



**RFP TITLE:** Alliance College-Ready Public Schools  
Substitute Teacher Services

**RFP #:** SY1819-0002

**DATE OF ISSUANCE:** May 15, 2018

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**Please submit all proposals electronically via email to:**  
Alliance Operations  
Alliance College-Ready Public Schools  
[operations@laalliance.org](mailto:operations@laalliance.org)

**Proposal Due Date: June 8, 2018 at 5:00 PM PST**



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## 1. INTRODUCTION AND BACKGROUND

Alliance College-Ready Public Schools (“Alliance”) is a nonprofit organization operating 27 public middle schools and high schools in Los Angeles, CA serving 13,000 students. Our mission is to open and operate a network of small, high-performing high schools and middle schools in low-income communities in California with historically underperforming schools that will annually demonstrate student academic achievement growth, and graduate students ready for success in college. Our schools are built upon five core values: 1) high expectations for all students, 2) small personalized learning environments, 3) increased instructional time, 4) highly qualified educators, and 5) parents as partners. Alliance seeks to recruit staff from diverse backgrounds who understand the lives of our students.

Alliance is seeking proposals from qualified Respondents who align with our core values to provide substitute teaching services to the Alliance schools. The purpose of this Request for Proposal (RFP) is to solicit proposals from various qualified Respondents, conduct a fair and extensive evaluation based on criteria listed herein, and select the Respondents that can deliver the highest quality work product. We are evaluating our substitute teacher vendor pool to identify companies with the most qualified and reliable substitute teachers for both day-to-day placements and longer-term, multi-week placements.

## 2. SUBMISSION INFORMATION

### **Alliance Proposal Reservations, Authorities and Options:**

- Alliance will select up to six (6) successful substitute teacher companies based on the criteria listed in this RFP and each school will select which Respondent(s) they chose to work with for each school year.
- Any proposal not providing the required information may be disqualified on that basis. Incomplete proposals or proposals submitted after the submission deadline may not be considered.
- Alliance reserves the right (for this provision and all other provisions contained in this RFP), to accept or reject, in whole or in part, any or all proposals for any reason.
- Alliance reserves the right to make corrections or amendments due to errors identified in proposals by Alliance or the Respondent.
- Alliance reserves the right to modify and/or amend the final contract in negotiation with the Respondent.
- Any complaints or grievances concerning or arising out of this RFP shall be submitted in writing to: Attn: Vice President of Operations, 601 S. Figueroa Street, 4<sup>th</sup> floor, Los Angeles, CA 90017.



**RFP Process Schedule:**

Alliance reserves the right to modify the RFP timeline below by posting the change on the Alliance website: [www.laalliance.org](http://www.laalliance.org).

| Activity                            | Expected Completion Date |
|-------------------------------------|--------------------------|
| Publication of RFP                  | May 15, 2018             |
| Due Date for Respondents' Questions | May 25, 2018             |
| Response to Questions               | June 1, 2018             |
| Proposal Due Date                   | June 8, 2018             |
| Estimated Notification of Award     | June 25, 2018            |
| Estimated Contract Start Date       | July 1, 2018             |

**Proposal Submission Information:**

Responses to questions from Respondents regarding this RFP will be posted on the Alliance website: [www.laalliance.org](http://www.laalliance.org). Proposals must be submitted in **PDF-format only** via email to Alliance Operations at [operations@laalliance.org](mailto:operations@laalliance.org). Please include "Your Company Name - Substitute Teacher Proposal" in the subject line. No responses will be received via email after 5:00 PM PST on June 8, 2018. The following actions will disqualify your proposal:

- Late submission of proposal
- Inquiries/questions regarding this RFP that are directed to any other Alliance representative, school, or agent other than Alliance Operations in writing.

**3. SCOPE OF WORK**

Alliance is looking for Respondents with a diverse staff to provide short-term and long-term substitute teacher services and classroom across Alliance’s 27 schools. The scope of this RFP includes teachers and instructional aides. The contract will cover a school year period of time beginning in July 2018 and ending in June 2019. Proposals will be evaluated based on response to the items in the attachment section. The scope of this RFP does not include Special Education Services or Temporary Office Support Staffing.

