



Request for Proposals 2022-005

Human Services Temporary Staffing

ADDENDUM No. 2

ISSUE DATE: August 30, 2021

Responding Offerors on this project are hereby notified that this Addendum shall be made a part of the above named RFP document.

The following items add to, modify, and/or clarify the RFP documents and shall have the full force and effect of the original Documents. This Addendum shall be acknowledged by the Offeror in the RFP document.

Add/Delete Section

Delete: Appendix A – Price Form.

Add: Attachment 2, Appendix A – Price Form.

End of Add/Delete Section

Question/Answer Section

1. What is the estimated budget for this RFP? If unknown, please specify previous spending.

Answer: Budget is dependent on departmental need for temporary services. From 2019, date of initial contract, the total spend is \$90,521.94.

2. Please provide name of the current vendor providing the services with a copy of their proposal including cost sheet.

Answer: Jennifer Temps, Inc. and Vanguard Professional Staffing, Inc. The submitted proposals may be acquired by submitting a Public Records Request to Union County. Copies of the cost sheets are included in Attachment 1 of this addendum.

3. Kindly provide total number of temporary staffs on current assignment?

Answer: 2

4. What are the most frequently used job categories in the subject matter RFP?

Answer: Accounting Technician, Administrative Support Specialist, Social Worker, Data Entry.

5. What is the average length of the assignment?

Answer: Unknown.

6. Is there any preference for local vendor?

Answer: No.

7. Kindly specify total number of FTE's working and current \$ value spent.

Answer: None.

8. Kindly provide list of attachments/forms to be provided with the response so to avoid compliance issues.

Answer: All attachments/forms can be found in the RFP.

9. Is it mandatory to utilize a sub-contractor?
- Answer: No.
10. Will there be any advantage in evaluation if a firm utilizes Minority-owned or Women-owned or Small Business or Disadvantaged Business?
- Answer: No.
11. Do we need to submit business license with the proposal?
- Answer: No.
12. Do we need to submit certificate of insurance with the proposal?
- Answer: No.
13. Who are your current vendors?
- Answer: Refer to Question 2.
14. What are your current vendors' pay rates and bill rates for these services?
- Answer: Refer to Question 2.
15. Does the "Authorization for payment via Electronic Funds Transfer (EFT)" form need to be included with submission?
- Answer: No.
16. When is the anticipated award date?
- Answer: Within 180 days of proposal submission deadline.
17. What is the estimated time/ duration for each of these Temporary Staffings.
- Answer: Unknown.
18. What is the average number of candidates you will be filling in each of these categories every year? Please share the data from the previous similar bids.
- Answer: Unknown.
19. Can you elaborate more on the Conversion Fee you are referring to in the Miscellaneous fee column.
- Answer: If the County hires a worker permanently, the conversion fee will apply.
20. Can you elaborate more on Payroll Service Fee.

Answer: Per Appendix A – Price Form, “*Union County provides an applicant to Offeror for payroll purposes only.” The Offeror does not refer a candidate to the County. The Offeror will only provide payroll services.

21. Is this a new bid or old contract?

Answer: New bid.

22. Who is the current vendor?

Answer: Refer to Question 2.

23. What is the budget for this project?

Answer: Refer to Question 1.

24. Should the Rates must be fully loaded, and details of fringe benefits should be included or not ?

Answer: The rate supplied by Offeror will be the rate the County will pay for any temporary staffing.

25. What is the budget for this contract?

Answer: Refer to Question 1.

26. Is Subcontracting allowed for this opportunity, if so, are there any specific participation goals to be met?

Answer: Yes. No participation goals.

27. Is there an incumbent on the contract? If yes, could you please let us know the incumbent name and spending done on contract so far?

Answer: Refer to Question 2.

28. Considering the current COVID-19 pandemic situation, if the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets?

Answer: You may provide candidates with additional skill sets, however the cost will not increase from the temporary employee rate requested.

29. How many candidate resumes can we submit for this position i.e., if the requirement is for two candidates; do we need to submit only two resumes or can we propose resumes of more than two candidates for agency's consideration?

Answer: You can submit as many resumes as you would like, ultimately the county would determine who is hired.

