



Procurement and Contracting Services

Request for Proposals for Temporary Employment Services

ADDENDUM #1

**Please mark all proposal submission
Envelopes with the following information**

**Sealed RFP # L192214
Due on February 28, 2022, no later than 2:00 PM, MST**

The following questions were received prior to the close of the Technical Question period on February 8, 2022 at 12:00 PM MST:

1. Are you seeking local vendors or are you equally open to awarding an out-of-state vendor that is willing to open a location in Arizona?

It does not matter where the vendor is located, as long as they can provide staff to work on the Tucson and Phoenix campuses. If establishing a local office would affect your turnaround time to begin supplying temporary workers, please describe in your response.

2. What is the total value of the contract? If unknown, please specify previous spending in prior years.

Most departments pay directly by unit credit card, so there is no accurate way to determine previous total spending across the University or to forecast future spending.

3. What is the current total number of FTEs working?

It varies day-by-day, depending on contingent staffing needs and other factors, such as the status of campus operations during COVID. Usage is generally higher during the academic year, due to higher illness rates and a need for higher staffing to maintain campus operations.

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

All vendors will be scored on how well their proposal addresses the criteria in section 3.98. The number of vendors awarded will depend on the quality of responses received.

5. Can we get access to previous incumbent proposals? If so, how can we access them?

You can file a public records request through this webpage:

<https://www.arizona.edu/publicrecords>

6. In 5.3.10 it states that certain University departments with ongoing need for high volumes of temporary workers may require that employees wear some type of clothing (i.e., T-shirt, hat) and badge identifying their name and the Vendor for which they work. Will the University provide the required clothing and badge or is the awarded Vendor(s) responsible for providing the clothing and badge to the temporary worker(s)?

It is the vendor's responsibility to provide a means of identifying their employee. Previous vendors have provided company T-shirts or name badges, for example.

7. Also, which department had the highest usage for this past year?

The primary users are Facilities Management, Housing and Residential Life, and Student Unions.

8. Could you please confirm what are the exact job titles we need to submit in our proposal?

You do not need to submit any exact job titles. See pricing in Section 5.6. Provide an overall markup rate for these categories.

- **Administrative/clerical**, such as Office, Customer Service, Retail
- **Light industrial positions**, such as Laborer, General Trades Work, Groundskeeper, Custodian, Food Services
- **Technical positions**, such as Engineer, Programmer, Information Technology Support
- **Skilled professional positions**, such as Finance & Accounting, Marketing, Graphic Designer, Program Coordinator

You can access the job library for staff positions at

<https://hr.arizona.edu/sites/default/files/Job%20Library.xlsx>

9. Can you please provide us with an estimated or NTE budget allocated for this contract?

There is no central budget allocation for this contract. Each department pays out of its own local budget.

10. What is the tentative start date of this engagement?

October 2022

11. Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name?

The currently contracted vendors are Kelly, Staff Matters, Allstaff, EmployBridge DBA Staffing Solutions, Adecco, Computer Task Group, SPS Consulting, Party Staff, Randstad, and A&M Personnel Services.

12. If there is an incumbent for this contract, is the incumbent eligible to submit the proposal again?

We anticipate that several incumbent vendors will submit proposals.

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

The biggest issue currently is ability to supply sufficient workers for large events. In the past, issues have related to vendor's failure to background check their employees (e.g., cashiers or those with building keys), and continuing to send an unsatisfactory worker to the University after being advised of serious issues and told not to return the worker (e.g., due to getting into a physical fight with a University employee).

14. Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?

Subcontracting is not anticipated on this contract.

15. What is the total number of resources who are currently working on this project? Please let us know their position name and hourly rate?

The number of temporary workers fluctuates. The highest volume positions are administrative assistant/clerical, custodial, events staffing for athletic events, food preparation/food service/dishwashing, grounds-keeping, painters, parking assistants. The individual department determines the hourly rate they are willing to pay.

16. 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? Are hourly rate ranges acceptable?

Yes, any personnel with the skills to do the job may be sent on a given day. Each department will determine needed qualifications and pay rate or range of pay. Vendors will need to negotiate these issues with the individual department.

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

Because of the nature of the positions typically filled (e.g., custodian, food service worker) most work is onsite. For a job function that can be performed offsite, the vendor can make individual arrangements with the department regarding possible remote work.

18. Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?

We are requesting resumes or biographies of the individuals who will be serving our contract in the vendor's office (e.g., receiving job orders), in order to judge the vendor's experience and qualifications. We do not need or want resumes for individual temporary workers.

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

Because of the University's decentralized nature, we cannot provide any estimates.

20. Could you please provide the list of holidays?

Information on official University of Arizona holidays can be found here:

<https://hr.arizona.edu/employees-affiliates/leaves/holidays>

21. Is there any mandated paid time off, vacation, etc.?

Arizona state law requires that all employers provide paid sick time. Beyond that, it is your responsibility as the employer to determine the benefits package for your employees. This cost of doing business should be built into your markup percentage.

22. What is the period of performance for this RFP?

The term of this agreement shall be three years, with an option to renew for an additional two years upon mutual agreement of both parties. Vendors shall have annual opportunities to submit price adjustments for review, as described in section 4.38.

