

November 20, 2019

TO: ALL RESPONDERS UNDER REQUEST FOR PROPOSALS NO. 19-500533

FROM: Department of Purchasing and Contracting, DeKalb County, Georgia

ADDENDUM NO. 1

Request for Proposals (RFP) No. 19-500533, *Temporary Personnel Services (Four (4) Year Multi-Year Contract)*, is hereby amended as follows:

1. **The proposal due date has been extended to Friday, December 6, 2019, 3:00 p.m. EST.**
2. We have received several questions pertaining to this RFP. The questions and their resulting answers appear below:

1.	Question:	<i>Reference: Page 8: 7.b. Question: Can we provide a letter of credit from our financial institution in lieu of the required financial statements for the last three (3) years?</i>
	Answer:	Responders shall not provide a letter of credit from a financial institution in lieu of the required financial statements.
2.	Question:	<i>Can DeKalb County be used as a reference with our response to RFP No. 19-500533 Temporary Personnel Services (Four (4) Year Multi-Year Contract)?</i>
	Answer:	Yes, provided that a DeKalb County department has enough work history with selected vendor to provide a legitimate reference. However, no more than one out of three references shall be from a DeKalb County department.
3.	Question:	<i>On page 4 of the RFP, section C – Required Documents, “Business License” is stated in the list of required documents. Later in the RFP, it states that a Business License copy should be submitted upon award of contract. Should it be included in the RFP response, or when contract is awarded? Or both?</i>
	Answer:	Responders should submit a current, valid business license along with the proposal or documented proof that the license has been applied for.

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4.	Question:	<i>On page 6 of the RFP, section 3, item (b) it states to provide a talent pool listing – reserve of high-quality candidates. Question: This section is asking for a number of such candidates, and NOT specific names of candidates, correct?</i>
	Answer:	The Responder shall provide a verifiable list/number of viable, available candidates for each job.
5.	Question:	<i>On page 6, Section 3, item c – v., the RFP asks for a sample copy of a criminal background check with each placement, which shall be utilized for those positions specified by DeKalb County as requiring a criminal background check. Yet the RFP does not provide a list of any positions nor the specifications/extent/level of criminal background checks. May we have a list of positions which require criminal background checks, and the extent/level of criminal background checks necessary to fill those positions?</i>
	Answer:	<p>All County positions require the standard background check. Additionally, jobs in the Call Center/Financial Category require a credit check, and jobs that require a driver’s license require MVR (including DOT).</p> <p><u>Standard</u></p> <p>The job classification does not require a driver’s license. Every job requires at least a standard background investigation as outlined below:</p> <ul style="list-style-type: none"> • Criminal background search (All inclusive) <ul style="list-style-type: none"> ○ County ○ Statewide (public repositories) ○ Federal District Courts ○ National Criminal database ○ National Sexual Offender Registry ○ Social Security Trace/Verification • Employment verifications (dates of employment, job title, salary, reason for termination, eligibility of rehire, etc.) • Education verifications (CHEA accreditation, schools attended, dates attended, diplomas, degrees), including international education verification • Professional license/credential verification (name, license type, license number, issuing state and date, expiration date) • Address history

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		<p><u>Standard with Credit Check</u></p> <p>Call Center/Financial Job Category - Financially Sensitive jobs (General or Executive). <i>Most requests are made in this category.</i></p> <p><u>Standard with MVR/DMV including DOT</u></p> <p>The job classification requires a driver's license. <i>In recent years, the County has not requested temporary personnel in this category.</i></p>
6.	Question:	<i>Page 8, section 7 – Financial Responsibility, item (b) – Is it acceptable to provide financial statements but mark them “Confidential” / “Proprietary” and not have these private documents available for anyone other than DeKalb County to see?</i>
	Answer:	Yes.
7.	Question:	<i>What is DeKalb County's annual spend dollars for temporary personnel services in 2018? 2017? 2019 year to date? Is this information available upon open records request?</i>
	Answer:	The total amount spent for these services from 2017 to date is as follows: 2017: \$4,026,937.15 2018: \$3,493,988.30 2019: \$2,489,864.74
8.	Question:	<i>What is the average amount of temporary employee headcount per month (or other period tracked) that this RFP references?</i>
	Answer:	The 2019 average is 65-75 temporary employees a month.
9.	Question:	<i>What DeKalb County department is the largest user (in terms of headcount and spend dollars)? Second and third largest?</i>
	Answer:	<ol style="list-style-type: none"> 1. Finance (includes UCO) 2. Watershed (includes UCO) 3. Public Works 4. Human Services
10.	Question:	<i>Is there an estimated amount of temporary employees to transition over to a newly awarded provider from the incumbent(s)? What amount (if any) of employees were transitioned when this contract was awarded in the last cycle?</i>