The term of the contract to be awarded Respondent to this Request for Proposal shall be for an entire School Year (SY) 2018- 2019, beginning at or about July 1, 2018 through June 30, 2019. Then with the opportunity to extend for three (3) additional school years dependent on performance. Performance will be evaluated in May of each school year with feedback from the school(s) the awarded Respondent(s) work with. The award for SY2019 is dependent upon quality of prior work, customer service, and readiness of funds.

**4. MINIMUM REQUIREMENTS**

Alliance desires to receive high-quality, substitute staffing. The general scope of these services is set forth in this RFP. Respondents must complete the Minimum Requirements form in Attachment #3.



Alliance’s standard payment terms are net 30 days after receipt of a complete and accurate invoice. All contracts will be issued as a Purchase Order in Coupa, Alliance’s Procure to Pay system, and all invoices must be submitted in Coupa.

## 5. EVALUATION CRITERIA

Proposals will be opened on or after the date specified in the RFP Process Schedule. During the evaluation process, Alliance may ask Respondents to clarify information in the proposals, but Respondents may not change their proposals.

A variety of criteria, given below, will be considered in evaluating the proposals. The evaluation will be made on information provided within the proposal, by the Respondent during the RFP process or negotiations, or obtained through outside sources including news articles, press releases, client references, industry references, vendors and any other source.

**All submissions will be evaluated on the scoring rubric below.**

| Criteria                        | Maximum Points |
|---------------------------------|----------------|
| Corporate Capacity and Approach | 20             |
| References and Prior Experience | 20             |
| Teacher Quality and Reliability | 20             |
| Customer Service                | 20             |
| Price                           | 20             |
| <b>TOTAL</b>                    | <b>100</b>     |

- **Corporate Capacity and Approach (20%)** – Respondent has the ability to staff credentialed and well-matched teachers and instructional aides on short notice in all of the schools outlined within this RFP (Exhibit 4). Respondent has processes in place to maintain clear lines of communication with schools and substitutes. Respondent provides clear information on the pool of substitute teachers they plan to staff (Attachment #4).
- **References and Prior Experiences (20%)** – Respondent has expertise in successfully implementing similar work with public charter school clients and provides positive references (Attachment #6). Respondent has a demonstrated track record of success in performing the requested services and working in the community that Alliance serves.
- **Customer Service (20%)** -- Respondent has a process in place to resolve issues. Respondent prioritizes solving problems and helping the schools. The process for requesting a teacher is clear, simple, and efficient.
- **Reliability and Teacher Quality (20 %)** -- Respondent has a high fill rate. Teachers are high-quality and have expertise in the subjects they teach. There is a clear process for requesting and placing preferred substitute teachers (Attachment # 4).
- **Price (20 %)** – Respondent offers the requested services at a competitive price and all of the necessary factors that contribute to the price are accounted for (Attachment #6).



## 6. FORMAT OF THE PROPOSAL

To ensure that all proposals are evaluated in an equivalent manner, Respondents must submit a proposal that contains responses to all of the sections below. The proposal should correspond to the sequence and format outlined below. The proposal should clearly explain all issues and questions addressed in this section. In responding, it is at the discretion of the Respondent to expand upon topics.

### Each Proposal Must Contain The Following Information:

|                                       |          |
|---------------------------------------|----------|
| <b>Attachments</b>                    | <b>6</b> |
| Attachment 1 – Attachments Checklist  | 6        |
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# Attachments

## Attachment 1 – Attachments Checklist

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**Respondent Company Name**

Please complete this checklist to confirm that the items listed below have been included in your proposal. Place a checkmark or “x” next to each item submitted to Alliance. For your proposal to be considered, all required attachments must be returned, including this checklist. Submit one copy of your proposal in a sealed package.

