

WAYNE METROPOLITAN COMMUNITY ACTION AGENCY

REQUEST FOR PROPOSALS SUBSTITUTE STAFFING SERVICES FOR AFTERSCHOOL PROGRAMS

RFP Issue Date: 09/15/2026 at 9:00AM

Proposal Due Date: 09/29/2026 at 3:00PM

Anticipated Contract Start Date: 10/01/2026 at 3PM

Anticipated Contract Term: One (1) year, with up to four (4) one-year renewal options

INQUIRIES AND PROPOSAL SUBMISSIONS

All questions regarding this RFP shall be directed to:

Wayne Metropolitan Community Action Agency

Procurement Department

Email: procurement@waynemetro.org & bdimaria@waynemetro.org

Questions must be submitted by the deadline established in this RFP. Questions received after the deadline may not receive a response.

Completed proposals must be submitted electronically to procurement@waynemetro.org & bdimaria@waynemetro.org no later than the proposal deadline identified above. Late proposals may be deemed non-responsive.

1. INTRODUCTION

Wayne Metropolitan Community Action Agency ("Wayne Metro") is soliciting proposals from qualified staffing organizations to provide substitute staffing services for Wayne Metro's afterschool and out-of-school-time programs, including programs supported through the 21st Century Community Learning Centers (21st CCLC) initiative and other applicable programs.

The selected contractor will provide qualified substitute personnel on an as-needed basis to support uninterrupted program operations, maintain appropriate staffing levels, and ensure compliance with applicable federal, state, licensing, grant, and Wayne Metro requirements.

Wayne Metro intends to contract with an organization that demonstrates strong experience recruiting, screening, hiring, training, supervising, and managing substitute personnel for afterschool, youth development, school-age, educational, recreational, or similar programs.

2. AGENCY BACKGROUND

Wayne Metropolitan Community Action Agency is a nonprofit Community Action Agency serving Wayne County, Michigan. Wayne Metro administers federally and state-funded programs that provide educational, youth development, and family support services to children, youth, and families throughout the region.

Qualified and reliable staffing is essential to maintaining safe, structured, and effective afterschool programming. Wayne Metro is seeking a staffing partner capable of responding to planned and unplanned staffing needs while maintaining the qualifications and compliance standards required for youth-serving programs.

3. PURPOSE

The purpose of this Request for Proposals is to establish a contractual relationship with a qualified organization to **recruit, employ, train, schedule, and manage substitute personnel** for Wayne Metro's afterschool programs.

The selected contractor shall provide qualified substitute staff for short-term, long-term, planned, and emergency staffing needs based on Wayne Metro's program requirements and available funding.

Issuance of this RFP does not guarantee any minimum number of hours, assignments, positions, or expenditures.

4. SCOPE OF SERVICES

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

A. Recruitment, Screening, and Placement

The contractor shall:

1. Recruit, screen, interview, and hire qualified substitute personnel.
2. Maintain an adequate pool of qualified substitute personnel to meet anticipated and emergency staffing needs.
3. Verify education, credentials, certifications, employment eligibility, and relevant experience.
4. Conduct required criminal background checks and reference checks before personnel are assigned.
5. Match personnel to assignments based on qualifications, experience, program requirements, and position responsibilities.
6. Maintain documentation supporting the qualifications and clearances of all assigned personnel.
7. Provide qualification and clearance documentation to Wayne Metro upon request.

B. Staffing Services

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

- Group Leaders
- Youth & Family Engagement Specialists

Staffing may be requested to cover:

- Planned absences
- Emergency absences
- Vacations
- Leave
- Professional development
- Temporary vacancies
- Other program staffing shortages

Wayne Metro does not guarantee a minimum number of staffing assignments or hours.

C. Staff Qualifications

All assigned personnel must meet the applicable qualifications for the position and comply with applicable Michigan Child Care Licensing requirements.

Assigned personnel shall:

1. Have experience working with school-age children and/or youth in educational, afterschool, recreational, or youth development settings.
2. Possess the education, training, credentials, and/or experience required for the assigned position.
3. Demonstrate the ability to maintain a safe, structured, positive, and engaging environment for youth.
4. Complete all required background checks, clearances, and training prior to assignment.
5. Provide documentation verifying qualifications upon Wayne Metro's request.

