



## **REQUEST FOR PROPOSALS**

### **FOUR YEAR CONTRACT FOR TEMPORARY EMPLOYEE SERVICES BID NO: 18-2050**

#### **Addendum 1: August 16, 2018**

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**Addendum 1 has been issued to address the following:**

1. Modify one requirement to the Scope of Service.
2. Provide all of the questions asked and the responses.

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#### **MODIFICATION TO SCOPE OF SERVICE**

C. Scope of Service d. 3. Remove this line in its entirety and replace with the following:

3. Has tested negative for alcohol and controlled substance(s). A 10 panel drug screening is required.

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**YOU DO NOT NEED TO RETURN ADDENDUM WITH YOUR PROPOSAL**

**QUESTIONS AND RESPONSES**

1. What is the projected volume of temporary employees that you will have staffed in these positions?

**Response:** *Below are the averages from 2017 and 2018 to date to provide an idea of what our volume has been.*

	<b>2018</b>	<b>2017</b>
All SAWS Temps	Average of 22 Temps/Mo	Average of 25 Temps/Mo
Customer Service Only	Average 12/Mo (Range 10-15)	Average 12/Mo (Range 4-16)

2. How many contingent work staff will be on assignment at the same time, during peak season?

**Response:** *Not all departments have a peak season. Below is an idea of peak impacts in Customer Service and Distribution and Collection Operations (D&C).*

- *Customer Service: May–October, Peak Average of 13/Mo, Other Months Average of 9/Mo*
- *D&C, June-September, Peak Average of 3.5/Mo, Other Months Average of 2/Mo*

3. Is it mandatory to have the business license with the State of Texas to bid this RFP?

**Response:** *If the entity is an out of State Corporation, then that entity has to be registered to do business in Texas.*

4. Among all aggregated Job Categories what is the minimum number of categories that we can apply?

**Response:** *There is not a minimum requirement for the number of categories a firm can provide. Follow the guidelines under Section 1 Project Information, E. Additional Requirements.*

5. What is your client number (SFDC Company NO)?

**Response:** *We do not have a SFDC Company number.*

6. What is the client name?

**Response:** *San Antonio Water System.*

7. What is the contact email address?

**Response:** *This information will be provided to the awarded firms.*

8. What is the contract type?

**Response:** *This is a four year service agreement with two one year options to extend.*

9. Client requested drug screens or background checks? If so, what is requested? Who is paying for these, the client or HR?

**Response:** *Yes, both drug screens and background checks are required and are the responsibility of the contractor to provide. Refer to Section 1 Project Information, C. Scope of Work, d-f.*

10. If credit check, please provide what the role is and why they require it.

**Response:** *We do not require a credit check.*

11. Status of Placement Process: Assignment/Placement Starts in (# of Days).

**Response:** *From the time a temp is requested it is an average of 14-21 days before they are placed.*

12. Business terms negotiated, if differs from our standard? What are the terms? Conversion, if your company is wanting one of our Temps to be a SAWS employers, basically the fee?

**Response:** *For the terms refer to section VI. Sample Contract, A, Respondent Questionnaire #13. For the fee refer to Exhibit C, Compensation Proposal.*

13. Estimate client contract annual revenue?

**Response:** *Collectively for all firms selected the estimated budget is approximately \$1,000,000 per year. Actual expenditures will be determined by staffing needs.*

14. Under section 1 and within sub-section B that is labeled, "Background" it states that, "Agencies may be able to provide candidates for one or more of these employment categories and may bid on one or more category of positions". Does this mean that we are not obligated to fulfill every item under Exhibit D?

**Response:** *That is correct. It is not a requirement to bid on all positions. Please refer to Section I. Project Information, E. Additional Requirements.*

15. Exhibit I Contract Terms are for "Review Only". What is the procedure that is preferred for our review – as the contracts states "for review only"? How can we identify areas of recommendations in that contract language – or is it not possible to add comments?

**Response:** *Refer to section VI. Sample Contract, A, Respondent Questionnaire #13.*

16. Our standard background check does not include federal. Is that a requirement?

**Response:** *Refer to Section I Project Information, C. Scope of Work, d. 4.*

17. Our standard drug screening does not include an alcohol test. Is that a requirement?

**Response:** *Refer to Section I Project Information, C. Scope of Work, d. 3.*

18. We require a weekly invoice. Is this acceptable to SAWS?

**Response:** *Yes.*

19. Do you have estimated spend in each of the Exhibit D categories?

**Response:** *Refer to the response provided for question number 13.*

20. Do you have historical spend in each of the Exhibit D categories?

**Response:** Refer to the response provided for question number 13.

21. Will you provide a list of incumbent firms; particularly the SMWVB firms?

**Response:** Previously these services were issued as an RFP, and the specific SMWVB firms are not available. For assistance with SMWVB questions please contact The SMWVB Program Specialist. Collectively for the five prime incumbents the average amount of \$1,000,000.00 was spent per year. The incumbents are as follows:

- Hart Employment Services
- Labor on Demand Inc.
- Leading Edge Personnel
- SeeKing HR
- Tri-Starr Personnel LLC

22. Do you know the procedure that is preferred for our review – as the contracts states “for review only” how can we identify areas of recommendations in that contract language – or is it not possible to add comments or create memo?

