

Attachment G:

Questions and Answers for Temporary Employment Services RFP #20-00000-21-00021

Question Number	RFP Reference (page number & Section)	Offeror's Question / Answer
1	Section 4.2, page 22	Are electronic/scanned signatures permissible since this is an electronic response RFP?
		Yes, electronic/scanned signatures are permissible
2		Is there a timeline for when this project must be started or awarded?
		The current Master Agreements are due to expire on February 2, 2022.
3		Is this a new requirement, or is there an incumbent vendor providing these services?
		This solicitation is not new. There are currently three incumbent Contractors providing these services. The current agreement number can be found on page of the RFP
4		If some personnel/roles are anticipated to be permitted to be exclusively remote, are you open to off-shore as well as US based remotework?
		No, off-shore remote work will not be accepted
5	Page 7, Section 1, 1.1 Purpose	Proposal states that "The objective of this RFP is to obtain best value, and in some cases achieve more favorable pricing, than are obtainable by an individual state or local government entity because of the collective volume of potential purchases by numerous state and local government entities.". Question: Can the State or NASPO provide proposed budgets for or previous spend by labor category, agency, and state to offeror?
		Proposed budget for each individual state is not available. Total current spend by participating states has been provided in the RFP document, on page
6		If government-mandated costs or expenses are enacted during the contract term, will respondents be allowed to request rate increases to cover these higher rates?
		Yes, rate increases will be acceptable during the contract term, however, each Procuring Agency/Participating State may have their own requirements for cost increases.
7		How may we obtain the existing contracts and/or the previous winning bid proposals and a copy of the scoring documents?
		Any and all IPRA requests, must be submitted to the State of New Mexico General Services Department, Office of the Secretary: https://www.generalservices.state.nm.us/state-purchasing/contact-us/ Existing Price Agreements can be found on the State Purchasing Division website: https://www.generalservices.state.nm.us/state-purchasing/statewide-price-agreements/ Scoring documents are not retained in the public procurement file, other than the approved Evaluation Committee Report

8	Section 3.12, Page 17	If vendors have minor changes or wish to propose alternative language to any terms/conditions, must we submit redlines in our response or will this be negotiated after award?
		Potential Offeror's are required to submit additional and/or alternative language to any terms/conditions in their proposal.
9		How much weight does a local presence play? If a supplier does not have a NM office, will this negatively effect that supplier's chances of being selected or their chances of being able to be successful in the program?
		Local presence is not an evaluation factor it is not necessary for offerors to have an office located in New Mexico
10	Page 36, Attachment B: Scope of Work	Can the State please provide the average or anticipated length of assignments by skill type?
		This information is not available.
11	Page 7, Section 1.1 Purpose	Can the State provide an estimated number of suppliers you are planning to select/award?
		Multiple Master Agreements are anticipated for Award. The anticipated amount is not known at this time.
12	General	Is the State satisfied with the performance of the incumbent supplier?
		Yes, the State of NM has been satisfied with the performance of the incumbent Supplier(s).
13	General	What are some pain points the State is currently facing in relation to temporary employment services?
		The States are not currently facing any particular pain points in relation to temporary employment services.
14	Page 7, 1.1 Purpose	Can the states please provide the job titles for each of the five skill categories listed that fall under this RFP: Administrative Support (Including Office, Clerical, and Sales) Commercial/Industrial Workers Healthcare Staffing Services (Clinical and Non-Clinical) Information Technology Professional Services (other than IT)
		The Categories listed in the RFP are high-level categories. Job titles for each and every category are not available, as the needs for each Procuring Agency/Participating State vary.
15	Page 32, Section 6.7.2 item# 1 Customer Service/ Service Delivery Strategy	Can that State please clarify the difference between points d), and e) under "Customer Service / Service Delivery Strategy"? Is the State just looking for us to confirm the specific locations identified in d) (Alaska, Hawaii, and DC) and in e) list out all the territories which may or may not include those already listed in d)?
		d) Yes. E) Yes
16		Is it mandatory to provide pricing on all categories (1. Administrative Support (including Office, Clerical, and Sales), 2. Commercial/Industrial Workers, 3. Healthcare Staffing Services, and 4. Information Technologies, and Professional Services)? Or we can share the pricing as per the category we offer?
		Offerors shall provide pricing for categories they can adequately service. It is not mandatory for Offerors to propose pricing for categories they do not currently service.