The contractor shall not assign personnel who do not meet the qualifications or clearance requirements applicable to the assignment.

D. Payroll and Human Resources

The contractor shall be the employer of record for all personnel supplied under the contract and shall be responsible for:

1. Employee wages and compensation.
2. Payroll processing.
3. Payroll tax withholding and reporting.
4. Workers' Compensation Insurance.
5. Unemployment Insurance.
6. Human Resources administration.
7. Employee onboarding and personnel records.
8. Compliance with applicable employment laws and requirements.

Wayne Metro shall not be responsible for the contractor's employee wages, payroll taxes, benefits, employment-related liabilities, or other obligations associated with contractor personnel.

E. Background Checks and Clearances

Prior to assignment to a Wayne Metro program, all personnel shall:

1. Complete required criminal background checks.
2. Complete required fingerprinting or clearance processes, when applicable.
3. Meet all applicable Michigan Child Care Licensing background requirements.
4. Meet any additional background or clearance requirements applicable to the specific program or assignment.
5. Be eligible to work in the applicable Wayne Metro program setting.

The contractor shall maintain documentation demonstrating completion of required checks and clearances.

F. Compliance Requirements

The contractor shall:

1. Comply with all applicable federal, state, and local laws and regulations.
2. Comply with applicable Michigan Child Care Licensing requirements.
3. Ensure all assigned personnel meet applicable licensing, qualification, and background-check requirements.
4. Maintain all insurance coverage required under this RFP and the resulting contract.
5. Train assigned personnel regarding confidentiality, ethics, professional conduct, safety, and applicable program requirements.
6. Protect confidential information and participant information accessed through the performance of services.
7. Cooperate with Wayne Metro regarding employee performance concerns, incidents, complaints, investigations, and corrective actions.
8. Cooperate with applicable monitoring, audit, licensing, and grant oversight activities.

G. Training and Orientation

The contractor shall ensure that substitute personnel receive appropriate training and orientation before assignment, including:

- Professional expectations
- Applicable childcare licensing and afterschool program requirements
- Workplace conduct
- Confidentiality
- Safety procedures
- Youth-serving professional expectations
- Site-specific orientation, as required by Wayne Metro

Wayne Metro may provide additional site-specific orientation or instructions necessary for personnel to perform their assigned duties.

H. Performance Management

The contractor shall maintain responsibility for the performance and conduct of its assigned personnel.

The contractor shall:

1. Monitor employee performance and attendance.
2. Maintain communication with Wayne Metro regarding staffing performance.
3. Respond promptly to staffing concerns.
4. Address performance issues in a timely manner.
5. Remove or replace personnel who fail to meet performance, attendance, qualification, or conduct expectations.
6. Utilize feedback provided by Wayne Metro to improve service quality.

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

I. Scheduling and Communication

The contractor shall maintain an effective process for receiving and responding to staffing requests.

The contractor shall:

1. Respond promptly to staffing requests.
2. Make reasonable efforts to fill requested assignments with qualified personnel.
3. Provide Wayne Metro with confirmation of staffing assignments.
4. Notify Wayne Metro as soon as possible when a requested assignment cannot be filled.
5. Notify Wayne Metro immediately of same-day staffing shortages or cancellations.

6. Designate a primary point of contact for daily staffing communication.
7. Provide an escalation contact for urgent or emergency staffing needs.

Proposers shall clearly identify their proposed response times for regular, urgent, and emergency staffing requests.

J. Reporting and Documentation

The contractor shall provide, upon request or as otherwise required by the resulting contract:

- Time and attendance records
- Staffing utilization reports
- Documentation of employee qualifications
- Background-check and clearance documentation
- Training documentation
- Personnel assignment records
- Itemized invoices
- Supporting documentation for invoiced services
- Other documentation reasonably necessary for Wayne Metro's program, compliance, monitoring, audit, or grant requirements

K. Monitoring and Audit Cooperation

The contractor shall cooperate with Wayne Metro and applicable oversight entities during monitoring visits, licensing reviews, program audits, quality assurance reviews, grant monitoring, and other oversight activities.