**Response:** Refer to section VI. Sample Contract, A, Respondent Questionnaire #13.

23. Can you please provide the 250 breakdown in spend per positions?

**Response:** Refer to the response provided for question number 13.

24. Can you please provide the 250 spend by: General Business-Field Work – Call Center – Laboratory Services- Financial Services – Human Resources?

**Response:** Refer to the response provided for question number 13.

25. How long is the average assignment?

**Response:** We do not have a designated length or term for assignments. On average it could be 2-6 months.

26. What % out of the 250 headcount is payroll, temp to hire and Direct Hire?

**Response:** There is not a percentage that can be provided at this time, but it is a very low amount.

27. What are your payment terms?

**Response:** SAWS shall have not less than 30 calendar days to pay for goods or services. Time for payment, including payment under discount terms, will be computed from the later of: (1) the date SAWS receives conforming goods under the contract; (2) the date performance of the service under the contract is completed; or (3) the date SAWS receives a correct and valid invoice for the goods or services. Payment is deemed to be made on the date of mailing of the check. Payment is made in US dollars only.

28. Which type of background check is required – are there no other tests – such as drug tests required?

**Response:** *Refer to the response provided for question number 9.*

29. Is this a Master Vendor or preferred Vendor program – will on site be needed?

**Response:** *This is an open market Request for Proposals. On site is not needed.*

30. Any Technology required?

**Response:** *No, not under this RFP.*

31. How many suppliers do you use today?

**Response:** *Refer to the response provided for question number 21.*

32. How many suppliers do you anticipate choosing?

**Response:** *All agencies within a competitive range will receive an award as determined by a clear break in the evaluation scores.*

33. Are multiple vendors being selected?

**Response:** *Refer to the response provided for question number 32.*

34. How many vendors are currently under contract for staffing?

**Response:** *Refer to the response provided for question number 21.*

35. On page 10 of the RFP SAWS states they would like a duration of assignment when listing our current and past references. Does this mean they would like to know the length of our relationship with that customer, or the duration of the specific project we are referring to?

**Response:** *Indicate the duration of the specific project that is being referred to.*

36. Exhibit C labeled "Compensation Proposal". In past bids we have submitted, the company/organization has provided us with the job title for the employee they need and the set hourly rate the vendor will be paying the candidate. Will this be provided by SAWS?

**Response:** *Exhibit C is meant for the contractor to fill out and return with the proposal to establish pricing.*

37. How many vendors does SAWS envision choosing?

**Response:** *Refer to the response provided for question number 32.*

38. What is the anticipated overall spend for this opportunity?

**Response:** *Refer to the response provided for question number 13.*

39. What is the historical spend breakdown by skill category?

**Response:** *Refer to the response provided for question number 13.*

40. How many requisitions will SAWS need for reach role? (How many orders will SAWS need at a time for each position in scope of this RFP?)

**Response:** *The number of orders per year will be based on SAWS need.*

41. What is the estimated ongoing headcount for temporary employees at each of your locations?

**Response:** *Refer to the response provided for question number 1.*

42. Are talent expected to drive themselves to multiple facilities in a single workday? Please clarify which roles will require this, if applicable.

**Response:** *No.*

43. What are SAWS' preferred payment terms?

**Response:** *Refer to the response provided for question number 27.*

44. Will SAWS allows rate increases to account for new federal, state or city burdens that may occur?

**Response:** *At the time of any new instance of a rate increase the request shall be submitted to SAWS for review on a case by case basis.*

45. Is SAWS willing to provide a list of current pay rates or rate ranges for in-scope roles?

**Response:** *Previously this was issued as an RFP, so a bid tab is not available.*

46. What are your average time-to-fill rates? Are there any positions which tend to be challenging to fill?

**Response:** *Refer to the response for question number 11 for the time to fill rates. We have not a challenge filling the positions to date.*

47. What is the average length of assignment?

**Response:** *Refer to the response provided for question number 25.*

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

**Response:** *There are not any expected or planned changes coming up.*

49. What are SAWS' primary business drivers and current pain points?

**Response:** *Some business drivers include seasonal fluctuations.*

50. Are you looking for vendors to provide a manager who will be responsible for administration and

oversight for temporary personnel assigned to each location?

