



**TEMPORARY STAFFING AND RELATED SERVICES**

**RFP #11143**

**PROPOSAL QUESTIONS AND ANSWERS**

- Q1. SOS Staffing Services, Inc. would like to place a “no bid” for this RFP. The RFP is beyond SOS’s scope of services. I do not see a “no bid” section or link.
- A1. There is not a “no bid” section or link. Thank you for the response.
- Q2. If the bidder is bidding on the national opportunity, is the bidder required to submit pricing for all positions?
- A2. The RFP is broken down into three categories: Administrative, Information Technology, and Medical. The Supplier may submit pricing for one or more categories. We request that the Supplier submit pricing on most, if not all, positions when pricing a category.
- Q3. If the bidder is bidding on the national opportunity, is the bidder required to submit pricing for all geographic areas?
- A3. Pricing is requested by state. If you are unable to submit pricing for a particular state(s), please note in your proposal and on the pricing sheet for that state(s).
- Q4. Is there a separate pricing proposal for Maricopa County on its own?
- A4. No.
- Q5. Regarding Subcontracting, must all subcontractors be identified in the proposal? If during the life of the contract, the awarded contractor wanted to add a subcontractor, what would the process be?
- A5. Please identify any subcontractors along with Supplier’s plan for subcontractors in your response. If awarded a contract, Supplier would submit a request to add/change subcontractors to the Participating Public Agency.
- Q6. Approximately how many awards will be made?
- A6. We do not know how many awards will be made until we see the quality and capability of responses received.
- Q7. At the time of award, will the County or U.S. Communities issue a service contract? Or if it will just be the award letter?
- A7. Maricopa County will issue a Master Agreement at time of award.

- Q8. Will the County provide a version of Exhibit 5 which we can enter our company name and information on?
- A8. No, you may type or hand-write Supplier's information to submit as a part of Supplier's bid response. If awarded a contract, a filled-in version of Exhibit 5 will be provided at time of award.
- Q9. Reference Section 2.0 Scope of Work, in the most recent Amendment, Participating Public Agencies changed to County. Please clarify the purpose of this change. Has the scope of work for U.S. Communities and Participating Public Agencies changed significantly?
- A9. Participating Public Agency replaced Maricopa County in many locations throughout the document where the change referred to Agencies and not just Maricopa County. The Scope of Work has not changed as a result of this administrative correction.
- Q10. Reference 3.15.4, are there requirements for the proposal that are specific only to Maricopa County?
- A10. As this proposal will become the Master Agreement with Maricopa County, the answer is yes. All requirements apply to Maricopa County, as well and all Participating Public Agencies that may choose to use it.
- Q11. Reference Exhibit 3, Company 1, does the total number of sales persons refer to the number classified as sales persons by EEO, or does it refer to all personnel who perform sales and related duties?
- A11. Please provide the information on all sales persons that actively represent your Company and sell your Company's services on a full or part-time basis. You may also add other personnel who perform sales related duties as long as you clearly note their role(s).
- Q12. Reference Exhibit 3, Company 3, how does the evaluation committee define support centers? Does this refer to corporate offices that would support the branches?
- A12. Support centers are departments or subunits which provide supporting services to other departments or subunits. These can be call centers, corporate staff, etc.
- Q13. Reference Exhibit 3, Services 10, in order to determine our turnaround time would it be possible to get clarification on how U.S. Communities plans to distribute orders? Will they all go through the NAM and his/her staff? Or will orders be distributed to the local branch? Will orders come from agency end users of the U.S. Communities contract? Or will all orders come from U.S. Communities?
- A13. All orders will be placed between the Supplier and Participating Public Agency. It is up to the Supplier to determine the most advantageous process for ordering.
- Q14. Can current contract rates be viewed online?

- A14. Maricopa County does not currently have a contract for Temporary Staffing.
- Q15. Will the various attachments and forms that must be completed in the Proposal response be provided in MS Word format?
- A15. Attachments that are required to be completed can be found in BidSync in MS word or Excel, depending on the attachment.
- Q16. In what section of the Proposal is Exhibit 5 to be included? Page 33 of the RFP indicates it must be submitted with the bid.
- A16. Exhibit 5 can be included with 3.15.4 of the RFP.
- Q17. Could you please provide a breakdown of the \$9 million in temporary services spent by Maricopa County in 2011, by service category (Admin, IT, Medical)?
- A17. Approximate annual spend is as follows: IT - \$1.3 million annually, Admin - \$3.0 million annually, and Medical - \$4.2 million annually.
- Q18. Section 3.15.5 Qualifications, you ask for a list of all personnel listed with assignments and resume. What are you referring to specifically? Are you asking for Account Managers that would be assigned to the specific locations or something else? Please clarify.
- A18. Please provide resumes on all levels of management that will be directly involved in the day to day operation of your proposal.
- Q19. Section 3.15.7 Other Data, Anything specific you want here or is this just for us to add collateral information?
- A19. Section 3.15.7 Other Data gives the Supplier the opportunity to include any additional pertinent information which has not been asked that might be helpful in better understanding Supplier's capability for temporary staffing or any related services Supplier offers.
- Q20. Pricing Attachments B, C & D, are you expecting a single markup percentage across all job categories within an attachment (i.e. Information Technology) or can the markup percentage be different for different positions within an attachment (i.e. different markup for Project Manager than CADD Technician)?
- A20. Supplier should price in a way that is most advantageous to Supplier and Participating Public Agency.
- Q21. Pricing Attachments B, C & D, if you have markups, why are you requesting pay rates as well? Clearly we would have to supply the pay rate at time of candidate submittal so Requesting Agency can determine bill rate. If you are requesting pay rates on the Attachments, does that mean we are limited by that pay rate range for that job description or if we have a candidate at a higher/lower pay rate than was bid, can they still be submitted as long as the markup stays the same? I guess it comes down to are you awarding on pay rates or markup?