Assigned personnel may be required to participate in interviews and provide information or documentation related to services performed under the contract.

5. MINIMUM CONTRACTOR QUALIFICATIONS

To be considered responsive, proposers must demonstrate the following minimum qualifications:

1. A minimum of two (2) years of experience providing staffing services for afterschool, youth development, school-age, educational, recreational, or similar programs.
2. Experience recruiting, screening, hiring, and managing substitute educational or youth-serving staff.
3. Knowledge of applicable Michigan Child Care Licensing and afterschool program requirements.
4. Ability to recruit and maintain an adequate pool of qualified substitute personnel.
5. Demonstrated ability to respond to both planned and emergency staffing needs.
6. Financial capacity to administer payroll and employment-related obligations.
7. Ability to maintain all insurance coverage required under this RFP.
8. Ability to provide the documentation necessary to demonstrate employee qualifications, background checks, clearances, and training.

Failure to demonstrate the minimum qualifications may result in a proposal being deemed non-responsive.

6. PROPOSAL REQUIREMENTS

Proposals shall be organized in the following order:

A. Cover Letter

Provide a signed cover letter identifying the proposer, primary contact, and authorized representative.

B. Company Profile and Organizational Experience

Provide:

- Legal name and address of organization
- Years in business
- Ownership/organizational structure
- Relevant experience
- Number of employees or available substitute personnel
- Experience providing services to youth-serving organizations

C. Understanding of the Scope

Describe the proposer's understanding of Wayne Metro's staffing needs and how the proposed approach will support continuity of afterschool programming.

D. Recruitment and Retention Strategy

Describe how the proposer will:

- Recruit qualified personnel
- Maintain an adequate substitute pool
- Screen and select personnel
- Retain qualified staff
- Replace unavailable or unsuitable personnel
- Respond to difficult-to-fill assignments

E. Staffing Capacity and Response Times

Describe:

- Current staffing capacity
- Geographic coverage
- Typical response time for staffing requests
- Emergency/same-day staffing capabilities
- Scheduling process
- Primary and secondary points of contact

F. Qualifications, Screening, and Compliance

Describe the proposer's process for:

- Verifying qualifications
- Background checks
- Fingerprinting/clearances
- Training
- Employee records
- Michigan Child Care Licensing compliance
- Confidentiality and youth safety

G. Quality Assurance and Performance Management

Describe the system used to monitor employee attendance, performance, conduct, and service quality.

H. Relevant Experience and References

Provide a minimum of three (3) references for clients receiving similar staffing services.

For each reference, provide:

- Organization name
- Contact name
- Telephone number
- Email address
- Services provided
- Length of relationship

I. Pricing Proposal

Provide a complete pricing proposal using **Attachment A – Pricing Proposal**.

Pricing shall clearly identify all rates, fees, markups, or other charges associated with the proposed services.

J. Insurance

Provide evidence of current insurance coverage or a statement confirming the proposer's ability to obtain the required coverage prior to contract execution.

K. Required Certifications and Attachments

Complete and submit all required attachments identified in Section 10 of this RFP.

7. CONTRACT TERM

The anticipated initial contract term shall be one (1) year from the date of contract execution.

Wayne Metro may exercise up to four (4) additional one-year renewal options, subject to:

- Satisfactory contractor performance;
- Continued program need;
- Funding availability;
- Wayne Metro approval; and
- Mutual agreement of the parties.

Renewal is not guaranteed.

8. INSURANCE REQUIREMENTS

The successful proposer shall maintain, at a minimum, the following insurance coverage, as applicable:

- 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.

Additional insurance requirements may be included in the final contract.

9. EVALUATION AND SELECTION PROCESS

Wayne Metro will evaluate responsive proposals using the criteria below.