**Response:** *No.*

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

**Response:** *At the time of award a list of current contract employee positions and pay will be provided.*

52. Does SAWS have tenure limits for contingent labor? If so, how are they enforced?

**Response:** *Each assignment is handled on a case by case basis depending on the needs of the System.*

53. Will redlines be accepted at this time for the sample contract?

**Response:** *Refer to the response provided for question number 22.*

54. Please provide your specific requirements for your drug screen (i.e. 5 or 10-panel lab screening or can the testing be done in-house)?

**Response:** *A 10 panel lab screening is required.*

55. Is there a SAWS-specific vendor used for background/drug testing, or can the vendor utilize its own identified processes? If there is a specific vendor, what is the cost per test?

**Response:** *There is not a specific vendor for the background/drug testing. It is the contractor's responsibility to ensure that all scope requirements are met. Refer to Section 1 Project Information, C. Scope of Work, d-f.*

56. Does SAWS expect vendor to provide timecard management or time clocks or does SAWS intend to leverage an existing internal time management process?

**Response:** *The contractor shall provide timecard management.*

57. Please provide the expected talent to supplier oversight ratio, if applicable.

**Response:** *Varies per assignment.*

58. Please specify expectations for orientation prior to the start of a temporary worker's assignment. Please also define any ongoing training requirements and associated frequency of distribution?

**Response:** *There will not be a formal orientation period. SAWS will provide any specific training needed for the assignment.*

59. What pre-employment skills testing is required for each respective position within scope of this RFP?

**Response:** *There is not a defined set of pre-employment skills testing requirements. However, the contractor shall provide a detailed list of any pre-employment skills testing that can be offered. In addition the temps sent for an assignment must meet the minimum requirements of the job description provided to the contractor.*

60. What is the associated cost with skills testing for each position within scope?

**Response:** *Contractor shall provide a cost for pre-employment skills testing for candidates that are submitted to SAWS.*

61. Does SAWS envision paying with a Purchasing Card?

**Response:** *No. A purchase order will be issued for each invoice.*

62. Are there additional transactional costs related to SAWS' organization (e.g., program/VMS fees) we should take into account when assessing our pricing?

**Response:** *Provide all pricing as outlined on Exhibit C Compensation Proposal.*

63. 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 SAWS guidelines?

**Response:** *Refer to the response provided for question number 49.*

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

**Response:** *No.*

65. Will SAWS be providing all equipment and work spaces needed for office-based positions?

**Response:** *Yes.*

66. Which roles require PPE, and what PPE are required for each role? Will this be billed at cost to SAWS?

**Response:** *It is not likely that PPE will be required, however, if a need arises the contractor will be notified at the time of the request that PPE is needed. Refer to Section 1 Project Information, C. Scope of Work, m.*

67. Pricing for certain positions is dependent upon facility and role evaluations. Will SAWS allow for site visits/evaluations prior to the RFP deadline? If not, when will site visits be allowable?

**Response:** *If a site visit is needed it can be arranged after award of the contract.*

68. Describe shift schedules for all positions. How do shift schedules or other operational factors drive overtime usage? What is SAWS' experience with overtime as a percent (%) of total hour billed?



**Response:** *Shifts vary per position. Some schedules include: 7-4, 8-5, 9-6, and others could be four 10 hour days. Some positions include Saturday shifts. Overtime is minimal.*

69. Please provide SAWS' safety record for 2017 and 2016 (OSHA 300 logs).

**Response:** *This information is not available at this time.*

70. Section 8 states that SAWS encourages vendors to implement Affirmative Action practices in their employment programs. Ask for clarification and whether SAWS will request any kind of reporting or intends to conduct audits.

**Response:** *Affirmative Action information may be requested.*

71. Can certified diverse companies state on their Good Faith Effort Plan that they plan to “self-fulfill” on this contract and can therefore meet 100% of SAWS diverse suppliers goals? (without using any subcontractors)

**Response:** *If a firm does not wish to subcontract with any vendors please state they are doing 100% of the work and no subcontractors will be used. Please indicate so on the GFEP, it must be submitted because it is a required form. This applies regardless if the prime is a certified SMWVB firm or not.*

72. Will SAWS enter into negotiations with vendor finalists on such items as terms, price, discounts, etc.?

**Response:** *Refer to the response provided for question number 22.*

73. What kinds of improvements to its staffing program would SAWS like to see?

**Response:** *There are none at this time.*

74. Other than management reporting, are there other methods used by SAWS to evaluate the performance of its vendors?

**Response:** *No.*

75. Which job titles are most commonly requested for temp employee fulfillment?

**Response:** *Customer Service Associates are the most commonly requested.*

76. What is the usage breakdown between call center, administrative/financial/HR, lab services, and field work?

**Response:** *Refer to the response provided for question number 1.*

77. What kind of PPE may be required for temporary employees assigned to lab positions?

**Response:** *Refer to the response provided for question number 66.*

78. What is % of temporary employees assigned to SAWS are converted to full-time and at what point?

**Response:** *A temporary employee can become a SAWS employee when a position in their department becomes available and the percentage is an average of less than 10%.*