30. Do we need to submit actual candidate resumes or can we submit sample resumes?

Answer: Candidate resumes.

31. Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance?

Answer: Onsite or as business dictates.

32. How many people are currently working onsite and offsite?

Answer: 2 onsite.

33. What holidays does the client observe?

Answer: New Year's Day, Birthday of Martin Luther King, Jr., Good Friday, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving, Day after Thanksgiving, Christmas Holiday (2).

34. Are there any mandated Paid Time Off, Vacation, etc.?

Answer: No.

35. If this is a multi vendor award please clarify how many vendors to be awarded this contract?

Answer: Unknown.

36. If resources will be required on need basis please clarify the minimum guaranteed hours?

Answer: Unknown.

37. What would be the minimum period of service for any job position?

Answer: Unknown.

38. Is this a new contract or renewal of an existing contract?

Answer: New solicitation and contract.

39. If contract is existing, when was the existing contract started, and what is the annual monetary spent value of the current contract since inception?

Answer: December 2019, \$90,521.94 to-date.

40. Please share the historical spend for the year 2020.

Answer: \$49,929.94

41. Is there any incumbent/existing supplier, please share name?

Answer: Refer to Question 2.

42. Is there any issue with existing suppliers?

Answer: No.

43. Please share the existing rate contract of different job positions.

Answer: Refer to Question 1.

44. How many resources are currently engaged in the current contract?

Answer: 2.

45. Can you please share the no. of positions served in previous years under this contract?

Answer: Unknown.

46. Is there any local preference for this contract?

Answer: No.

47. What will be the estimated annual budget for this project?

Answer: Refer to Question 1.

48. How many positions can we expect under this contract throughout the given term?

Answer: Unknown.

49. Do we need to provide a fully burdened rate?

Answer: Refer to Question 24.

50. Is subcontracting required for this contract?

Answer: No.

51. Please confirm the sub- contracting goal that can fulfill the requirement?

Answer: None.

52. Please confirm if our resources will be travelling from one location to another to perform the services under this contract, if yes, how will those travel expenses be reimbursed?

Answer: Travel is position dependent.

53. Can you please confirm the most commonly filled positions of this contract in the past?

Answer: Refer to Question 4.

54. Can you please share expected positions to be filled in this year under this contract?

Answer: Unknown.

55. What is the expected award date of this contract?

Answer: Refer to Question 16.

56. This RFP was published in March 2021, what is the reason for cancelling the RFP and re-solicitation the same?

Answer: This is a new solicitation for Human Services positions following Uniform Guidance procedures. The March, 2021 RFP was not cancelled.

57. Is there any difference between the last cancelled RFP and this new/ re-solicitation?

Answer: Refer to Question 57.

58. Is this a new initiative? If not, please share the names of current vendors providing these services.

Answer: This is a new initiative for Human Service positions using Uniform Guidance for solicitations. Refer to Question 2.

59. Is it possible to share the incumbent contracts and their pricing information?

Answer: Refer to Question 2. Contracts can be obtained by submitting a Public Records Request.

60. Throughout the tenure of the existing contract, how many temporary employees have worked, and how many (in numbers) are active at this time?

Answer: Unknown.

61. What is the estimated budget for the resulting contract or the past expenditure of the existing contract?

Answer: Refer to Question 1.

62. Is there any challenge fulfilling the current temp needs with the existing contracts for related services?

Answer: No.

63. If there is no incumbent, how was the County fulfilling its temp staffing need till now?

Answer: Refer to Question 2.

64. Is there any local preference for this contract?

Answer: No.

65. Is there a mandatory goal for any minority subcontractors?

Answer: Union County encourages all qualified firms, including Minority-owned Business Enterprises, Women-owned Business Enterprises, Small Business Enterprises and Disadvantaged Business Enterprises to partake in this solicitation. Union County encourages good faith effort outreach to Minority, Women, Small Business and Disadvantaged Businesses.

66. What is the County's motivation to recompetete these labor categories as part of RFP 2022-005?

Answer: This is a new solicitation. Refer to Question 57.