Criterion	Scoring Criteria	Evaluator Notes	Points Available
Organizational Experience & Qualifications	Demonstrated experience, organizational capacity, relevant staffing history, and minimum qualifications		20
Understanding of Scope of Services	Demonstrates a clear understanding of Wayne Metro's afterschool staffing needs and requirements		20
Recruitment & Staffing Capacity	Strength of recruitment strategy, substitute pool,		20

	availability, scheduling, response times, and emergency coverage	
Quality Assurance & Performance Management	Strength of employee screening, training, supervision, performance monitoring, and corrective-action processes	15
Afterschool/Youth Development Experience	Relevant experience serving school-age children, youth, afterschool, educational, or similar programs	10
Cost Proposal	Reasonableness, competitiveness, transparency, and overall value of proposed pricing	10
References	Quality and relevance of client references and demonstrated past performance	5
TOTAL		100

Wayne Metro may conduct interviews, request clarification or additional information, verify references, negotiate pricing, and/or request Best and Final Offers (BAFOs) if determined to be in the best interest of the Agency.

The highest-scoring proposer is not automatically guaranteed an award. Wayne Metro will consider **best value**, including qualifications, service capacity, compliance, past performance, pricing, and the Agency's overall needs.

10. REQUIRED ATTACHMENTS

Proposals shall include the following:

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

Incomplete proposals may be considered non-responsive.

11. TERMS AND CONDITIONS

Wayne Metro reserves the right to:

1. Reject any or all proposals.
2. Waive informalities or minor irregularities in proposals.
3. Request clarification or additional information from any proposer.
4. Conduct interviews or discussions with proposers.
5. Negotiate with one or more proposers.
6. Request Best and Final Offers.
7. Award a contract in whole or in part.
8. Cancel or modify this RFP at any time if determined to be in the best interest of Wayne Metro.
9. Verify information provided by proposers.
10. Contact references and other sources to evaluate past performance.
11. Request additional information or documentation prior to contract award.
12. Award based on the best interests of the Agency and available funding.

Issuance of this RFP does not obligate Wayne Metro to award a contract, nor does it obligate Wayne Metro to reimburse proposers for any costs incurred in preparing or submitting a proposal.

No work shall begin until a contract has been fully executed by authorized representatives of Wayne Metro and the selected contractor.

12. CONFIDENTIALITY AND PROTECTION OF INFORMATION

The selected contractor and its personnel may have access to confidential information while performing services under the contract.

The contractor shall maintain the confidentiality of participant, employee, program, and Wayne Metro information and shall use such information only as necessary to perform services under the contract.

The contractor shall ensure that its employees understand and comply with applicable confidentiality requirements.

13. CONTRACTOR RESPONSIBILITY

The selected contractor shall remain responsible for the acts and omissions of its employees and personnel assigned to Wayne Metro programs.

The contractor shall promptly notify Wayne Metro of any incident, complaint, employee concern, staffing failure, or other matter that may affect the safety, quality, compliance, or continuity of services.

Wayne Metro may require the contractor to remove and replace personnel who do not meet applicable requirements or Wayne Metro's reasonable performance expectations.

14. PROPOSAL SUBMISSION CHECKLIST

Proposers should confirm that their submission includes all required materials:

Requirement	Included
Cover Letter	☐
Company Profile and Organizational Experience	☐
Understanding of Scope	☐
Recruitment and Retention Strategy	☐
Staffing Capacity and Response Times	☐
Quality Assurance and Performance Management Plan	☐
Afterschool/Youth Development Experience	☐
Three (3) Client References	☐
Pricing Proposal – Attachment A	☐
Proof of Insurance – Attachment C	☐
Licenses/Certifications – Attachment D	☐
Conflict of Interest Disclosure – Attachment E	☐
Debarment and Suspension Certification – Attachment F	☐
W-9 – Attachment G	☐

15. PROCUREMENT CONTACT

All communications regarding this RFP shall be directed to:

Wayne Metropolitan Community Action Agency

Procurement Department

procurement@waynemetro.org & bdimaria@waynemetro.org

Proposers shall not contact other Wayne Metro employees, board members, or program personnel regarding this RFP unless specifically authorized by the Procurement Department.