

CHFA 274-Request for Proposals—Temporary Employment Agency Services—Questions and Answers as of October 29, 2024:

Question: Can you please share the previous spending on this contract, if any?

Answer: Over the term of the contract for these services from 2021 to present, CHFA has spent approximately: \$157,000 in 2022; \$48,141 in 2023; and \$13,267 from January 1, 2024 to October 27, 2024.

Question: What is the estimated budget for this requirement?

Answer: From time to time, CHFA administers programs for the state or federal government, and CHFA does not have an estimated budget for these services.

Question: What is the total not to exceed budget per year for this initiative?

Answer: CHFA does not have a total not to exceed budget per year for these services.

Question: Please provide a copy of the proposal of the previous vendors providing temporary staffing, including rate/cost sheets. What are the incumbent firms' current bill rates?

Answer: The following are ranges of incumbent firms' billing rates for each of the requested positions:

Accountant: \$38.00 – \$49.52

Assistant Accountant: \$24.12-\$32.00

Auditor: \$41.00-\$57.62

Financial Clerk: \$26.00-\$33.42

IT Developer \$48.94-\$90.00

IT Software/Application Testing/Quality Assurance Analyst: \$51.00-\$74.13

Loan Processor \$28.15-\$37.52

Mortgaged Underwriter: \$27.36-\$49.58

Paralegal \$29.00-\$45.14

Receptionist: \$23.00-\$32.16

Switchboard Operator: \$23.00-\$32.16

Administrative Assistant: \$23.00

Office Assistant \$23.00-\$32.16

Scanner: \$23.00-\$30.82

Interested firms are encouraged to submit responses based on their own experience. If you are interested in further details about previous proposals, please contact Amy Stoto at amy.stoto@chfa.org.

Question: Should firms provide hourly rates? Are hourly rate ranges acceptable for proposed personnel? Is there a pricing structure specific to CHFA?

Answer: Hourly rates or a range of rates should be provided for each position. CHFA does not have a specific pricing structure.

Question: For the proposed fee schedule, should firms provide only the markup rates?

Answer: Firms should provide full rates that include any markup rates.

Question: How should the pricing structure be organized that ensures uniform evaluation of the proposals?

Answer: Hourly rates or ranges should be provided for each requested position.

Question: Are agencies required to provide fee schedules and rates for each of the positions mentioned separately (receptionist/switchboard operator, administrative assistant, office assistant)?

Answer: Please provide rates for each of the positions mentioned separately.

Question: What was the spend for temporary staffing under each of the past 3 years by job title?

Answer: CHFA does not track spending by temporary position title.

Question: Please clarify CHFA's policy regarding overtime compensation. What is the billing approach for overtime hours?

Answer: CHFA discourages overtime. However, if overtime is required, prior approval from CHFA must be obtained. CHFA follows state and federal law regarding overtime compensation.

Question: Would CHFA prefer agencies to include the cost of background checks in the bill rates or bill as a separate line item as a pass-through cost with no mark up?

Answer: The cost of background checks is the responsibility of the agencies. CHFA will not reimburse agencies for costs related to background checks.

Question: How many positions were used in the previous contract? What are the most frequently used job categories in the subject matter RFP?

Answer: CHFA has used the following positions in the most recent contract: loan processor, mortgage underwriter, financial clerk, scanner, and IT/Quality Assurance Analyst. CHFA cannot predict which positions will be used over the term of any contract.

Question: How many positions will be needed at the start of the contract?

Answer: CHFA is not currently aware of any positions needed at the start of the contract.

Question: Is it mandatory to bid on all positions?

Answer: If a firm does not provide pricing for a specific position, they may not be called upon to fill that specific position if the need arises.

Question: Of the job titles presented in the RFP, which are the most strategic importance to CHFA?

Answer: CHFA cannot predict which positions would be needed at any given time, and therefore cannot rank the importance of any of the positions.

Question: Can CHFA provide detailed job descriptions for the categories listed in the RFP, including the required skill sets and levels of experience?

Answer: Job descriptions for temporary positions often change and can fluctuate depending on the programs being offered or administered by CHFA. CHFA does not have detailed job descriptions with required skill sets and levels of experience for temporary positions. Agencies may provide hourly ranges which can fluctuate for each position based on years of experience or skill sets.

Question: Are there specific certifications that candidates must possess?

Answer: Certifications are dependent upon the position being filled and will be discussed at the time a position is needed.