| <u>Attachment</u> | <u>Attachment Name</u>        |
|-------------------|-------------------------------|
| _____             | <b>Cover Letter</b>           |
| _____             | <b>Company Background</b>     |
| _____             | <b>Contact Information</b>    |
| _____             | <b>Table of Contents</b>      |
| _____             | <b>Attachments Checklist</b>  |
| _____             | <b>Minimum Qualifications</b> |
| _____             | <b>Proposal Questionnaire</b> |
| _____             | <b>Respondent References</b>  |
| _____             | <b>Fee Proposal</b>           |



**Attachment 2 – Cover Letter**

To demonstrate the Respondent’s experience with similar organizations and/or with similar work, include:

- Summary description of organization and its primary offerings
- Relevant experiences in K-12 education sector, particularly with charter management organizations and charter schools

**Contact Information**

|                                     |  |
|-------------------------------------|--|
| Primary Contact Name                |  |
| Primary Contact Title               |  |
| Primary Contact Direct Phone Number |  |
| Primary Contact Email Address       |  |

|                      |  |
|----------------------|--|
| Company Legal Name   |  |
| Company Address      |  |
| Company Phone Number |  |

|                            |  |
|----------------------------|--|
| Company Hours of Operation |  |
| Company Website            |  |
| Year Founded               |  |
| Number of Clients          |  |
| Number of Employees        |  |



**Attachment 3 – Minimum Qualifications**

**A Respondent must meet all of the following minimum qualifications to the Alliance’s satisfaction to be given further consideration. Failure to satisfy any of the minimum qualifications may result in the immediate rejection of the proposal.**

**As of July 1, 2018, both the Respondent’s company and its key personnel meet all of the following minimum qualifications:**

**1. The Respondent has experience with substitute teacher staffing services.**

**Yes \_\_\_\_\_ No \_\_\_\_\_**

**2. The Respondent has the resources and ability to serve all of Alliance’s schools (650 teachers and 120 instructional aides) for 185 school days as requested.**

**Yes \_\_\_\_\_ No \_\_\_\_\_**

**3. The Respondent has professional references that demonstrate and evidence the ability to perform the required services.**

**Yes \_\_\_\_\_ No \_\_\_\_\_**

**4. The Respondent is licensed to do business in the state of California.**

**Yes \_\_\_\_\_ No \_\_\_\_\_**

**5. California education agencies receive state funding for reported attendance on the condition that pupils are taught by teachers who hold a valid certification. The Respondent agrees that any substitute teacher working at an Alliance school will have a current and valid teacher certification. The teaching certification is at the expense of the Respondent or teacher; Alliance shall not reimburse for these expenses.**

- a. Respondent must provide Alliance with an employee roster with credential information, including credential expiration date, prior to the first day of school.**
- b. The Respondent must provide Alliance an updated employee list if there are any employee transitions.**

**Yes \_\_\_\_\_ No \_\_\_\_\_**

**6. The Respondent agrees to adhere to the California Department of Justice (DOJ) fingerprint and criminal background investigation and Tuberculosis (TB) requirements of Education Code Section 45125.1 et seq., 49406 and 47605 (I), and provide an affidavit that certifies all of their employees that work at Alliance schools who come into contact with students have the appropriate DOJ and TB**



clearances. DOJ and TB clearances are at the expense of the Respondent; Alliance shall not reimburse for these expenses.

- a. The Affidavit shall include the following information:
  - i. Substitute employee name, Alliance school(s) the employee works at, Date of DOJ criminal background check clearance, TB expiration date, and Name of DOJ custodian of records
- b. The Affidavit is due before the first day of school each year of the contract. The Respondent must provide Alliance an updated employee list if there are any employee transitions.
- c. The Respondent will request and receive subsequent arrest notifications for its employees for the DOJ to ensure ongoing safety of students.

Yes \_\_\_\_\_ No \_\_\_\_\_



## **Attachment 4 – Proposal Questionnaire**

This proposal questionnaire is intended to provide Alliance with specific information concerning the Respondent’s capability to provide services as described in the RFP. Please be as concise as possible. Type each question in the same order as listed in the questionnaire.

