



Purchasing Department  
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### **RFP 3181**

## **SUBSTITUTE TEACHER, INSTRUCTIONAL AIDE, AND CLERICAL STAFFING SERVICES**

### **Addendum #1 Questions and Answers**

- Q1: Are you accepting out of state bidders that service nationwide?  
A1: **Yes. Out-of-state companies may submit proposals but must comply with Virginia's corporate registration rules. The RFP includes an SCC (State Corporation Commission) form. An out-of-state vendor may either hold a current Virginia registration or provide required legal documentation. The vendor must be authorized to do business in Virginia before contract award.**
- Q2: What have been Division challenges with substitute staffing management during 2024-25 school year?  
A2: **Challenges include uneven fill rates across schools, especially for instructional aides (IA), with typically the same schools experiencing low coverage. There are also concerns surrounding substitute recruitment and retention efforts.**
- Q3: What is the RCPS substitute fill rate?  
A3: **As of mid-year FY2024, –25, RCPS achieved an 87% overall fill rate. Teacher fill rate was 91.4%, IA fill rate was 50.6%, and clerical was 79.5%.**
- Q4: How many vacancies were filled by classroom teachers during 2024-25 school year?  
A4: **RCPS filled 1,413 out of 1,472 vacancy requests, achieving a 96% fill rate for vacancies.**
- Q5: What absence management system is RCPS using for full-time staff?  
A5: **RCPS uses Frontline Education (formerly Aesop) for absence and substitute management.**

- Q6: What is the substitute bonus incentive structure and pay points offered during the 2024-25 school year?
- A6: Substitutes can earn up to \$125 through the Career Kickstart incentive for completing 25 assignments in 90 days. Pay varies. Teacher subs earn \$140–\$190/day; IAs earn \$90–\$110; clerical subs earn \$110/day.**
- Q7: Where are substitute trainings being conducted for the 2024-25 school year and what was the facility cost?
- A7: Trainings are conducted through a variety of avenues, including offsite, RCPS facilities, and virtually. No additional facility cost is charged when district buildings and equipment are used.**
- Q8: In regard to leading our local operations, could our district manager be housed in a Division office? What would the cost be to our company for that accommodation?
- A8: Potentially, yes. However, office space availability is limited and would require further approval. Any cost would be negotiated if space is made available.**
- Q9: Where are substitute background checks being conducted? What is the cost of use for that space?
- A9: Background checks are conducted at the RCPS Human Resources Office located at 201 Campbell Avenue SW, Roanoke. There is no charge for use of the space.**
- Q10: Which company is being used for substitute background checks and who covers the cost?
- A10: RCPS facilitates fingerprinting internally and uses Virginia State Police systems. Costs are covered by the substitute contractor or reimbursed through incentives.**
- Q11: What are the Division's current pay rates for the positions listed in Attachment A - Pricing Sheet?
- A11: The RCPS Purchasing Department will provide a copy of pay rates from the current contract upon request.**
- Q12: Can you please provide current pay rates, including differentials, for each position listed within the RFP?
- A12: See answer to Question 11.**
- Q13: On average, how many substitutes are needed per day, for the categories of Substitute Teacher, Instructional Aide, and Clerical?
- A13: Based on 10,494 requests over 125 days, an average of 84 daily substitutes are needed: approximately 60 teachers, 11 IAs, and 1 clerical.**
- Q14: What is your current vendor's fill rate for each of the positions?
- A14: Teacher: 91.4%, IA: 50.6%, Clerical: 79.5%.**
- Q15: Does the Division have an Absence Management System that it prefers the vendor utilizes?
- A15: Yes, Frontline Education (formerly Aesop) is preferred and currently required.**

Q16: Could Roanoke City Public Schools please confirm the estimated budget for this RFP?

**A16: The estimated annual spend is approximately \$4 million.**

Q17: Is this a brand-new requirement, or are there existing vendors currently handling this work?

**A17: ESS Northeast, LLC is the current provider.**

Q18: Besides the contract expiration, was there any other reason behind releasing this solicitation?

**A18: To improve fill rates and evaluate competitiveness and service quality.**

Q19: Are there any service issues or challenges with the current vendor(s) that RCPS hopes to resolve through this RFP?

**A19: Yes, improving fill rates and IA substitute shortages.**

Q20: What is typically the average duration of assignments under this contract?

**A20: Most are daily, but long-term assignments do occur, defined as 20+ consecutive days.**

Q21: How many Full-Time Staff (FTS) are required for these services?

**A21: At least one account manager and one on-site coordinator are expected. Exact FTS (full time staff) count depends on contractor operational needs.**

Q22: How many FTS are currently engaged in providing these services?

**A22: Current contractor currently employs an onsite coordinator and support team; estimated at 2–3 FTS.**

Q23: How many vendors does RCPS intend to select for award under this RFP?

**Q24: One or more contractors may be selected.**

Q24: Will subcontracting be allowed for this opportunity? If yes, is there a target or minimum subcontracting percentage vendors should meet?

**A24: Subcontracting is allowed but not required. No minimum percentage has been established.**

Q25: Is there a local vendor preference in the evaluation criteria? Will local vendors receive any additional points?

**A25: See criteria in the RFP for receiving local vendor preference points during evaluation.**

Q26: Could the Division please clarify the required format for the response submission?

**A26: The general format is outlined in the RFP. Responses should be clear, concise, and organized by the RFP order.**

Q27: Please clarify, is it mandatory to use subcontractor for this contract? If yes, please provide the goal for the subcontractor.

**A27: No, subcontracting is not required.**

Q28: Please clarify which copies of business licenses we need to provide with the proposal submission.

**A28: A valid business license to operate in Virginia must be included with the proposal.**

Q29: If a corporation – do copies of the Articles of Incorporation and the minutes from the last annual meeting need to be provided?

**A29: No, these documents are not required.**