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	Answer:	The 2019 monthly average is 65-75 employees. Whenever a contract is awarded to a new vendor, temporary employees must transition to the selected vendor if they wish to remain on assignment with DeKalb County.
11.	Question:	<i>Page 14, Within Attachment A of the RFP, Scope of Services, item 2 states that the typical/normal workday is 8:30 A.M. to 5:00 P.M. How long is the lunch/meal break? Are there any other breaks available for the temporary employees?</i>
	Answer:	The standard work schedule for 40-hour employees in DeKalb County government is 8:30 a.m. to 5:00 p.m., Monday through Friday, with two 15-minute paid breaks and a 30-minute unpaid lunch period. The breaks may be used to extend the lunch period up to one hour. The County is not required to provide a lunch period within the daily schedule as long as the overall hours of work for the week do not exceed 40 hours.
12.	Question:	<i>Page 14, Attachment A, Scope of Services, item 7 states that the Contractor agrees to no penalty or other monetary transactions imposed if DeKalb County hires the employee at any time during or after contract services dates. Is it acceptable to place a time limit on this stipulation? According to this item, DeKalb County could hire a temporary employee on their first day of assignment, with no recourse action of the Temporary agency to recoup expenses and costs. Is this correct?</i>
	Answer:	This is correct. In the past few years, DeKalb County's utilization of temporary personnel services has increased. Temporary staffing should provide flexible, temporary staff support to meet specific business needs for either short-term or long-term assignments. Although, UCO has employed a program to hire, this is the exception, not the practice. The Responder may propose a time limit on the stipulation; however, the County reserves the right to reject the proposal if the limitation conflicts with the County's needs.
13.	Question:	<i>Is it acceptable for a responding provider to have an A.M. Best insurance rated insurer/carrier on all insurance provided, but have an alternate (equal to or having stronger scrutiny than A.M. Best) rated Workers Compensation carrier? Is A.M. Best the "only" acceptable insurance rating organization in the eyes of DeKalb County?</i>
	Answer:	Yes. The County is willing to accept ratings from different rating agencies.
14.	Question:	<i>What is the planned effective "go-live" date of the subsequent contract this RFP references?</i>
	Answer:	Should a Responder(s) be selected and approved for award, the County would like to "go-live" no later than April 2020; however, an exact month or day cannot be determined at this time.

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15.	Question:	<i>Exhibit 1 of the RFP #19-500533, which is on pages 19-22 appears to have a heading mistake on one of the categories. On page 21, item C, this category has the same name "Professional/Clerical" as the previous category. Is this a typo? What category should this group be named?</i>
	Answer:	This was an error. The category is "Skilled Laborer".
16.	Question:	<i>Within RFP #19-500533, in regards to page 47, item (I.) Insurance, specifically the highlighted section, below, which states: "Prior to commencing work, Contractor shall, at its sole expense, procure and maintain insurance of the types and in the amounts described below from insurer(s) authorized to transact business in the state where the work or operations will be performed by Contractor. Such insurance shall be placed with admitted insurers that maintain an A.M. Best's rating of not less than "A" (Excellent) with Financial Size Category of VII or better with coverage forms acceptable to Contractor." Would [we] be compliant to move forward with responding to the RFP, having and using Work First Casualty Company as our Workers Compensation Insurance Carrier, and Work First being rated by Demotech instead of A.M. Best?</i>
	Answer:	Yes.
17.	Question:	<i>What is the estimated budget for this RFP? If unknown, please specify previous spending.</i>
	Answer:	At this time the budget is unknown. Future expenditure is based on the needs of the different departments in the County. Please see the answer to Question No. 7 for the total amount spent on the contracts in the last three (3) calendar years.
18.	Question:	<i>Is this a new requirement? If not, please provide the current vendor(s) providing the service and how are the current services being procured?</i>
	Answer:	The current vendors are Corporate Temps, Inc. and Aim Hire, LLC dba Jibe Staffing.
19.	Question:	<i>Please provide name of the current vendor. Apart from end of tenure, is there any other reason to release this solicitation? Are there any pain points?</i>
	Answer:	The current vendors are Corporate Temps, Inc. and Aim Hire, LLC dba Jibe Staffing. The County is required to periodically re-solicit services for qualifying projects to ensure participation in changing markets to allow for the best use and stewardship of taxpayer money.

