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To: All Service Providers
From: M. Angela Foraker, Executive Director
Strategy, Sourcing, & Support
Date: June 10, 2022
Re: Addendum #1 for RFP 21347 – Comprehensive Student Support Services

This Addendum shall hereby be and become a part of the Contract Documents the same as if originally bound thereto.

Each proposer shall acknowledge receipt of the Addendum in your proposal response. **Failing to acknowledge this Addendum on the Addendum Acknowledgement Form may cause the response to be rejected.**

This Addendum #1 reflects the following:

- Extending RFP Due Date
- Response to Questions

Extending RFP Due Date:

ORIGINAL RFP due date: June **20**, 2022 at 1:00 PM (EST)

REVISED RFP due date: June **21**, 2022 at 1:00 PM (EST)

REMINDER: Mailing of RFP Responses are encouraged.
However, hand deliveries will only be accepted from:
12:00 PM to 1:00 PM on June 21, 2022.

Response to Questions: Pages 2-17 of Addendum 1

QUESTIONS AND ANSWERS

1. Will proposals from companies that ONLY provide teletherapy be considered in regards to this solicitation?

In person services are preferred. All proposals will be evaluated according to the evaluation criteria outlined in the RFP.

2. Will you accept proposals from vendors that provide assessment services (initial, re-evals, and giftedness assessments) via a teletherapy platform?

In person services are preferred. All proposals will be evaluated according to the evaluation criteria outlined in the RFP.

3. Does the district have a preference for pricing structure for these services? Hourly vs. flat fee? Per assessment/evaluation?

Nursing: Hourly Only
Psych and Speech: Daily

4. Are teletherapy services an acceptable delivery model for Sections B and C?

In person services are preferred. All proposals will be evaluated according to the evaluation criteria outlined in the RFP.

5. Is a dedicated office a mandatory requirement?

Service providers without a local office in Ohio will not receive the full value of criteria points during the evaluation phase.

6. Are electronic signatures, such as DocuSign, acceptable?

Yes, so long as the District can distinguished between and "original submission and a copy of the "original".

7. Does the supervising RN need to be onsite, or available by phone/email?

Available by phone.

8. Do we know the diagnosis of the students requiring transportation support?

Yes

9. Will the district provide the training on the EMR?

Yes

10. Who are the current vendors providing services?

Nursing: Career Staff Unlimited
Psych: A+ Solutions, PSI Associates Inc.
Speech: Invo HealthCare Associates, LLC

11. Are your current vendors meeting your needs?

Nursing: No. Better communication with families and when new nurse orientation.
Psych: 90%
Speech: 90%

12. What is the anticipated award date?

The District anticipates a contract start date of September 1, 2022.

13. How will vendors be notified of award?

Service providers will be notified of award in an intent to award letter that will be sent via Email.

14. Do you anticipate awarding one or multiple vendors?

The District anticipates Nursing services awarding one service provider. The District anticipates Psych and Speech services awarding multiple service providers.

15. What are the current hourly bill rates by vendor?

Nursing: Career Staff Unlimited \$39.50 per hour
Speech: Invo HealthCare Associates, LLC \$353.74 per day
Psych: PSI Associates Inc. \$341.78 per day
Psych: A+ Solutions \$317.27 per day

16. If we provide per eval rates, does the district require vendors to provide all of the assessments?

Service Providers are required to provide all assessment instruments and therapy materials. Services Providers will need to work with the school buildings. Some schools may have these materials already purchased.

17. How many billable hours are in a school day?

Billable hours vary by school and will be determined by the school's hours.

18. What is the anticipated # of full-time or # of part-time positions?

Nursing services anticipates needing services for one student at this time but is subject to change for next year.
Psych and Speech position needs can be found on pages 7 & 11 of the RFP.

19. Is the vendor expected to have a clinic or local office?

Service providers without a local office in Ohio will not receive the full value of criteria points during the evaluation phase.

