



RFP #25-7-CTY TEMPORARY EMPLOYMENT SERVICES

Addendum I

1. Modification to Language

2. Modification to Job Class Specification

3. Questions/Answers

(County responses and changes are in red)

1. Modification to Language

4.1 Scope of Work

F. Drug Testing

Pre-Placement Drug Test

The vendor shall ensure that each temporary staffing employee assigned to the County be administered a drug test, at no additional cost to the County, within two weeks prior to the first day on assignment with the County. The drug test must be a 9 **12**-panel test unless otherwise indicated by the County. Temporary staffing employees must have a negative test result in order to be assigned to the County.

2. Modification to Job Class Specification

Replace Job Class Specification for "Solid Waste Heavy Equipment Maintenance Technician" with the attached corrected document.

3. Questions/Answers

1. Are we required to respond to all the categories?

No, please enter "NA" for any positions that you are not bidding on.

2. Could you provide information on the incumbent companies currently handling the contract?

The current countywide temporary employment services contracts are with Manpowergroup US Inc., The Mega Force Staffing Group, Inc., Belflex Staffing Network, LLC, and 22nd Century Technologies, Inc.

3. Can you share the proposals from the incumbent companies?

Please submit a public records request through our website for this information.

<https://www.cumberlandcountync.gov/departments/public-information-group/public-information/public-records-request>

4. How many vendors does the State plan to award contracts to?

This is for Cumberland County, not the State. We do not have a set number of vendors that we plan to award to, but would like to award to multiple vendors to ensure staffing needs are met at all times.

5. We would like to request the bid tabulation for the previous contract.

Please submit a public records request through our website for this information.

<https://www.cumberlandcountync.gov/departments/public-information-group/public-information/public-records-request>

6. Can you describe any issues or problems the State is experiencing with the current contract?

This is for Cumberland County, not the State. The only issue I am currently aware of is filling certain positions, especially health-related positions.

7. Regarding the new RFP #25-7-CTY for Temporary Employment Services - is this work currently under contract? If so, how do we request the incumbent vendors and their pricing?

Please submit a public records request through our website for this information.

<https://www.cumberlandcountync.gov/departments/public-information-group/public-information/public-records-request>

8. Is this a new contract or renewal of an existing contract?

This will be a new contract, but we do have contracts currently in place that will end January 31, 2025.

9. If there is an existing contract, could you please share the names of the current vendors and their pricing?

The current countywide temporary employment services contracts are with Manpowergroup US Inc., The Mega Force Staffing Group, Inc., Belflex Staffing Network, LLC, and 22nd Century Technologies, Inc.

Please submit a public records request through our website for pricing information.

<https://www.cumberlandcountync.gov/departments/public-information-group/public-information/public-records-request>

10. What is the estimated budget for this contract?

There is no set budget for this contract. This contract will be countywide and based on the need at the time. In fiscal year 2024, County departments spent over \$500k through the countywide temporary employment services contract.

11. Is it mandatory to subcontract? We are looking for clarification on whether subcontracting is a requirement for this solicitation. Specifically, is there an obligation to engage to subcontractors to fulfill any part of the contract, or are there designated subcontracting goals that we need to meet?

There is no requirement for subcontracting.

12. In order to be considered responsive for this solicitation, is it mandatory to bid on all positions?

No, please enter "NA" for any positions that you are not bidding on.

13. Is there a minimum number of hours required for the service?

No.

14. I could not locate Exhibits A, B and C. These are referenced in the Attachment H Master Services Agreement. Is the RFP document considered Exhibit A? Do you have a required format and content of proposals? Do you plan to include a Bid Award Schedule? I could not find this in the RFP.

After the proposals are evaluated and awarded and the County is entering into contracts with the awarded vendors, Exhibit A will be made up of the RFP and all addendums. Please see Section 4.2 Vendor's Proposal Requirements for requirement format and content of proposals. The Bid Award Schedule will be compiled once the proposals are evaluated and awarded. The Bid Award Schedule will list the awarded vendors and the positions awarded to them in order of lowest to highest bill rate for each position and departments will attempt to fill positions by requesting the lowest bill rate before moving to the next.

15. Which company(ies) are currently providing these services? Can you provide pricing information from these companies?

The current countywide temporary employment services contracts are with Manpowergroup US Inc., The Mega Force Staffing Group, Inc., Belflex Staffing Network, LLC, and 22nd Century Technologies, Inc.

Please submit a public records request through our website for pricing information.

<https://www.cumberlandcountync.gov/departments/public-information-group/public-information/public-records-request>

16. What is the annual spend for each category of employees?

The County does not have the capacity to share a breakdown of cost by position.

17. Does the county use Call-by-Name or Referred/Directed Hire Contingent Worker Payrolling Services? Would you accept an alternate proposal to provide these services? Call-by-Name or Referred/Directed Hire Contingent Worker Payrolling Services is where Cumberland County refers someone to our company to hire “payroll” to work for the county. This person is someone that may have retired from Cumberland County, known by staff at Cumberland County, or previously worked for the county. In this case, the person is not recruited for your review/selection by our company. There is a lower markup for non-recruited “payrolled” contingent workers

The County is not currently interested in pursuing this alternate.

18. Do you plan to respond to questions directly via email or do you plan to post these on the NC EVP website?

Answers to questions will be posted through an addendum that will be e-mailed to all vendors and posted on the County’s Vendor Self Service site and State’s EVP site.

19. Regarding the new RFP #25-7-CTY for Temporary Employment Services - is this work currently under contract? If so, how do we request the incumbent vendors and their pricing?

The current countywide temporary employment services contracts are with Manpowergroup US Inc., The Mega Force Staffing Group, Inc., Belflex Staffing Network, LLC, and 22nd Century Technologies, Inc.

Please submit a public records request through our website for pricing information.