17		Will the State provide detailed job descriptions for the categories listed in the solicitation?
		Each individual State has their own job descriptions; they should be provided by each individual State or User Agency to awarded Contractor(s) as needed/requested or during PA negotiations
18		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 the State accept letters of attestation in lieu of actual background check results?
		Each individual Procuring Agency/Participating State has their own requirements regarding background checks. This discussion should be held during PA negotiations.
19	Pge 39, Attachment B, Item #6	Can the State please clarify the following questions as it relates to the bonding requirement: 1. Does this mean Surety or Performance Bond? 2. Please specify the amounts needed to meet this bonding requirement. 3. What is the State looking for in response to this item since concurrence will not be accepted, what do we need to provide with our submission to meet this requirement?
		Bonding requirements will be dependant on each individual Procurement Agency/Participating State, amounts needed will vary. Offerors are required to include a statement, in their response, that they have the ability to bond candidates as directed by the Procuring Agency.
20		Do you have any VMS/ other centralized systems which will be used for sharing staffing requirements?
		Procuring Agencies/Participating States may have their own VMS/other centralized systems for sharing staffing requirements.
21		How will NASPO/States be sharing task order or staffing requirements with awardee vendors?
		Procuring Agencies/Participating States may have their own process for sharing task order or staffing requirements with awardee vendors.
22		Is there a VMS that is utilized to submit candidates in and receive the positions within?
		Procuring Agencies/Participating States may have their own VMS to submit candidates in and receive the positions within.
23		Will the positions in the program always be competitively sourced- meaning going out to the suppliers via a VMS at the same time or do some suppliers receive the jobs beforehand or directly in some manner?
		Procuring Agencies/Participating States may have their own process/procedure for communicating their job fulfilling needs with the awarded Suppliers. This discussion should be held during PA negotiations.
24		Whether all 3 references must be from public agencies?
		Offeror's shall provide three (3) references for similar contracts with similar scopes of work.

25		Please help define basis of evaluation for Business Requirements and Technical Requirements. An evaluation formula has been provided for the cost proposal. Request you to share a similar formula for the Business Requirements and Technical Requirements. How many awardees there would be post evaluation? Is there a cap on the number of awardees for this project?
		An evaluation formula will not be provided for the Business Requirements or the Technical Requirements. See Section 5, Evaluation and Award, Pages 26 and 27. See answer to question #26. There is no cap on the number of awardees for this project.
26		How many awards are anticipated through this RFP?
		See question #11
27		Please let us know the previous spent for Information Technology category
		The previous amount for each service category is not available
28		It is our understanding that we need to upload our Technical Proposal by selecting 'Add New Attachment' and our Cost Proposal by selecting 'Add Price File Attachment' in the 'Supplier Attachments' tab on eProNM. Please confirm.
		This is correct. Responses are to be uploaded as attachments into the eProNM System
29		To respond to Specifications (a. Business Requirements), are we required give our responses in the tables provided on page #31-#33? Can we change the format of the tables?
		Yes, Offerors are to give their responses in the tables provided on Pages 31-33. It is requested that the formatting of the tables remain the same.
30	4.4 Proposal Format and Organization > 4.4.1. Technical Proposal > D. Response to Specifications > b. Technical Requirements > i. Scope of Work.	We are required to "respond in the form of a detailed narrative" describing how our company meets or exceeds each specification mentioned in the Attachmet B Scope of Work. We are in agreement with all the specifications. Will it be an acceptable response if we respond with "Acknowledged and agreed" to all the specifications? If not, please provide details on how to respond "in the form of a detailed narrative" to the specifications such as: Contractor will notify the Procuring Agency on availability within four (4) hours after a request is made for services that will commence within five (5) working days following the request; Temporarily assigned individuals will not be paid for their lunch break; Hours may vary per Procuring Agency; Multiple Contractors may be contacted to fill the same position; Placing candidates out of applicable job classification is considered a breach of contract. Periodic checks of requests and assignments will be performed by the Procuring Agency to ensure this does not occur; Valid travel reimbursements will be reimbursed at the Procuring Agencies current travel rate; Standard checks which would include employment eligibility and reference checks shall be at the cost of the Contractor (s).