20. Will services be provided on site or virtually or a hybrid of both for the 22/23 SY?

Nursing will require on site services. Psych and Speech prefer onsite but virtual options will be dependent on the preferences of the school.

21. Will assigned candidates have access to materials, supplies, equipment, evaluation kits, and protocols provided by your schools?

Nursing Services provides all medical supplies. Service Providers are required to provide all assessment instruments and therapy materials for Psych and Speech. Services Providers will need to work with the school buildings. Some schools may have these materials already purchased.

22. Will assigned candidates have access to computers/laptops and printers provided by your schools?

This will be dependent on the school. If a school does not provide tech, the service provider will need to.

23. Do you require resumes of potential contracted candidates to be included in our submission?

Service providers should include a staffing plan, including known staff, resumes, licenses/certifications in their proposal response, and identify if the staffing plan is subject to change. Prior to issuing the notice for intent to award, Service providers must notify the District of any changes in the proposed staffing plan and provide prior to the Intent to Award contract.

24. Do you require the candidates license verification to be included in our submission?

Service providers should include a staffing plan, including known staff, resumes, licenses/certifications in their proposal response, and identify if the staffing plan is subject to change. Prior to issuing the notice for intent to award, Service providers must notify the District of any changes in the proposed staffing plan and provide prior to the Intent to Award contract.

25. Is it the school's expectation to hire the candidates we will include in our proposal response if we get awarded?

It is the service provider's responsibility to do all hiring. Service Providers should hire qualified candidates to fulfill the requirements of the scope of work. Service providers should include a staffing plan, including known staff, resumes, licenses/certifications in their proposal response, and identify if the staffing plan is subject to change. Prior to issuing the notice for intent to award, Service providers must notify the District of any changes in the proposed staffing plan and provide prior to the Intent to Award contract.

26. How many candidates/resumes will you need per discipline?

Psych and Speech will need resumes to consider that will fill all positions outlined on pages 7 & 11. Nursing will need various resumes to consider to fill services needs.

27. Can pricing increase during the term of the contract?

Pricing is held firm during the contract term. Any price increase for the renewal period should be included on the cost proposal form with the initial RFP response.

28. Do contractors have to travel between schools during the workday? If so, are they required to clock out during travel between schools OR are they able to stay clocked in during travel between schools?

Nursing does not anticipate the need for travel between schools during the workday. Psych and Speech anticipate the possible need for travel between schools. The contracted worker will be able to stay on the clock and will have a maximum of 30 minutes to travel between schools.

29. Does the District plan to issue RFPs for other related services?

Not at this time. Any and all future RFPs will be posted to clevelandmetroschools.org/purchasing.

30. Do you have a preference for how we bind our bids, i.e. 3-ring binder, binder clip, stapled, etc?

3 ring binder, binder clip or paper clip are preferred.

31. Can you clarify the diversity business goal requirement? If we are not a diverse business, are we required to enter a partnership with small/minority business subcontractor?

Please refer to the District's DBE program found at <https://bit.ly/3wvVApK>. For more information about the goal requirements and good faith efforts. A service provider is not required to enter a partnership with a small/minority business subcontractor to submit a proposal and be considered by the District for a contract award.

32. What is the percentage requirement that we as a business are recommended to subcontract to small/minority subcontractor?

15%

33. Where can we find resources to contact small/minority subcontractors?

Service providers may research the City of Cleveland, Cuyahoga County, State of Ohio, and the Urban League of Greater Cleveland websites for resources about small/minority businesses.

34. If we secure a small/minority subcontractor for the contract and they decide to no longer work with us before the 3-year contract is up, are we required to secure another small/minority subcontractor?

If a contract is awarded, and subcontractors are performing the work, the prime service provider will be responsible for fulfilling the contract terms and providing the services, either directly, through a new subcontractor, or a combination.

