing their proposal. Alternative fee structures based on rates that you recommend may be provided if different from below.

Substitute Position	Current District Pay Rates	Proposer Pricing per Substitute per Day
Daily Substitute Teacher	\$103.00 per full day (licensed or retired PCS teacher)	\$_____ per full day
	\$80.00 per full day (unlicensed)	\$_____ per full day
Substitute Paraprofessional	\$ 10.00 per hour	\$_____ per hour

E. FIRM PROPOSAL

All proposals shall remain firm for a period of sixty (60) days after the date for the specified receipt of proposals.

F. Pitt County Schools CONTACTS

All inquiries relative to this Request for Proposal should be directed to: Glen Buck, Director of Personnel, at 252-830-4236 or buckg@pitt.k12.nc.us. No other Pitt County Schools Employee, Board Member, or evaluation committee member should be contacted concerning this RFP during the selection process. This will result in that provider's proposal being disqualified and submittal rejected.

G. SUBMITTING YOUR PROPOSAL

Proposals must be submitted by the stated deadline. All proposals must include one (1) original with two (2) complete copies (total of 3), and must be submitted to Glen Buck, Director of Personnel, at the following address:

Pitt County Schools
 1717 West 5th Street
 Greenville, NC 27834

Any proposal received after 5:00 p.m. on October 13, 2020, will be deemed unresponsive and will not be considered for evaluation. Faxed or emailed copies will not be accepted.

H. PROMPTNESS OF PROPOSAL SUBMITTAL

It is the responsibility of the Proposer to ensure that its proposal is presented at the District office before the date and time fixed for closure of the proposal period. Proposals will not be accepted or received by Pitt County Schools after the advertised closing date and time.

I. INTERPRETATIONS AND ADDENDA

No interpretation of the meaning of the specifications will be made to any Proposer orally. Every request for such interpretation should be made in writing and must be received no later than 5:00 p.m. on October 6, 2020, to be given consideration. Any and all interpretations and any supplemental instructions will be distributed in the form of a written Addendum to the specifications. All Addenda so issued shall become part of the proposal document.

J. SELECTION CRITERIA

The District will be assessing, as key evaluative criterion, the Proposer's management team; program elements; experience; and ability to provide services that meet the District's objectives. Pitt County Schools reserves the right to schedule an in-person interview with the Proposer. Pitt County Schools will evaluate proposals using the following criteria:

CRITERIA	Weighting Factor
1 – Company Details and References: Considers the Proposer's financial viability, stability, performance, and experience. The Proposer provided a reference list of four (4) substitute staffing contracts with similar-size school districts currently providing substitute teacher and paraprofessional staffing services.	20%
2 – Management Services: Considers Proposer's ability to provide services, operational efficiency, and program management capabilities.	30%
3 – Technical Elements: Considers the Proposer's program overview, resources, systems, procedures, processes, recruiting, hiring practices, compliance, retention, human resources, training, and technology.	20%
4 – Start Up/Transition Plan: Is the plan customized and detailed from pre-planning, through the start of the contract, and continued through engagement? Did the Proposer detail the additional management and resources they will be providing as well as the startup tasks?	10%
5 – Financial Proposal: What is the cost of the program proposed and its impact upon the district's operating budget? How do they compare among Proposers?	20%

K. RIGHT OF REJECTION

Failure to meet/provide all the requirements of this RFP will cause the Proposer's proposal to be non-responsive, non-responsible and cause for rejection of the proposal. Pitt County Schools reserves the right to reject any and all proposals or to waive any non-statutory informality. The District further reserves the right to make the contract award to be in the best interest of the District. The District's decision to accept or reject the contract shall be final.

L. AWARD OF CONTRACT

It is the intention of Pitt County Schools to award the contract to the Proposer based upon relative experience, qualifications, and who will provide the highest quality of service at fair and competitive prices in accordance with the selection criteria set forth. The awarded contract must be approved by The Pitt County Board of Education, and nothing contained in this document shall obligate The Pitt County Board of Education to approve an awarded contract.

M. TERM OF CONTRACT

Subject to approval by The Pitt County Board of Education, the contract term will be a period of three (3) years, with an option for two (2) one-year extensions at the District's discretion, not to exceed five (5) years. Extensions are subject to the availability and appropriation annually of sufficient funds and in accordance with applicable law.