		While we cannot advise on how the Offeror's respond, responses will be evaluated according to Section 6, 6.8.1 Scope of Work : Unless otherwise instructed, Offerors should respond in the form of a thorough written narrative which demonstrates how they will meet or exceed the requirements of each section in the Scope of Work, Attachment B. The narratives, including any required supporting materials, will be evaluated and awarded points as indicated in Section 5.
31	4.4 Proposal Format and Organization > 4.4.1. Technical Proposal > D. Response to Specifications > E. Response to Contract Terms and Conditions.	What are we required to put in this section if we agree to all the terms and conditions and are not proposing any exceptions? Are we required to submit Attachment A in this section or anywhere else in our proposal?
		See question #32
32	4.4 Proposal Format and Organization > 4.4.1. Technical Proposal > D. Response to Specifications > F. Offeror's Additional Terms and Conditions.	If we are not proposing any additional terms and conditions, will it be an acceptable response if we put "N/A" in this section?
		Yes, "N/A" is an acceptable response to "Offeror's Additional Terms and Conditions"
33		Is there any mandatory subcontracting goal for this opportunity? Will we be negatively affected during evaluation if we do not subcontract?
		No, there is no mandatory subcontracting goal for this opportunity. Offerors using subcontractors must disclose their subcontractors, as stated in Appendix B, Letter of Transmittal.
34		How many vendors does will be awarded for this contract?
		See Question #11
35		What background checks are required by the State?
		Refer to Attachment B: Scope of Work, Section 10
36		Are we required to provide benefits to our Temporary Employees? If yes, what minimum benefits must we provide?
		In accordance with this RFP, Offerors are not required to provide benefits to their Temporary Employees.
37		Are there any mandated Paid Time Off, Vacation, etc.?
		No, Paid Time Off and/or Vacations are not mandated

38		What holidays does the State observe?
		The State of NM observes the following holidays: New Year's Day, Martin Luther King Jr., Memorial Day, Independence Day, Labor Day, Columbus/Indegenious People's Day, Veteran's Day, Thanksgiving (Thursday & Friday), Christmas Day
39		Why is the contract out for bid? Is it required to be put out for bid?
		The current Master Agreements will expire February 2, 2022, therefore, this solicitation is necessary.
40		Who are your current incumbent vendors for these services?
		The following Contractors have current Master Agreements: 22nd Century Technologies, Inc., ATA Services, Inc., DatamanUSA LLC, Diversified Services Network, Inc., Health Advocates Network, Inc., Rose Internatnional, Inc., and The United Solutions Group, Inc.
41		How many vendors are you awarding?
		See Question #11
42		Are your vendors meeting your staffing needs currently?
		Yes.
43	7.1, page 35	Can contractors submit rate or cost tiers, i.e., standard, incentive, urgent, and crisis?
		No. Offeror's shall follow requirements on Attachment C, Cost Response Form.
44	6.3, page 30	Do contractors have to provide a Certificate of Insurance with their response?
		No. Certificate of Insurance is required at the discretion of each individual State.
45	Cost Response Form, page 44	If vendors complete the Cost Response Form with percentages, is that all the cost information that is necessary?
		Yes.
46		Are vendors expected to provide hourly rates for certain positions?
		No, vendors are not expected to provide hourly rates for certain positions, in their reponse, however, Participating States may require hourly rates during PA negotiations.
47		Scope of Services - Can you provide the process for pre-approval of overtime hours on the invoices?
		Each individual Procuring Agency/Participating State will have their own process for pre-approval of overtime hours on the invoices.
48		Are awarded vendors required to staff in all states listed in the bid?
		No, awarded vendors are not required to staff in all States listed in the bid (RFP).

49		Are you interested in a full-service Managed Services Provider?
		No.
50		Can vendors request exceptions and/or provide language to the terms and conditions?
		Refer to Section 3, 3.12 paragraph 3
51		The online questions reference the following, "If Offeror is awarded a contract, awarded Contractor will agree to follow the requirements listed within the New Mexico Employee Health Coverage section listed within the Terms and Conditions." Can you tell us where this section is located within the RFP?
		New Mexico Employee Health Coverage information is included in their Terms and Conditions. Attachment J will be amended to include the Lead State Terms and Conditions.
52		Budget mentioned in RFP is overall budget or is it annual ?
		The Budget mentioned in the RFP, on Page 11, is the historical, overall budget from February 2017 through April 2021.
53		Can we have access to the incumbents pricing?
		Information regarding the incumbents pricing can be found on the NM State Purchasing Division webpage, as well as the NASPO ValuePoint website
54		Who is current incumbent on this contract and how long they have been serving?
		See Question #40; current Master Agreements were awarded in February 2017
55		Is bonding necessary for Information Technology roles?
		Bonding will be determined by each individual Procuring Agency/State at the time of need.
56		Will a Q&A addendum be released prior to January 18 or will the questions accumulate and be answered in one large Q&A addendum?
		Questions received by the date listed in Section 2, SECTION 2: Solicitation Requirements, Information, and Instructions to Offerors will be answered and posted on January 18, 2022
57		How many suppliers will be rewarded a contract? Is there a number in mind?
		At this time, there has been no determination of the amount of contracts to be awarded.
58		What percentage of the anticipated spend will be from IT?
		We do not have the breakdown for anticipated spend for each category listed in the RFP.
59		Is there hiring manager contact allowed by suppliers? If so, to what extent? Is this something that is currently happening- meaning do the current suppliers have relationships with State Managers or is it a strict vendor neutral environment- meaning- no hiring manager contact allowed?

