1. Is there currently an incumbent vendor(s) under an existing contract or is this the first time that NYCEDC has put out an RFP for temporary services?

   Yes, there are incumbent vendors.

2. If there is an incumbent vendor(s), what is their current Temp Employee pay rate, Staffing Agency bill rate and Percentage Mark-Up for each of the positions listed on the Sample Cost Schedule?

   Incumbent vendor rates were established more than three years ago and varied by vendor. Your proposed rates are a selection criteria used to measure the strength of the proposal.

3. If there is an incumbent vendor(s), what are the current temp-to-hire conversion terms and direct hire rates?

   Your proposed conversion terms and direct hire rates are a selection criteria used to measure the strength of the proposal.

4. If there is an incumbent vendor(s), what is their mark-up rate for pay-rolling temporary employees referred to them by NYCEDC?

   Your proposed pay-rolling rates are a selection criteria used to measure the strength of the proposal.

5. Please provide the total Agency spend on temporary, direct hire placement and pay-rolling services for the past 12 months, so we can understand the potential volume and take that into account in our pricing. Please break down the total spend for the past 12 months by direct hire placement vs temporary services vs. pay-rolling services. And within each of those general categories, if possible, please break down the spend by position titles listed on the Sample Cost Schedule.

   In the past 12 months agency spend was approximately $1M, the large majority of which was for temp services. Direct placement fees did not exceed $150,000.

6. NYC Paid Sick Leave: Individuals working within NYC will be eligible for up to 40 hours of paid sick leave annually based on an accrual of one hour for every 30 hours worked.

   a. Does NYCEDC want us to include in our bill rates the potential charges for PSL, or.

   b. Would it prefer, as many of our clients do, to have us not include the charge in the bill rate, but rather simply pay an employee when they take a sick day and bill NYCEDC for the sick day taken as if they had worked that day? In that way, NYCEDC is only paying for sick time actually used, not for projected sick leave across all employees which may or may not be taken.

   Option B would be our preference.

7. Affordable Care Act (ACA): Given the enactment of the Affordable Care Act, do you want us to include potential health premium costs in the bill rate, which could mean NYCDEC is paying for costs not actually expended, or as many of our clients do, would you prefer we charge NYCEDC a separate cost on a monthly basis for health insurance only for those individuals who both qualify for and enroll in the insurance?

   The latter
8. **Exhibit 2, Sample Fee and Cost Schedule, Page 2-2:** You ask for pay and bill rates for Other Professional Services 1, 2 and 3. Without detailed job descriptions for these positions, it is impossible to know what we might have to pay for this broad skill set. To provide NYCEDC with specific pay and bill rates in this category, could you please break down the category into more specific position titles with corresponding job descriptions that include required duties/responsibilities, education levels, computer software skills, etc.

   *This category was left intentionally vague so the contract can allow for placement of temporary or direct placement in a wide variety of skill sets, as an example a copywriter or speechwriter. Assume all positions will require a bachelor's degree, basic computer literacy. Assume these positions are not highly technical in nature, i.e. not IT, Engineering*

9. **Exhibit 2, Sample Fee and Cost Schedule, Page 2-2:** On the Sample Cost Schedule, you ask for pricing on three levels (1, 2 and 3) for each position listed. However, in your brief, general job descriptions provided under Categories of Positions in the Scope of Services, you provide no details on the years of experience, education level, computer software skills, etc. required for each position and level (1, 2 or 3) of that position. Without that information, it would be very difficult for any vendor to accurately propose pay/bill rates for each position. Please provide more detailed information on what the requirements are for each level of Administrative Assistant, Accounting Staff, HR Staff and Other Professional Services.

   *For all job categories, assume the follow years of experience: level 1 (1-3 years experience); level 2 (4-7 years experience); level 3 (8+ years experience). Aside from the Administrative Assistant positions, all other roles at all other levels will require a bachelor’s degree.*

Furthermore, given the broad descriptions under Administrative Support and Finance/Accounting Staff, it is not clear which positions within these categories might fall under the living wage law (6-109) for Temporary Office Services firms working with NYC agencies. That will depend on the exact title and duties given a position. For instance, an Administrative Assistant's current living wage is $33.29, while that of a Secretary is only $19.31. Many people use these two titles interchangeably, but that can be problematic under the law, given the wide discrepancy in the two required pay rates. Further an accounting clerk or data entry operator would fall under the Living Wage law, while an accountant would not. Historically, have any of the temporary positions required by NYCEDC fallen under the NYC Living Wage law? Whether they have or not, NYCEDC providing more detailed position titles and job descriptions will allow vendors to determine whether or not the Living Wage law applies.