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20.	Question:	<i>Provide the total number of temporary staff on current assignments? Provide the job classification of each worker, vendor assigning the temporary employee, and the pay/bill rate for the temporary employee.</i>
	Answer:	Please submit an Open Records request to HRORR1@dekalbcountyga.gov .
21.	Question:	<i>Please provide a copy of the proposal of all current vendors providing temporary staffing, including rate/cost sheets.</i>
	Answer:	Please submit an Open Records request by using the following link: https://www.dekalbcountyga.gov/open-records-request-purchasing
22.	Question:	<i>What are the most frequently used job categories in the subject matter RFP?</i>
	Answer:	Call Center/Financial and Professional/Clerical are the most frequently used job categories with the top three (3) most frequently used classifications as listed below: <ol style="list-style-type: none"> 1. Customer Service Representative 2. Office Assistant 3. Administrative Assistant
23.	Question:	<i>What is the average length of the assignment?</i>
	Answer:	The average length of assignment is six (6) months.
24.	Question:	<i>Is there any preference to local vendor?</i>
	Answer:	Preference to a local vendor will only be considered should there be a tied evaluation score among two (2) or more highest scoring Responders. If one of the Responders is local, that Responder will receive preference over the other(s) unless the County deems that it's in its best interest to award to both/all tied highest scoring Responders in question.
25.	Question:	<i>Page 5 of 66 Section B - Technical Proposal #2 Introduction would the information provided by each company under this section be considered a part of the 20 page limit for the Technical Proposal Response?</i>
	Answer:	Yes.
26.	Question:	<i>Would the county award this contract to a company that will not provide services in every single category/subcategory listed? An example, all 1 and all 2 and all but one [subcategory] in # 3?</i>

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	Answer:	It is the County's intent to make an all award for each job category, meaning that partial award of any one job category is not preferred and may not be considered; however, the County reserves the right to make one (1) award, multiple awards, or reject any and all proposals. Whatever is in the best interest of the County.
27.	Question:	<i>Would you please release the rate table that the incumbents had worked under during the last contract term?</i>
	Answer:	Please submit an Open Records request at the following link: https://www.dekalbcountyga.gov/open-records-request-purchasing
28.	Question:	<i>What number of positions were filled under this contract in the last term or in the last 12 months and in which categories?</i>
	Answer:	The number of positions filled under this contract in the last twelve months for the top 5 job classifications are provided below: <ol style="list-style-type: none"> 1. Customer Service Representative: 105 2. Data Entry: 38 (this is no longer a job classification and is not included in the RFP) 3. Office Assistant: 22 4. Administrative Assistant: 22 5. Billing Specialist: 21
29.	Question:	<i>What is the planned budget for this contract?</i>
	Answer:	At this time the budget is unknown. Future expenditure is based on the needs of the different departments in the County. Please see the answer to Question No. 7 for the total amount spent on the contracts in the last three (3) calendar years.
30.	Question:	<i>Will the 2020 Awardee(s) have to onboard any existing personnel from the incumbent? If so, is there a process already in place for this transition?</i>
	Answer:	Whenever a contract is awarded to a new vendor, temporary employees must transition to the selected vendor if they wish to remain on assignment with DeKalb County. On page 7, 4. Project Management, d., the County requests that the Responder provide a plan for continuation of services during transfer of operations.
31.	Question:	<i>How will the LSBE be evaluated if they are providing at least 20% of the efforts? Also, how should we define the LSBE in our proposal other than submitting the appropriate attachments?</i>