<https://www.cumberlandcountync.gov/departments/public-information-group/public-information/public-records-request>

20. Is this a newly initiated project, or is it a continuation of an existing one?

The County has contracts in place for temporary employment services that will expire 1/31/25. Though this is not a new initiative for the County, this is a new RFP and will result in new contracts.

21. If it is ongoing, kindly provide the names of the current service providers/incumbent vendors?

The current countywide temporary employment services contracts are with Manpowergroup US Inc., The Mega Force Staffing Group, Inc., Belflex Staffing Network, LLC, and 22nd Century Technologies, Inc.

22. Could you provide details on the previous expenditure associated with this contract?

As stated in the RFP, in fiscal year 2024, County departments spent over \$500k through the countywide temporary employment services contract.

23. Could you confirm if it is possible to obtain the proposals or pricing details of the incumbent vendors?

Please submit a public records request through our website for this information.

<https://www.cumberlandcountync.gov/departments/public-information-group/public-information/public-records-request>

24. Are there any specific challenges or issues currently being faced with the existing vendors?

The only issue I am currently aware of is filling certain positions, especially health-related positions.

25. Can you clarify the expected number of awards for this solicitation?

We do not have a set number of vendors that we plan to award to, but would like to award to multiple vendors to ensure staffing needs are met at all times.

26. Is there any preference or priority given to local vendors for this contract?

There is no preference or priority given just because a vendor is local. Under the Technical Approach section, we do ask how services will be handled if not located within a 100-mile radius of Fayetteville, NC and this response could affect the points given during the evaluation.

27. Could you please elaborate on the key objectives or outcomes you aim to achieve with this project?

I'm not sure what needs to be further elaborated on. The County wants to be able to fill vacant temporary positions in a timely manner at the best price.

28. What is the budget allocated for this project?

There is no set budget for this contract. This contract will be countywide and based on the need at the time. In fiscal year 2024, County departments spent over \$500k through the countywide temporary employment services contract.

29. Approximately how many awards do you intend to give for this project?

We do not have a set number of vendors that we plan to award to, but would like to award to multiple vendors to ensure staffing needs are met at all times.

30. Is this a new contract, or are there any incumbents currently involved?

The County has contracts in place for temporary employment services that will expire 1/31/25. Though this is not a new initiative for the County, this is a new RFP and will result in new contracts. The current countywide temporary employment services contracts are with

Manpowergroup US Inc., The Mega Force Staffing Group, Inc., Belflex Staffing Network, LLC, and 22nd Century Technologies, Inc.

31. Are there any pain points or challenges faced by the current incumbents (if any)?

The only issue I am currently aware of is filling certain positions, especially health-related positions.

32. Approximately how many positions were required under the previous contract?

43.

33. General Scope and Eligibility

- a. Are IT-specific roles, such as software developers, network engineers, or IT support specialists, included in the scope of this RFP?

Please see Attachment D – Bid Price Sheet for the list of all positions included in the scope of this RFP.

- b. Will there be a preference for vendors who can supply candidates for all listed job categories versus those who specialize in certain fields?

No.

34. Contract Details

- a. Is there a minimum volume of staffing requests expected annually for the awarded vendors?

No.

- b. Will contracts be distributed equally among the awarded vendors, or will distribution be based on specific criteria (e.g., performance, rates)?

Distribution will be based on the lowest bill rates of the awarded vendors. The requesting department will begin with the lowest rate option for the position they are requesting and if unable to fill the position move to the next rate on the list until they are able to fill the position.

- c. Is there a process for onboarding temporary staff who may work remotely for IT-related positions?

I am not aware of any temporary positions that will work remotely.

35. Submission and Compliance

- a. For multi-category staffing, is it acceptable to submit a bid only for IT-related positions, or must proposals cover all job categories?

It is acceptable for a vendor to only bid on the positions they can fill. Please enter "NA" on Attachment D – Bid Price Sheet for any positions that you are not bidding on.

- b. Are there any specific certifications or credentials required for IT staffing vendors to qualify for this RFP?

The department will include any required certifications or credentials for the request when they submit the Position Request Form to the temporary services vendor.

- c. What documentation is required to verify compliance with the Iran Divestment Act?

No documentation is required, though the vendor must agree to including the Iran Divestment Act clause (Section 5.0 of the RFP) in their contract. Purchasing confirms that any vendor the County does business with is not listed on the "Final Divestment and Do-Not-Contract List – Iran" list found on the North Carolina Department of State Treasurer site.

36. Evaluation Criteria

- a. Will vendors specializing in high-demand categories like IT receive additional points in the evaluation process?

No.

- b. Can you provide more detail on how pricing will be evaluated and its relative weight compared to qualifications and experience?

Section 3.4 of the RFP states the weight of each evaluation criteria. The lower the price, the more points that will be given to the vendor.

37. Job Orders and Processes

- a. How will job orders be communicated to awarded vendors (e.g., email, portal, etc.)?

The requesting department will reach out to the vendor's point of contact by e-mail sending them the Position Request Form along with a more detailed job description.

- b. Are there specific Service Level Agreements (SLAs) vendors must meet when filling job orders?

See Section 4.1 C Personnel Selection Process, which states that the vendor shall acknowledge the department's initial request via e-mail within 24 business hours and what should be included in responses. There is not a required time period in which you must fill the position and it will be dependent on the department's timeline and need to fill the position.

- c. For IT roles, will there be any required technical assessments or certifications for candidates before submission?

The department will include any required certifications or credentials for the request when they submit the Position Request Form to the temporary services vendor.

38. Bid Price Sheet Clarification

- a. While the instructions specify that hourly pay rates cannot exceed the county hourly rate listed for each position? In the event that increased pay rates are necessary, would the corresponding bill rate also need to be pre-approved by the County? Are there specific conditions or procedures outlined for such adjustments?