   *Detailed job descriptions will be provided at the time of need. Proposed rates should include the upper rate/range to assume the requirements of Living wage laws are met.*

10. **Exhibit 5, Contract Draft, Part II, General Terms and Conditions, Page 2, Section 1.5.1, Changes to the Services:** We request that the last two sentences of this section be deleted, as it seems inapplicable to a supplemental staffing contract and is not industry standard for this type of contract. It is more appropriate when a vendor would be creating and providing a deliverable product, such as a software program. That does not appear to be within the scope of services for this contract. We are not supervising or reviewing the work of our temporary employees, nor are we providing a fixed-price deliverable. We are simply providing staff to work under the direction of NYCEDC employees and NYCEDC controls the process. Therefore we cannot provide an open-ended guarantee to revise and correct work at no additional cost.

   *NYCEDC will review the appropriateness of this clause.*

11. **Exhibit 5, Contract Draft, Part II, General Terms and Conditions, Page 3, Section 1.6, Equipment:** This entire section should be deleted, as this contract appears to be strictly for the provision of temporary help to work on-site at NYCEDC under the supervision and control of NYCEDC staff. As such, we will not be providing equipment, supplies or materials for our
temporary employees, as that would be NYCEDC’s responsibility. Further, in Section 1.6.4, NYCEDC controls the worksite, so you should accept responsibility for safe worksite. 

_in previous years, temporary staff has worked at many locations other than the offices at 110 William Street._

12. Exhibit 5, Contract Draft, Part II, General Terms and Conditions, Pages 7-8, Section 3.5, Payment: Many of the terms of this section seem to be written for a deliverable product that would have be bid at a fixed price and delivered as a finished product to NYCEDC, not for the provision of temporary help services on an as needed basis that are controlled and supervised by NYCEDC staff. We request that the wording be edited to reflect the type of service/work relationship described in the RFP. It is not standard wording for our industry.

_NYCEDC will review the appropriateness of this section._

13. Exhibit 5, Contract Draft, Part II, General Terms and Conditions, Page 11, Section 5.2.5-6, Work Product: We assume that these sections will not apply to this contract. As written, this contract does not appear to be for a deliverable; it is for temporary employees to work on-site at NYCEDC under the control and supervision of NYCEDC staff. We would have no idea of the specifics of individual projects that our temps are working on, so it would be impossible for us to warrant anything with regard to the originality materials being used; compliance with copyright or trademark laws; and/or that all proper procedures have been followed for gaining clearances and permissions to use non-original materials. This type of wording would be appropriate for working with a consulting company that is providing deliverable product, not a staffing company providing temporary help. It is not standard wording for our industry.

_NYCEDC will review the appropriateness of this section._

14. Appendix B, Scope of Services, Page 1, Task 2: You mention payroll of temporary employees to Non-NYCEDC locations. Payrolling, in our business, typically refers to temp candidates that the client would refer to us and then ask us to put them on our payroll while they are working on-site at the client. This service is typically done at a lower mark-up than traditional temporary services, as there is no recruiting cost on our end. Does NYCEDC envision this type of service being required under this RFP? If so, you provided no place on the Sample Cost Schedule to provide a mark-up percentage for this type of payrolling service.

_Although no specific place was noted to state a payrolling mark-up, please include this rate response somewhere in your proposal._

15. Appendix B, Scope of Services, Pages 1 and 4, Tasks 3 and 7: In both the RFP title and this section you note needing Direct-Hire Staffing Services. However, nowhere in the RFP do you discuss what types of direct-hire needs NYCEDC typically has. If direct-hire is required, please provide the types of skill sets you typically need those services for. Additionally, the Sample Cost Schedule has no place to provide the fee structure for direct-hire or temporary-to-hire services.