35. Is there a bid bond requirement? What amount?

No

36. Can you clarify what is defined as “dedicated local office”. Within what proximity would qualify as “local”? If we do not have an office in Ohio will we be penalized? [evaluation criteria- 25%]

Greater Northeastern Ohio. Service providers without a local office in Ohio will not receive the full value of criteria points during the evaluation phase.

37. What is the date of award and how will vendors be notified of award?

The District anticipates a contract start date of September 1, 2022. Service providers will be notified of award in an intent to award letter that will be sent via Email.

38. Are winning vendors responsible for SERS/STRS contributions ONLY for nursing?

Yes

39. When is the estimated contract award date, and how will the district communicate award status to vendors?

The District anticipates a contract start date of September 1, 2022. Service providers will be notified of award in an intent to award letter that will be sent via Email.

40. Can the district please clarify how needs for vendor supplied contractors will be disseminated to awardees post award (i.e. based on scoring results, lowest price, etc.)?

The District will select, award, and assign the scope of work based on a based on multiple criteria factors, including but not limited to qualifications, availability, and meeting defined needs known at the time of assignment.

41. If the individual schools are permitted to select their preferred vendor, how will *new* vendors get an opportunity to provide services?

New service providers will be considered during the RFP process by the evaluation team.

42. Can the district please provide incumbent information and current bill rates for contracts in place for similar services?

Nursing: Career Staff Unlimited \$39.50 per hour
Speech: Invo HealthCare Associates, LLC \$353.74 per day
Psych: PSI Associates Inc. \$341.78 per day
Psych: A+ Solutions \$317.27 per day

43. What is the expected amount of full-time, vendor supplied LPNs, RNs, School Psychologists, and SLPs needed for the upcoming 2022-23SY?

Nursing services anticipates needing services for one student at this time but is subject to change for next year.
Psych and Speech position needs can be found on pages 7 & 11 of the RFP.

44. Can the district please provide the total amount of billing, broken down by vendor and classification, for all vendor supplied LPNs, RNs, School Psychologists, and SLPs utilized during the 2021-22SY?

Psych has spent \$361,000 on services. Speech has spent \$375,000 on services. Nursing did not use any services for the 2021-2022 school year.

45. Can the district please describe all supplies, equipment, and materials that contracted vendors will be expected to provide?

The Agency should supply all testing materials, and any SLP materials needed by SLP to include CELF, Goldman Fristoe, OWLS, Castle, or other test kits for Stuttering, Voice, Receptive and expressive language, Phonology, and articulation. Audiometer for hearing screenings should be provided. By school assigned or by the Contract company if the school does not provide.

46. What travel between schools is expected for these providers?

Nursing does not anticipate the need for travel between schools. Psych and Speech may require travel between schools based on the need.

47. What is the caseload size for the providers requested in this solicitation?

1:1 for Nursing. Psych averages fifty-five assessments per year with consultation, counseling, and crisis intervention. The caseload will vary by school.

48. Will the district accept SLP-Clinical Fellows (CFY's)?

CFY- Yes, as long as there is a CFY supervisor provided by the agency's

49. If yes, can the district confirm that they will provide supervision/oversight for the CFs?

The service provider will need to provide supervision/oversight.

50. If no, is the district willing to accept CFs if the vendor is able to provide the supervision?

Please refer to the responses to questions 49 & 50.

51. Does the district anticipate needing any Speech Language Therapy Assistants (SLPAs) for the upcoming 2022-23SY?

The district does not anticipate the need to SLPAS at this time.

52. If yes, how many FTEs are expected?

Please refer to response to question 51.

53. If yes, should the vendor include those rates in with the proposed pricing?

Please refer to response to question 51.

54. Can the district please clarify the maximum weekly allowable hours approved for providers requested in this solicitation?

Psych and Speech will work all days that the assigned school is in session.
Psych and Speech will work the hours of operation for each school assigned.
Nursing will depend on the need.

55. Can the district please clarify if hourly rates or daily rates are required?

Nursing: Hourly Only
Psych and Speech: Daily

56. Does this vary by modality? For example, if a nurse is expected to ride the bus, the daily total hours will be higher than someone providing school-only services. Therefore, would hourly rates be considered for nursing providers?

