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May 30, 2023

**REQUEST FOR PROPOSAL (RFP) No. HR 2023-017**

**TEMPORARY STAFFING SERVICES**

**ADDENDUM 1 – Questions and Answers**

**1. Is this a new contract? If not, who are the current incumbents?**

This will be a new contract. We do currently have a contract with Remedy Intelligent Staffing for temporary staffing services.

**2. If there are current incumbents, what are the bill rates they're using to provide services to OHA?**

We will not be providing this information.

**3. Are there any local office requirements or preference given to Hawaii-local vendors?**

While a local business presence / office is not explicitly required, the eventual Awardee will need to have a large, local candidate pool. A pool composed primarily of candidates not living in Hawaii would not be a good fit. And that's because many (if not all) of the jobs being staffed by this contract require a partial in-office presence.

**4. How much was the previous year's spend on temporary staffing services?**

We will not be providing this information.

**5. Of the examples listed in "OFFER FORM, OF-2" could you please provide a breakdown of the most frequently requested positions?**

Based on current staffing levels and OHA's short to mid-term operational objectives, we project that the highest need will be in the Technical Entry Level category. This may include positions with work and scope similar to that of an Accounting Clerk, a Grants Specialist, a Data Processor, an HR Generalist, etc. Keep in mind, of course, that OHA's talent needs are subject to change during the contract term.

**6. Who is the current vendor?**

Remedy Intelligent Staffing

**7. Would you be able to provide current pricing?**

No, we will not be providing this information.

**8. Can any work be done remotely?**

It depends on the position. Generally speaking, most positions that would be staffed through this contract are expected to include some degree of remote work (i.e., hybrid schedule), though no position is projected to be 100% remote.

**9. 1. If you have a current contract with OHA, are you eligible for an award on this contract (work is being performed in W,DC)?**

Yes, you may be eligible for an award on this contract with an existing contract in place with the OHA.

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

We are looking to award to one vendor for this contract.

**11. Please provide us with an estimated or NTE budget allocated for this contract.**

We will not be providing this information.

**12. What is the work location of the proposed candidates?**

Generally speaking, most positions that would be staffed through this contract are expected to include some degree of remote work (i.e., hybrid schedule), though no position is projected to be 100% remote. All positions projected to be staffed through this Contract are based in Hawai'i.

**13. 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?**

This is a new contract. We currently have an existing contract for temporary staffing services with Remedy Intelligent Staffing. The incumbents are eligible to submit a proposal in response to this RFP.

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

No. We are soliciting for these services due to the ongoing need of the agency and to be in accordance with Hawaii State Procurement rules.

**15. Could you please share the previous spending on this contract, if any?**

We will not be providing this information.

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

We are unable to answer this question without more context.

**17. How many requisitions were filled in the previous contract?**

As of May 25, 2023 three requisitions have been filled under the current contract.

**18. How many requisitions will be required per year or throughout the contract?**

Our current estimate is that OHA will have somewhere between 30 to 40 different / unique roles for temporary staffers throughout the contract year. Of those 30 to 40 staffers, we would likely buyout (via temp-to-hire) 5-10. Again, this is only an estimate and subject to change.

**19. If the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets?**

We are unable to answer this question without more context.

**20. Can we provide hourly rate ranges for the given positions?**

For simplicity, consistency, and alignment with our current accounting practices, OHA requests that Offerors propose one standard mark-up percentage for each Position category listed on OFFER FORM, OF-2. That mark-up percentage would then be used to calculate the invoice amount (OHA base hourly

rate x mark-up percentage x hours worked = invoice total).

**21. 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?**

It depends on the position. Generally speaking, most positions that would be staffed through this contract are expected to include some degree of remote work (i.e., hybrid schedule), though no position is projected to be 100% remote.

**22. 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 are not required at the time of proposal submission, though Offerors may want to include samples that demonstrate the breadth and caliber of their candidate pool.

**23. Are there any mandated Paid Time Off, Vacation, etc.?**

Other than what is required by federal, state and local law, no. OHA has its own employee leave policies and practices. However, they would not apply to temporary staffers from the Awardee's agency unless and / or until OHA exercised its contractual right to hire the staffer away from that agency (i.e., temp-to-hire).