- A21. Supplier is limited by the pay rate range it stipulates for that job description unless pay rate is lower than range provided. The pay rate cannot go above Supplier's stated pay range. Proposals will be evaluated by evaluation team based on both pay rates and markup.
- Q22. If we only bid IT and not Medical, will we receive a point penalty or will a company that bids both receive more points just because they bid multiple categories?
- A22. No, Supplier will not receive a point penalty for only bidding one category instead of two or all three categories.
- Q23. How will this be awarded? Will a number of vendors be awarded the entire IT list or will Vendor A only be awarded certain positions (i.e. Proj. Mgr, Business Analyst, etc.)?
- A23. The desire is to award by category (Administrative, IT, Medical).
- Q24. On the response to Exhibit 3, do we begin our response starting with the Supplier Worksheet or do we need to start back where it talks about Corporate Commitments and respond yes, comply, or are they just assumed Terms and Conditions?
- A24. As a part of your proposal response, please include as a part of 3.15.4, the Supplier Worksheet for National Program Consideration and Supplier Information section found in Exhibit 3.
- Q25. Can some clarity be provided on the total number (actual count) of State agencies, Counties &/or educational institutions who are part of this purchasing alliance?
- A25. Currently, there are over 48,000 agencies that are registered with U.S. Communities.
- Q26. As a part of the response are we to provide a resume/profile of the National Account Manager?
- A26. Yes.
- Q27. Can we provide the bill rates as a range (For Ex: \$50-\$55/hr.) instead of a fixed hourly bill rate?
- A27. Pricing Attachments B, C and D allow for a low to high range for bill rates.
- Q28. We will be submitting response jointly as a part of our parent/affiliate who have been in business for 14+ years and tap into their expertise, personnel & office locations. Would this be acceptable or would you suggest that the parent entity directly respond to increase our chances?
- A28. It is up to the Supplier to determine its most advantageous position for responding to the solicitation.
- Q29. Can an approximate annual sales/revenue potential be provided from all of the associate alliance members specific to IT staffing opportunities only for the year 2012-2013?
- A29. This information is not available.

- Q30. If vendors have entries under Exceptions to Solicitations will this negatively impact their chances?
- A30. That depends upon the Exception. As it was mentioned during the pre-proposal meeting, exceptions to the Indemnity language are often “showstoppers.”
- Q31. How many vendors are expected to be awarded under each category?
- A31. See answer to Question 6.
- Q32. How can small businesses be considered on the same footing along with some of the major IT staffing majors with a national presence? Would there be any minimum set-asides for SBE/MBEs for the award?
- A32. Maricopa County does not provide “set asides.”
- Q33. Can the minutes of the meeting from the conference held on 1/4/12 be made available for the benefit of those who could not attend?
- A33. There are no minutes recorded from the pre-bid conference held on 1/4/12.
- Q34. What will happen to existing temporary employees assigned if the agency they work for is not selected? Is it your expectation that they will transition to the new supplier?
- A34. It is up to each Participating Public Agency to make that determination.
- Q35. U.S. Communities fee is 2% of sales minus any taxes. Is this net of payroll taxes and statutes (FICA, SUI, FUI and etc.) that is a part of the overall markup percentage? Do we include the resulting net fee% to the overall mark up quoted?
- A35. U.S. Communities expects to be paid on sales minus any associated taxes. Supplier’s mark up should be inclusive of any fees.
- Q36. 3.8, subcontracting: Indicates that the County is billed as a pass through without mark up. Are we to assume that the Master Agreement holder is prohibited from charging an administrative fee to a subcontractor? There is a cost associated with managing subcontractors (compliance, order management, invoicing and reporting), is this an accurate reading of that clause?
- A36. This is an accurate reading of 3.8, Subcontracting.
- Q37. 3.16 Evaluation: How will the factors in 3.16 be weighted? Is pricing more important than experience, for instance?
- A37. Maricopa County prefers to award on quality and not necessarily low price.
- Q38. Are U.S. Communities Advisory Board members in anyway obligated to use this contract?

