



SCOPE OF SERVICES: RFP 1180 for Contingent Staffing Services

(NOTE: answers to these and all “Scope of Services” questions and proposal requirements are to be submitted using the “RFP Proposal Format and Content” document, NOT this document. This document is for reference only)

Items Requested

MPS seeks proposals for a qualified firm to provide qualified contingent staffing services for non-executive personnel (classified and certificated positions). Positions include, but are not limited to Secretary, Food Service Assistant (FSA), Paraprofessional, Substitute Teacher and Children’s Health Assistant (CHA). Job descriptions for each position - are attached as Exhibit 1, 2, 3, 4 and 5.

For the majority of classified and certificated positions, MPS uses traditional recruiting options: Internal MPS referrals, job posting on the MPS web site, job fairs, job boards and media and social media advertising. As a result of the high volume of hiring the district is required to do for these classified and certificated positions, temporary staffing is necessary to fill these positions temporarily while the recruitment and hiring process is completed. Temporary staffing is also needed to cover the absences of our regular (permanent) staff in the above-mentioned positions. All services provided by temporary workers are in person/on site. MPS does not offer remote work options for temporary workers. MPS will provide temporary workers with the necessary supplies, equipment, and access to complete the work expectations of the position. MPS does not guarantee the amount of services needed; however, during the 2026 calendar year the contract hours are estimated as follows:

Temporary Staff Positions	Approximate 2026 Contact Hours
Secretary	87,000
Children Health Assistant	75,000
Food Service Assistant	75,000
Paraprofessional	65,500
Substitute Teacher	72,000
Substitute Teacher (Critical)	14,400

MPS needs a flexible talent acquisition strategy that includes the use of contingent, contract-to-hire and direct hire strategies that is a more balanced and effective approach. MPS is seeking a partner(s) in establishing a new talent-acquisition process that provides MPS with increased workforce flexibility, reduced time-to-fill, greater talent diversity and lower cost. The successful partnership will provide MPS with a balanced talent hiring strategy and approach. MPS is specifically seeking a partner that will work collaboratively to develop a contract-to-hire strategy/pipeline that will fill the districts hard to fill positions. MPS also seeks a partner that shares its vision of diversity and increasing opportunities for the disabled and military veterans. MPS is seeking a vendor that provides training programs, professional development, and/or career pathways that prepare potential temporary employees with the skills, experience, and certifications necessary to

successfully qualify for and perform temporary positions within the District, including roles such as Substitute Teacher, Children's Health Assistant, and other hard-to-fill positions.

The diversity of provided personnel will be measured by the vendor's ability to show recruitment strategies that cover a vast range of options to include community resources, job fairs, government agencies and local organizations. The vendor should have a city-wide reach and have targeted recruitment strategies for the vast and rich communities across the Milwaukee area. Each strategy should be focused on providing MPS with a diverse qualified candidate pool that adequately reflects the population served.

MPS reserves the right to request the replacement of personnel assigned by respondent with no notice and at no additional cost to MPS if, in MPS' sole discretion, it is determined that the personnel do not adequately meet the needs of MPS.

Respondent's responsibilities in the balanced hiring strategy are to:

1. Provide timely service for filling positions;
2. Maintain multiple recruiting sources, both physical and virtual across the state, the region and metro-Milwaukee area;
3. Identify applicants to form a diverse pool: ethnic, racial and gender, as well as the under-and unemployed. Select and train them for multiple positions;
4. Maintain an on-going pool of talent for frequently recruited positions, and provide a vetted list of candidates to MPS;
5. Continue as employer of record for all contingent and contract-to-hire staff;
6. Develop a contract-to-hire recruitment strategy whereby contracted staff can be transitioned to MPS for permanent hire;
7. Assist with the design and implementation of assessments and recruitment plans, particularly for hard to fill positions;
8. Manage the dispatching of the District's employees in temporary assignments, including secretary 1, Children's Health Assistants ("CHA") and food service assistants ("FSA"), Substitute Teachers, and Paraprofessionals using Frontline Absence Management software. Respondent must have the geographic capacity and presence throughout the Milwaukee community to fill these positions equitably throughout the district;
9. Respondent shall comply with, and ensure its subcontractors performing work under this Contract comply with, Milwaukee Board of School Directors' Administrative Policy 3.09(17), which requires that employees be paid a "living wage."

Respondent's Requirements:

1. At respondent's site, provide sufficient staff to facilitate and manage all facets of support for schools in their use of the MPS dispatching software, Frontline, including dedicating staff to answer phone calls outside of normal business hours;
2. Provide a dedicated individual to be the main contact with the MPS Office of Human Resources ("OHR") Senior Director, Talent Management;
3. Provide support for school principals and secretaries experiencing problems with the use of the system;
4. Proactively call in temporary assignments if there are problems recruiting staff for certain placements;
5. Provide support for employees in temporary assignments having problems with the use of the system;
6. Identify problems in the working of the system to the Frontline help desk and/or MPS staff;
7. Coordinate the placement of contract Secretaries, CHAs, FSAs, Paraprofessionals, and Substitute Teachers into open vacancy or day-to-day absence positions in Frontline. Maintain placement

information in Frontline to ensure receiving schools and/or departments are aware of placements in a timely manner.

