

## QUESTIONNAIRE

### PROVO CITY SCHOOL DISTRICT SUBSTITUTE EMPLOYEE PLACEMENT SERVICES

#### Vendor Information:

Company Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Web Site \_\_\_\_\_

Contact Name / Title \_\_\_\_\_

Contact Phone \_\_\_\_\_ Contact email \_\_\_\_\_

#### Background Information

Please provide the following information:

Provide a detailed description of your organization including:

Length of time in business:

- Size;
- Strength and stability;
- Resources;
- Experience with providing substitute services in a public school setting; and/or
- Experience with providing temporary staff working with minors

List the name and location of the office(s) that would perform the services.

- Describe your highest volume clients in terms of daily placements and type of business.
- Describe the technology you have in place and how you will use it to perform the following functions:
  - Facilitate requests for and placement of up to 125+ substitutes per day.
  - Record and report data associated with substitute utilization (i.e., location, reason, dates, time, and fill rates, etc.)
- Describe your substitute recruiting methods in detail.

- Describe the process you will use to conduct background checks and determine eligibility based on the results.
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- Explain the process the District would use to request substitutes, including advanced and short notice.
- Describe your communication process with each school/department utilizing your service.
- Provo City School District currently has 90%. Describe how your agency will exceed our current performance. Complete fill rates of 90% or greater.
- What is your process to address and resolve concerns and complaints?
- How will you customize substitute preferences (i.e., geographical, specific schools, grade levels, content or subject areas) and/or customer preferences (i.e., exclusions for performance reasons)?
- How will you provide feedback to substitutes on performance?
- Explain the training you will provide to users of the technology you intend to use.
- Describe the education specific training you will be delivering to substitutes, including the content and method of delivery.
- Describe the position-specific topics prior to placement including special Education training to meet the needs of the students. (i.e. behavior and other physical needs)
- Will substitutes have access to refresher training as needed?
- How will you ensure compliance to all employment laws?
- Describe the quality control measures you have in place to ensure qualified, eligible substitutes are placed in appropriate assignments?
- How will you ensure all substitute assignments and substitute employees are properly authorized for payment?
- Substitute teachers are paid different rates based on credentials. Rates of pay vary by position. Describe how you will ensure that the correct rate of pay will be paid to the substitute and the District billed accordingly.
- Explain your pay practices.
- List all services that you provide for clients.
- Describe any employee benefits accessible to substitute employees.

- How will a substitute employee know he/she is a valued member of your team?
- What processes or technology will your agency have to develop in order to provide the scope of services outlined in the RFP?
- What forms of screening are administered in order to verify that your placed employees have the necessary credentials to provide services in Provo City School District? Teacher, Clerical/Office assistant, instructional assistant, Librarian, Other (please specify):
- How do you educate your placed employees on preparedness/professionalism, position skills, sexual harassment, blood-borne pathogens, and State Specific School Safety Legislation?
- Describe the specialized training you would provide for substitutes for special education and alternative education programs.
- Describe your bill rate in detail for instructional, non-instructional and administrative placement by category, i.e., teacher, clerical, custodial (see Exhibit "B" Rate Schedule). Include in this description the specific method for calculating substitute pay (i.e. daily, hourly, per session) & the controls to prevent abuse.
- As a contracted vendor governmental immunity is not available to you. How do you assure the District that they will not become involved in possible litigation?
- Explain how you will conduct employee background checks in accordance with state and Federal laws;
- Describe how you will recruit, screen and employ substitute employees in compliance with state/federal laws and District standards (i.e., minimum qualifications, dress standards, skill level, etc.).
- Describe the process of assigning consistent support personnel to work with the District to develop and/or manage the system, provide training and ongoing support.
- Describe the process of placing substitute personnel utilizing an automated substitute management system.
- Describe how automated staffing system will track employee absences by type and program. The system must also track the cost-fund code for the substitute.
- Describe process to provide program training to Provo City School District staff. Training to be oriented towards the installation, operation and use of the program and staffing logistics. All training to be conducted at the District's site.
- Describe process to provide the District with reports and data on substitute utilization or other data requests.
- Maintain comprehensive general liability insurance with minimum limits of not less than \$1,000,000 per occurrence, \$3,000,000 general aggregate, against claims for injuries to persons or damages to property with the District named as the additional insured.
- Maintain Workers Compensation insurance covering the offeror's

- Employees while those employees are engaged in performing services under the contract.
- Indemnify and hold the District and its officers, employees and agents harmless from and against any and all liabilities, damages, fines, penalties, demands, forfeitures, claims, suits, causes of action or any other liabilities or losses, including all costs of defense, settlement and prosecution along with attorney, expert and other professional fees, arising out of or related to any negligence, wrongful act or breach of this contract.
- Provide three (3) references including names, addresses and phone numbers where similar systems have been implemented by the offeror comparable with the size and scope of Provo City School District. References must be for systems that are substantially similar to the system currently utilized by the District.
- Explain how Provo School District users would be provisioned (created) and given rights.
- Describe the (API) Application Program Interface available that will provision users and administrator rights.
- Explain which browsers are supported by your product.
- Explain if your product is 100% web based.
- Explain if your product supports SSO (single sign on) with active directory or google.
- Describe the service layer that provides integration with other systems.
- Explain your licensing model.
- Describe your process and hours of support.
- Describe the anticipated response time as concerns or issues arise.
- Describe what alerts are available when using product (i.e. Principal or secretary/employee notified when sub position filled)
- Explain what apps are available for smartphones in using the product.
- Describe your process to restrict a substitute to working only in a secondary or only in an elementary setting.
- Describe your expectation of employees within the substitute pool. (I.e. how often are they required to work? Can they choose to be location specific?)