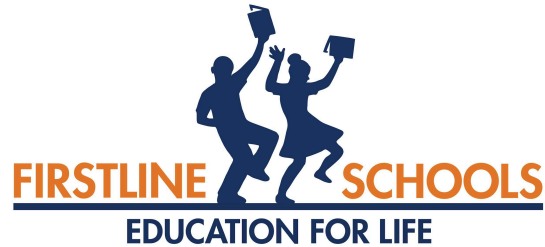


Question & Answers from Request for Proposal: Student Intervention & Engagement Services RFP
RFP Questions Due: Monday, March 30, 2026 at 2pm
Q&A document posted: Thursday, April 2, 2026

1. Company Financials: Are the three years of audited financial statements the only required financial documents, or are there any additional budget materials or financial disclosures we should include as part of the submission?
 - a. Per our rubric the three years of audited financial statements is what we request.
2. Section 4b – Capacity Summary: Could you share an example or provide additional guidance on what you are looking for in the “Summary of ability to take on the additional workload expected by the Proposer”? I want to ensure we are aligning to your expectations in both scope and level of detail.
 - a. We don’t have a specific expectation in scope or level of detail. The summary should include any information you think will be helpful to answer the question enough that we have an idea of your abilities and experience. You could include examples of work you currently perform or have in the past. A summary should be on the shorter side and not multiple pages long.
3. The RFP states that the contract begins on July 1st, 2026, but the academic school year typically begins in early August. Are providers expected to deliver active student-facing services during July and August, or does July 1 start date reflect contract execution and onboarding only?
 - a. Our staff returns in mid-July for professional development and we would expect the personnel that are part of this contract to participate in that professional development. July 1 would reflect contract execution and onboarding.
4. Section 5.4 References "Family outreach related to attendance and engagement." Does Firstline expect outreach to occur outside of school hours (evenings or weekends), or is family contact expected to take place during the school day?
 - a. This depends on the workload but is mainly during the school day. Some after school hours would be required, especially for school-based family events.
5. Will corps members be expected to support before or after school programming reflected in the extended student hours listed in Attachment A, or is service delivery scoped to the core instructional day?
 - a. Mainly core instructional day but there will be times when after school hours are needed, this could be professional development days, math & science nights, progress report days, etc.
6. Section 5.1 specifies a staffing range of 5-10 FTE per school. Is it the proposer's approach of differentiating staff counts across schools based on enrollment size viewed as responsive to this requirement, or does First Line expect a uniform staffing model across all four campuses?
 - a. This partially depends on ability to recruit and fill roles. We understand that there may be a smaller number of FTE at our school that is smaller than others, but do prefer a more uniform approach to staffing.



7. How does Firstline want provider staff introduced and positioned within each school? Specifically, will they be presented to the school staff and students as a part of the school team or clearly identified as an external vendor?
 - a. They would be integrated into the school team, but clearly noted as an external vendor. We do this currently with our MTSS provider and would do the same with this contract.
8. Section 5.5 requires providers to utilize Firstline's student data systems. Which platforms are currently in use, and will the selected provider receive credentialed access and formal IT onboarding? Does Firstline have an existing case management or documentation platform it expects providers to use, or will the provider be responsible for that infrastructure?
 - a. This is not a MTSS RFP, so no formal case management is desired. We will provide credentials and training on platform use to vendor staff that is embedded in our schools. This is mainly for the PowerSchool suite of products but may also include some of our blended learning programs.
9. Will shortlisted proposers be invited to an oral presentation, or will selection be based solely on the written submission and references?
 - a. We will not be conducting oral presentations as part of this RFP process.
10. The evaluation rubric includes a Professional References component scored on a 0-30 point scale. Will Firstline conduct structured reference interviews or distribute a standardized questionnaire, and are there specific areas of performance that references should be prepared to speak to?
 - a. We will call references and ask some basic questions about prior related work.
11. Is there an existing behavioral framework (such as PBIS or restorative practices) in place at any or all four schools that the provider staff would be expected to align with?
 - a. We will provide training and onboarding for contracted staff to ensure they align with our student culture system. This occurs during those July weeks.
12. Are there school-specific challenges at one or more of the four campuses that Firstline would want a proposer to understand before submitting?
 - a. No.