### **Corporate Capacity and Approach**

1. Demonstrate how you will manage, supervise, and execute the work in alignment with Alliance core beliefs and mission. Responses must:
  - a. Describe your substitute teacher placement process and logic. Please include your average fill rates.
  - b. Explain how you handle last minute (morning of) requests.
  - c. Explain your process for requesting long term (multi-week) substitute teachers.
  - d. Explain how you ensure teachers with subject-specific credentials are placed in the right assignments.
  - e. How big is your pool of credentialed substitute teachers in the Los Angeles area?
  - f. How big is your pool of non credentialed instruction aides in the Los Angeles area?
  - g. Include a breakdown of subject areas your substitute teachers are credentialed for.
    - i. Explain your approach to staffing hard-to-staff subjects like Science and Math (not including Special Education Services)
  - h. Include a breakdown of years of experience of your substitute teachers.
  - i. Include a demographic breakdown of your substitute teacher pool (e.g. race/ ethnicity/ gender)
  - j. Provide a breakdown of substitute teachers that are in good standing with your company
2. Are your teachers and staff independent contractors or Full Time Employees hired by your company? If neither, please describe.

### **References and Prior Experience**

3. Describe your company’s experience working with public charter schools serving grades 6-12 and your demonstrated alignment with the Alliance mission to serve low-income communities in California with historically underperforming schools and graduate students ready for success in college.



4. Have you worked with Alliance schools in the past? If so, please include the following:
  - a. Which schools and duration of work.
  - b. A short statement describing the Respondent's professional relationship with Alliance staff.
  - c. A short statement describing the Respondent's relationship with Alliance scholars.

#### **Teacher Quality and Reliability**

5. Provide an overview of the experience and qualifications of the substitute teachers to be placed at an Alliance school.
  - a. Please include details on your interview process as well as sample interview questions used in the quality assessment process.
  - b. Provide details on any training that substitute teachers participate in while employed by your company.
6. How do you collect feedback to assess the performance of your substitute teachers?
7. What is your process to ensure that your employees have valid and current substitute credentials?

#### **Customer Service**

8. What is the process of requesting a substitute?
  - a. Include the name of the point of contact (e.g., account representative) or any portals Alliance staff will be required to use.
  - b. How many people at Alliance can request a substitute teacher?
  - c. Describe your customer service approach, norms, and expectations.
9. What is your cancellation policy?
10. What is your process of resolving a complaint about a substitute teacher?
  - a. How do you ensure problematic substitutes are not staffed at another Alliance school?

#### **Other**

11. Please include any information that you believe sets your organization apart from others in this sector?

#### **Price**

Please complete Attachment #6.



## Attachment 5 – Respondent References

List three callable references to which the your company has provided substitute teaching services within the past 3 years- preference will be given to references from charter management organizations in the Los Angeles area.

|  |               |                      |
|--|---------------|----------------------|
| <b>Reference 1</b>                     |               |                      |
| Reference Organization Name            |               |                      |
| Street Address                         |               |                      |
| City                                   | State         | Zip Code             |
| Contact Person                         | Contact Title | Contact Phone Number |
| Brief Description of Services Provided |               |                      |
| Dates of Service                       |               |                      |
| Fill Rate                              |               |                      |
| <b>Reference 2</b>                     |               |                      |
| Reference Organization Name            |               |                      |
| Street Address                         |               |                      |
| City                                   | State         | Zip Code             |
| Contact Person                         | Contact Title | Contact Phone Number |
| Brief Description of Services Provided |               |                      |
| Dates of Service                       |               |                      |
| Fill Rate                              |               |                      |



|  |               |                      |
|--|---------------|----------------------|
| <b>Reference 3</b>                     |               |                      |
| Reference Organization Name            |               |                      |
| Street Address                         |               |                      |
| City                                   | State         | Zip Code             |
| Contact Person                         | Contact Title | Contact Phone Number |
| Brief Description of Services Provided |               |                      |
| Dates of Service                       |               |                      |
| Fill Rates                             |               |                      |



**Attachment 6 – Fee Proposal**

Respondents must provide a fixed price as indicated in the table below:

**Rates**

Full Day Pay (> 4 Hours) \$ \_\_\_\_\_

Half Day Pay (<4 Hours) \$ \_\_\_\_\_

Overtime (8+ Hours) \$ \_\_\_\_\_

Long-Term Pay Rate (15 days +) \$ \_\_\_\_\_

**Other Fees**

Hiring Fees (Alliance to hire Respondent Employee) \$ \_\_\_\_\_

Cancellation Fees and Policies \_\_\_\_\_

Other \_\_\_\_\_



**Exhibits**

**Exhibit 1 – List of Alliance Schools**

| School Legal Name   | Address  |
|---|--|
| Alliance Leadership Middle Academy  | 2941 West 70th Street, Los Angeles, CA 90043   |
| Alliance Alice M. Baxter College-Ready High School                            | 461 9th Street, San Pedro, CA 90731            |
| Alliance Margaret M. Bloomfield Technology Academy High School                | 7907 Santa Fe Ave, Huntington Park, CA 90255   |
| Alliance Judy Ivie Burton Technology Academy High School                      | 10101 S Broadway, Los Angeles, CA 90003        |
| Alliance Collins Family College-Ready High School                             | 2071 Saturn Avenue, Huntington Park, CA 90255  |
| Alliance College-Ready Middle Academy 12                                      | 131 E. 50th Street, Los Angeles, CA 90011      |
| Alliance Marine - Innovation and Technology 6-12 Complex                      | 11933 Allegheny Street, Sun Valley CA 91352    |
| Alliance College-Ready Middle Academy 4                                       | 9719 S Main Street, Los Angeles, CA 90003      |
| Alliance College-Ready Middle Academy 5                                       | 211 South Avenue 20, Los Angeles, CA 90031     |
| Alliance College-Ready Middle Academy 8                                       | 113 S. Rowan Avenue, Los Angeles, CA 90063     |
| Alliance Gertz-Ressler Richard Merkin 6-12 Complex (Merkin MS - grades 6-8)   | 2023 South Union Avenue, Los Angeles, CA 90007 |
| Alliance Gertz-Ressler Richard Merkin 6-12 Complex (Gertz HS - grades 9-12)   | 2023 South Union Avenue, Los Angeles, CA 90007 |
| Alliance Kory Hunter Middle School  | 5886 Compton Ave, Los Angeles, CA 90001        |
| Alliance Leichtman-Levine Family Foundation Environmental Science High School | 2930 Fletcher Drive, Los Angeles, CA 90065     |
| Alliance Renee & Meyer Luskin Academy High School                             | 2941 West 70th Street, Los Angeles, CA 90043   |
| Alliance Morgan McKinzie High School  | 110 S. Townsend Ave., Los Angeles, CA 90063    |
| Alliance Dr. Olga Mohan High School   | 644 West 17th Street, Los Angeles, CA 90015    |
| Alliance Patti & Peter Neuwirth Leadership Academy                            | 4610 S. Main Street, Los Angeles, CA 90037     |
| Alliance Ouchi-O'Donovan 6-12 Complex (O'Donovan MS - grades 6-8)             | 5355 4th Avenue, Los Angeles, CA 90043         |
| Alliance Ouchi-O'Donovan 6-12 Complex (Ouchi HS - grades 9-12)                | 5356 South 5th Avenue, Los Angeles, CA 90043   |
| Alliance Piera Barbaglia Shaheen Health Services Academy                      | 8515 Kansas Avenue, Los Angeles CA 90044       |
| Alliance Cindy and Bill Simon Technology High School                          | 10720 Wilmington Avenue, Los Angeles, CA 90059 |
| Alliance Jack H. Skirball Middle School                                       | 603 E. 115th Street, Los Angeles, CA 90059     |



|  |  |
|--|--|
| Alliance Susan and Eric Smidt Technology High School | 211 South Avenue 20, Los Angeles, CA 90031         |
| Alliance Marc and Eva Stern Math and Science School  | 5151 State University Drive, Los Angeles, CA 90032 |
| Alliance Ted K. Tajima High School                   | 1552 Rockwood St, Los Angeles, CA 90026            |
| Alliance Tennenbaum Family Technology High School    | 2050 N. San Fernando Road, Los Angeles, CA 90065   |