

Wayne Metropolitan Community Action Agency

REQUEST FOR PROPOSALS for Substitute Staffing Services for Early

Childhood Programs

INQUIRIES SHOULD BE DIRECTED TO:

Carla Chinavare, Executive Director of Whole Family

Martha Durhal, Director of Whole Family

Please Email inquiries to: procurement@waynemetro.org

Inquiries received after July 24, 2026 at 5:00 PM will not be responded to.

To respond to the RFP, please submit completed bids to
procurement@waynemetro.org

Responses must be received on or before:

Friday, July 24th, by 5 P.M.

Substitute Staffing Services for Early Childhood Programs REQUEST FOR PROPOSALS

1. Introduction

Wayne Metropolitan Community Action Agency (Wayne Metro) is soliciting proposals from qualified organizations to provide substitute staffing services for its Head Start, Early Head Start (EHS), Great Start Readiness Program (GSRP), and other early childhood programs. The selected contractor will provide qualified substitute personnel on an as-needed basis to ensure uninterrupted program operations while maintaining compliance with all applicable federal, state, licensing, and agency requirements.

Wayne Metro intends to award a contract to a qualified firm that demonstrates experience in recruiting, hiring, training, and managing substitute personnel for early childhood education environments.

2. Agency Background

Wayne Metropolitan Community Action Agency is a nonprofit Community Action Agency serving Wayne County, Michigan. Wayne Metro administers numerous federally and state-funded programs, including Head Start, Early Head Start, and GSRP, providing comprehensive educational and family support services to children and families throughout the region.

Maintaining qualified classroom staff is essential to meeting licensing requirements, maintaining required staff-to-child ratios, and ensuring continuity of services. Wayne Metro is seeking a qualified staffing partner capable of providing reliable substitute personnel to support daily program operations.

3. Purpose

The purpose of this Request for Proposals (RFP) is to establish a contract with a qualified organization to recruit, employ, and manage substitute personnel for Wayne Metro's early childhood programs.

The selected contractor shall provide qualified substitute staff for short-term, long-term, planned, and emergency staffing needs while ensuring compliance with all applicable Head Start Program Performance Standards, Michigan Child Care Licensing Rules, GSRP requirements, and Wayne Metro policies.

4. Scope of Services

The selected contractor shall provide comprehensive substitute staffing services, including, but not limited to, the following:

A. Recruitment and Placement

The contractor shall:

- Recruit, screen, interview, and hire qualified substitute personnel.
- Maintain an adequate pool of substitute staff to meet Wayne Metro's staffing needs.
- Verify education, credentials, certifications, employment eligibility, and experience.
- Conduct all required criminal background checks, fingerprinting, and reference checks.
- Match qualified staff with assignments based on program needs and position requirements.

B. Staffing Services

The contractor shall provide qualified personnel for positions including, but not limited to:

- Substitute Teachers
- Assistant Teachers
- Teacher Aides
- Family Support Staff (as requested)
- Administrative Support Staff (as requested)
- Site Leadership Personnel (as requested)

Coverage shall be available for planned absences, emergency absences, vacations, medical leave, professional development, and other staffing shortages.

C. Staff Qualifications

All assigned personnel shall meet applicable Michigan Child Care Licensing requirements and educational requirements applicable to the position, including:

- Entry-level classroom support staff
- Child Development Associate (CDA) credential holders
- Associate Degree holders
- Bachelor's Degree holders
- Master's Degree holders
- Director-qualified personnel, when requested

Documentation verifying qualifications shall be maintained by the contractor and provided to Wayne Metro upon request.

D. Payroll and Human Resources

The contractor shall be responsible for:

- Employee wages and compensation
- Payroll processing
- Payroll tax withholding and reporting
- Workers' Compensation Insurance

- Unemployment Insurance
- Human Resources administration
- Employee onboarding and personnel records

E. Compliance

The contractor shall:

- Comply with all applicable federal, state, and local laws and regulations.
- Ensure assigned personnel meet all licensing and background check requirements.
- Maintain all required insurance coverage.
- Train assigned personnel regarding confidentiality, ethics, and professional conduct.
- Cooperate with Wayne Metro in resolving employee performance concerns or incidents.

F. Training and Orientation

The contractor shall ensure substitute personnel receive orientation regarding:

- Professional expectations
- Childcare licensing requirements
- Workplace conduct
- Confidentiality
- Safety procedures
- Site-specific orientation as required by Wayne Metro

G. Performance Monitoring

The contractor shall:

- Monitor employee performance.
- Conduct regular follow-up with Wayne Metro.
- Respond promptly to staffing concerns.

- Remove or replace personnel who fail to meet performance expectations.
- Utilize Wayne Metro feedback to improve service quality.

Wayne Metro reserves the right to request removal of any substitute employee whose performance, attendance, qualifications, or conduct is deemed unsatisfactory.

H. Scheduling and Communication

The contractor shall:

- Maintain an efficient scheduling process.
- Respond promptly to staffing requests.
- Notify Wayne Metro immediately of staffing shortages.
- Designate a primary point of contact for daily communication.