Any change to the contract will need to be pre-approved by the County through a contract amendment agreed to in writing by the County and Contractor. Both pay rates and bill rates would need to be pre-approved by the County and will require a contract amendment as stated above. If any increases are approved, this may affect the order in which the vendor is listed on the Bid Award Schedule, which will continue to be in order by the lowest to highest bill rate for each position.

39. Is the vendor required to be registered with the State of NC before it can conduct any business?

No.

40. Is there a local vendor preference?

There is no preference or priority given just because a vendor is local. Under the Technical Approach section, we do ask how services will be handled if not located within a 100-mile radius of Fayetteville, NC and this response could affect the points given during the evaluation.

41. Is this a new initiative?

Though this is not a new initiative for the County, this is a new RFP and will result in new contracts.

42. If not, who are the current vendors?

The current countywide temporary employment services contracts are with Manpowergroup US Inc., The Mega Force Staffing Group, Inc., Belflex Staffing Network, LLC, and 22nd Century Technologies, Inc.

43. Please share their pricing file.

Please submit a public records request through our website for this information.

<https://www.cumberlandcountync.gov/departments/public-information-group/public-information/public-records-request>

44. Is the vendor required to submit all job titles?

No, please enter "NA" for any positions that you are not bidding on.

45. What is the estimated budget for this project?

There is no set budget for this contract. This contract will be countywide and based on the need at the time. In fiscal year 2024, County departments spent over \$500k through the countywide temporary employment services contract.

46. What are the insurance requirements?

As a minimum, the Vendor shall provide and maintain the following coverage and limits **(Vendors may propose alternative insurance requirements. Acceptance of any insurance requirement changes will be at the discretion of the County and must be pre-authorized by the County's Risk Management Consultant):**

Professional Liability Insurance: Contractor shall maintain in force for the duration of this contract professional liability or errors and omissions liability insurance appropriate to the contractor's profession. Coverage as required in this paragraph shall apply to liability for a professional error, act, or omission arising out of the scope of the contractor's services as defined in this contract. Coverage shall be written subject to limits of not less than \$1,000,000 per loss.

Commercial General Liability: Contractor shall maintain Commercial General Liability and if necessary Commercial Umbrella Liability insurance with a total limit of not less than \$1,000,000 each occurrence for bodily injury and property damage. If such CGL insurance contains a general aggregate limit, it shall apply separately to this project/location or the general aggregate shall be twice the required limit.

County of Cumberland, its officers, officials, agents, and employees are to be covered as additional insureds under the CGL by endorsement providing equivalent coverage as respects to liability arising out of activities performed by or on behalf of the contractor; products and completed operations of the contractor, premises owned, leased or used by the contractor; and under the commercial umbrella, if any. The coverage shall contain no special limitations on the scope of protection afforded to Cumberland County, its officers, officials, agents and employees.

Workers' Compensation and Employer's Liability: Contractor shall maintain Workers' Compensation as required by the general statutes of the State of North Carolina and Employer's Liability Insurance. The Employer's Liability shall not be less than \$500,000 each accident for bodily injury by accident, \$500,000 each employee for bodily injury by disease and \$500,000 policy limit.

Business Auto Liability: Contractor shall maintain Business Auto Liability and if necessary, Commercial Umbrella Liability insurance with a limit of not less than \$1,000,000 each accident.

47. Is COI required to be submitted along with the proposal or upon award?

The COI can be submitted along with the proposal, but will be required upon award.

48. Who is/are the incumbent vendor(s)?

The current countywide temporary employment services contracts are with Manpowergroup US Inc., The Mega Force Staffing Group, Inc., Belflex Staffing Network, LLC, and 22nd Century Technologies, Inc.

49. What is the mark up range of incumbent vendor(s)?

Please submit a public records request through our website for this information.

<https://www.cumberlandcountync.gov/departments/public-information-group/public-information/public-records-request>

50. What is the prior spend for each of these categories: Accounting/Financial, Administrative/Clerical, Health & Laboratory, Labor & Skilled Trades, Professional Services, Speciality?

The County does not have the capacity to share a breakdown of cost by position.

51. **4.1.B – Job Categories**

Does the County have historical or estimated spend data based on job category and/or job duty?

The County does not have the capacity to share a breakdown of cost by position.

Are we required to bid on all positions?

No, please enter "NA" for any positions that you are not bidding on.

52. **4.1.C – Personnel Selection Process**

On average, how much time spans between when the vendor receives the Temporary Services Position Request Form and when the assignment begins?

The County does not have the capacity to track and provide this information.

When we respond to the Temporary Services Position Request Form, it is noted that we must confirm the background check. Does this mean that the associate has *already* passed the background check, or that we will perform the background check prior to the associate's start date?

Yes, the temporary staffing employee must have already passed the background check.

Are the background requirements listed in the RFP mandatory for all positions? Are there ever exceptions (for example, a Solid Waste Attendant)?

Can associates start pending results of the background check?

No, temporary staffing employees must have passed the background check before they can be assigned to the County.

53. **4.1.F – Drug Testing**

A 9-panel drug test is required. What, specifically, is included? Does this exclude THC?

See Modification to Language for change to 12-panel drug test. The 12-panel drug test includes: Acetyl morphine, Cocaine, MDMA (Ecstasy), Benzodiazepines, Propoxyphene, Methadone, Amphetamines, Methaqualone, Barbiturates, Marijuana, Opiates: Codeine/Morphine, Phencyclidine – PCP.

Do you accept an in-house screening or does this need to be performed at a clinic?

Yes, the County accepts in-house screening, as long as it meets the requirements stated.

Can associates start pending results of the drug test?

No, temporary staffing employees must have a negative test result before they can be assigned to the County.