79. How many Direct Hire requests does SAWS typically send out in a year? What types of jobs have been requested?

**Response:** *It is not common for SAWS to send out Direct Hire requests, but it could be requested if the need arises.*

80. What kind of pre-employment skills testing does SAWS use and how often does SAWS have this need?

**Response:** *Refer to the response provided for question number 59.*

81. What is the cost of the badging and how often have vendors had to reimburse SAWS for unreturned badges?

**Response:** *In the last five years no one has been fined for lost badges. However, it is the contractor's responsibility to keep track of them.*

82. How often has SAWS had to enforce its placement guarantee?

**Response:** *To date we have not had to enforce the placement guarantee, however, we reserve the right to enforce it if needed.*

83. How will SAWS use the pay rates provided by vendors? Will a "rate card" be established that standardizes pay rates?

**Response:** *Rates provided on Exhibit C Compensation Proposal will be evaluated in accordance with section IV. Submitting a Response C. 9.*

84. Please provide a copy of the proposal of all current vendors providing temporary staffing, including rate/cost sheets.

**Response:** *Previously this was issued as an RFP, so proposals are not available.*

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

**Response:** *Refer to the response provided for question number 13.*

86. Is this a new requirement? If not, please provide the current vendor (s) providing the service and how are the current services being procured?

**Response:** *Refer to the response provided for question number 21.*

87. Will we have access to the incumbent's proposal who was awarded the contract?

**Response:** *Refer to the response provided for question number 84.*

88. Please provide the total amount paid to each vendor under contract from the inception of their current contract.

**Response:** *Refer to the response provided for question number 13.*

89. As Tab 6 (Organizational Overview/ Quality of Account Manager / Reporting Capabilities) has been asked again under question #1 of requirements section. Can we refer?

**Response:** *Yes, that is acceptable.*

90. To how many staffing services does SAWS anticipate awarding business?

**Response:** *Refer to the response provided for question number 32.*

91. What is the average length of assignment?

**Response:** *Refer to the response provided for question number 25.*

92. Are vendors required to bid on all positions, or are we able to select specific positions?

**Response:** *Refer to the response provided for question number 4.*

93. Will additional benefits—such as holidays and vacation pay—be required?

**Response:** *Refer to the response provided for question number 64.*

94. Can SAWS please provide annual labor hours by labor category?

**Response:** *This information is not available.*

95. What is the average length of assignment?

**Response:** *Refer to the response provided for question number 25.*

96. What has been the average spend for the existing contract?

**Response:** *Refer to the response provided for question number 13.*

97. Can SAWS provide a list of PPE required by labor category?

**Response:** *Refer to the response provided for question number 66.*

98. I.B. Background, “In addition, the responses should indicate pricing for each of the services; Temporary, Temporary to Hire, Direct Hire, Pre-employment Testing, and Payrolling.” First, are we required to price for all labor types for each labor category, or are we able to bid selectively? For example, bidding Temporary to Hire and Direct Hire ONLY, for a Receptionist. Second, are we billing a flat amount for pre-employment testing and payrolling, and are we expected to absorb this cost – therefore describing our “overhead” cost for this?

**Response:** *Refer to the response provided for question number 62.*

99. I.C. Scope of Services, Item I, “During the first four days, after the temporary employee has reported for work, if the System is not satisfied for any reason SAWS will inform the Contractor via telephone and there will be a 50% discount or credit toward replacement.” First, what is “the System” and will

“the System” follow contract performance requirements or terminate at its discretion? Does a Contractor have any recourse? Second, please clarify what the 50% discount means, after this type of action.

**Response:** *System refers to San Antonio Water System (SAWS). The 50% discount or credit is based on the billing for the employee that did not work out.*

100. I.C. Scope of Services, Item M, “If contractor is asked to provide staffing for a position requiring PPE, the information will be provided at the time of request.” If the requested PPE is very specific, or hard to come by, can contractors coordinate with SAWS for any extension needed to acquire the PPE?

**Response:** *Yes.*

101. I.C. Scope of Services, Item N, “SAWS reserves the right to change/revise the job description/titles.” A change in description or title affects wages and compensation. Additionally, someone who fit the job description at the start of the contract may be disqualified due to this change. Will these changes be made as a modification to the contract, and will contractors receive enough lead notification to recruit for the changes, and submit modified wages/compensation as a result?

**Response:** *Yes.*