_Although no specific place was noted to state a direct hire fee(s), please include this rate response somewhere in your proposal. Direct hire needs would fall in each of the temp service job types._

16. Appendix C, Page C-2, Payments Based on Hourly Rates: In the last paragraph on this page, NYCEDC states that “the Contractor shall submit progress reports...at least monthly. “Such progress reports shall clearly state the reasons for any actual or anticipated delays in completion of the Services.” Since our temporary employees will be working onsite under the control and supervision of NYCEDC employees, we will have very little knowledge of what they are actually working on day-to-day. What type of information is NYCEDC looking for in these reports?

_In previous years, tems have worked at a variety of City Agencies and City sites, it is the responsibility of the vendor to be in touch with the tems and know the progress of the work_
towards completion so that if NYCEDC inquires about the project, an appropriate status can be given.

17. **Exhibit 3 to Appendix C, Page C-8-9, Payroll Report:** From the instructions, it seems that this report is designed to be used for persons performing on-site construction activity. Since our temporary employees will not be providing those types of services, can we assume that we will not be required to submit this report? We have never had to use such a report with all of the other NYC agencies we have provided temporary services to over the years.

**NYCEDC will review the appropriateness of this section.**

18. **Appendix D, Page D-2, Form of Certified Statement Regarding Use of Non-Original Materials:** We assume that this document will not apply to this contract. As written, this contract does not appear to be for a deliverable; it is for temporary employees to work on-site at NYCEDC under the control and supervision of NYCEDC staff. We would have no idea of the specifics of individual projects that our temps are working on, so it would be impossible for a Principal of the Consultant to attest to a list of non-original materials being used.

**NYCEDC will review the appropriateness of this section.**

19. **Appendix E, Page E-2, Insurance Requirements:** For Umbrella/Excess Liability insurance, NYCEDC is asking for $10,000,000 on a per occurrence and aggregate basis. While that number is acceptable on an aggregate basis, no staffing company will have $10,000,000 in coverage on a per occurrence basis. That is not standard in our industry nor has it been required for any of the multitude of NYC Agency contracts we have held over the years.

**NYCEDC will review the appropriateness of this section.**

20. Provide the name of the current vendor(s)?

   **Current vendors are Core Staffing, Execu-Search and Superior**

21. How many awards do you anticipate for this new contract?

   (3-6)

22. What was the expenditure under the current contract?

   **To date approximately $2.8M**

23. What is the anticipated value of the new contract?

   $3M

24. What has been the usage via labor category under the current contract(s)?

   **Clerical/Administrative Support, Professionals, First-Mid Managers**

25. What are the current rates per labor category?

   See answer 2

26. Pg. 19 Section 1.1.2, 2nd paragraph – The proposal must include a detailed statement of your approach and ability to provide the required Services and Work Product including, but not limited to a schedule for completing all aspects of the Services. Pgs. 19 – 18 Section 1.1.4, 3rd paragraph – This should be accompanied by, to the extent known, the names and resumes of all individuals and entities that will be performing the Services under the Contract including, without limitation, all personnel, Subcontractors and other entities or individuals performing and/or supervising the Services, and the respondent’s proposed staffing schedule. In the above two sections, a schedule is required in both. Please clarify if these are two different and separate schedules.

   Yes, provide two discrete schedules.
27. Pgs. 19 – 18 Section 1.1.4, 3rd paragraph – This should be accompanied by, to the extent known, the names and resumes of all individuals and entities that will be performing the Services under the Contract including, without limitation, all personnel, Subcontractors and other entities or individuals performing and/or supervising the Services, and the respondent's proposed staffing schedule. Would bios be sufficient in place of resumes? 
   Yes, Bios are appropriate 

28. Pg. 19, Section 1.1.4 – The proposal should contain a description of the respondent's organization, including a history of the firm, a description of all subsidiaries and affiliates, an organization chart indicating the level of responsibility of all personnel who are expected to provide Services, and the name and location(s) of business of the respondent. Do you require an overall organizational chart of our corporate team supporting the contract or just our local team in New York City who will be performing the services directly? 
   Both would be preferred. 