54. 4.1.H – Retirees from Local Governments

Is this intended to be a conversation, or do you require collection and storage of the answers?

Require collection and storage of the answers.

If yes, is there a preferred way to store this information? Is electronic storage acceptable?

No. Electronic storage is acceptable.

What is the preferred method to “make County aware of their response”?

By notifying the requesting department when you refer the temporary staffing employee, so they are aware in case it is an issue for

55. 5.0 / Attachment H – Contract Terms / Sample Contract

If we have redlines to the sample contract and the terms provided, how do we communicate our revisions/proposed changes?

Please make the redlines on the sample contract attached to the RFP and submit with your proposal.

56. Attachment H, Section A, Item 6 of the Sample Contract

This section states “the CONTRACTOR will provide protective clothing, steel toe shoes, work gloves, hard hats, safety glasses, and similar personal protective equipment and if there is any specialized safety equipment beyond ordinary protective clothing, the COUNTY will provide.”

What does the County mean by “similar” PPE?

Any additional PPE not listed that is similar to the listed examples, but is not considered “specialized safety equipment beyond ordinary protective clothing”. I’m not aware of any additional examples to share.

57. What is the annual budget of the contract?

There is no set budget for this contract. This contract will be countywide and based on the need at the time. In fiscal year 2024, County departments spent over \$500k through the countywide temporary employment services contract.

58. Do you need actual resumes or sample resumes?

When resumes are solicited for a specific assignment, they must be actual resumes.

59. Is this bid refresh? If yes, can you share details from where we can get old proposal details?

Yes. Please submit a public records request through our website for this information.

<https://www.cumberlandcountync.gov/departments/public-information-group/public-information/public-records-request>

60. Could you please provide the following information for the incumbent vendor (if any) of **RFP No. 25-7-CTY, Title: Temporary Employment Services**, which **due 01-09-2025**?

- Name of bidders who sent their proposals in response to the RFP;
- Bid tabulation sheet;
- Price quoted by each bidder;
- A copy of proposal submitted by awarded vendor.

Please submit a public records request through our website for this information.

<https://www.cumberlandcountync.gov/departments/public-information-group/public-information/public-records-request>

61. Looking at the bid pricing sheet and the positions included, is there an anticipated volume of staff per position?

No. This is on an as-needed basis, as vacancies or a need arises, so there is no way to know the volume to expect.

62. Will the bid earners get a list of the Points of Contacts for each department? (Those authorized to place orders.)

Yes, that can be provided.

63. Sample contract, attachment H, page 2 #6 states that contract will provide clothing, steel toe shoes, work gloves, hard hats, safety glasses, and similar personal protective equipment. In our long history of servicing Cumberland County, associates have needed steel toe shoes for some positions, but otherwise other PPE hasn't been needed. To keep cost as low as possible, can you detail the specific PPE that's needed for each position?

I am not aware of any additional PPE. Departments will include that information on the Position Request Form when attempting to fill the position.

64. Regarding the sample contract, attachment H, page 3 #2, Electronic Payments: If County pays with charge card, if there are fees involved, the way to keep our markups lowest would be to pass that fee through to you, rather than include it in the markup. Is this acceptable?

Yes, this is acceptable, but please state this within your proposal, as any applicable charges, administrative fees, or any other fees must be specifically stated to be allowed per this RFP. I am not aware that the County has ever paid a temporary employment contractor using the procurement card. Typically payments are made by check, ACH, or ACH, as chosen by the vendor.

65. Regarding the Sample contract, attachment H, page 4 #8: This indemnification obligation arguably extends to the acts or omissions of the Assigned Employees even though such persons will work under the County's supervision as stated in item B on pages 2-3 of the Sample Contract. Does the County require the contractor to be responsible for the acts or omissions of the Assigned Employees while being supervised by the County?

As the provided workers are hired by the VENDOR, and as such have a contractual relationship with the VENDOR, the VENDOR is responsible for the acts of the employee that are outside of the supervision or instructions provided by the worker by the COUNTY.

66. You require a 9-panel drug screen. Can you tell us what substances we need to screen for?

See Modification to Language for change to 12-panel drug test. The 12-panel drug test includes: Acetyl morphine, Cocaine, MDMA (Ecstasy), Benzodiazepines, Propoxyphene, Methadone, Amphetamines, Methaqualone, Barbiturates, Marijuana, Opiates: Codeine/Morphine, Phencyclidine – PCP.

67. You said on page 6 of the RFP document, section 4.1, that spend is over \$500k for fiscal year 2024. Can you provide your fiscal year 2024 date range?

July 1, 2023 to June 30, 2024. This was the overall spend for that fiscal year for all current countywide temporary employment services contract vendors. I'm unable to confirm that all expenses were associated directly with this temporary employment services contract though.

68. There are 2 job titles not listed on Attachment D: Bid Price Sheet in Section II; however, the descriptions are listed in the job description section. Should we discard those descriptions, or should they be added to attachment D? The two titles are: **Business Manager** and **Tax Administrative Coordinator**.

The Business Manager is included under Administrative Supervisor and the Tax Administrative Coordinator is included under Executive Assistant, see Column C "Position Titles Included (If Multiple)". These positions are of the same position grade as the job title they are listed under, so my assumption is that they would likely have the same pay rates/bill rates. To avoid so many positions being listed, I included similar positions with the same position grade together. If you feel that you need to price these positions differently, please show them separately when you bid.

69. Is Section IV of Attachment D, the title listed as Solid Waste Heavy Equipment Maintenance Tech has a salary of \$45,077.47-~~\$721,213.95~~ on the description and we would like to confirm that rate has an extra digit perhaps?

This looks like it is a typo. This position has a position grade of 107, which is a range of \$45,077.47 to \$72,123.95.

70. Can we provide commercial references?

As long as the references meet the criteria stated in the RFP.