		This information is unknown. Discussions regarding this question can happen during PA negotiations.
60		What is the likelihood that a new supplier/suppliers will be added?
		Suppliers not previously awarded, may be chosen for award as a result of this solicitation, however, the addition any or all suppliers is dependant on whether or not they meet all the requirements of the RFP.
61		How long have the current suppliers been involved in the program?
		The current Master Agreements were awarded in February 2017
62	General Question	Is the State open to a Managed Service Provider (MSP) structure?
		No.
63	Reference Section 3.4, page 16	We work with over 350 subcontractors. If we use them, they are aligned based on location, staff expertise, and client needs. May we provide potential subcontractor information after award?
		See question #33
64	Reference Cost Response Form, page 44	If vendors complete the Cost Response Form with percentages, is that all the cost information that is necessary in the response? Are vendors expected to provide hourly rates for certain positions?
		See question #46
65	Page 11, Section 1.7 Historical Data and	Can the State please provide a breakdown of the volume of usage by dollars and headcount by skill type over the past 3 years?
		No, this information is not available.
66		Could a vendor add a service category, with rates, after being awarded for a different individual category?
		The categories listed in the RFP are not all inclusive of every category that may be required by each individual Procuring Agency/Participating State
67		When does the State anticipate completing its evaluation and notifying respondents of its recommended awardee(s)?
		As stated in Section 2, Solicitation Requirements, Information and Instructions to Offerors, notification is scheduled to occur between January 31 - February 14, 2022.
68		If government-mandated costs or expenses are enacted during the contract term, will respondents be allowed to request rate increases to cover these higher rates?
		Rate increases will be handled at the discretion of each individual Procuring Agency/State
69		With respect to Affordable Care Act (ACA) costs, would you prefer these charges as a separate line item on the invoices, or instead incorporated directly into each respondent's proposed rates?
		This topic shall be discussed with each individual State during PA Negotiations.

70		Will respondents be disqualified or adversely impacted during the evaluation process if they were to submit exceptions to the State?
		Refer to Section 3, 3.12 Contract Terms and Conditions, paragraphs 2 and 3
71		Will respondents be allowed to pass through the costs for background checks and drug screens (at no additional markup) to the State?
		Refer to Attachment B, Scope of Work, 10 Background Checks, D.
72		What specific background checks and/or drug screens are required of the temporary staff?
		See question #35
73		Is it mandatory to provide pricing on all categories (1. Administrative Support (including Office, Clerical, and Sales), 2. Commercial/Industrial Workers, 3. Healthcare Staffing Services, and 4. Information Technologies, and Professional
		Offeror's shall include in their response, information pertaining to the categories they offer.
74		If there is a ranking system how does NASPO/States rate the vendors before sharing the task order or staffing requirements?
		There is no ranking system in place for States to use. Each individual State has their own guidelines/policies in choosing an awarded Contractor for their staffing requirements.
75		Is there any ranking system defined by NASPO/States in order to share task orders or staffing requirements in top-rated vendors?
		There is no ranking system in place for States to use. Each individual State has their own guidelines/policies in choosing an awarded Contractor for their staffing requirements in top-rated vendors.
76		Does awarded vendor need to do marketing among NASPO/States in order to receive the task orders or staffing requirements?
		Awarded vendors are encourage/obligated to market their contract among the States.
77		Would you please explain how our references will be contacted? We would like to make sure our customers do not miss the communication.
		The Lead State has the option to contact references by telephone or email.
78		Any preference is given to Resident/In-State Veterans?
		For evaluation purposes, preference points will not be awarded. Each individual State/Procurement Agency may have a system in place for this type of preference.

