

### Questions for RFP #251-27-99 – Physical, Occupational, and Speech-Language Therapy Services

Vendor Question	Answers
In the Vendor Responsibilities section, it states that vendors shall submit invoices monthly. Our system is currently set up for weekly invoicing—would it be acceptable for us to continue submitting invoices weekly, with WCPSS processing payment on a monthly basis?	Submit invoices monthly.
Under qualifications on page 7, the first qualification is, "VENDOR shall be licensed (when applicable) and approved to do business in the State of North Carolina. Please note that the agency name must be consistent on all documents including insurance forms, NC Secretary of State business registry, invoices, etc.". We utilize an employer of record (EOR) that carries the insurance, handles invoicing/billing, payroll, onboarding and more so the listed agency name on the documents will not be the same as our company. How can we be in compliance for this bid with this relationship in place since we will put our company name on the bid documents (original execution page, VENDOR INFORMATION SHEET), but the EOR name will be on the insurance, business registry, invoices, etc.	Consistency of agency name is required.
Could you provide a list of previous vendors and the hourly rates paid for each discipline involved in the contract?	See page 6 of this addendum.
Who is the designated individual coordinating the services for the various disciplines within the district, and could you share their contact information?	To be disclosed as needed upon award.
How many hours constitute a school day for the purposes of this contract?	Roughly 7 to 7.5 hours less 30 min for lunch.
How many school days are scheduled per year?	Depends on the school calendar.
Are vendors permitted to bid on special education disciplines not explicitly listed in the RFP?	Only if they align with the scope of this RFP.
Are electronic signatures acceptable for signing the bid documents?	Yes.
Does the district require resumes to be included as part of the bid submission?	No.
May we include district personnel as references for this RFP?	Yes.
Which disciplines are currently the highest priority for this contract?	SLP
Are therapists typically assigned to one site or multiple sites?	It depends.
What is the expected turnaround time for filling open positions?	We would like to have all slots filled by August or September.
Approximately how many therapists (by discipline) were utilized in the previous school year?	Estimated: PT 0, OT 21, COTA 1, SLP approx 30.
What is the expected split between virtual and in-person services?	Mostly in person.

Is there a significant need for compensatory services (evenings/weekends)?	Yes.
What is the general mix between evaluations and ongoing therapy services?	Mostly therapy but testing is needed as well.
Could you clarify expectations regarding mid-year hiring of contracted therapists?	Mid-year hiring depends on turnover and available funding.
While the RFP anticipates the majority of services to be in-person, the Cost Proposal includes areas to add virtual service rates. Would the district still consider proposals for <u>only</u> virtual (teletherapy) services for SLP and OT to be included on the vendor list even if used as a last resort?	WCPSS will consider virtual services where the RFP indicates.
If the vendor can offer on-site facilitators to support its teletherapy (virtual) services, can the vendor include the details and rates in the proposal as other services or costs in the attached pages to the Cost Proposal? Note: These facilitators are not licensed therapy assistants.	Yes.
Can the vendor omit including page 8 of the RFP if the vendor replicates the table to outline the costs in the Cost Proposal and Customer References section of the vendor's proposal?	Yes, as long as cost and references are included elsewhere in the vendor's proposal.
What is the estimated or average hourly rate cap for SLP and OT services (in-person and virtual)?	Unknown at this time.
What is the anticipated or estimated budget for SLP and OT services?	As needed.
Can the vendor include separate rates for bilingual services?	No.
If the vendor has additional fees that are charged separately from the hourly rates in the table, would the vendor be penalized or disqualified if it includes details on other costs separate from the table format?	Possibly.
If the vendor offers optional on-site implementation services separately from the hourly rates per service, would the vendor be penalized or disqualified if it includes details on these optional costs separate from the table format? The district would retain the right to use such service at its discretion.	Possibly.
Will the district require a performance bond with this RFP? If so, what is the anticipated amount of the bond required upon award?	No.
Would the vendor be penalized or disqualified if its proposal included exceptions, deviations, and/or additional terms to the RFP for the district's review with the proposal?	Possibly, depending on the exceptions & deviations.
If the vendor wishes to add additional terms to the contract to be negotiated upon award, does the district require the vendor to list these additional terms as part of the deviations included in the proposal submission? Or can the vendor only	Any deviations from WCPSS Terms & Conditions must be included in vendor proposals. Deviations could result in the response being deemed non-responsive.

include a sample copy of the terms as an attachment to the proposal instead of as a deviation?	
How does the district handle price adjustments after the initial one-year term if the vendor seeks a mutual annual price increase when the RFP is renewed?	Pricing is to be held firm. If vendor is unable to do so, response to a new bid would be required.
If resumes for potential service providers are required upon submission, would you consider blind resumes/licenses with full names/license numbers withheld?	Yes.
Do you require the proposal to be organized or formatted in any way, or is it left to the vendor's discretion, provided the proposal includes the requested information?	As long as all of the required information is included, the order is not important.
Do vendors need to submit a response to the Qualification section on Page #7 as part of our proposal submission? If yes, where should this response be included, given that the required submittals list does not explicitly mention it?	These items are not required components of the RFP but they are required for a contract.
Are vendors required to provide actual resumes of Therapists as part of the proposal submission?	No.
Should vendors include a copy of our Business License and Certificate of Insurance with the proposal submission?	That would be very helpful, but isn't required until award.
Do vendors need to address the Scope of Work requirements within the proposal submission, or will that be evaluated separately?	Please submit within the proposal submission.
Could you share an estimate of the anticipated volume of positions by discipline (PT, OT, SLP, Assistants)?	Not at this time.
What is the typical mix of full-time, part-time, and PRN roles, and are needs consistent throughout the year?	Varies from year to year.
Are evaluations billed separately from therapy services, and are there expectations around non-billable activities (documentation, meetings, travel time)?	Providers do not know who is Medicaid eligible. All services are logged into the on-line system. The school day includes time for documentation, meetings, and travel time.
What is the typical onboarding timeline, including background checks and credentialing?	Once a contract is finalized, onboarding can take approximately 2 to 3 weeks.
Are assignments generally clustered geographically, and how is travel between sites typically managed?	Assignments are generally clustered geographically.
What are the key performance expectations or success metrics for vendors?	Performance expectations include but are not limited to: Established therapy schedule. Timely service delivery, annual reviews, evaluations, paperwork (including but not limited to therapy notes, Plans of care, progress notes, evaluation reports, IEPs). Student progress as

