ITN# CSB19-500-001
Staffing Services
Questions and Answers

July 16, 2019

Below are all of the questions received by various entities regarding this open procurement, with corresponding answers. Questions that were similar in subject were grouped together for ease of reading and response.

1. What is CareerSource Brevard's (CSB) intended award structure/delivery model within the scope of this RFP? How many suppliers does CSB intend to select as a result of this RFP? How many vendors will be awarded? How many (vendors) do you foresee after this bid is complete?
    a. Depending on the quality and pricing of the proposals CSB receives, it may award a contract to any number of vendors.

2. How many suppliers received this RFP?
    a. A total of 45 suppliers were directly invited to bid by CSB. However, please note that public notice advertisements were posted both in the local newspaper and the MyFlorida.com Vendor Bid System.

3. Is this a new or existing contract / grant that is currently being serviced by a staffing company?
    a. Existing.

4. Please list your current providers. How many vendors are engaged in your program today? Who is the incumbent vendor? Is there an incumbent in this position currently?
    a. Currently there are three vendors - JMark, Inc. d/b/a Manpower (Manpower), Quality Labor Management, LLC (QLM) and KJ&J, LLC d/b/a Spherion Staffing (Spherion), (formally B&B Solutions, Inc. d/b/a Spherion Staffing).

5. According to the last Award, JMark, Inc. d/b/a Manpower (Manpower), Quality Labor Management, LLC (QLM) and B&B Business Solutions, Inc. d/b/a Spherion Staffing (Spherion) were the chosen vendors. Did any one of these companies underperform to the point that they would not be looked at again for this contract? Or did they drop out for any reason?
    a. No, there were no issues with any of these vendors. All vendors remain at the table through their contract period, and are invited to bid for this new ITN.

6. Why are you seeking additional suppliers at this time? What are your challenges today?
    a. All contracts are expiring and our policy requires an official procurement every four years. Challenges include filling the positions listed on page 32 (Attachment E) of the ITN.

7. Please forward all your current pricing for each of your providers. In the previous bid, you did not reveal the hourly or billing rates, does that hold true for this bid as well?

a. This is considered vendor private information and was/is a factor in CSB's determination of potential awards.

8. What is the estimated Budget? What is the total available funding for this project? For Program Year ending June 30, 2017 approximately $975,000 was paid to CSB's Staffing Agencies. Do you foresee this spend going up or down? Please provide historical spending on this contract til now.
    a. Funding for this work varies from year to year, the major reason why CSB issues Indefinite Delivery/Indefinite Quantity (IDIQ) contracts for staffing services.
    b. For Program Year ending June 30, 2018, approximately $3.3 million was paid to CSB's Staffing Agencies.
        i. Of this spending, approximately $220k was spent on work experiences not including DWG/disaster recovery work experiences.
        ii. Of this spending, approximately $3,080,000 was spent on DWG/disaster recovery work experiences.

9. Is your criteria still the same as the bid that you put out in 2017? In your last solicitation, light and heavy industrial occupations are in high demand as well as the direct care health occupations, especially those which are "hands-on", does that remain the same?
    a. Yes, including the Traditional Occupations listed on page 32 (Attachment E) of the ITN.

10. Will you accept submittals that exclude certain positions due to risk concerns? For example, our company will not staff drivers temporarily, we will not allow employees to use chain saws in most cases. Is it a requirement that a staffing agency have the ability to fill every position in order to be considered for this contract? There may be a few positions that we cannot staff due to the risk involved when related to workers comp coverage. Would we be ruled out due to this or could we staff other positions?
    a. Yes, we will accept submittals that exclude certain positions due to risk concerns. No, the agency does not need to have the ability to fill every position in order to be considered for this contract. Bidders are welcome to bid on any or all classifications. However, please note that at this time light and heavy industrial occupations are in high-demand, as well as the direct health care occupations, especially those that are "hands-on."