71. Is this a single or multiple award RFP?

Multiple award RFP.

72. Is there an incumbent?

Yes.

73. What is the dollar value of the complete contract?

In fiscal year 2024, County departments spent over \$500k through the countywide temporary employment services contract.

74. What was the previous year's budget?

There is no set budget for this contract. This contract is countywide and based on the need at the time. In fiscal year 2024, County departments spent over \$500k through the countywide temporary employment services contract.

75. Is there a preference for local vendors?

There is no preference or priority given just because a vendor is local. Under the Technical Approach section, we do ask how services will be handled if not located within a 100-mile radius of Fayetteville, NC and this response could affect the points given during the evaluation.

76. What types of licenses you need?

This will depend on the specific job being requested. The job classifications attached to the RFP may include any required licenses and the department will include any required licenses for the request when they submit the Position Request Form to the temporary services vendor.

77. What would be the number of awards you intend to give(approximate number)?

We are unsure how many will be awarded this time, but 4 vendors were awarded for the last contract.

78. What are the estimated funds that are estimated to be allocated for this contract?

There is no set budget for this contract. This contract will be countywide and based on the need at the time.

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

February 1, 2025.

80. What is the work location of the proposed candidates?

All work locations are located in Cumberland County, North Carolina, but the exact locations will vary by the county department in need.

81. Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name and pricing and are the incumbents eligible to submit the proposal again?

The County has contracts in place for temporary employment services that will expire 1/31/25. Though this is not a new initiative for the County, this is a new RFP and will result in new contracts. The current countywide temporary employment services contracts are with Manpowergroup US Inc., The Mega Force Staffing Group, Inc., Belflex Staffing Network, LLC, and 22nd Century Technologies, Inc. Incumbents are eligible to submit a proposal again.

Please submit a public records request through our website for pricing.

<https://www.cumberlandcountync.gov/departments/public-information-group/public-information/public-records-request>

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

The only issue I am currently aware of is filling certain positions, especially health-related positions.

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

No.

84. How many positions were used in the previous contract (approximate)?

The previous contract included 43 positions.

85. How many positions will be required per year or throughout the contract term?

This is on an as-needed basis, as vacancies or a need arises, so there is no way to know the volume to expect per year or throughout the contract term.

86. If the resources we provide at the time of proposal submission are not available at the time of a potential contract award could vendors replace them with equally qualified resources?

Proposed candidates should not be provided at the time of proposal submission or contract award. These will not be required until after award and when a department submits a Position Request Form to the temporary services vendor.

87. Can we provide hourly rate ranges in the price proposal?

Please provide a set hourly rate and not a range.

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

I am not aware of any temporary positions that will work remotely.

89. Are resumes required at the time of proposal submission? If yes, Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?

Resumes of candidates are not required as part of the proposal submission, those will be required after award and when a department submits a Position Request Form to the temporary services vendor.

90. How many vendors are currently providing temporary employment services to the County?

Under the countywide temporary employment services contract, 4.

91. How many vendors do you anticipate selecting to support the County?

We are unsure how many will be awarded this time, but 4 vendors were awarded for the last contract.

92. As a current provider of contingent labor services, can we use the County as a reference?

Yes.

93. In the past fiscal year, how many contingent labor contractors were converted from temp-to-perm?

We are unable to provide this information.

94. Does the County require a wet signature for the RFP response or can we provide an electronic signature?

An electronic signature is fine.

95. Does the County have historical volumes by position, either in hours or number of contingent workers?

No.

96. In section 2.2 a. of the RFP it says that we need to submit a signed, original executed proposal response. Does this mean we need wet signatures, or can we use electronic signatures?

An electronic signature is fine.

97. In section 2.2 c. of the RFP it says that "**The bid price sheet must be included on the flash drive in Excel format.**" Should we also include a physical copy of the bid price sheet? If so, does it need to be sealed separately in an envelope?

Yes, a physical copy should also be included, but it does not need to be sealed separately in an envelope.

98. In section 5.12 Insurance, the specific limits required by the County are not listed. Can you please indicate what the specific requirements are with regard to insurance coverage?

Please see answer to question #46.

99. The title for Section 4.0 SCOPE OF WORK & VENDOR'S PROPOSAL CONTENT REQUIREMENTS of the RFP indicates that Proposal Content Requirements shall be included, however, they are not listed. Can you please list out the requirements of the proposal, as well as any forms or signed addenda that need to be included (if applicable)?

Please see Section 4.2 Vendor's Proposal Requirements.

100. Could the County provide the Bid Price Sheet in Excel format as a separate attachment?

The Bid Price Sheet was attached in Excel Format on the County's Vendor Self-Service site, on the State's EVP site, and the original e-mail sent out to vendors. I will provide again as an attachment with this Addendum.

101. If we need to take any exceptions to RFP and Contract Terms, where shall those be listed in our proposal?

They shall be marked within the RFP/contract document and included with your proposal.

102. Who are the incumbent vendors on the current Temporary Employment Services contract?

The current countywide temporary employment services contracts are with Manpowergroup US Inc., The Mega Force Staffing Group, Inc., Belflex Staffing Network, LLC, and 22nd Century Technologies, Inc.

103. Historically, which positions have been requested most often by the County?

We do not have any statistics to provide this information, but I know that the Custodian position has been requested often due to high turnover.

104. On ATTACHMENT D: BID PRICE SHEET, there is a column listing the County pay rates. Under the Bid Rates columns, this was stated in parentheses: HOURLY PAY RATES CANNOT EXCEED THE COUNTY MINIMUM HOURLY RATE FOR THAT POSITION. Please confirm that our **hourly high pay rates** cannot exceed the pay rate listed under County Rates for a given position.

This is correct.