	evidenced by therapy notes, progress reports, and new IEP goals.
Are there standardized formats or turnaround expectations for evaluation reports?	Report must be uploaded in the on-line IEP system prior to the evaluation meeting, sooner upon request.
Can WCPSS hire contracted therapists mid-year, and if so, what are the typical terms?	Yes. Same as beginning of year.
Can the district please clarify how needs for vendor supplied contractors will be disseminated to awardees post award?	Agencies with accepted bids will be provided a contact person to whom they can offer candidates.
When is the estimated contract award date, and how will the district communicate award status to vendors?	When the end-user committee has completed its review. Awarded vendors will be notified by email.
How many vendors does the district expect to award a contract to for the services requested in this solicitation?	Approximately 12 to 15.
What are the district expectations for contract providers to assist in Medicaid reimbursement documentation services?	All documentation is standard from student to student and the provider is not aware of which child is Medicaid eligible.
What is the average caseload for providers requested in this solicitation?	WCPSS follows the state recommended caseload cap of 50 depending on the population and amount of services provided.
How many sessions per week is expected for providers requested in this solicitation?	Sessions per week will depend on a number of things including the balance of direct services vs support services as well as testing and travel.
Is the agency responsible for providing SLP or OT supervision for all of its SLPAs and COTAs?	Agency supervision is preferred.
Is the vendor required to provide equipment for SLP/OTs conducting virtual services?	If the service is 100% virtual, yes.
How many virtual contracted staff members does the district anticipate utilizing?	Approximately 1 to 5.
Would the district be open to reviewing information about additional service offerings (e.g., nursing, EC teachers, behavioral support, etc.)?	That does not fall into the scope of this RFP.
Can you provide the maximum rates that WCPSS can pay for ST, OT, PT, SLP-Assistant, and COTA Services?	Not at this time.
How many SLP-Assistants or COTAs will WCPSS need for the 2026/2027 school year?	Not yet clear.
Are you able to share the names of SAM's policy providers that other companies are successfully using to gain the full required coverage amount?	No.
Can vendors provide rate ranges?	Yes.

Would WCPSS be open to removing the first sentence of Section 19 of the Terms and Conditions since the RFP may be awarded to multiple contractors and therefore would not be an exclusive contract?	No.
Would WCPSS be open to modifying the second sentence of Section 30 of the Terms and Conditions, as follows: "The contractor will use commercially reasonable efforts to provide at least thirty (30) days' prior written notice to WCPSS before any coverage afforded under the policies is cancelled, if such cancellation would cause the contractor to no longer be in compliance with the terms hereof. The Wake County Board of Education shall be listed as additional insured on general liability and automobile liability." As a staffing agency, bidder is unable to obtain a cancellation endorsement on its Certificate of Insurance. However, bidder can contractually agree to notify WCPSS directly if its insurance coverage is cancelled.	No.
Would WCPSS pay invoices via ACH or check since bidder is unable to accept payment by procurement card?	Check or automatic deposit.
Do all therapists have to go through an interview process with a WCPSS employee regardless of their experience?	Yes.
Wake County is very large. Which schools or districts in Wake County do you anticipate a need for SLPs for the 2026-2027 school year?	The needs can change from week to week.
Last year there was a hiring freeze. If this happens again this year, would it be the company's responsibility to check in to determine if the freeze had been lifted? If so, what frequency would be appropriate?	Monthly.
Can vendors respond to the bid prior to April 22 or do we have to wait until April 22 and submit prior to 2pm that day?	Bids must be uploaded to the eVP site any time <b>prior to</b> April 22 <sup>nd</sup> at 2:00 pm.

WCPSS Contracts 2025-2026		Hourly Rates				
COMPANY NAME	OT in-person	OT virtual	OT Asst	SLP in-person	SLP virtual	SLP Asst in-person
AMN Allied Services, LLC (Allied Instructional Services) - extension				\$70.00	\$70.00	\$60.00
Cheshire Speech and Voice Center, Inc.				\$72.00	\$72.00	
Comprehensive Therapy Consultants, Inc.				\$77.00		\$58.00
EDU Healthcare, LLC	\$75.00	\$75.00		\$75.00	\$75.00	
Jessi Andricks Comunication, LLC				\$74.00	\$74.00	
Kinetic Pediatric Therapy	\$70.00	\$69.00	\$55.00	\$71.00	\$69.00	\$55.00
New Direction Solutions, LLC dba ProCare Therapy	\$70.00	\$75.00		\$70.00	\$75.00	\$62.00
Orange Tree Staffing, LLC - extension				\$75	\$65	\$65
Soliant Health	\$70-\$75	\$75		\$70-\$75	\$75	
Speech Inspirations - extension	\$70-75	\$70-75		\$70	\$70	
Speech Masters Therapy Services - extension				\$70.00	\$70.00	\$50.00
The Stepping Stones Group, LLC				\$77.00		
Sunbelt Staffing, LLC	\$74.00	\$75.00		\$74.00	\$75.00	\$64.00