11. We do not serve as the employer of record for minors. Will this hurt our ability to respond to the ITN?
    a. Not necessarily. However, please keep in mind that youth represents one of our key customer bases.

12. If our agency is not bidding on light and heavy industrial positions, is it necessary to have a certified safety professional on staff?
    a. No.

13. Our company has a National Accounts Program based in Boca Raton FL, where we make placements on a national level. Due to today's technology our recruiting, screening testing and placement of Staffing Associates is done primarily online, which is becoming

a Staffing Industry norm. Due to this, it is no longer necessary to have brick and mortar offices directly in the vicinity where we staff. We do have an office approximately 50 miles from Rockledge so our management team could easily travel to your site as necessary. Would CSB consider this type of program?

a. Yes. However, the bidder must demonstrate it can meet the requirements contained in ITN Section 4.0, notably 4.1, 4.2, and 4.3.

14. We are currently based in North Carolina and have plans on expanding/opening an office in Brevard County, FL. Do we need to have a local presence to be qualified to bid on this RFP?
    a. Yes.

15. Do we have to be approved with the State of Florida or any other agency to be qualified to bid on this proposal.
    a. No.

16. Do you have any idea how many temporary employees you had during the last 2 years on this contract? How many people were hired in 2018? We would like an idea of the quantity of workers that will be processed.
    a. Approximately 220 for the last two years, however demand can range from 1-300 employees per year.

17. What is the typical maximum number of workers hired at one time?
    a. As it is impossible to accurately know the total number of individuals and number of individuals at any given time, we will be awarding an IDIQ to the successful bidder(s). Historically, over the past 13 years, we have had as few as one and as many as 200 individuals receiving these services in a given week.

18. Does CSB require temporary employees to wear any personal protective equipment (PPE) for positions within the scope of this RFP? If so, please provide details.
    a. PPE is normally established by the worksite employer. As an example, for field positions, employees are required to have steel-toed boots, eyewear, a vest and gloves at a minimum. CSB reserves the right to require additional PPE. All PPE is provided by CSB or the worksite employer unless specified. When specified, it is cost-reimbursable only.

19. If PPE is required, does CSB provide this for temporary employees? Or are vendors expected to absorb this cost?
    a. See above.

20. Drug screen – does not specify in-house or lab-based; is a specific type required? If In-House, does the cost only include the price of the test, or can it include additional time for administration and documentation?
    a. No specific type is required. In-House is acceptable, and the cost only includes the price of the test. If a special request is made above and beyond the agreed upon drug testing requirements, CSB will either conduct ourselves or ask the Staffing Agency if they're interested in conducting.

21. Section 4.3.1 – does CSB have any flexibility regarding requiring background checks through the Florida Dept of Law Enforcement (FDLE)? Are we able to use a third party vendor?
    a. Staffing agencies are permitted to use a third-party vendor. Background checks are not limited to just FDLE, however, an FDLE check must be included.

22. Section 4.7.1 – does "vendor" mean the invoice from the provider of the background check or drug screens?
    a. Yes.

23. Section 5.8 – "Orientation" – Will this be paid by CSB since it is client-specific and compensable to the employee? If so, what is the length of the time allotted for this orientation?
    a. No, CSB will not cover this cost.

24. How often did you request on-site staffing services in 2018 and 2019 YTD, and, on average, how long were the services performed?
    a. On-site staffing services have been requested twice in PY 18-19. Services included onboarding for participants in our summer youth program and a disaster recovery event. These were conducted generally within a half-day timeframe and required a few afternoons to be scheduled to provide options for the jobseekers.

25. How frequently did you request your current agencies to provide CSB-funded child care services?
    a. While we reserve the opportunity to do this in our ITN and the contract, we have had 0 instances where this has occurred. Other community resources have been able to be utilized.

26. What positions require cell phones? Does CSB pay for all charges related to using a cell phone?
    a. In general, each disaster response crew has one cell phone. Currently, there are 11 sites. Cell phones are primarily used for time-keeping. CSB pays all charges related to the use.