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	Answer:	Only the Prime Contractor's (Responder's) response to the RFP shall be evaluated for meeting the requirements of the RFP. The Responder shall be responsible for meeting the 20% LSBE benchmark or showing documented Good Faith Efforts. Please refer to page 7, B. Technical Proposal, 6. Personnel, d. of the RFP, which is inclusive of LSBE subcontractors.
32.	Question:	<i>#3. Technical Proposal</i> <i>It states for the responder to describe in detail how you propose to exceed the requirements of the SOS of this RFP...Vendors are required to detail their management and quality measurements.</i> <i>Question: Does the County use a Quality Assurance Plan to measure contract performance? If so, can responders get a copy of this information?</i>
	Answer:	The County does not have a collective Quality Assurance Plan to measure contract performance; however, user departments individually manage contracts according to their internal processes and are encouraged to complete quarterly contractor evaluations for active contracts. Responders are being asked to provide their firm's quality assurance measures which would be independent of the County's methods.
33.	Question:	<i>Pages 63, 64, and 64 - Sample County Contract</i> <i>Question: What information or documentation is to be submitted for Appendix I, Appendix II?</i>
	Answer:	No additional information or documentation is required for Appendix I or Appendix II. The RFP document will be Appendix I of the contract and the awardee's proposal will be Appendix II.
34.	Question:	<i>Can you expound on the question as it pertains to LSBE item #8? Does a bidder/responder need to commit to supporting the LSBE for 5M amount and above? Please explain.</i>
	Answer:	Please see the last paragraph on page 32 of the RFP for more information regarding this requirement. Currently, the total budget for this project has not been determined.
35.	Question:	<i>Currently, how many temporary staff do you utilize in the requested areas?</i>
	Answer:	Currently, DeKalb County has an average of 65 – 75 temporary personnel per month. The current reports do not capture jobs assigned by category.

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		See the answer to Question No. 28 for the top five (5) jobs classifications currently assigned.
36.	Question:	<i>Does the county have a minimum wage policy and how does it affect this proposal?</i>
	Answer:	The County does have a \$15.00 per hour minimum wage. It does not affect the proposal. However, departments reserve the right to request an increase in hourly rate.
37.	Question:	<i>There are some IT positions listed in the job categories. But the County also has a separate IT contract. Do these positions overlap?</i>
	Answer:	This RFP is for temporary personnel services for all County positions, and available to IT should they require temporary staffing.
38.	Question:	<i>Regarding the county contract. How do we go about requesting Exceptions to the Standard County Contract? Red lining or adding language?</i>
	Answer:	It is preferred that the Responder provide a separate sheet of paper(s) entitled "Exceptions to the Standard County Contract" that notates and outlines the exceptions to include any requested deletions, additions or other revisions to wording.
39.	Question:	<i>If we only bid on one 'Job Category' in Exhibit 1, does that materially hurt our chances of being awarded the contract? We understand we have to fill every job in each category we bid.</i>
	Answer:	There is no requirement to provide pricing for all job categories. A Responder may submit a proposal for one category and will be evaluated accordingly.
40.	Question:	<i>Please provide the current pay rates and bill rates for all job classifications on the current Temporary Personnel Services Contract.</i>
	Answer:	Please submit an Open Records request at the following link: https://www.dekalbcountyga.gov/open-records-request-purchasing
41.	Question:	<i>Page 8, 7. Financial Responsibility</i> <i>7 a. Please define financial information</i> <i>7 b. What does it mean that "but a minimum of balance sheet, income statement and cash flow statement may be accepted."</i>

