

Questions for RFP #251-26-126 – Nursing Services

| Reference | Vendor Question | Answers |
|---|---|---|
| | <p>DUE TO THE DELAY IN POSTING RESPONSES TO VENDOR QUESTIONS, THE BID DEADLINE HAS BEEN EXTENDED TO FRIDAY, APRIL 4, 2025, AT 2:00 PM.</p> | |
| | If we do not accept payment cards, do we need to include that as an exception? | Payment to the vendor for submitted invoices is made via check or deposit of funds into a bank account. |
| | Will WCPSS accept a waiver for owned auto policy, as we do not have any owned automobiles? | Insurance requirements should be made available in April. |
| | Are vendors able to waive motorcoach coverage? | Insurance requirements should be made available in April. |
| | Do the “Commercial Crime Insurance”, “AGL”, and “Pollution Liability” apply to this contract? | Insurance requirements should be made available in April. |
| Background and Project Objectives/Scope of Work (pg. 5) | What is the anticipated number of full time and part time positions? | New coverage will be needed for new students/newly identified students or gaps in service due to a specific agency’s lack of nurse staffing, or approximately 5-10 nurses for the year. |
| Qualifications (pg. 6) | Do you require a customized COI per the insurance requirements with submission? | Insurance requirements should be made available in April. |
| Required Submittals (pg. 7) | Is there a narrative requirement with submission in addition to the required forms? If so, how will it be evaluated? | No. Vendors are welcome to include any information that they would like the district to consider. |
| Attachment C (pg. 16) | Would the district accept online signatures via DocuSign? | Original signatures are preferred, but not required. |

| | | |
|---|---|---|
| Background and Project Objectives/Scope of Work (pg. 5) | Who are the current vendors providing services? | American Medical Staffing Avid Health at Home NC Bayada Home Health Care, Inc The Full Coverage PDN Home Rule Choose Better Care/Intellichoice Staffing, LLC Maxim Healthcare Services, Inc Mission Medstaff LLC dba Angels of Care MPS Healthcare, Inc My Spring Valley Living Pediatric Services of America INC AVEANNA Professional Healthcare LLC Yelverton's Enrichment Services, Inc |
| Background and Project Objectives/Scope of Work (pg. 5) | Are your current vendors meeting your needs? | Yes. |
| Background and Project Objectives/Scope of Work (pg. 5) | How long have the incumbent suppliers held this contract? | 3 to 5+ years. |
| Cost Proposal (pg. 6) | What are the current hourly bill rates for vendors providing similar services? | This varies by vendor. |
| Cost Proposal (pg. 6) | Does the district have a cap on the hourly rate for these services? | Yes. |
| Cost Proposal (pg. 6) | Will the district accept a rate range or a flat rate? | Flat rate is preferred. |
| Background and Project Objectives/Scope of Work (pg. 5) | What is your preferred interview process for potential candidates? (Do they require interviews or prefer agencies to handle selection?) | Candidates must meet with the family. |
| Background and Project Objectives/Scope of Work (pg. 5) | Who at the district should be included in candidate interviews (HR, Nursing director, principals, etc.)? | Family. |

| | | |
|---|---|---|
| Background and Project Objectives/Scope of Work (pg. 5) | What is the onboarding process and expected timeline for new providers? | Nursing agency does the onboarding. |
| General Question | Are vendors able to bid a price for Overtime and Holidays? Will WCPSS required orientation be billable at the regular hourly rate accepted by WCPSS upon contract award? | WCPSS does not pay overtime. On-site orientation is minimal and billable. |
| General Question | Are vendors able to include Permanent Placement Options (Direct Hire and Buy-Out) in the offer? | Not at this time. |
| General Question | Should WCPSS need to cancel a Nurse's shift or assignment, what are the policies around cancellations, regarding expected notice of cancellation and/or penalties for not adhering to those policies? | WCPSS does not typically pay for days that the student is out. Exceptions may be made depending on the circumstances. |
| General Question | What method of timekeeping does WCPSS use in order to track and approve the hours worked by Vendor Nurses? Will WCPSS accept a vendor's timecard Mobile App? | The district has a tracking protocol to monitor hours the student has been in attendance and the nurse has worked. Vendors should send timesheets with the invoice. |
| General Question | Does WCPSS have a sample contract they can issue to vendors? | The contract template will not be available until April at the earliest. |
| Scope of Work, pages 5-6 | Will vendors be required to provide a supervising RN for each LPN provided, or is Nursing Supervision simply the vendor's oversight of LPNs as the employer of the LPNs? | Vendors should provide nursing supervision consistent with agency and nursing best practice, NC licensing board requirements, and Medicaid requirements. |
| Scope of Work, pages 5-6 | If vendors are required to provide an additional RN specifically to provide supervision, separate from the services solicited under this RFP, will this supervising RN be billed at the hourly rate awarded under the contract? | No. Nursing supervision, oversight, and consultations are provided by the agency and are at the vendor's expense. |