29. What is the anticipated value of the contract? 
   See answer 23 

30. How many suppliers is NYEDC looking to engage? 
   See answer 21 

31. Are any of the positions listed in the RFP subject to prevailing wage? 
   Assume Administrative Assistant 

32. Is there any flexibility with the insurance requirements? Specifically the 10MM Umbrella and Marine Protection Indemnity and Railroad Protective Liability? It would seem that they would not apply to the Scope of Work outlined in the RFP. NYCEDC will review the appropriateness of this section. 

33. What are the rates for the current contractor? Incumbent vendor rates were established more than three years ago and varied by vendor. Your proposed rates are a selection criteria used to measure the strength of the proposal. 

34. What should be included in the bill rate? 
   Include any applicable fees, worker's comp, insurances, etc. 

35. How many temporary workers do you currently have on assignment? 
   Five in-house and 15-20 at other City Agencies 

36. What are the lengths of assignments? 
   Varied but typically a week minimum to upwards of 6 months 

37. Are we able to bill for OT and holidays? 
   Temps would generally not work on a holiday but if so, OT/holiday pay would be applicable. 

38. Are we able to bill for PTO separately? 
   Yes, paid time off to include sick time per the ACA can be billed separately if used/needed by the temp. 

39. What supplies and materials does the contractor provide? 
   NYCEDC or the work site would provide all supplies and materials the temp would need to complete their work assignment. 

40. What is NYEDC's primary objective of this RFP?
To have on retainer select staffing agencies to provide selection and placement of temporary workers as needed to meet our operational objectives.

41. What are the top three business objectives for this RFP?
   - Continuation of business operations through the placement of a temp during the vacancy of a permanent worker
   - Support of large scale initiatives task forces such as post hurricane sandy relief efforts
   - Excellence in recruiting and selection of direct hire staff

42. What are the most important factors for NYEDC when selecting a new contingent labor-staffing partner?
   - Knowledge of NYCEDC, our business needs and the type of worker who would be successful in our environment
   - Consistent quality of the temporary staff
   - Relationship with the vendor and the NYCEDC HR team
   - Rates
   - Responsiveness to placement requests

43. What is the current contingent labor-staffing model?
   - NYCEDC Department identifies a need, Human Resources reaches out to the agency with the need, agency places top temp talent.

44. Who manages the staffing program? Procurement, Human Resources, etc.?
   - Human resources

45. On average, how many temporary associates are working at any given time?
   - See answer 35

46. What was the approximate program spend in 2014?
   - See answer 5

47. How many vendors will the RFP award on record?
   - See answer 21

48. Can you provide job descriptions for the primary positions in administrative, human resources and accounting & finance?
   - Job descriptions will be provided to the awarded vendors at the time of need.

49. What is the average temporary assignment length?
   - Varied but typically a week minimum to upwards of 6 months

50. How often do you convert temporary assignment to full time employees if at all?
   - Frequently

51. How often do you have Direct Hire searches in these skill sets for this RFP?
   - Approximately five times per year

52. What is the hiring process and approximate hiring time cycle from submittal to start date?
   - For temps, HR will reach out to the agency with the job description and anticipated length of service and anticipate start day with at least 24 hours notice → Agency sources and places talent accordingly.
53. What is the determining factors in this RFP from highest priority to lowest in regards to a vendor being awarded to the list?

   See section 2.2.8 Selection Criteria

54. Is pay-rolling including as part of this RFP and, if so, approximately how many people do you payroll per year?

   Yes, varied depending on need. In 2015, we pay-rolled a minimum of 25 workers.

55. In addition to New York City, what other locations are included in this RFP?

   Only NYC

56. Would you need any EEOC hiring information?

   No

57. Will not being a MWBE form, reduce our chances to work with your organization?

   No

58. The RFP also points our the use of sub vendors. If we are approved, is there the expectation that we will contract with other staffing firms as a sub vendor to us, or is this related more to Construction Management projects only?

   There is no expectation or requirement for sub vendors

59. Do you have 2014 or YTD 2015 budget numbers for 2015?

   Approximate spend in 2014 was $1M

60. I did not see mention of the Affordable Care Act within the proposal. If needed, should we outline that in a separate portion of the RFP?

   You can outline your agencies approach to sick time within your rates section of your response.