27. We understand that CSB will determine the pay rates. In Attachment C you are requesting one hourly billable rate which cannot be given unless you pay every position in Traditional, Direct Care Health, Light Industrial and Heavy industrial the same pay rate. Also, the statutory costs you are requesting in the Attachment vary between the Occupational Classifications which will vary the price point. Please advise.
    a. To be considered responsive, you must provide only the cost required, however, all costs are continuously monitored and proof of these costs must be provided upon request if you are selected.

28. Section 4.3. – How far back is driving history required? 3Yr/ 5 Yr/ All?
    a. All.

29. 4.3 – Should drug testing be DOT or non-DOT?
    a. DOT.

30. 4.3 – Sexual offender check – only state or should national check be included?
    a. National check needs to be included.

31. Clarification of payment terms to the agency upon invoice? Net 30?
    a. Net 30.

32. I noted mention of a lag of up to 60 days. Is that the terms? Has there been occasions in the past year that caused a 60 day lag?
    a. Payment terms are net 30 upon invoice. Yes, occasions have included failure to provide the requested support documentation such as proof of cost paid in the pricing schedule and the detailed site location and cumulative cost in a query able and accurate format.

33. What type of proof to show the financial resources for up to 60 days? That is difficult to estimate if we don't know how many people/how much money we are being asked to have in reserve.
    a. For planning purposes, the ability to provide payroll for up to 200 workers at $20.00 per hour for 60 days.

34. Could I request more details on below two solicitations advertised. We at Neoage Services LLC, Houston are preferred IT talent solution providers for NC State Dept needs last 9 years and if relevant would like to apply. (http://www.myflorida.com/apps/vbs/vbs_www.ad_r2.view_ad?advertisement_key_num=147108 and http://www.myflorida.com/apps/vbs/vbs_www.ad_r2.view_ad?advertisement_key_num=147562)
    a. You have not specified the details you are requesting, and therefore we are unable to respond.

35. Will all questions/answers be made available to all vendors?
    a. Yes. This document is posted publicly for all vendors to review.

36. Please provide responses submitted by winning vendors (for the subject mentioned contract titled, Staffing Services #CSB18-508-001, issued by Brevard Workforce Development Board, FL in 2017).
    a. There were no new vendors who submitted proposals, and therefore no declared winning vendors of the ITN titled "Staffing Services #CSB18-508-001". All existing staffing contracts were extended to the term of the original ITN.

37. Please provide POs issued to each vendor.
    a. A vendor can have multiple POs assigned throughout a period year. A sample has been collected for each current staffing vendor and can be found at:

https://careersourcebrevard.com/who-we-are/doing-business-with-us/open-procurements titled “Sample POs.”

38. Please provide total candidates working on this contract with the names of the positions.
    a. Please reference the chart below for the occupational clusters, job titles under each, and the total number of candidates working on this contract.

Occupation Clusters	Total # of candidates
General Administration, including; • Administration Support • Administrative Assistant • Office Administrator • Office Assistant • Legal Clerical Support	9
Sales/Customer Service, including; • Customer Service Representative • Retail Store Associate • ReStore Associate • Sales Associate • Sales/Customer Service • Store Clerk	20
Recreation, including; • Recreation Aide • Recreation Program Assistant • Gym Floor Tech	11
Food Service, including; • Prep Artist • Kitchen Assistant • Food Service Assistant	5
Information Technology, including; • Elec Recycle Tech • Software Engineer	2
Field Positions, including; • Lead (Working Forman) • Laborer/Maintenance worker • Laborer/Maintenance worker II • Dump Truck Driver • Heavy Equipment operator • Carpenter • Clerical	65

Others, including; • Temporary Student Clerk • Youth Counselor • Engineering Assistant • Public Relations Assistant • Peer Recover Support Specialist • HEFS Support Worker • Marketing • Graphic Artist	9