105. Is there a local preference?

There is no preference or priority given just because a vendor is local. Under the Technical Approach section, we do ask how services will be handled if not located within a 100-mile radius of Fayetteville, NC and this response could affect the points given during the evaluation.

106. Do we need to be a registered business entity with North Carolina at the time of proposal submission, or can we register upon award?

There is no requirement to be registered with the Secretary of State in North Carolina. If you are registered in another state, then you will just need to provide a certificate of good standing from the Secretary of State in the state in which you are organized upon award.

107. If applicable, who is the incumbent for these services and for how long have they served Cumberland County in this capacity?

The current countywide temporary employment services contracts are with Manpowergroup US Inc., The Mega Force Staffing Group, Inc., Belflex Staffing Network, LLC, and 22nd Century Technologies, Inc. These contracts have been in place since July 1, 2019.

108. What is Cumberland County's historical usage and yearly spend for this contract during the past three (3) years?

In fiscal year 2022: \$688,641.74; fiscal year 2023: \$590,683.73; fiscal year 2024: \$515,568.63.

109. How many awards does Cumberland County anticipate making?

We are unsure how many will be awarded this time, but 4 vendors were awarded for the last contract.

110. What is the anticipated annual and total spend for this contract?

There is no set budget for this contract. This contract will be countywide and based on the need at the time.

111. To ensure FCRA compliance, it is our company's policy to provide clients with an attestation of completion of background check pursuant to client's requirements, but not the actual results. Will Cumberland County accept letters of attestation in lieu of actual background check results?

Yes.

112. Living Wage Ordinance Applicable?

Yes.

113. Federal Funding/SCA/Davis Bacon Act Applicable?

Federal funding clauses were not included as part of this RFP. Per NCGS, the Davis-Bacon Requirements apply to contracts and subcontracts for construction work over \$2,000. As this RFP/contract is not related to construction, this act would not apply to this RFP/contract anyways.

114. How will orders be released for this award? Is each department responsible for reaching out to awarded vendor(s) with their needs? Is ordering done from HR only via Email release or in a portal?

Each department is responsible for reaching out to awarded vendor

115. As per our understanding, we need to submit only one electronic copy for bid price sheet on flash drive and no other paper copy of bid price sheet?

One electronic copy of the bid price sheet is required, but also a paper copy of the bid price sheet is required as this is also part of the proposal.

116. Referring to Attachment D – Bid Price Sheet, Can the maximum pay rate exceeds the pay rate given by the County? For example, the County Rate for the position of an accountant is \$35.30. Can our Hourly High Pay Rate exceed the value of \$35.30?

No.

117. Can we provide commercial references?

As long as the references meet the criteria stated in the RFP.

118. Is it mandatory to submit the notice of intent to bid? Since there is no notice of intent format given by the County, Can we write a simple email confirming our intent to bid for this solicitation?

This is not mandatory, this is just to make sure we include you in future e-mails with addendums about the RFP. All that is required is an e-mail with the statement that you intend to bid.

119. Referring to Section - B. Technical Approach – Pointer 1 on page no. 11, is it mandatory to have headquarter in NC. Will having any local branch office within the 100-mile radius of Fayetteville, NC suffice the requirement?

It is not mandatory, but if you are not located within a 100-mile radius, then an explanation needs to be provided about how this will be handled to ensure that this will not be an issue.

120. Referring to Section - B. Technical Approach – Pointer 9 on page no. 12, does the county has any specific policy for employees for using their personal vehicles?

The Weapons Prohibition Policy does apply to personally-owned-vehicles while parked on County property and the Safe Driving Practices Policy does apply to private vehicles as well.

121. Could the county please provide a proposal format to follow?

We do not have a proposal format to follow. Please follow the instructions and requirements stated in the RFP.

122. Can our hourly high pay rates exceed the upper limit of the salary range mentioned in each job description?

No, they cannot exceed the County Hourly Rate listed on the Bid Price Sheet for that position, which is the base salary for that position. Any proposed rates that exceed that rate listed will not be awarded.

123. Could the County provide the incumbent names, pricing, and proposals?

The current countywide temporary employment services contracts are with Manpowergroup US Inc., The Mega Force Staffing Group, Inc., Belflex Staffing Network, LLC, and 22nd Century Technologies, Inc.

Please submit a public records request through our website for pricing information and proposals.

<https://www.cumberlandcountync.gov/departments/public-information-group/public-information/public-records-request>

124. Could the County please share the historical data of this contract?

The current contracts have been in place since July 1, 2019 and end January 31, 2025.

125. Do we need to submit Cost - Attachment D Bid Price sheet inclusive in the technical file or as a separate file?

Inclusive is fine, it does not need to be separate. Just make sure a paper copy of Attachment D is included with the original and copy and an excel version is included on the flash drive.

126. For all the paper copies - original and copy and an electronic copy on flash drive, do we need to submit Bid Price Sheet separately from the technical file?

No, this can be included together.

127. What is anticipated budget and contract length for this project? Renewal option years?

There is no set budget for this contract. This contract will be countywide and based on the need at the time. As stated in the RFP in Section 5.5, the contract shall have an initial term of two (2) years and the COUNTY shall have the option to renew the contract for one (1) additional two-year term.

128. What is the typical annual volume of temporary placements?

There is no set budget for this contract. This contract will be countywide and based on the need at the time. In fiscal year 2022: \$688,641.74; fiscal year 2023: \$590,683.73; fiscal year 2024: \$515,568.63.

129. Which specific departments/labor categories experience the highest demand for temporary staffing?

We do not have any statistics to provide this information, but I know that the Custodian position has been requested often due to high turnover.

130. Please specify your accepted payment methods (credit card, ACH, check, etc.). If credit card is selected, please note if vendor processing fees (typically 2.5-3%) are permitted to be passed through.