| | | |
|--------------------------|--|---|
| Scope of Work, pages 5-6 | If Nursing Supervision includes an annual skills checklist, will the supervising RN go over the skills checklist with the LPN? | The vendor supplies the nursing supervisor and yes, that supervisor would review the checklist with the nurse. |
| Scope of Work, pages 5-6 | Nursing Supervision of LPNs to include: Access to nursing support and information 7 days a week. Please clarify this requirement. Does this mean that agencies must provide a supervising RN to be on-call 7 days per week, or that WCPSS must simply have access to an agency representative 7 days per week? | The availability of the 24-hour support is for the nurse, should s/he need assistance. The agency should be responsive and available to WCPSS during regular business hours. |
| Scope of Work, pages 5-6 | Nursing Supervision of LPNs to include: Ongoing professional development. Please clarify what "ongoing professional development" entails. Is this in reference to Nurses maintaining their professional credentials, as well as standard annual training, orientation, and testing of Nurses? | Vendors will adhere to training and professional development as required by the state nurse licensing board, Medicaid, and nursing best practice. |
| Scope of Work, pages 5-6 | Nursing Supervision of LPNs to include: At least 1 in-person supervisory visit during the year. Please clarify this requirement. | At least one consultation must be in person with the supervising nurse visiting the vendor nurse in the school setting with the student. This is consistent with the Medicaid requirement. |
| Scope of Work, pages 5-6 | Will the nurse need to ride with the student to and from school? | In most cases, yes. |
| Scope of Work, pages 5-6 | Does the nurse communicate with the parents at all? | Yes. The nurse communicates with the parents at the beginning of the shift as the nurse takes over care and at the end of the shift as the student's care is transferred back to the parent. The nurse's communication with parents should focus on the student's physical and medical history and status as well as what care was provided at home/school. The nurse should not comment on the student's academic performance or progress on IEP goals. The teacher(s) and therapist(s) will |

| | | |
|---------------------------------|--|---|
| | | <p>speak to these areas. Parent questions that fall outside of the above should be referred to the classroom teacher.</p> |
| <p>Scope of Work, pages 5-6</p> | <p>The scope of work states that the nursing agency will provide “Daily nursing notes (including shift start and stop times) which will be critical for distinguishing between school hours and at home nursing care.”</p> <p>Please clarify this requirement. Is WCPSS expecting that agency nurses will provide home health care? Additionally, the agency will not have Daily nursing notes – the nursing notes should be provided from the Agency Nurse directly to WCPSS. Agencies cannot possess nursing notes, which include patient or student Protected Health Information.</p> | <p>When there is a discrepancy between the WCPSS attendance tracking and the invoice, WCPSS may request daily nursing notes to verify the hours. Sometimes a nurse provides both school and home care (home services are arranged independently of the district). When the nurse serves in both locations, there must be clear delineation between school hours and home hours in the nurse’s notes.</p> |
| <p>Scope of Work, pages 5-6</p> | <p>Page 6, Scope of Work states the nursing agency will provide: “Include in the RFP bid the names of agency therapists who are interested in returning to contract-based work with WCPSS.”</p> <p>Please clarify this requirement. What is WCPSS asking for with regard to “agency therapists”? There are not fields in the Cost Proposal for therapists, only RN and LPN.</p> | <p>The request for nurses’ names applies to those nurses returning to the district or names of new nurses who will take the place of an agency nurse who has been providing care to a WCPSS student.</p> <p>Once bids have been accepted, agencies may submit resumes of nurses interested in working in Wake County. New staffing will be needed to serve the following: new students/newly identified students who are in need of a 1: nurse, students whose agency nurse has left, and the agency cannot find a replacement.</p> |
| <p>General Question</p> | <p>Why is the contract out for bid? Is it required to be bid?</p> | <p>The bidding process is required for spending federal dollars. It also creates a pool of agencies that parents can choose from, and it keeps prices competitive.</p> |