**24. Should we base our pricing on the contract period of twelve (12) months or the funded period of six (6) months?**

Please base your pricing on the original contract term of 12 months.

**25. Is there any historical data that can assist us in formulating our pricing, understanding volume and overall level of effort?**

We will not be sharing any historical data related to budgets or pricing. However, as far as volume is concerned, OHA recently completed a reorganization at the end of 2021. Part of the strategy behind that reorganization was to outsource work via independent contractors and temporary staff so there is no historical data that points to past volume of temp workers because this strategy is brand new for the organization.

**26. Are the labor categories provided in Attachment 6, OFFER FORM, OF-2 the projected labor categories? The OHA does not foresee any industrial labor categories, correct?**

The OHA does not foresee sourcing industrial labor staff through this contract.

**27. Is there a certain place in our response where you would like us to reference a time period when a temporary contract employee is eligible for direct hire to the OHA?**

Please include this information, along with any applicable “buyout fee(s)”, in the pricing/rate section of your proposal.

**28. Similarly, would you like us to reference what our direct hire fee would be, or would this all be temp (seasonal and ad-hoc included) to temp-to-hire contract employees?**

Yes, please provide your organization’s direct hire fee (or fees, if it is a sliding scale based on how long the individual has been working as a temporary staffer).

**29. Is there historical data as to how many temp employees (and for how long) versus how many temp-to-hire employees (and for how long) has the OHA used in a previous year? Is this same level expected?**

The use of temporary staffers and temp-to-hire employees represents a relatively new strategy for the agency. There is not much historical data that we can provide other than what has been requisitioned under our current contract (3 temp staff, of which 1 converted to a direct hire after spending several months as a temp). We are looking to significantly increase our reliance on temporary staff as soon as this contract is awarded.

**30. If the Offeror possesses a DoD ECA digital certificate, may this be used in place of a wet signature?**

If this is in reference to the eventual Contract, we utilize Adobe eSign for digital signatures. For other signatures within the Proposal packet (Offer forms, etc.) please feel free to utilize your DoD ECA system.

**31. Under D. Experience and Capability, it states that “The OHA is requiring that the Offeror have a minimum of [number of years] years of experience on projects of similar size and nature. Are we to assume ten (10) years as listed within? Mahalo nui loa~**

Yes.

**32. Do we need to submit one response file for the complete proposal including pricing and other forms?**

You may include several attachments when submitting your proposal on HlePRO.

**33. How to submit the response via mail or portal? If on portal then please guide.**

You may submit via HlePRO or to the [proposals@oha.org](mailto:proposals@oha.org) email address. There is an instructional video about how to respond to a solicitation in HlePRO at <https://hiepro.ehawaii.gov/videos.html>.

**34. What approach do you anticipate to determine the pricing on the portal under the Line Items?**

Please see Attachment 6 - Offer Form OF-1 and OF-2 for more detailed descriptions and pricing format information.

**35. Do we need to submit Hawaii Compliance Express Certificate of Vendor Compliance along with the submission or after award?**

You must be HCE Compliant or provide all necessary documents prior to being awarded.

**36. Is "Commitment to Section 2 Requirement" in the Evaluation Section a mandatory requirement?**

It is not a mandatory requirement. It is one of the criteria upon which all proposals will be evaluated.

**37. What labor categories are being requested? Are any staffing opportunities public health or healthcare related?**

The OHA does not foresee sourcing public health or healthcare staff through this contract. Job (labor) category information can be found on OFFER FORM, OF-2.

**38. For clarification, is the certificate of good standing for a non-Hawaii business to be submitted with the application or upon award?**

You must be HCE Compliant or provide all necessary documents prior to being awarded.

**39. Does OHA prefer a local company in Hawaii for the contract?**

The Contractor is not required to be a Hawaii-based company; however the candidate pool will need to be local. As a state agency, we require all employees to be Hawaii residents.

**40. Are there any vendor insurance requirements?**

Yes. Please refer to pages 17-18 in the RFP No. HR 2023-017 for our insurance requirements. Also important to note the Hawaii Prepaid Healthcare Law. You may find more information at <https://labor.hawaii.gov/dcd/files/2013/01/PHC-highlights.pdf> and <https://labor.hawaii.gov/dcd/about-phc/>.