- A38. No Participating Public Agency is obligated to use U.S. Communities contracts, including Advisory Board members.
- Q39. Should the bidder be awarded, what portion of the contract/response documents will be posted on the U.S. Communities website? We have noted that, in the case of another contract, documents marked “proprietary” are posted.
- A39. All contract documents will be posted on the U.S. Communities website unless deemed proprietary by Maricopa County.
- Q40. Can you provide pay rates and mark ups/bill rates for each position billed by your current suppliers in the last year?
- A40. No.
- Q41. In Exhibit 6, why are the states of Oregon, Hawaii, and Louisiana specifically mentioned?
- A41. For agencies in Oregon, Hawaii and Louisiana to be able to utilize the contract, they must be named in the solicitation document.
- Q42. Overtime: During the meeting, it was specifically mentioned that OT is paid based on over 40 hours. What about CA? OT is paid after 8 hours per day per State law, will that be accepted?
- A42. See Pricing Attachments B, C and D, overtime is calculated based on one and a half times the base rate of pay. Should a Participating Public Agency have additional specific overtime requirements, your company has the ability to charge for these additional requirements as a pass through with no additional markup.
- Q43. Please provide information regarding Maricopa County’s staffing needs. What is the average number of temporary employees on assignment with Maricopa County?
- A43. This information is not available.
- Q44. What is Maricopa County’s average spend for temporary employees? What percentage of that spend would fall under this contract?
- A44. Refer to Answer A17 related to spend. Breakdown of information below the annual spend level is not available.
- Q45. How is Maricopa County’s average contingent employee spend distributed across skill sets/job descriptions? How is that spend distributed across different departments/offices within the county?
- A45. This information is not available.
- Q46. What is the average length of assignment for contingent employees on assignment with Maricopa County? Does length of assignment vary per skill set/job description and, if so, how?

- A46. This information is not available.
- Q47. How many vendors do you currently use? Do you wish to reduce, increase, or keep this number the same?
- A47. Approximately 20 different agencies are used. The desire is to reduce that number.
- Q48. What technology tools does Maricopa County currently use to manage its contingent employees?
- A48. None.
- Q49. What issues or concerns does Maricopa County currently have with its staffing provider(s) that new vendors could improve upon?
- A49. Maricopa County has no issues or concerns with current staffing providers.
- Q50. The BidSync site states Maricopa County requires that all addendums must be accepted in order to finalize an offer on this bid. Is there a way to accept the addenda within the BidSync site, or are vendors only required to accept the addenda in the text of our proposal?
- A50. All addendums are posted through BidSync. When a vendor goes into BidSync, notice is given regarding the posted addendum. It is the vendors responsibility (as stated in the pre-proposal meeting) to constantly monitor the solicitation in BidSync for any addendums that may be posted. By submitting a response you are accepting the addendum.
- Q51. It appears that the link to download the transcript of the bidders conference is not working. Can you please provide a copy in pdf format?
- A51. There is no transcript of the pre-proposal meeting.
- Q52. During the meeting it was mentioned that the main point of contact should be local. Does this mean the NAM should be local to Maricopa County? Or would it be acceptable to propose a NAM in a different location?
- A52. The main point of contact for Maricopa County or any Participating Public Agency should be local to the using Agency. The NAM can be from any location.
- Q53. Will red-lined requests to the MSA diminish a vendors chances of being selected as a partner?
- A53. If, by red lined requests you mean exceptions, it will depend on the exception.
- Q54. How frequently does non-billable training time occur? Is it Position or Agency specific? If so, which positions or agencies require additional training?
- A54. No information is available.
- Q55. Can we get a listing of which field positions require the provision of safety shoes at our expense?

- A55. There is no specific listing; however, almost any position involving, construction, warehousing of other field type positions will require safety shoes.
- Q56. Many staffing companies specialize in certain labor categories and do not provide services in others. It sounded from the meeting that bidders are expected to bid all positions within a state and within an attachment. If this is the case, will the County/U.S. Communities consider moving labor, industrial and trade positions to a different attachment?
- A56. Please bid all positions your Company has available within each state.
- Q57. During the meeting it was noted that the Indemnification and Insurance requirements were created by Maricopa County legal council. Will these be the same requirements in the MSA or can other communities impose their own requirements?
- A57. The intent of the U.S. Communities contract is for other Participating Public Agencies to piggyback off of Maricopa County's terms and conditions. If a Participating Public Agency has additional specific requirements, it is up to the Supplier to agree to these conditions.
- Q58. Many agencies around the country provide preference to local, small or disadvantaged businesses. Does the U.S. Communities contract provide any similar preferences? Does this contract supersede those agencies preferences and requirements?
- A58. Maricopa County provides no set asides or preferences to small or disadvantaged business.