67. Were any firms awarded a contract for the Human Services labor categories under RFP 2021-037? If so, who were the firms and what were the awarded rates for each labor category?

Answer: Staffmark Investment, LLC, AppleOne and Technostaff, LLC. These are in currently in contract routing. The awarded rates are not available at this time. A Public Records Request can be submitted for the contract documents.

68. What is the estimated annual spend for Human Services Temporary Staffing? If this is not available, what is the historical spend for 2019, 2020, and YTD 2021?

Answer: Refer to Question 1.

69. Is it permissible for bidders to "no-bid" certain labor category(s)? Will no-bidding certain labor category(s) potentially negatively affect bidders' scoring/ranking?

Answer: Yes.

70. (7.2.4, Page 12): The solicitation requests "A detailed implementation plan to satisfy the requirements of this solicitation." However, the solicitation does not provide details/requirements for an implementation plan. Can the County please provide these requirements OR should bidders simply respond "not applicable" for this requirement?

Answer: The Vendor is to propose a detailed implementation plan to satisfy the scope of this solicitation.

71. (Appendix A – Price Form, Page 20): The price form requests itemized pricing for "Temporary Contract," "Contract to Hire," and "Direct Hire Contract." Can the County please provide a definition for "Direct Hire Contract?" Traditionally, direct hire candidates are not employed at any point by the staffing and recruiting firm and therefore a contract rate is traditionally not used.

Answer: Correct.

72. (Appendix A – Price Form, Page 20): The solicitation requests “Conversion Fee - List as Percentage.” Conversion fees are traditionally based on the number of hours worked prior to conversion. Should bidders provide multiple percentages, based on the number of hours worked?

Answer: No.

73. Within the 1 day response period stipulated in Section 6 of the RFP, does the city expect the background screening and drug testing to be done at time of candidate submittal or after an offer is made?

Answer: Successful background/drug screens will need to be completed prior to placement.

74. Are there any incumbents that currently exist for this contract? If yes, can their names be provided?

Answer: Refer to Question 2.

75. Can you please provide the incumbent vendors previous bid documents?

Answer: Refer to Question 2.

76. Please share the headcount for temporary employees currently working with the County under this contract.

Answer: 2.

77. Please share the current pay and bill rates for by position for temporary staff provided by the current vendor(s).

Answer: Refer to Question 2.

78. Would it be possible for the County to list the most frequently used temporary positions by the County?

Answer: Refer to Question 4.

79. How may we obtain the existing contracts and/or the previous winning bid proposals and a copy of the scoring documents?

Answer: These are available through a Public Records Request.

80. What is the annual spend for this contract?

Answer: Refer to Question 1.

81. What will be the estimated budget for this contract?

Answer: Refer to Question 1.

82. Will Union County have Prevailing/Living wage requirements at time of award?

Answer: No.

83. How many vendors will be awarded as a result of this solicitation?

Answer: Unknown.

84. What is the average temporary staff's tenure?

Answer: Unknown.

85. Will the County interview/approve workers prior to placement?

Answer: Yes.

86. If drug screening is deemed appropriate for safety sensitive positions as identified by Union County, will the request be for 5 panel or 10 panel?

Answer: 5 panel.

87. Is there any preference given to local vendors?

Answer: No.

88. What is your average time-to-fill rate? Are there any positions which tend to be challenging to fill?

Answer: 2 weeks. Bilingual and strong Social Work candidates' positions.

89. Can the County provide any significant changes in business expected in the upcoming years that could impact labor spend or hiring volume?

Answer: Unknown.

90. What gaps are you looking to fill that current vendors didn't provide? if none, have you been satisfied with services provided by your current vendors?

Answer: Bilingual and strong Social Work candidates' positions.

91. What are the County's primary business drivers and current pain points?

Answer: Human Services is a reactionary business. By nature, it must adapt and respond to the needs of the community and residents experiencing all manner of crisis, health challenges, etc. in order to stabilize and sustain a safe standard of living for the population. A current business driver example would be the pandemic and immunizing residents.

92. Does the County expect any active contingent personnel to be transitioned to the new talent supplier? If so, how many resources are in the affected population?

Answer: Unknown

93. Does the County have tenure limits for contingent labor? If so, how are they enforced?

Answer: No.