Question: Can CHFA clarify if there is flexibility to expand on the job categories and titles, and whether it would be acceptable to add more job titles or categories along with corresponding pricing?

Answer: The positions listed in the RFP are the types of positions CHFA would typically need. From time to time, CHFA may need to adjust the titles or add job titles. Agencies may add additional categories along with corresponding pricing.

Question: Are agencies able to add labor categories to this opportunity?

Answer: Please feel free to add additional labor categories.

Question: Please clarify the volume of needs that CHFA will have in the future for each discipline. Can you estimate the number of temporary personnel that CHFA may need over the next year?

Answer: CHFA does not know the volume of need for the future. From time to time, CHFA may administer programs for the federal government or State of Connecticut; and if CHFA does not have internal capacity, it may necessitate the need for temporary personnel.

Question: If the resources a firm provides at the time of proposal submission are not available at the time of a potential contract award, could agencies replace them with equally qualified resources?

Answer: Firms do not have to have available candidates for each position at the time of proposal submission.

Question: Can agencies substitute temporary staff if they can find equally qualified staff at any time?

Answer: Agencies may replace temporary staff with equally qualified staff.

Question: In the event a candidate needs to end its contract early, is it possible to submit a replacement resource? If so, what is the process for doing so?

Answer: In the event a candidate needs to end an assignment early, the agency should contact CHFA; and CHFA will determine at that time how to proceed depending on the unique circumstance.

Question: Kindly provide the total number of temporary staff on current assignment?

Answer: There are currently no temporary staff on assignment at CHFA.

Question: Does CHFA require the submission of only local resources or can agencies submit nonlocal candidates who are willing to relocate immediately?

Answer: Selected agencies may use non-local resources. However, lengths of assignments are not guaranteed.

Question: Does CHFA have an estimated number of people required to complete the requirements per the RFP?

Answer: CHFA does not have an estimated number of people required at this time.

Question: How will work orders be released (e.g. through email, portal or any other designated method)?

Answer: CHFA reserves the right to determine and change how temporary staff will be assigned or the need designated.

Question: What is the average length of the assignment?

Answer: The average length of assignment varies depending on each situation.

Question: What is the length of the contract?

Answer: As indicated in the RFP, the contract term is up to three years.

Question: What is the tentative start date of this engagement?

Answer: It is anticipated that contracts will become effective February 1, 2025. However, candidate assignments will be sought on an as needed basis.

Question: Please confirm the anticipated number of awards. How many vendors will be awarded? Will multiple vendors be awarded per category?

Answer: CHFA does not know how many vendors will be awarded or if there will be multiple vendors awarded per category. Awards are dependent upon responses received.

Question: Can the minimum requirements of this RFP be accomplished through a subcontractor?

Answer: Selected agencies are not authorized to subcontract.

Question: What is the place of performance? Is it entirely onsite work or can it be done remotely to some extent?

Answer: It is anticipated that all the work will be completed onsite.

Question: Are agencies located outside of the State of Connecticut allowed to participate and submit a bid for this opportunity?

Answer: Agencies based outside of the State of Connecticut may participate in this opportunity. However, all selected agencies must be registered at the time of contract execution to do business with the Connecticut Secretary of State.

Question: Can a firm register with the Connecticut Secretary of State if awarded a contract or does a firm already have to be registered with the Connecticut Secretary of State?

Answer: If a firm is selected for an award, the contract execution will be contingent upon registration with the Connecticut Secretary of State.

Question: Is there a local preference? Will an agency from Connecticut receive any additional benefits or advantages during the evaluation process compared to agencies from outside the state? If an agency participates in civic or other non-profit activities or makes charitable contributions in the State of Connecticut, will that firm receive any extra benefits or consideration during the evaluation process?

Answer: One of the evaluation criteria is a Connecticut presence, and all of the above will be considered during the evaluation process.

Question: Are firms required to participate in civic or non-profit activities and charitable contributions in the State of Connecticut in order to be responsive?

Answer: Firms are not required to participate in civic, non-profit activities and charitable contributions in the State of Connecticut.

Question: Is it mandatory to maintain an office in the State of Connecticut and have Connecticut residents employed in those offices?

Answer: It is not mandatory to maintain an office in the State of Connecticut or have Connecticut residents employed in the offices. However, any agencies doing business with CHFA must be authorized to do business in the State of Connecticut and be registered with the Connecticut Secretary of State at the time of contract execution.