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	Answer:	<p>Financial information for the purposes of this RFP is defined as financial statements for the last three (3) years to include a minimum of a balance sheet, income statement and cashflow statement.</p> <p>Optimum financial information would be fully audited financial statements, which would include footnotes, performed by an audit firm.</p> <p>Next desirable would be a review of statements performed by an audit firm or a compilation of statements performed by an audit firm. The compilation should indicate that the financials were put together by an audit firm.</p>
42.	Question:	<p><i>Page 14, Question #7:</i></p> <p><i>Will the County negotiate when a temporary can be hired as a permanent or part-time employee? As an example, the County may hire a temporary employee as a permanent or part-time employee after 650 hours at no penalty or other monetary transactions imposed?</i></p>
	Answer:	<p>No. The County's hiring rate from temp agencies is low compared to its high utilization rate.</p>
43.	Question:	<p><i>What expenses are reimbursable that are not included in the Scope of Services?</i></p>
	Answer:	<p>None. All expenses should be considered when determining the figures to be entered on the Cost Proposal Form. Be advised that the Cost Proposal Form shall not be altered and only the pricing requested shall be entered for the proposal to be considered. The County is only interested in evaluating the final cost to the County per person and the annual percentage increase.</p>
44.	Question:	<p><i>Page 4.C (Required Documents) Should Attachment A-Exhibit 1 be included in this list as required on Page 7 (6.e)</i></p>
	Answer:	<p>Exhibit 1 of Attachment A, Scope of Services, should be included as part of the Personnel criterion as defined on pages 7-8 of the RFP.</p>
45.	Question:	<p><i>Page 4. C (Required Documents) Where in the proposal do you want Attachment I-Exhibit 1, & I-Exhibit 2? With section C on page 8?</i></p>
	Answer:	<p>The Responder may create a separate section inclusive of all required documents as listed on page 4 of the RFP with the exception of Attachment K, Proposal Cover Sheet, which should be the first page of the proposal.</p>
46.	Question:	<p><i>Page 6 (3.b) Provide talent pool listing: Please define what data is required.</i></p>

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	Answer:	The Responder shall provide a verifiable list/number of viable, available candidates for each job. DeKalb County is large organization and the vendor's talent pool database should be able to meet the demands.
47.	Question:	<i>Page 6 (3.c) and Page 7 (5.c) Both ask for Recruiting Practices. Please clarify.</i>
	Answer:	Page 6, 3. Technical Approach, c., requests a description/explanation of the Responder's recruiting, testing and training practices of personnel that will be assigned to DeKalb County, while page 7, 5. Organizational Qualifications, c., requests a description/explanation of the Responder's recruiting practices and retention strategies for members of their organization.
48.	Question:	<i>In Attachment A- Scope of Services, Item 1, It is listed that "contractor must provide temporary personnel within 24 hours from point of request for assignments designated by the County as an emergency and within 48 hours from point of request for all other departments." Is this point up for discussion? We could have resources potentially onsite within 24 hours if Dekalb County would allow them to start work with only their drug test completed as background checks can take 3-5 business days to be completed. Would this be acceptable to Dekalb County?</i>
	Answer:	No. This is not acceptable. A qualified vendor should have a talent pool with viable candidates, who have already passed applicable background checks, available to immediately fill common jobs.

3. Requests for clarification to the above responses may be submitted in writing to ccreekmore@dekalbcountyga.gov by 5:00 p.m. on November 22, 2019. Requests received after the specified time will not be acknowledged. **Responders must reference the question/answer number for which clarification is requested.** New questions are not permitted and will not be acknowledged.
4. It is the responsibility of each responder to ensure that he or she is aware of all addenda issued under this RFP. Please sign and return this addendum. You may call Crystal Creekmore, Procurement Agent, at (404) 371-2710 before the bids are due to confirm the number of addenda issued.
5. All other conditions remain in full force and effect.



Crystal Creekmore, MBA, CPPB
Procurement Agent, Senior
Department of Purchasing and Contracting

ACKNOWLEDGEMENT

Date: _____

Addendum No. 1 is hereby acknowledged:

(Company Name)

(Printed Name of Responder's Authorized Signer)

(Signature of Responder's Authorized Signer)

(Title)