



## Web Version of RFQ/RFP/RFB

New Milford Board of Education  
25 Sunny Valley Road, Suite A  
New Milford, Connecticut 06776

# INSTRUCTIONS TO PROPOSERS AND FORM OF PROPOSAL

**RFP E-2324-009 – SUBSTITUTE MANAGEMENT SERVICES**





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New Milford Public Schools (NMPS) is soliciting proposals from interested firms to provide substitute placement and management services to fill temporary teacher and support staff vacancies to start on August 1, 2024 for a period of three (3) years.

The firm will furnish substitute staff, training for substitute staff, software to support the procurement and management of substitutes, supervision of substitute staff, marketing and recruitment of substitutes, and on-site management. The firm will be responsible for the processing of payroll and all relevant and applicable employment expenses for these substitute employees.

- The deadline to submit proposals is 12:00 pm EST, on Wednesday July 3<sup>rd</sup>.
- Responses must include a completed “Bidder Information Sheet” as well as “Pricing Response Form” provided as part of this packet along with their proposal.

### A. DISTRICT BACKGROUND INFORMATION

- The District employs the following types of substitute positions that require management and filling
  - Full Day Teachers
  - Half Day Teachers
  - Full Day Building Based Teachers
  - Half Day Building Based Teachers
  - Full Day Para Educators
  - Half Day Para Educators
  - Food Service Workers
  - Custodians
  - Secretaries
- The estimated student enrollment for the 2024/2025 school year is approximately 3,575 (K-12).



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### B. SCOPE & TIMELINE

#### SCOPE

The District is currently seeking proposals from qualified Proposers that provide the service of recruiting, managing, operating, and employing substitute teacher 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:

- Provide Full-Service Substitute Staffing Services. "Full-Service" is defined here meaning Proposer will staff and manage all substitute assignments for designated employee types.
- Comply with all applicable Federal and State laws, rules and regulations, including, but not limited to, wages and hours of employment requirements.
- Offer employment to the District's substitute employees in good standing.
- All Proposer employees must complete background checks pursuant to State law prior to beginning employment.
- 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.
- Proposer staff will comply with all rules, regulations and policies of the District and will perform their tasks in accordance with the District policy.
- The awarded Proposer will have the sole responsibility to compensate its employees, including all applicable employer taxes and workers' compensation.



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- Employees of the Proposer must be thoroughly trained and qualified, and capable of performing the work assigned to them. Employees must be able to effectively communicate with the staff and students in the English language and will report to work in appropriate professional dress and demeanor.

### TIMELINE

- Request for Proposals Posted – Wednesday June 19th
- Proposals Due - Wednesday July 3<sup>rd</sup> @ 12 noon EST
- Award by School Board – Tuesday July 16<sup>th</sup> @ 7:00PM EST

## C. INDEMNITY

Unless otherwise provided by law, the Contractor will fully and completely indemnify and hold harmless NMPS against any and all liability, loss, damages, costs or expenses for personal injury or damage to real or tangible personal property that NMPS may sustain, incur or be required to pay, arising out of or in connection with the performance of the Contract by reason of any negligent action/inaction or willful misconduct by the Contractor, its agents, servants or employees. These provisions shall also include any liability, which may result from a worker's compensation claim or resulting third party action against NMPS.

## D. ASSIGNMENT OF RIGHTS, TITLES, AND INTERESTS

Any assignment or subcontracting for work to be performed related to this request, in whole or in part, and any other interest in conjunction with the School's procurement shall not be permitted without the express written consent of NMPS.

## E. REQUIREMENTS AND QUALIFICATIONS

- 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 the NMPS. Any experience or knowledge of matters directly affecting the NMPS should be addressed, including, but not limited to knowledge of [State] education laws.
- 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.



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- Description of Proposer's substitute pool. How many substitutes do you place? How many substitutes do you employ?
- Proposer should demonstrate experience with school districts of similar size as the NMPS in terms of student enrollment and number of teaching staff members. Proposer should have at least five (5) references from [State] public school district clients who are currently being provided full-service substitute teacher and substitute paraprofessional services by Proposer.
- Describe the project manager, project personnel, and any other parties that will provide services for the project.
- Description of recruiting, hiring, credentialing, training, and retention process.
  - Describe the recruiting, hiring, and credentialing process;
  - Give a detailed explanation of your training program for all newly hired and transitioning substitute teachers and substitute paraprofessionals;
  - Describe the disciplinary process should a staff member no longer be a fit for the NMPS.
  - Describe how you retain your substitute staff.
- Confirm whether your Company will hire substitutes currently employed by the District.
- Information detailing successful placement/fill rates to include the processes/strategies, systems and best practices to accomplish these actions.
- Describe the web-based personnel management software 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.
- Description of transition process from the District to your Company's program. Include:
  - Transition of the District's substitute employees
  - Software integration, timeline, and training District teachers, building personnel, and substitutes
- Describe your automated reporting/billing system.
- Describe your management reports focused on staffing performance.



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- Provide information detailing any additional services that your Company can offer, including services for a live, online synchronous instructional model for an easy-to-use virtual classroom.

Describe your proposed fee proposal/structure based on the District's pay rates.