94. What is the County's expected invoicing schedule (weekly, bi-weekly, monthly)?

Answer: Weekly.

95. Does the County envision paying with a Purchasing Card?

Answer: Yes, on occasion.

96. Does the County currently utilize (or plan to utilize post-RFP award) a Master Services Provider (MSP) or a Vendor Management System (VMS)? If yes, are there associated fees that we should be considering when assessing our pricing capabilities?

Answer: No.

97. Are there additional transactional costs related to the County's organization (e.g., program/VMS fees) we should consider when assessing our pricing?

Answer: No.

98. Please describe any overriding factors that tend to impact pay rates, length of assignments, or bill rates at your organization, such as federal/state acts, union requirements, and/or the County guidelines?

Answer: None.

99. Does the County have mandatory PTO for contingent labor? If so, what is the expectation and does the County want this billed separately or factored into the markup/bill rate?

Answer: No.

100. Will the County be providing all equipment and workspaces needed for office-based positions?

Answer: Yes.

101. What personal protection equipment (PPE) is required by the County and for which roles? What equipment is provided by the County versus what the vendor needs to provide? Will PPE be billed at cost to the County?

Answer: The County will provide PPE as necessary.

102. Describe shift schedules for positions. How do shift schedules or other operational factors drive overtime usage? What is the County's experience with overtime as a percent (%) of total hours billed?

Answer: Traditional work environment would be first shift only. In the event of a response environment weekend, overtime may be required.

103. We understand that the contract will be awarded for an initial three-year period, with the County's option to renew two additional years. Will there be any consideration for pricing increases for the optional two years?

Answer: Pricing is firm for years 1-3. Pricing can be negotiated during the optional 2 years. It must be initiated by the Vendor two (2) months prior to contract expiration. Union County reserves the right to accept or decline in its' best interest.

104. Will all selected vendors receive the order at the same time? If not, with the award to potential multiple vendors, can you provide your process to deliver orders to the vendors? What will define your process - lowest price or fastest processing of the order?

Answer: Each Manager within Human Services may utilize contract staff from whichever contracted vendor they select.

105. To ensure FCRA compliance, it is our company's policy to provide clients with an attestation of completion of background check pursuant to client's requirements, but not the actual results. Will the County accept letters of attestation in lieu of actual background check results?

Answer: Yes

106. Will WBE/MBE/DBE certifications from states other than North Carolina be acceptable in this bid?

Answer: Union County encourages good faith effort outreach to Minority Businesses (HUB Certified) and Small Businesses. No WBE/MBE/DBE certifications are required for this solicitation.

107. If government-mandated costs or expenses are enacted during the contract term, will respondents be allowed to request rate increases to cover these higher rates?

Answer: Only minimum wage increases will be considered in this scenario.

108. Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.

Answer: Refer to Question 2.

109. Can you please let us know the previous spending of this contract?

Answer: Refer to Question 1.

110. Please confirm if we can get the proposals or pricing of the incumbent(s).

Answer: Refer to Question 2.

111. Are there any pain points or issues with the current vendor(s)?

Answer: Refer to Question 91.

112. Please confirm the anticipated number of awards.

Answer: Unknown.

113. Are there rate calculations that vendors should consider for the three different categories for hourly rates?

Answer: No.

114. Please explain in further detail what is meant by Payroll Service?

Answer: Per Appendix A – Price Form, “*Union County provides an applicant to Offeror for payroll purposes only.” The Offeror does not refer a candidate to the County. The Offeror will only provide payroll services.

115. Approximately how many positions annually are considered Temporary Contract, Contract to Hire, Direct Hire Contract, and how many require Payroll Service only?

Answer: Unknown.

116. If applicable, who is the incumbent for these services and for how long have they served Union County in this capacity?

Answer: Refer to Question 2.

117. What are Union County’s current hourly rates for the positions listed in the solicitation?

Answer: Refer to Question 2.

118. What is Union County’s historical usage and yearly spend for this contract during the past three (3) years? Please provide a breakdown by labor category or title.

Answer: Refer to Question 1.

119. What is the anticipated annual and total spend for this contract?

Answer: Unknown.