| | | |
|------------------|---|---|
| General Question | Will the RFP be awarded to a single vendor or multiple vendors? | Multiple. |
| General Question | What were your hours of usage by each classification for the last 3 years? | Some students attend school full time, others do not. Daily hours range from approximately 2 hours to 9 hours depending on student schedule, bell schedules and transportation. |
| General Question | Do vendors need to provide any supplies? | Yes. |
| General Question | Do we need to store or transport any goods? If yes, what needs to be transported and what goods are needed? | The nurse must transport and maintain all medical supplies and PPE required. |
| General Question | If contract changes or exceptions are made, will they impact our score or possibility of being awarded? | During the bid review process, all factors are considered. Once a bid has been accepted, the agency and the district still must come to an agreement on contract terms. |
| General Question | Would you prefer one point of contact for staffing across multiple locations (especially for districts with 5+ schools)? | Yes. |
| | Will the school district nurse oversee the physician-directed orders for the student, or will this be a requirement of the contracted agency? | The agency must obtain and maintain up to date physician-directed orders. |
| | Will the skilled nurse staff document care for the student on forms provided by the school/district? | No, nurses will use their agency forms. These may be requested if, for example, there is a discrepancy between attendance tracking and invoices. |
| | Who will manage the physician's orders on the IHP? | The agency. |
| | Is there any expectation for the contracted agency to provide supervision of the contracted school staff? If yes, how often? | Vendors will support their nurses by providing supervision, training and professional development as required by the state nurse licensing board, Medicaid, and nursing best |

| | | |
|---|---|--|
| | | practice. At least one visit between supervisor and nurse must be in person with the supervising nurse visiting the school setting with the student present. |
| | What is your projected spend on nursing services in the 2025 and 2026 school year? | Approximately \$2,250,000 |
| | What was the total spend on nursing services in the 2024 and 2025 school year? | Approximately \$2,250,000 |
| | How many nurses do you anticipate needing in 2025 and 2026 school year? | Many students are already being served by agencies and that coverage may continue (if the agency's bid is accepted). WCPSS will need nurses to serve new students, newly identified students, and students whose nurse has left, and the agency cannot identify a replacement. Approximately 5 – 10 students may need new nurses this next year. |
| | How many nurses did you need in 2024 and 2025 school year? | WCPSS has approximately 33 students who require nursing services. |
| | How many students will need a 1:1 nurse in the 2025 and 2026 school year? | WCPSS has approximately 33 students who require nursing services. |
| | Can the district please state the date the RFP will be awarded and in what capacity (Email, Letter, Phone)? | WCPSS hopes to approve bids via email in early April. |
| Background and Project Objectives, page 5 | Is this a new contract? | No. |
| | Do we need to have an experience related to providing services to public schools? | No. |

| | | |
|--|--|--|
| | Do we need to have a local office in the state of NC? | No, but your agency must be listed on the NC Secretary of State's registry of businesses. |
| | Do we need to submit the Business License along with the proposal or upon request? | Upon request. |
| | What is the expectation and frequency of per diem or on-call needs? | WCPSS has not yet requested per diem or on-call services. If an agency loses a nurse mid-year, that agency is asked to identify a replacement. If the agency is unable to, the need is shared with other agencies and the first agency to respond with available staff will have the option to meet with the family and potentially serve. |
| | Are vendors required to fill single, same-day substitutes for absences? | When possible. |
| | Is there a penalty (financial or otherwise) for not being able to fill an open need or provide a substitute for an absence? | No but another agency may be asked to assume those services in order to ensure the student's continued attendance in school. |
| | Is there any expectation or requirement to be bilingual? | Not at this time. |
| | The RFP states that proposals must be submitted in a sealed envelope. Should vendors submit only the required forms, or is a full proposal with attachments required in the specific order mentioned? | All proposal documents should be in the same sealed envelope. |
| | The RFP mentions submitting names of available nurses, but it does not specify whether individual resumes are required. Can you confirm if resumes must be included in the submission? The RFP requires three customer references (Page 7). Can you confirm if these references must be from government | For continuing nurses, names are sufficient. For new nurses, resumes are requested. References from the private sector are acceptable. |

| | | |
|--|--|--|
| | agencies, or will references from private-sector clients be accepted? | |
| | Are there any specific staffing volume expectations (e.g., estimated number of nurses needed, total service hours per week, or school locations with the highest demand)? | New coverage will be needed for new students/newly identified students or gaps in service due to an agency's lack of nurse staffing. |
| | Is there a minimum required response time for staffing placements (e.g., within 24 or 48 hours of a request for a nurse)? | No. When a need is shared, the first agency to respond with a nursing candidate is given first option to meet with the family and potentially serve the student. |
| | Can you confirm whether this contract is strictly for staffing nurses (i.e., providing personnel) or if it includes additional medical case management or healthcare service responsibilities? | This RFP is for 1:1 nursing services for our medically fragile students. |
| | How should pricing be structured (fixed rates, markups, local rates as well as travel rates, etc.)? | Complete the RFP as requested, with rates for RNs and LPNs. Fixed rates are preferred. |
| | What are the expected shift hours that the temporary nurses are expected to work? | Hours are based on student schedule, school hours and transportation schedules. The district prefers long-term assignments rather than short term. |