Yes, this is acceptable, but please state this within your proposal, as any applicable charges, administrative fees, or any other fees must be specifically stated to be allowed per this RFP. I am not aware that the County has ever paid a temporary employment contractor using the procurement card. Typically payments are made by check, ACH, or ACI, as chosen by the vendor.

131. Regarding pricing sheet - Please clarify your rate structure: How County hourly base rates are determined? Differentials between county (C) vs state (S) position rates for equivalent roles. More detailed explanation for establishing bid rates against county minimum hourly rates.

The County hourly base rates are based on the minimum salary of the permanent County position. There is no differentiation between County (C) vs State (S) position rates for equivalent roles, this was included to note which job classification is attached as the State classification documents look different.

132. Are these positions mainly onsite or can they be hybrid or remote?

All are on-site. I am not aware of any temporary positions that allow hybrid or remote.

133. Is this a new initiative or re-compete? If existing, please provide:

Re-compete.

a. Current vendor(s)

The current countywide temporary employment services contracts are with Manpowergroup US Inc., The Mega Force Staffing Group, Inc., Belflex Staffing Network, LLC, and 22nd Century Technologies, Inc.

b. Spend amount

In fiscal year 2022: \$688,641.74; fiscal year 2023: \$590,683.73; fiscal year 2024: \$515,568.63.

c. Performance history

I am not aware of any performance issues with our current vendors. The only issue I am currently aware of is filling certain positions, especially health-related positions.

d. Can current vendors re-bid on this?

Yes.

134. Number of anticipated awards?

We are unsure how many will be awarded this time, but 4 vendors were awarded for the last contract.

135. Peak staffing periods?

I am not aware of any certain times that would be considered "peak staffing periods".

136. Pain points with existing or previous vendors?

The only issue I am currently aware of is filling certain positions, especially health-related positions.

137. Pain points with finding qualified personnel?

The only issue I am currently aware of is filling certain positions, especially health-related positions.

138. Current staffing levels? The total number of temporary employees currently employed?
The breakdown of full-time, part-time, and temporary staff?

The County does not have the capacity to share a breakdown of this information.

139. Staffing levels by department or labor category?

The County does not have the capacity to share a breakdown of this information.

140. Retention rates for last year?

N/A.

141. Transition expectations for current vendors?

The hope is that this transition will be smooth and the contracts can be put in place as quickly as possible. The plan is for contracts to begin February 1, 2025, but if some vendors need more time for the transition, then that will be provided.

142. Page limits?

None.

143. Are there any exceptions allowing an emailed electronic copy instead of a flash drive for the submittal process?

Yes. The electronic copy should be provided on a flash drive as requested in the RFP.

144. Can the agency share with us the pricing submitted by incumbent vendors?

Please submit a public records request through our website for pricing information and proposals.

<https://www.cumberlandcountync.gov/departments/public-information-group/public-information/public-records-request>

145. What are the anticipated contract start date and timeline for award notification?

The anticipated contract start date is February 1, 2025 and the timeline for award notification is by January 21st. If additional time is needed for the transition, that will be provided.

146. How many vendors is the agency looking to select?

We are unsure how many will be awarded this time, but 4 vendors were awarded for the last contract.

147. What has been the past utilization under the previous contract in terms of budget and staffing?

In fiscal year 2022: \$688,641.74; fiscal year 2023: \$590,683.73; fiscal year 2024: \$515,568.63.
The County does not have the capacity to share a breakdown of this the staffing information.

148. What is the estimated budget for this contract?

There is no set budget for this contract. This contract will be countywide and based on the need at the time.

149. Is there any mandatory subcontracting goal?

No.

150. Are bidders required to bid on all positions, or is it acceptable to submit a "no bid" for certain positions?

No, it is acceptable to submit a "no bid" for positions that vendors do not want to bid on.

151. Please specify which job title is most frequently used by the County?

We do not have any statistics to provide this information, but I know that the Custodian position has been requested often due to high turnover.

152. How many positions were used in the previous contract (approximate)?

The previous contract included 43 positions.

153. How many positions are anticipated to be required annually or throughout the contract term?

This is on an as-needed basis, as vacancies or a need arises, so there is no way to know the volume to expect per year or throughout the contract term.

154. Can we include a Cover Letter and Table of Contents in our response? If yes, should we also create tabs for these sections?

Yes, you can. Tabs are not required for these sections.

155. 2.2, Proposal submittal – Page 3 of 19 - Please confirm whether the response and pricing excel files need to be provided in two separate folders but on the same flash drive.

They are not required to be in two separate folders.

156. Reference Section 1.0, Purpose and Background

The first sentence of this section indicates the RFP is soliciting "fixed price proposals." Based on the fact the County may select one or more vendors and has not dictated (per the RFP) a definitive number of temp staff to be hired, etc., is it correct to presume the "fixed price" references the hourly pay rate proposed and therefore the RFP (aka Cumberland County) is not expecting this proposal to be a fixed total amount valuation contract?

Yes.

157. Reference Section 1.0, Purpose and Background, 2nd paragraph

The information states “County is seeking to award contracts to multiple vendors.”

- Can you tell us how many temp staff vendors you contracted with in each of the last two fiscal years (FY 2022-2023, FY 2023-2024) and who they were?

Through the current countywide temporary employment services contract we contracted with 4 vendors: Manpowergroup US Inc., The Mega Force Staffing Group, Inc., Belflex Staffing Network, LLC, and 22nd Century Technologies, Inc.

- If the County has been utilizing multiple vendors, is there a method utilized to determine which vendor is contacted for temp staff needs as they arise? Also, can you provide the amount of total payments made to each respective vendor for their placements during the last two fiscal years (FY 2022-2023, FY 2023-2024).

Distribution is based on the lowest bill rates of the awarded vendors. The requesting department will begin with the lowest rate option for the position they are requesting and if unable to fill the position move to the next rate on the list until they are able to fill the position.