120. When does Union County anticipate completing its evaluation and notifying respondents of its recommended awardee(s)?

Answer: A decision has not been made.

121. Are respondents required to bid on all positions in order to be deemed responsive?

Answer: No.

122. If not all-or nothing, will bidding on only select positions negatively impact respondents' evaluation score?

Answer: No.

123. What specific background checks and/or drug screens are required of the temporary staff?

Answer: Refer to Question 87.

124. To ensure FCRA compliance, it is our company's policy to provide clients with an attestation of completion of background check pursuant to client's requirements, but not the actual results. Will [CLIENT] accept letters of attestation in lieu of actual background check results?

Answer: Yes.

125. Will respondents be allowed to pass through the costs for background checks and drug screens (at no additional markup) to Union County?

Answer: Only drug screen costs may be billed as a separate line item on the invoice.

126. Will respondents be disqualified or adversely impacted during the evaluation process if they were to submit exceptions to Union County?

Answer: No.

127. With respect to Affordable Care Act (ACA) costs, would Union County prefer these charges as a separate line item in the invoices, or instead incorporated directly into each respondent's proposed rates? Please clarify.

Answer: Proposed rates.

128. If government-mandated costs or expenses are enacted during the contract term, will respondents be allowed to request rate increases to cover these higher rates?

Answer: Refer to Question 108.

129. Are there specific positions that would require a motor vehicle check?

Answer: Yes.

130. What is the current method used for timekeeping? Do you prefer paper timesheets or virtual/online timekeeping?

Answer: Paper is current method. Would like to see Vendor's solution for virtual/online timekeeping.

131. Can you provide a breakdown of which positions would be temporary, contract to hire, or direct hire?

Answer: No.

132. What is the preferred guarantee for direct hire employees?

Answer: No.

133. Regarding pricing for direct hire, do you prefer a flat fee or a percentage (% of annual salary)?

Answer: Refer to Appendix A – Price Form.

134. When will the award be made?

Answer: Refer to Question 16.

135. Is there a possibility any of the positions will be remote?

Answer: Refer to Question 32.

136. What is the current COVID-19 protocol? Are vaccinations required? Are masks required? Is any testing done? If yes, who administers the tests?

Answer: The position dictates requirements.

137. Please clarify- regarding Appendix A- Price Form, the request is for pay rates, not bill rates.

Answer: Yes.

138. What was the previous spent on the contract?

Answer: Refer to Question 1.

139. Who is current incumbent on this contract and how long they have been serving?

Answer: Refer to Question 2.

140. How many temps are currently working on the existing contract and will they all be transitioned to the new vendors?

Answer: 2.

141. What is the estimated budget?

Answer: Refer to Question 1.

142. Is it mandatory to fill all the mentioned positions in the RFP?

Answer: No.

End of Question/Answer Section

Attachments

1. Price Forms - Jennifer Temps, Inc. and Vanguard Professional Staffing
2. Revised Price Form – Must be submitted with proposal.