Question: Is this a new RFP or a reissuance of an existing one? If it is an existing RFP, could you share details of the previous award winner? Who are the incumbent firms?

Answer: Approximately every three years, CHFA issues an RFP for these services. In 2021, the following agencies were awarded a contract: Aquina Consulting LLC; Hallmark Totaltech, Inc.; Sign-In Solutions, Inc.; and The Workplace, Inc.

Question: Are there any pain points or issues with the current vendor(s)?

Answer: CHFA has nothing to report on pain points or issues with current vendors.

Question: How many incumbents are going to be hired for each position?

Answer: Incumbents are not automatically rehired and must submit proposals under this RFP and are subject to the same evaluation criteria in the RFP.

Question: Are incumbents eligible to submit proposals again?

Answer: Incumbents are eligible to submit a proposal.

Question: Is it mandatory to have past experience with CHFA?

Answer: It is not mandatory to have past experience with CHFA.

Question: Is any preference given during the evaluation process by CHFA if an agency has previous experience working with CHFA?

Answer: All responses are evaluated based on the same criteria.

Question: How crucial is it for CHFA to see experience with State agencies in the evaluation process, and will having State references significantly impact the overall assessment of a proposal?

Answer: Having State agency experience will not significantly impact the overall assessment of a proposal.

Question: Can references be provided from a subcontractor?

Answer: References must be provided from whom the agency has provided services.

Question: Is it mandatory to provide references from clients where an agency has provided similar staffing, particularly in the public or government sector?

Answer: It is not mandatory, but it is helpful to have similar experience.

Question: Can firms provide commercial or public references?

Answer: References should be from organizations for which agencies have provided similar services. However, CHFA will accept any references.

Question: Is it mandatory to provide references specifically from State of Connecticut agencies or departments, or will other references be acceptable for consideration?

Answer: If your firm has done business with other State of Connecticut agencies or department, you must provide those as references. If you have not performed services from other State of Connecticut agencies or departments, you may use other references.

Question: How many references have to be from State of Connecticut agencies or departments? Would agencies who have worked with other State of Connecticut agencies or departments get more weight in the evaluation?

Answer: References should be from organizations for which agencies have provided similar services. If agencies have done business with other State of Connecticut agencies or departments, those agencies or departments must be listed as a reference. Agencies who have not performed services for other State of Connecticut agencies or departments will not be precluded from the process and are not necessarily given less weight in the evaluation process.

Question: How many people are currently working onsite and offsite?

Answer: CHFA has a staff of approximately 133 working both remotely and onsite.

Question: Could you please provide the list of holidays observed by the CHFA?

Answer: CHFA follows the State of Connecticut holidays which can be found on the State of Connecticut Department of Administrative Services website, with the exception of working on Lincoln's birthday and taking the day after Thanksgiving off as a holiday.

Question: Is there mandated Paid Time Off, Vacations, etc.?

Answer: Temporary agency employees will not work on CHFA holidays. CHFA does not mandate paid time off. Paid time off is governed by the temporary agency policies/procedures.

Question: Is there any specific format for EEO-1 report?

Answer: If your firm is required to file an EEO-1 report, please provide a copy in the format required by the Equal Employment Opportunity Commission.

Question: How do firms determine whether or not they are required to file an EEO-1 report?

Answer: See the U.S. Equal Employment Opportunity Commission "EEOC" website to determine whether or not your agency is required to file a report. If required by the US EEO, agencies should submit a copy of the report to CHFA in the response.

Question: Does 20 single-sided pages limit include forms? If not, what is included?

Answer: The page limit does not include forms/exhibits or copies of the statutes. The answers to questions in the RFP are limited to 20 pages.

Question: What is the timeline for CHFA to make a decision?

Answer: It is anticipated that decisions will be made in January 2025.

Question: Do actual resumes for proposed candidates need to be submitted or can sample resumes be submitted? Will key personnel that are doing the requested work need to be identified in the response.

Answer: Please do not submit resumes for proposed candidates, and do not identify key personnel that may be assigned to CHFA. Selected firms will be required to send candidate resumes when requested and needed by CHFA.

Question: Do firms have to submit Exhibit C with the response, or it is necessary to submit a sample of the insurance requirements as part of the response? Where should the exhibits be attached?

Answer: Selected firms will be required to submit proof of the required insurance before a contract is signed. Firms do not have to sign Exhibit C or provide copies of insurance certificates with responses. The completed exhibits should be attached to the end of the response.

