

# **Livingston Educational Service Agency**

## **Request for Proposal (“RFP”) Substitute Employees**

### **Submission Deadline:**

All proposals must arrive at the  
Livingston Educational Service Agency  
By 3:00pm on June 30, 2009

### **Contact:**

R. Michael Hubert, CPA  
Assistant Superintendent

June 16, 2009

The Livingston Educational Service Agency (“Agency”) is pleased to issue this RFP for substitute employees for the Agency and the five K-12 Public School Districts in Livingston County. Successful proposals will show that savings are possible without sacrificing quality. Seamless integration into existing substitute calling systems will be essential as will the confidential transfer of personnel records and completion of criminal history checks.

Please review the enclosed information and provide responses by the stated deadline. The Agency reserves the right to reject any or all proposals that, in their opinion, best serves the interests of the Agency and the five K-12 Public School Districts in Livingston County.

Sincerely,



R. Michael Hubert, CPA  
Assistant Superintendent

## **1. Scope of Services**

The Agency is accepting proposals to furnish substitute employees to the public school districts in Livingston County (Brighton, Fowlerville, Hartland, Howell, Pinckney, and the Agency.) The primary category of substitute employees will be substitute teachers, although other positions will be considered.

The Agency desires to exclude from the scope of services substitutes that currently are employed by Livingston County Schools and receive retirement benefits from the Michigan Public Schools Employee Retirement System.

## **2. Questions to be answered in proposal responses**

### **2.1. General Questions**

- 2.1.1. Describe the philosophy or mission statement of your organization.
- 2.1.2. To how many different schools or districts are you providing this service?
- 2.1.3. Does your organization have references from current school districts that are using your service?
- 2.1.4. How can your organization handle the long-term substitute teacher needs of a district?
- 2.1.5. What type of benefits do you offer your substitute employees?
- 2.1.6. What are your billing and reporting capabilities?
- 2.1.7. How will your organization manage the substitute teacher permit (150 day permit) process so that the permit can be issued to the Agency with minimal involvement by the Agency?
- 2.1.8. How will your organization manage the substitute teacher permit compliance rules to ensure compliance with substitute placements and maximum number of days placed?
- 2.1.9. Does your company have the capability to fulfill other substitute employee positions other than substitute teachers such as clerical, food service, janitorial, or transportation?

### **2.2. Recruiting, Screening, and Hiring Process**

- 2.2.1. Describe how your organization will ensure an ample supply of qualified substitute employees?
- 2.2.2. Describe the forms of testing or screening that are administered in order to verify a substitute employee has the necessary credentials for their position? What are the minimum qualifications?
- 2.2.3. Describe your hiring process.
- 2.2.4. What background checking is performed prior to placing a substitute employee on assignment?

- 2.2.5. How will the current pool of substitute employees be transitioned to your organization?

### **2.3. Training and Orientation Programs**

- 2.3.1. What training will your substitute employees receive before they begin their assignment?
- 2.3.2. What processes will be put in place to educate new and existing substitute employees about district policies and procedures?

### **2.4. Assigning/Scheduling Process**

- 2.4.1. How will your organization ensure continuation of the current automated scheduling system used for substitute teachers?
- 2.4.2. What is your organization's process for verifying that substitute employee placements occurred as scheduled and are accurately billed?
- 2.4.3. How will your organization ensure that specific substitute employees not be assigned to schools that have requested those substitute employees not to return?
- 2.4.4. What is your success rate for filling other schools' substitute employee needs?
- 2.4.5. How can our district feel confident that our needs will be met if we leave a message before or after normal business hours?
- 2.4.6. How will your organization ensure that substitute placements will be acceptable to the district?

### **2.5. Quality Control and Retention Programs**

- 2.5.1. What is your organization's quality policy? How does it apply to the service you offer to your customers?
- 2.5.2. Please explain the process that will be put in place to track the performance of each substitute employee?
- 2.5.3. Who will handle performance and employee relations issues with your substitute employees?
- 2.5.4. Do you offer your employees any benefits for extended service or long-term employment with your organization?
- 2.5.5. How would your organization track and monitor attendance and retention among your substitute employees?

### 3. Timeline

Selection of Service Provider	July
Contract Negotiations	July
Communication with current Substitute Teachers	July/August
Training & Transfer of Personnel Files	August
Implementation	August

### 4. Mandatory Contract Provisions:

The contract for services shall satisfy the requirements of Section 380.1236a of the Revised School Code.

### 5. Pricing

- 5.1. Please provide a comprehensive explanation of how your pricing will be determined.
- 5.2. How frequently will bills be prepared and what are the payment terms?