End of Addendum No. 2

Attachment A – Price Form

Position	Hourly Rate (to be charged to Union County)					
	Temporary Contract		Contract to Hire		Direct Hire	
	Minimum Rate	Maximum Rate	Minimum Rate	Maximum Rate	Minimum Rate	Maximum Rate
Administrative						
Administrative Secretary/Assistant	\$ 16.75	\$ 18.00	N/A	N/A	N/A	N/A
Finance						
Accounting Technician II-Finance	\$ 18.00	\$ 21.00	N/A	N/A	N/A	N/A
Financial Analyst	\$ 26.00	\$ 28.00	N/A	N/A	N/A	N/A
IT						
Audio Visual Coordinator	N/A	N/A	N/A	N/A	N/A	N/A
Applications & Systems Manager	N/A	N/A	N/A	N/A	N/A	N/A
Systems Support- Information Systems	N/A	N/A	N/A	N/A	N/A	N/A
Public Works						
Utility Mechanic I	\$ 18.00	\$ 19.50	N/A	N/A	N/A	N/A
General Utility Worker/ Public Works	\$ 15.00	\$ 16.50	N/A	N/A	N/A	N/A
Customer Service Specialist	\$ 19.50	\$ 21.00	N/A	N/A	N/A	N/A
Tax Administration						
Office Aide- Tax.	\$ 15.60	\$ 18.00	N/A	N/A	N/A	N/A
PT General Utility Worker/Tax	\$ 13.00	\$ 15.00	N/A	N/A	N/A	N/A
Social Services						
Data Entry Operator- DSS	\$ 15.10	\$ 18.00	N/A	N/A	N/A	N/A
Data Entry Operator II- Health	\$ 16.25	\$ 18.00	N/A	N/A	N/A	N/A
Income Maintenance Technician	\$ 19.50	\$ 21.00	N/A	N/A	N/A	N/A
Foreign Language Interpreter- DSS	\$ 20.85	\$ 22.00	N/A	N/A	N/A	N/A
Foreign Language Interpreter II- DSS	\$ 23.25	\$ 24.00	N/A	N/A	N/A	N/A
Community Social Services Assistant:						
Children's Services	\$ 15.60	\$ 17.00	N/A	N/A	N/A	N/A
Processing Assistant III- Social Services	\$ 18.25	\$ 20.00	N/A	N/A	N/A	N/A
Social Worker II	\$ 26.00	\$ 28.00	N/A	N/A	N/A	N/A
Miscellaneous Fees						
Conversion Fee (11st as a %)	12% of the annual salary					

Attachment A • Price Form

Position	Hourly Rate (to be charged to Union County)					
	Temporary Contract		Contract to Hire		Direct Hire	
	Minimum Rate	Maximum Rate	Minimum Rate	Maximum Rate	Minimum Rate	Maximum Rate
Administrative						
Administrative Secretary/Assistant						
Finance						
Accounting Technician II-Finance						
Financial Analyst						
IT						
Audio Visual Coordinator						
Applications & Systems Manager						
Systems Support- Information Systems						
Public Works						
Utility Mechanic I						
General Utility Worker/ Public Works						
Customer Service Specialist						
Tax Administration						
Office Aide- Tax						
PT General Utility Worker/Tax						
Social Services						
Data Entry Operator- DSS	\$21.70	\$24.80	\$21.70	\$24.80	15% annual salary	15% annual salary
Data Entry Operator II- Health						
Income Maintenance Technician	\$23.25	\$26.35	\$23.25	\$26.35	15% annual salary	15% annual salary
Foreign Language Interpreter- DSS						
Foreign Language Interpreter II- OSS						
Community Social Services Assistant- Children's Services	\$18.60	\$24.80	\$18.60	\$24.80	15% annual salary	15% annual salary
Processing Assistant III- Social Services	\$17.05	\$22.00	\$17.05	\$22.00	15% annual salary	15% annual salary
Social Worker II	\$27.90	\$33.00	\$27.90	\$33.00	15% annual salary	15% annual salary
Miscellaneous Fees						
Conversion Fee (list as a %)	33% of invoice for remainder of 688 hour requirement					



10 APPENDIX A – PRICE FORM

RFP 2022-005 Human Services Temporary Staffing

**ADDENDUM 2, ATTACHMENT 2
MUST SUBMIT WITH PROPOSAL**

Company Name: _____

Provide minimum and maximum hourly rates for a temporary contract, a contract to hire and a direct hire contract per the positions indicated below. In addition, provide miscellaneous fees as described below.

Positions	Temporary Contract		Contract to Hire		Direct Hire Contract	
	Min Rate	Max Rate	Min Rate	Max Rate	Min Rate	Max Rate
Accounting Technician						
Administrative Support Specialist I						
Administrative Support Specialist II						
Administrative Support Specialist III						
Administrative Support Specialist IV						
Community Engagement Specialist						
Community Health Assistant						
Eligibility Technician						
Human Services Assistant						
Interpreter						
Nutritionist						
Records Clerk						
Scheduling Clerk						
Senior Accounting Technician						
Senior Social Worker						
Social Worker						

Miscellaneous Fees	
Conversion Fee - List as Percentage	
*Payroll Service	

*** Union County provides the applicant to Offeror for payroll purposes only.**