Question: Please clarify the meaning of “conflict of interest.”

Answer: Please list any personal or financial interests in this engagement that could compromise any responsibilities or judgment in this arrangement.

Question: Regarding the question about removal from an account, how far back is the inquiry meant to apply?

Answer: Please identify any and all removals from an account.

Question: If agencies have not made campaign contributions in the State of Connecticut, are they required to submit OPM Form 1 and/or SEEC Form 10?

Answer: Yes, all respondents must complete and return the required forms.

Question: Is there a mandatory subcontracting requirement for this contract? If yes, are there any specific goals for subcontracting?

Answer: Subcontracting is not allowed under this contract.

Question: Do agencies have to submit Section 3-13j “Affidavit of Disclosure,” OPM Form 1 or SEEC Form 10 as part of the response?

Answer: Agencies do not have to submit the Affidavit of Disclosure form for Section 3-13j. Agencies must submit completed Exhibit A—Representations and Certifications and 2) Exhibit B-OPM Form 1 and SEEC Form 10.

Question: Is the evaluation criteria listed in the order of preference or is there a specific weightage/points assigned to each criterion in the evaluation process?

Answer: The evaluation criteria is not listed in the order of preference.

Question: What major stakeholders would agencies be working with to complete these assessments?

Answer: Staff assigned to CHFA would be working with CHFA staff to complete assignments.

Question: Would CHFA consider using the U.S. General Services Administration to procure these services?

Answer: In accordance with CHFA’s Operating Procedures, it must issue Requests for Proposals for certain services, including temporary agency services.

Question: Will CHFA share the evaluation scorecard each vendor receives?

Answer: Requests for information can be submitted to CHFA, and information will be available following completion of the procurement of the services.

Question: What percentage of the evaluation criteria will be based on price?

Answer: During the last evaluation process, the weighted average for pricing was 15%. However, CHFA reserves the right to make changes to the weights.

Question: Is CHFA seeking responses from marketing firms doing this work themselves or from staffing partners that are providing the resources?

Answer: CHFA is seeking responses from agencies that will provide staffing resources to CHFA when needed.

Question: Will this contract have cooperative purchasing language so other entities can buy off it?

Answer: CHFA is a quasi-public agency of the state of Connecticut, and there will not be any cooperative purchasing language in these contracts.

Question: Are there any terms for buyout included? If CHFA wants to hire a temporary employee after a certain period of time, would there be a buyout fee?

Answer: Buyout fees for hiring a temporary employee assigned by an agency are typically included in a contract and are dependent upon the time the temporary employee is assigned to CHFA.

Question: Can agencies add in additional benefits they offer even if it is not asked in the RFP?

Answer: Please feel free to include additional benefits that may be offered in the response to the RFP.

Question: Will awarded agencies be able to speak with CHFA employees directly when gathering information on open positions and upcoming positions?

Answer: Someone from the CHFA HR team will reach out and speak with awarded agencies about positions when needed.

Question: How many positions can agencies expect under this contract throughout the given term?

Answer: CHFA cannot guarantee any amount of volume or assignments under this contract.

Questions: What are the shift times for these positions?

Answer: Most temporary staffing assigned to CHFA work from 8:30 a.m. to 4:30 p.m.

Question: Will all openings go to all awarded vendors, or will CHFA choose to work with only certain awarded vendors?

Answer: CHFA does not know how many agencies will be selected, and therefore cannot answer this question.

Question: What format would CHFA like exceptions to be listed?

Answer: Please list exceptions in narrative format.

Question: Are there any visa constraints for the resources submitted? Can agencies include offshore resources, and if so, is there a rate differentiation between offshore and onsite candidates?

Answer: All positions will be in person at CHFA's offices. All employees assigned to CHFA must be eligible to work in the United States.

Question: Is a Statement of Work required?

Answer: Selected agencies will be required to sign a contract with CHFA.

Question: Should agencies address the evaluation criteria point by point? If so, where should it be attached?

Answer: Please provide the requested information in whatever manner clearly depicts an agency's qualifications.

Question: In the Scope of Services, it says “provide qualified competent temporary personnel to CHFA on short notice.” Please clarify how much time is considered “short notice.”

Answer: From time to time, CHFA may need temporary personnel within several days’ notice.