Please refer to response to question 55.

57. Does the supervising RN need to be onsite, or available by phone/email?

Available by phone or if needed in person.

58. Do we know the diagnosis of the students requiring transportation support?

Yes

59. Will the district provide the training on the EMR?

Yes

60. Who are the current vendors providing services?

Nursing Services: Career Staff Unlimited
Psych: A+ Solutions, PSI Associates Inc.
Speech: Invo HealthCare Associates, LLC

61. What are the current rates by discipline?

Nursing: Career Staff Unlimited \$39.50 per hour
Speech: Invo HealthCare Associates, LLC \$353.74 per day
Psych: PSI Associates Inc. \$341.78 per day
Psych: A+ Solutions \$317.27 per day

62. Are your current vendors meeting your needs? If not, what areas would you like to see improvement?

Nursing: No. Better communication with families and when new nurse orientation.
Psych: 90%
Speech: 90%

63. Are you looking to award one or multiple companies?

The District anticipates Nursing services awarding one service provider. The District anticipates Psych and Speech services awarding multiple service providers.

64. Do you require candidate resumes to be included in our submission?

Service providers should include a staffing plan, including known staff, resumes, licenses/certifications in their proposal response, and identify if the staffing plan is subject to change. Prior to issuing the notice for intent to award, Service providers must notify the District of any changes in the proposed staffing plan and provide prior to the Intent to Award contract.

65. Do you require candidate licenses to be included in submission?

Service providers should include a staffing plan, including known staff, resumes, licenses/certifications in their proposal response, and identify if the staffing plan is subject to change. Prior to issuing the notice for intent to award, Service providers must notify the District of any changes in the proposed staffing plan and provide prior to the Intent to Award contract.

66. How will vendors be notified of award?

Service providers will be notified of award in an intent to award letter that will be sent via Email.

67. How many hours are in a typical school day?

Hours vary by school

68. Will assigned therapists have access to therapy materials, supplies, equipment, evaluation kits, and protocols provided by your schools?

Nursing Services provides all medical supplies. Service Providers are required to provide all assessment instruments and therapy materials for Psych and Speech. Services Providers will need to work with the school buildings. Some schools may have these materials already purchased.

69. Will assigned therapists have access to computers/ laptops and printers provided by your schools?

This will be dependent on the school. If a school does not provide tech, the service provider will need to.

70. Are we required to provide any technology(i.e. laptops, printers, access to teletherapy platform)?

This will be dependent on the school. If a school does not provide tech, the service provider will need to.

71. Is the contracting agency able to bill for both direct and indirect treatment time (paperwork, meeting, teacher consultations, etc.)?

Service Providers should include all costs within the daily/hourly rate.

72. What are the district's supervisory requirements for the LPN?

Service providers are required to provide an RN to supervise the LPN.

73. Do all students served require LPN support during transportation to and from school?

Yes

74. Will the school district provide PPE for contracted nurses?

Yes

75. Do you require vendors to guarantee the provision of services or is it understood that we will begin recruiting on a best efforts basis?

Once awarded a contract, service providers are required to fulfill the scope of work in accordance with the contract terms. The District expects a staffing plan, including known staff and resumes, to be included in the RPF response. If not included, service providers should identify the staffing plan and a timeline for filling the positions, which will be taken into consideration by the District during the evaluation phase.

76. Do you have a preference for how the paper copies of the bid are bound (ex, binder clip, staple, 3-ring binder)?

3 ring binder, binder clip or paper clip are preferred.

77. is the Form III: Employee Data form required in our submission?