23. Why has University of Arizona decided to go out to RFP?

The maximum length of contract for Arizona state agencies is 5 years. The current contract is expiring and must be renewed.

24. Can you provide 2021 usage details on contingent labor? Can you provide a breakdown of the usage by department and specific skill sets required?

Because of the decentralized nature of the University, we cannot provide any usage details.

25. In the current program, how are the orders distributed to the current approved vendors?

Information on available vendors is posted on Human Resources website at <https://hr.arizona.edu/supervisors/recruitment-hiring/temporary-employment-agencies>. When a department has need of a temporary worker, the department representative reviews the available vendors and contacts their preferred vendor directly.

26. Once an order is received and candidates are submitted, does the University allow for manager contact for immediate feedback on candidates submitted?

Yes. Managers may contact the department representative who places the order.

27. On average how much lead time do the departments provide the current agencies when requesting a temporary associate?

This varies by placement. Large departments often call for staffing on short notice to cover for absent employees in low-skilled positions. For positions requiring specialized skillsets, the department will negotiate with the vendor regarding time to fill.

28. Can you provide current pay rates by position for core roles?

The University pay structure is here: <https://hr.arizona.edu/content/university-staff-pay-structure>

29. Can you provide job descriptions on the core roles?

The highest volume positions are administrative assistant/clerical, custodial, events staffing for athletic events, food preparation/food service/dishwashing, grounds-keeping, painters, and parking assistants. You can find the staff job description library at <https://hr.arizona.edu/sites/default/files/Job%20Library.xlsx>

30. What are your current COVID-19 protocols?

See current guidance here: <https://covid19.arizona.edu/face-coverings>

31. Will you be looking for rates on direct hire in this RFP?

The University of Arizona is a federal contractor. Therefore, OFCCP regulations prohibit us from engaging in temp-to-hire arrangements and all regular positions must be posted on our applicant tracking system.

32. How is the University current managing suppliers' performance?

Individually, on a department-by-department basis.

33. Outside of the annual spend / job classifications listed, are there other labor categories where the University has additional 3rd party labor spend?

Examples – Adjunct Faculty, Graduate Students, Visiting Professors, etc.

No. Graduate students must apply for admission to the university, and adjunct faculty positions must be posted on our applicant tracking system. Visiting professor is an honorary position for academics on sabbatical from other universities.

34. If additional labor categories are being used, what is their approximate spend and why were they not listed in this sourcing initiative?

Each department determines its own staffing needs; therefore, we cannot predict what needs will arise.

35. How is the University handling employees who reside outside the state of Arizona?

Most of the positions require onsite work due to their nature (e.g., custodian). The vendor will be the employer, not the University. For positions that can be performed remotely, it is your responsibility as the employer to determine policies regarding your employees' remote work.

36. Please describe the change management approach you anticipate to leverage to ensure compliance and program utilization.

None anticipated.

37. Please share the total number of Staffing resources available on this ongoing contract?

There are 10 vendors on the current contract.

38. It is mandatory to bid on all the categories?

No. Only bid on the categories you are qualified to fill.

39. Please share the details of the incumbents/vendors currently providing the Staffing resources?

See <https://hr.arizona.edu/supervisors/recruitment-hiring/temporary-employment-agencies>.

40. Can we get the awarded proposals and hourly rate lists of the current incumbents?

The current proposals were bid on percentage markup, not hourly rates. If you wish to read previous proposals, you can file a public records request through this webpage: <https://www.arizona.edu/publicrecords>

41. Is there any local preference?

The vendor must be able to demonstrate ability to provide temporary workers who can work at the Tucson and Phoenix campuses, as most work is onsite.

- 42. On page 28 of the RFP, the following is stated: 5.2.4 Your agency must charge the University a fee for a temporary worker placed at the University that is enrolled in your employer-sponsored plan (health insurance) that is higher than the fee the University will pay for the same temporary worker if that temporary worker does not enroll in your agency's employer-sponsored plan. Can you please offer some additional clarity around that requirement?**

The University must meet the requirements for safe harbor under the Affordable Care Act, as specified in Treasury Regulation 54-4980H-4(b)(2). The main requirement is to demonstrate that we are not a common-law employer of your employees. Previous vendors have indicated a percentage markup for the cost of providing ACA-compliant medical insurance.

- 43. On page 33 of the RFP, the following is stated: 5.6.2 Indicate the cost to the University, if any, to compensate a temporary worker placed on call but not called in to work. Are we required to provide on-call pricing? If so, what positions are typically on-call? How long are workers typically required to be on call?**

Event attendants, parking attendants, cooks, and servers are the types of positions that might be on-call. The employee would be on call only as long as is required for the department to determine whether their current staffing is sufficient. Please state your policy briefly in this paragraph, such as how many hours or what flat fee you would bill for a temporary worker who is placed on call.

- 44. How many workers under each job classification are required on a weekly basis?**

There is no standard weekly number. It depends on whether classes are in session, whether the University is in limited operations due to COVID, whether a major grant has been awarded, and other factors beyond our control.

End of addendum, all else remains the same.