



Request for Proposals, Addendum #1

On-Call Temporary Labor Staffing Firms & Direct Hire Recruiters
RFP No. 03/19-385

Addendum #1 issued 03/27/2019

Proposals due Thursday, April 4, 2019 - 11:00 AM

No faxed or emailed proposals will be accepted.

HOME FORWARD
135 SW Ash Street, 5th Floor
Portland, OR 97204

QUESTIONS

The following questions were asked via email. Questions are paraphrased and are based on Home Forward's understanding of the intent of the question. If the question as written below does not accurately represent the inquiry, please contact Rosie George, 503-802-8431, rosie.george@homeforward.org.

Current Situation

- Q01** Which firms currently support Home Forward's temporary services?
A01 Home Forward currently has 4 firms that provide these services (Staffing Solutions, MLK Property Management Services, Central City Concern, and Reliant Search).
- Q02** How much does Home Forward spend on temporary services?
A02 Over the past 3 years, Home Forward has spent approximately \$900,000.
- Q03** Based on the past 3 years, which position does Home Forward anticipate needing the most support for in the upcoming 3-year term?
A03 Assistant Property Manager, Resident Specialist, and Office Assistant
- Q04** What percent of the total positions filled are part time vs. full time?
A04 About 76% of placements are full-time.
- Q05** On average, how many positions of each type does Home Forward anticipate needing filled?
A05 Home Forward requests about 3-4 placements a month.
- Q06** Which positions does Home Forward anticipate will be direct hire?
A06 In the last 3 years, there were no direct-hires.

Duties

- Q01** Understanding that the temporary workers may be working with people with disabilities are there any special certifications needed for any of the positions? Are there any safety considerations that we should be aware of for these positions?
A01 Some of the temporary workers will be asked to interact and communicate with a resident population who may have special needs including mental or physical disabilities and/ or substance abuse issues.

Duties are performed in public housing or affordable housing properties and may involve day-to-day interactions with distressed, disabled residents. While no special certifications are needed for placements, experience and/or training in a similar social service setting is helpful when working with the population found in public housing.

- Q02** Do any of these positions require driving? If so which ones and how frequently? Would they be required to drive their own personal vehicle or a Home Forward vehicle?
- A02** Yes, Assistant Property Manager placements at properties with scattered sites may be required to drive occasionally, up to a couple times a week. This would require the temporary worker to provide their own transportation to and from the properties.

Proposal

- Q01** Are we able to bid on certain positions or are you looking for firms that can fill all of the on-call/temp positions?
- A01** We prefer firms that can offer the broadest range of likely placements.
- Q02** Will firms that don't meet the minimum requirement of two years of continuous operation in the Portland metropolitan area automatically be disqualified from award consideration?
- A02** While firms do not need a physical office location in the area, we do require a minimum of 2 years continuous operation in the Portland metro area to ensure reliable customer service and efficient and quick placements when requested.
- Q03** Are there certain positions that Home Forward is seeking to fill only as temporary labor or only as direct hire recruitments?
- A03** Both services apply to all positions.
- Q04** Will Home Forward accept Cost Proposals that include Direct Hire only for some positions and both Temporary/Direct Hire for others?
- A04** Yes.
- Q05** Can Home Forward provide detailed job descriptions for the positions listed in the solicitation?
- A05** A scope of work will be provided by Home Forward at the time of requesting a temporary/direct hire employee.
- Q06** How many client references are required?
- A06** References are not required. They are optional.

Contract

- Q01** Would Home Forward consider awarding the business to only 1 firm?
- A01** That is unlikely. We expect to contract with more than 1 firm.
- Q02** Regarding the aspirational 20% MWESB participation goal, are respondents required to demonstrate Good Faith efforts to partner with qualifying companies?
- A02** Because the work contemplated does not require sub-consultants, Good Faith Requirements are not required.
- Q03** Will respondents be disqualified or adversely impacted during the evaluation process if they were to submit exceptions to Home Forward's terms and conditions?
- A03** As the RFP states, include any changes regarding the contract and terms and conditions in the appendix.

Other

Q01 What specific background checks/drug screens are required of the temporary staff?

A01 Home Forward expects that the firm(s) provide qualified, reliable staff. Home Forward wants to know what kind of background checks/drug tests the firm(s) conduct during the hiring process and firms should indicate such in their proposal. At a minimum, Home Forward requires that each temporary placement is screened as follows:

- 7 year criminal background check and social security trace
- Drug test for: amphetamines, barbiturates, cocaine, opiates, and phencyclidine.

All costs for pre-employment screening shall be included in the cost proposal.

Q02 Will Home Forward accept letters of attestation of completion of actual background check results?

A02 Yes.

Q03 Will respondents be allowed to pass through the costs for background checks and drug screens to Home Forward?

A03 These costs should be included in the cost proposal.

Q04 With respect to Affordable Care Act costs, would Home Forward prefer these charges as a separate line item on the invoices, or instead incorporated directly into each respondent's proposed rates?

A04 Incorporate directly into each respondent's proposed rates

Q05 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?

A05 Yes.

MODIFICATIONS

The following item is an RFP modification.

M01 Section III, B, 3 has been modified and shall be read as follows:

Describe firm's approach to providing the required services. Discuss firm's training and placement protocols. Indicate capacity to provide bi-lingual staff if requested. Describe typical customer interactions from initial inquiry to placement and close-out of placement. Describe the pre-employment drug testing and criminal background check you conduct or contract out, including the timeframe such steps take place for placements.

Note: Home Forward requires that each temporary placement is screened by contractor to ensure proper placement. At a minimum, contractor shall screen for the following and shall only forward placements that have, in contractor's opinion, satisfactorily passed this screening:

- 7 year criminal background check and social security trace
- Drug test for: amphetamines, barbiturates, cocaine, opiates, and phencyclidine.

- end -