### F. DISTRICT CONTACTS

Mrs. Teresa Kavanagh, Director of  
Human Resources  
kavanaght@newmilfordps.org  
New Milford Board of Education  
25 Sunny Valley Road, Suite A  
New Milford, Connecticut 06776

Mr. Anthony Giovannone, Director  
of Fiscal Services  
giovannonea@newmilfordps.org  
New Milford Board of Education  
25 Sunny Valley Road, Suite A  
New Milford, Connecticut 06776

### G. SUBMISSION & PROMPTNESS OF PROPOSAL SUBMITTAL

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 Teresa, Kavanagh, Director of Human Resources to the following address:

New Milford Board of Education  
ATTENTION: Mrs. Teresa Kavanagh, Director of Human Resources  
25 Sunny Valley Road, Suite A  
New Milford, Connecticut 06776

### H. 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 the time and date above. 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.

### I. SELECTION CRITERIA & RIGHT OF REJECTION

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



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objectives in the chart below. NMPS reserves the right to schedule an in-person interview with the Proposer. The NMPS will evaluate proposals using the following criteria:

CRITERIA	Weighting Factor
<b>1 – Company Details and References:</b> Considers the Proposer’s financial viability, stability, performance, and experience. The Proposer provided a reference list of five (5) substitute staffing contracts with [State] school districts currently providing substitute teacher and paraprofessional staffing services.	15%
<b>2 – Management Support:</b> Considers Proposer’s ability to provide services, operational efficiency, and program management capabilities. Is the Proposer providing local and regional support and at what level of service?	25%
<b>3 – Project Management:</b> Considers the Proposer’s program overview, resources, systems, procedures, processes, reporting, and technology in managing the program.	15%
<b>4 – Employee Management:</b> Considers the Proposer’s procedures and processes in managing substitute and paraprofessional employees including recruiting, hiring practices, compliance, retention, human resources, and training. Are onsite training programs offered?	15%
<b>4 – Start Up/Transition Plan:</b> 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%
<b>5 – Financial Proposal:</b> What is the cost of the program proposed and its impact upon the district’s operating budget? How do they compare among Proposers?	20%

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. The NMPS 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.



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### J. TAX EXEMPT

NMPS is tax exempt by state statute. The successful vendor will be responsible for any and all state and local taxes including personal property tax. Such taxes must not be included in the bid price.

### K. INSURANCE

Prior to the commencement of any work and no later than ten (10) days after notice of award of the contract, the successful Contractor shall submit to NMPS evidence of insurance demonstrating that the contractor has coverage for Workmen's Compensation Insurance, Liability, Property Damage, and Automobile/Truck insurance with the minimum limits of liability set forth herein. Certificates of insurance shall contain a provision that such policies shall not be cancelled or permitted to expire until at least thirty (30) days prior written notice has been provided to Owner. Further, owner shall be named as an additional insured. Proof of insurance must accompany this proposal.

- a) Worker's Compensation Insurance shall not be written for less than the statutory limits and shall include Employer's Liability Insurance at a limit of not less than Five Hundred Thousand Dollars (\$500,000);
- b) General Liability Insurance shall be insured at a limit of not less than One Million Dollars (\$1,000,000) for each occurrence and Two Million Dollars (\$2,000,000) for total aggregate liability; additionally, shall be insured with an umbrella coverage not less than One Million Dollars (\$1,000,000).
- c) Property Damage Insurance shall be written at a limit of not less than One Million Dollars (\$1,000,000) for each occurrence and One Million Dollars (\$1,000,000) for each aggregate Liability.

### L. AWARD & TERM OF CONTRACT

It is the intention of the NMPS 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 contract term will be a period of three (3) years, with an option for two (2) one-year extensions at the District's discretions, not to exceed five (5) years.





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# Bidder Information Sheet

Name of Bidder: \_\_\_\_\_

Business Address: \_\_\_\_\_

\_\_\_\_\_

Telephone #: \_\_\_\_\_

Date of Bid: \_\_\_\_\_

The bidder listed above declares and certifies:

First: That the said bidder is of lawful age and the only one interested in this Bid, and that no other bidder has any interest herein.

Second: That this bid is made without any previous understanding, agreement or connection with any other person, firm or corporation making a bid for the same purposes, and is in all respects fair and without collusion or fraud.

Third: That said bidder has carefully examined the instructions to bidders, schedules and specifications prepared under the direction of the Board of Education, and will, if successful in this bid, furnish and deliver at the prices bid and within the time stated, all the materials, supplies, apparatus, goods, wares, merchandise, service and/or labor for which this bid is made.

Fourth: That the price quotes herein are net and exclusive of all federal, state and municipal sales and excise taxes.

\_\_\_\_\_  
(Person, Firm, or Corporation)

\_\_\_\_\_  
(Authorized Signature)

\_\_\_\_\_



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## Pricing Response Form

**\*revised 6/20/24 to include pricing submissions for full and half day nurses**

TYPE OF EMPLOYEE	PAY RATE	BILL RATE	PAY RATE	BILL RATE	PAY RATE	BILL RATE
	24/25	24/25	25/26	25/26	26/27	26/27
<input type="checkbox"/> Full Day Teachers						
<input type="checkbox"/> Half Day Teachers						
<input type="checkbox"/> Full Day Building Based Teachers						
<input type="checkbox"/> Half Day Building Based Teachers						
<input type="checkbox"/> Full Day ParaEducators						
<input type="checkbox"/> Half Day ParaEducators						
<input type="checkbox"/> Full Day Nurses						
<input type="checkbox"/> Half Day Nurses						
<input type="checkbox"/> Food Service Workers						
<input type="checkbox"/> Custodians						
<input type="checkbox"/> Secretaries						