I. Reporting

The contractor shall provide:

- Time and attendance records
- Staffing utilization reports upon request
- Documentation of qualifications and clearances
- Itemized invoices with supporting documentation

5. Head Start, Early Head Start, and GSRP Requirements

All substitute personnel assigned to Wayne Metro classrooms shall comply with all applicable federal, state, and local requirements, including but not limited to the Head Start Program Performance Standards (45 CFR Part 1301-1305), Michigan Child Care Licensing Rules, and GSRP requirements.

At a minimum, assigned personnel shall:

Staff Qualifications

- Meet educational requirements applicable to the assigned position.
- Hold appropriate credentials, including CDA, Associate Degree, Bachelor's Degree, or higher, where required.
- Meet all Head Start and GSRP staffing requirements.

Background Checks

Prior to assignment, personnel shall:

- Complete required criminal background checks.
- Complete fingerprinting through MiLEAP.
- Meet all Michigan Child Care Licensing background requirements.
- Be eligible to work in a licensed childcare setting.

Health and Safety

Assigned personnel shall complete all required health and safety training prior to placement, including:

- Active Supervision
- Child Abuse and Neglect Mandated Reporting
- Bloodborne Pathogens
- Universal Precautions
- Emergency Procedures
- Safe Sleep Practices (when applicable)
- Positive Behavior Support
- Confidentiality Requirements

Classroom Expectations

Assigned personnel shall:

- Follow classroom schedules and routines.
- Support curriculum implementation.

- Maintain a safe, nurturing, and developmentally appropriate learning environment.
- Follow child supervision requirements.
- Support children with disabilities, IEPs, and IFSPs as directed.
- Promote culturally responsive practices.

Family Engagement

Personnel shall:

- Interact professionally with families.
- Maintain confidentiality.
- Refer family concerns to Wayne Metro staff.
- Support family engagement activities when requested.

Monitoring

The contractor shall cooperate with:

- Federal Monitoring Reviews
- State Licensing Reviews
- GSRP Monitoring Visits
- Program Audits
- Quality Assurance Reviews

Assigned personnel shall participate in interviews and provide documentation when requested.

6. Deliverables

The selected contractor shall:

- Maintain an active substitute staffing pool.
- Fill staffing requests in a timely manner.
- Ensure all assigned personnel meet qualification requirements.
- Maintain all required licenses and documentation.

- Provide accurate invoices and timekeeping documentation.
- Participate in periodic performance review meetings with Wayne Metro.
- Maintain compliance with all federal, state, licensing, and agency requirements.

7. Minimum Contractor Qualifications

Proposers shall demonstrate the following qualifications:

- A minimum of three (3) years of experience providing staffing services for early childhood education programs or similar organizations.
- Experience recruiting, hiring, and managing substitute educational staff.
- Knowledge of Head Start, Early Head Start, GSRP, and Michigan Child Care Licensing requirements.
- Ability to recruit and maintain an adequate substitute staffing pool.
- Financial capacity to administer payroll and employee benefits.
- Ability to provide required insurance coverage.

8. Contract Term

The anticipated contract term shall be one (1) year from the date of award, with the option for up to four (4) one-year renewals based upon satisfactory performance, funding availability, and mutual agreement between Wayne Metro and the selected contractor.

9. Insurance Requirements

The successful contractor shall maintain, at a minimum:

- Commercial General Liability Insurance
- Workers' Compensation Insurance
- Employer's Liability Insurance
- Automobile Liability Insurance (if applicable)
- Professional Liability Insurance (if applicable)

Certificates of Insurance shall be provided prior to contract execution and maintained throughout the contract term.

10. Proposal Submission Requirements

Proposals shall include the following:

- Cover Letter
- Company Profile and Organizational Experience
- Description of Staffing Services
- Recruitment and Retention Strategy
- Quality Assurance and Performance Monitoring Plan
- Staffing Availability and Response Times
- Experience with Head Start, Early Head Start, and GSRP Programs
- References for at least three (3) similar clients
- Pricing Proposal
- Proof of Insurance
- Any required licenses or certifications

Incomplete proposals may be considered non-responsive.

11. Evaluation Criteria

Proposals will be evaluated using the following criteria:

Evaluation Criteria	Points
Organizational Experience and Qualifications	20
Understanding of Scope of Services	20
Recruitment and Staffing Capacity	20

Quality Assurance and Performance Monitoring	15
Experience with Head Start, EHS, and GSRP	10
Cost Proposal	10
References	5
Total	100

Wayne Metro reserves the right to conduct interviews, request additional information, negotiate pricing, or request Best and Final Offers (BAFO) if deemed in the Agency's best interest.

12. Terms and Conditions

Wayne Metro reserves the right to:

- Reject any or all proposals.
- Waive informalities or minor irregularities.
- Request clarification of any proposal.
- Negotiate with one or more proposers.
- Award a contract in whole or in part.
- Cancel this RFP at any time if determined to be in the best interest of the Agency.
- Request additional information prior to contract award.

Issuance of this RFP does not obligate Wayne Metro to award a contract or reimburse proposers for any costs incurred in preparing a proposal.

13. Required Attachments

Proposals shall include the following attachments:

- Attachment A – Pricing Proposal
- Attachment B – References
- Attachment C – Proof of Insurance
- Attachment D – Required Licenses and Certifications
- Attachment E – Conflict of Interest Disclosure
- Attachment F – Certification Regarding Debarment and Suspension
- Attachment G – W-9 Form