Yes

78. Where in our proposal submission should we insert Part III Cost Proposal?

After the response to the scope of work.
Transmittal Cover Letter -> General Information Section -> Response to Scope of Work -> Cost Proposal Form -> Required District Related Forms

79. What agencies do you currently use for Nursing, Psychological, and Speech & Language Pathology Services?

Nursing Services: Career Staff Unlimited
Psych: A+ Solutions, PSI Associates Inc.
Speech: Invo HealthCare Associates, LLC

80. What rates do those agencies charge for Nursing, Psychological, and Speech & Language Pathology Services?

Nursing: Career Staff Unlimited \$39.50 per hour
Speech: Invo HealthCare Associates, LLC \$353.74 per day
Psych: PSI Associates Inc. \$341.78 per day
Psych: A+ Solutions \$317.27 per day

81. Will this be a single or multi-award?

Nursing will be awarding one service provider. Psych and Speech will be awarding multiple service providers.

82. How many hours were utilized in 2021 for Nursing, Psychological, and Speech & Language Pathology Services?

Psych and Speech are utilized in a daily format. Psych used 1053 days and Speech used 814 days.

83. How many hours of Nursing, Psychological, and Speech & Language Pathology Services do you anticipate for the 2022-2023 year?

Psych is requesting 1295 days. Speech is requesting 1528 days.

84. How much money in 2021 was spent on Nursing, Psychological, and Speech & Language Pathology Services?

Psych has spent \$361,000 on services. Speech has spent \$375,000 on services.

85. What is the annual spend that is projected for the contract? How will it be divided per year?

Annual spend for this contract will be determined by the service provider's daily rate for Psych and Speech Services.

86. Are you satisfied with your current provider of services?

Nursing: No. Better communication with families and when new nurse orientation.
Psych: 90%
Speech: 90%

87. Does the district provide evaluation/testing materials to providers?

Service Providers are required to provide all assessment instruments and therapy materials. Services Providers will need to work with the school buildings. Some schools may have these materials already purchased.

88. Does the district provide a laptop/computer to providers?

This will be dependent on the school. If a school does not provide tech, the service provider will need to.

89. Does the district provide an email account to the contracted providers during their assignment?

No

90. Can the vendor incur any penalties or be liable for any damages for not having a contracted provider available upon your school's request in a timely manner OR would your school terminate the RFP contract with the vendor?

The District will expect the service provider to meet the contract terms, subject to liability for default of those terms.

91. Will the district pay for mileage traveling between school campuses on the same day? If so, is it the IRS standard rate, or is it dictated by the district?

No. Service providers should include overhead costs in their proposed rates.

92. When is the anticipated award date for this bid?

The District anticipates a contract start date of September 1, 2022.

93. Will the District consider any redlines/deviations to the contract terms during the negotiation phase?

Yes, conditioned and subject to negotiation and final agreement by the District.

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

The District will require services based on a combination of criteria that meets the need at the time of assignment, including but not limited to availability, qualifications, and cost.

95. Do you require resumes of potential contracted therapists/candidates to be included in our submission? We typically include samples as we cannot guarantee the same candidates will be interested if awarded.

Service providers should include a staffing plan, including known staff, resumes, licenses/certifications in their proposal response, and identify if the staffing plan is subject to change. Prior to issuing the notice for intent to award, Service providers must notify the District of any changes in the proposed staffing plan and provide prior to the Intent to Award contract.

96. Per the pre-proposal conference, can you confirm that you want daily rates in addition to the hourly rate? If so, can you please confirm the number of hours per day clinicians are expected to work?

Nursing: Hourly Only
Psych and Speech: Daily

97. Page 32 reads “List the name and address of every person having an interest in this RFP.” Is this referring to financial and/or political interest? We are trying to confirm you don’t want this information for our program/administrative staff.

This is referring to service provider’s office holders, employees, and/or board members that have a vested interest in the contract award. Any known conflict of interest must be disclosed.

98. Can the 15% DBE participation be waived? Since this RFP is direct services for students, we typically use DBEs to fulfill our business needs (supplies, cleaning, etc.), but not for direct student services.

Please provide the requested DBE information, either by meeting the program requirements or making a good faith effort, and the District will take that information into consideration when evaluation the proposal.