Question: Under Evaluation Criteria, it states, “Prior experience in performing similar work.” Please elaborate on where the information should be attached in the technical response. Please elaborate on what information about the assigned individuals is needed to showcase the individual’s qualifications.

Answer: Agencies should submit information in narrative form and provide information on the personnel of the agency to provide the services requested by CHFA.

Question: Does CHFA require wet ink signatures or digital signatures?

Answer: Wet signatures are required for documents requiring notarization.

Question: Will agencies that have not made campaign contributions in the State of Connecticut or lack the information to complete the State of Connecticut Campaign Contribution Certification and SEEC Form 10 be disqualified?

Answer: The State of Connecticut has laws and restrictions regarding campaign contributions, and all firms responding to the RFP must complete the required forms to ensure compliance with Connecticut law.

Question: Can agencies fill out proposal forms electronically?

Answer: Forms can be filled out electronically if they do not need notarization. Forms that require notarization must be completed in front of a notary or Commissioner of the Superior Court.

Question: What will the submittal and interview process look like when needs arise?

Answer: CHFA will ask agencies for resumes for candidates and may interview candidates.

Question: What onboarding requirements would agencies be required to run for selected candidates?

Answer: Agencies should perform their own onboarding and background check process.

Question: Are all potential roles strictly temporary or is there potential to take temporary workers on in a full-time capacity?

Answer: The services requested under this RFP are for temporary employees.

Question: Will the temporary employees be training anyone?

Answer: Temporary employees assigned to CHFA will not be training anyone.

Question: How are the evaluation criteria weighed?

Answer: Although CHFA reserves the right to adjust, it is likely that CHFA will utilize the following weights to evaluate responses:

Understanding of services requested: 15%

Prior experience performing similar work: 10%

Personnel, size of staff, management, training and qualifications: 20%

Experience and types of clients (government/commercial): 10%

Costs: 15%

Reference checks by agencies of each temporary personnel: 20%

Commitment to Affirmative Action/Diversity, Equity and Inclusion: 5%

Presence in CT: 5%

Question: Are purchase orders utilized in the procurement of contingent labor?

Answer: Purchase orders are not utilized in the procurement of contingent labor.

Question: Will the program be mandated across all business units/contingent labor users? Is there executive support to mandate the implementation and usage of the program? If so, what department oversees the program?

Answer: Human Resources oversees these services. There are no specific mandates. If the need arises, the services will be utilized.

Question: Please explain CHFA's expectation of the timekeeping process. Is it CHFA's expectation that the supplier provides a web-based timekeeping system or does CHFA intend to leverage an existing internal time management process?

Answer: CHFA currently utilizes an internal time management process for temporary employees.

Question: Is a payment term of net 30 days acceptable?

Answer: CHFA's standard payment terms are 30 days after receipt and approval of an hourly detailed invoice.

Question: In addition to standard orientation, are there any client- or role-specific orientation requirements?

Answer: CHFA does not have any standard orientation requirements for temporary employees assigned to CHFA.

Question: Does CHFA require any reporting from agencies other than spend, overtime, hours, headcount, turnover and fill rate?

Answer: CHFA is not looking for any other reports at this time.

Question: Regarding notarized Section 3-13j Affidavit of Disclosure is this where CHFA would like agencies to write in the bill rates for each job title?

Answer: The Affidavit of Disclosure for Section 3-13j is not required to be submitted. Bill rates should be provided separately.

Question: Will agency employees be driving as part of the duties? If not, can the requirement for automobile liability insurance be removed?

Answer: Automobile insurance is not required for these services.

Question: Do agencies have to have all the required insurance at the time of bid submission?

Answer: Awarded agencies will be required to submit insurance requirements before a contract is fully executed.

Questions: The indemnity language in the requirements for insurance is too broad and could require agencies to provide indemnity and defense if a CHFA employee harasses one of the assigned personnel. That is not industry standard. Will CHFA agree to narrow this defense and indemnification requirement to only those situations where the claimant specifically enumerates damages caused as a result of the negligent actions of assigned employees? Will CHFA agree to the theory of comparable negligence where the costs of a claim are attributed in proportion to the negligent actions of all parties involved?

Answer: The language in the RFP is CHFA's standard language, and CHFA will not consider any changes.

Question: Can financial statements be submitted separately due to confidentiality?

Answer: CHFA is not requesting financial statements at this time.

Question: Due to the brief time between the questions and answers, can CHFA grant a two-week extension?

Answer: CHFA will not be granting an extension.