Below are total payments made to each countywide temporary employment contractor, but

Manpowergroup US Inc. - FY23 \$227,050.73; FY24 \$198,852.13

The Mega Force Staffing Group, Inc. - FY23 \$127,784.99; FY24 \$96,508.72

Belflex Staffing Network, LLC - FY23 \$190,650.01; FY24 \$215,901.28

22nd Century Technologies, Inc. - FY23 \$45,198.00; FY24 \$4,306.50

158. Reference Section 2.2, Proposal Submittal, page 4

In item a) at the top of the page, it directs vendors to submit “one (1) original executed proposal response, one (1) photocopy, and one (1) electronic copy on a flash drive.”

- For the original executed proposal, does that need to be in a ring binder or bound in some other manner?

No.

- For the body of the narrative document, are there any required specifications for font and font size; are there any specific margin requirements or spacing requirements, and is there a limit on number of pages?

No, there are no specifications for this.

- For the photocopy, does this need to be in a ring binder or bound in some other manner; also,

should this document be 3-hole punched?

No, this is not required.

159. Reference Section 4.1, Scope of Work, item A. General Temporary Staffing...Expectations, page 6

The proposal references adherence to County policies and that these can be found in the "Cumberland County Personnel Policy & Procedure Manual, which can be accessed on the County's website..."

Will a vendor be allowed to access this information and duplicate same verbatim in order to train our screening/training staff on the County's specifications, along with using the material to orient new temp staff for the County in preparation for temp employment?

Yes.

160. Reference Section 4.1, Scope of Work, item C. Personnel Selection Process, page 8

This section states "department point of contact will contact the vendor by e-mail to submit a Temporary Services Position Request Form" when requesting staff. Is this a required process that will be followed in each instance, and is the vendor required to have these request forms on file as back up to any invoiced charges?

Yes.

161. Section 5.0, Contract Terms and Conditions, page 12

For items 5.1, 5.2, and 5.3, are there specific forms that need to be attested to and included in our proposal, or is the Attachment B: Execution of Proposal document intended to encompass agreement to these specifications?

Your response to this RFP is stating that you agree to the terms unless you state different. These terms must be included in the contract after award in order for the County to enter into the contract.

162. Section 5.12, Insurance, page 13

Do we need to include a certificate of coverage document in our proposal, or will this be accepted if selected as a vendor?

The COI can be submitted along with the proposal, but will be required upon award.



Cumberland County

SOLID WASTE HEAVY EQUIPMENT MAINTENANCE TECHNICIAN

CLASS CODE	7301	SALARY	\$45,077.47 - \$72,123.95 ^{\$72,123.95} Annually
BARGAINING UNIT	Not Applicable	REVISION DATE	July 11, 2019

Position Overview

Under general direction, the primary purpose of this position is to perform semi-skilled work operating the fuel service truck for the Solid Waste Management Department. The fuel service truck is used to refuel and lubricate diversified gasoline and diesel county equipment on a daily basis. Employees in this position are responsible for conducting a preventive maintenance inspection each morning and reporting any identified problems to the shop mechanics for repair. As time and workload permit, the employee will train to service heavy equipment.

Examples of Duties

Conducts daily preventive maintenance inspections of the fuel service truck and reports any identified problems, equipment malfunctions, etc. to the shop mechanics for repair. On a daily basis, travels to various job sites for the purpose of refueling and lubricating a variety of gasoline and diesel equipment and vehicles. Maintains records of fuel, lubricants, and equipment usage, identified problems, equipment malfunctions and repairs, and prepares monthly reports for submission to the supervisor. Performs routine maintenance on equipment as assigned, changes oil filters, exchanges lubricants, etc. Observes all departmental safety practices and procedures; and, ensures compliance with established policies, procedures and standards. As time permits, trains to learn how to do mechanic work on heavy equipment and operate other heavy motorized equipment. Employees perform related work as required.

Minimum Qualifications

High school or General Educational Development diploma and one (1) year of truck driving or heavy equipment operation experience; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

Considerable knowledge of the operation of fuel equipment, and of the operation of a fuel service truck and the associated safety precautions. General knowledge of the hazards and applicable safety rules and regulations related to the fuel service truck and equipment, and a working knowledge of the geography of the County and the location to which he/she will be required to travel. Ability to develop skills in the operation of various types of equipment as time permits, and the ability operate said equipment skillfully, safely, and in accordance with traffic laws and regulations. Ability to clean and assist in minor repairs to equipment; understand and follow oral and written instructions; exercise tact and courtesy in contacts with the public; perform physical labor required of the position; and establish and maintain effective working relationships as necessitated by work assignments.

Conditions of Employment

Driving is an essential function of this classification. Must have or obtain and maintain a valid North Carolina Driver's License within sixty (60) days of employment and maintain license with an acceptable driving record. Must

obtain and maintain a valid NC Class A Commercial Driver's License (CDL) with Hazmat Endorsement within 6 months of hire.

Background check with local law enforcement agency required.

Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

Must meet industrial physical examinations such as sight, hearing, cardiovascular, pulmonary, chest x-rays, blood pressure, blood sugar and lead levels; chemistry profiles such as cholesterol and liver functioning, etc., after employment as a condition of continued employment.

ADA and Physical Requirements

Requires the ability to perform simple to complex coordinated movements needed to operate vehicles and equipment and to use switches, levers, handles, power and hand tools, etc. Some tasks require the ability to perceive and discriminate sound, depth, visual perception and oral communications ability. Tasks are regularly performed with exposure to adverse environmental conditions, such as dirt, dust, pollen, chemicals, heat, disease, toxic substances, or wetness. Work may subject employee to compliance with final OSHA standards on bloodborne pathogens.

Tasks involve moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of moderately heavy objects and materials (20 – 50 pounds).