8. Provide sufficient qualified and licensed staff to meet a 100% fill rate on all vacancies. Respondent may establish subcontracting relationships to provide required staff. Respondent must identify the subcontracting relationship to MPS and obtain MPS' prior approval. In assigning any candidate to work at MPS, Respondent agrees to ensure that the candidate(s) assigned under this contract meets the following MPS pre-employment qualifications:
- a) Passed a recent pre-placement physical exam and a 10-panel drug test and is free from tuberculosis.
 - b) MPS uses a TB questionnaire in lieu of the TB test. The TB test is administered on an as-needed basis with approval from MPS.
 - c) Been subjected to a name-based criminal information background check by Contractor in the 365 days prior to the date candidate will commence work for MPS. The results of each check must be provided to MPS's Department of Employment Relations before candidate may commence work. Contractor shall not assign and/or subcontract any candidate from a source to work at MPS until Contractor performs such a criminal background check, and it is determined by MPS's Department of Employment Relations, in its sole discretion, that there is nothing in the background of the candidate that would render the candidate unfit to work at MPS with children. Reasons candidates may be rejected include, but are not limited to, falsification of background information or conviction of an offense or pending charges which substantially relate to the duties and responsibilities to be assigned to the candidate. Allowing a candidate who has not been subjected to a background check in accordance with these provisions to perform work for MPS will be a material breach of the contract between MPS and Contractor and may result in the immediate termination of the same;
 - d) Additional requirements for Substitute Teachers: Contractor will provide to MPS, by emailing to the Talent Management Department at 564@milwaukee.k12.wi.us, a completed background check authorization and release form that has been signed by each individual candidate that the Contractor is proposing for work as a Substitute Teacher or Teacher. The MPS provided form shall authorize MPS to conduct a background check that includes a records and fingerprint check (hereinafter, "premium background check").

Upon receipt of the completed authorization form, MPS will upload the candidate's information into TrueScreen for background check processing. MPS will also provide information on completing the fingerprint process directly to the candidate via email. It shall be the sole responsibility of the candidate to follow the provided instructions and timely complete the fingerprint process.

MPS agrees to bill the Contractor for the actual cost, and no more, of each premium background check.

The results of the premium background check shall be sent to MPS's Department of Employment Relations (hereinafter "DER") via the TrueScreen platform. Results of the premium background check will be reviewed by DER, and MPS will notify Contractor of any individual(s) who, based on MPS standards, are determined to be unfit to have contact with MPS students. All determinations made by MPS with regard to whether an individual's fitness to provide services pursuant to this Contract shall be made in MPS's sole discretion. MPS shall not be required to disclose the specific reason for any determination of unfitness, and such determination shall be final and not subject to appeal under this Contract.

Costs for pre-employment qualification testing and screening shall be borne by Respondent.

9. Respondent will abide by all terms and conditions of the MPS Employee Handbook and will be responsible for any subcontractors who perform under this contract. Respondent shall provide MPS's Department of Procurement and Risk Management with acceptable proof that its subcontractors are in compliance with the insurance requirements of this contract prior to any subcontracting as referenced herein;
10. Respondent shall provide specific job training to all candidates before being placed in an MPS building;
11. MPS reserves the right to reject any Respondent or subcontractor employee it determines is not able to meet the minimum requirements of the temporary position to which she/he is assigned;
12. Assure that all vacancies are filled by 7:00 a.m. or negotiated start time. Respondent shall be responsible for filling all vacancies even in the event that there is a technical problem with Frontline; and
13. Provide weekly billing to school/sites for dispatching provided from the vendor's pool. Invoice must include at a minimum, name of individual, classification, dispatched site, day(s) worked, hours worked, rate billed, and total amount due.
14. Milwaukee Public Schools does not authorize or permit overtime for temporary workers. Temporary workers are expected to work only the hours authorized by the District and may not work beyond their scheduled hours without prior written approval from an authorized MPS representative.
15. The vendor shall clearly identify the minimum number of hours a temporary worker must work through the vendor before the worker may be considered for direct employment by Milwaukee Public Schools (MPS). Vendors shall also identify any associated conversion fees, requirements, or restrictions. MPS reserves the right to determine whether and when a temporary worker will be considered for direct employment.

MINIMUM RESPONDENT QUALIFICATIONS:

1. Respondent must act as the single provider of services under this RFP and coordinate, if needed, any subcontractors under the response to this RFP;
2. Respondent must provide coordination of staff as indicated in the Scope of Service.

MPS will determine whether proposals have met the minimum proposal requirements set forth below. Only those proposals passing all of the minimum proposal requirements, unless waived, will be passed on for evaluation according to the criteria.

Contract Period

It is anticipated that a contract resulting from this RFP will be for a period of three years from February 1, 2027 through January 31, 2030. MPS will base its renewal decisions on the following performance metrics to be rated by MPS personnel. A contractor must attain a minimum score of 90 points to be eligible for contract renewal; however, 90 points does not guarantee renewal.

Performance Metrics

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Performance Metrics	Points
Quality of provided personnel	40

Diversity of provided personnel	10
Time to fill posted positions	20
Customer Service	15
Accuracy of invoicing	15
Total	100

Award

MPS anticipates awarding the contract to a single vendor; however, MPS reserves the right to award multiple contracts under this RFP to as many contractors as MPS determines is in its best interests. Please note respondents are expected to provide a quote to all items listed in the bid table, failure to do so will result in disqualification.

Contract awards are subject to review by the MPS Administration and Board of School Directors.

Evaluation Criteria

The criteria below, weighed as indicated, will be used to evaluate those proposals that meet all minimum proposal requirements.

Criteria	Description	100%
Experience and Qualifications	Information set forth in Scope of Services/ questionnaire.	15%
Quality of Proposed Solution and Ability to Meet MPS's Needs	Information set forth in Scope of Services/questionnaire.	40%
Financial Stability	Information set forth in questionnaire.	5%
Implementation & Service Delivery	Implementation, customer service and technology used	15%
Environmental Sustainability Plan	Information set forth in questionnaire.	5%
Cost	Pricing of Proposed Services.	20%