



**SEDGWICK COUNTY, KANSAS
DIVISION OF FINANCE**

Purchasing Department

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ADDENDUM #2

RFP #21-0060

TEMP SERVICES – DATA ENTRY AND GENERAL OFFICE STAFF

October 1, 2021

The following is to ensure that proposers have complete information prior to submitting a proposal response. Here are clarifications regarding our request.

Questions and/or statements of clarification are in **bold** font, and answers to specific questions are *italicized*.

1. How many hours will the personnel work per week? What is the payroll frequency (hourly, daily, weekly, and monthly, etc.)?

Answer: 40 hours a week with some weekend hours. Payroll is dependent upon the payroll cycle of the agency, most have been weekly.

2. Please confirm the anticipated number of awards.

Answer: There is no way to know at this stage of the process the anticipated number of awards.

3. Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.

Answer: This is currently being done by Adecco, Cross County, and Interim.

4. Is there any forecasted/approved budget for this opportunity?

Answer: Yes, \$1.0 million for six (6) months.

5. What are the historical annual spending volumes in the project?

Answer: Estimated at \$500,000.00.

6. Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.

Answer: This is not a new initiative. We are not having issues with the current vendor but due to federal procurement requirements, we have to go out for bid.

7. Can you please let us know the previous spending of this contract?

Answer: \$500,000.00

8. Please confirm if we can get the proposals or pricing of the incumbent(s).

Answer: We are currently paying staff \$19.11 an hour for data entry.

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

Answer: No.

10. Is this solicitation open for all vendors or only pre-qualified vendors can bid on it? If this is for prequalified vendors, what should we do to become a prequalified vendor?

Answer: The solicitation is open to all vendors meeting the minimum firm qualifications as listed on page 6 of the RFP.

11. What are the contents that need to be submitted in our proposal?

Answer: Please see VIII. Required Response Content on page 10 of the RFP.

12. How many candidate resumes can we submit?

Answer: The reference to submitting resumes relates to the successful vendor's responsibility to provide copies of resumes and any licensure for temp staff to be reviewed by the county prior to the drug screen phase of hiring. See VIII. Required Response Content on page 10 of the RFP for specific requirements for the proposal content.

13. Do we need to submit actual candidate resumes or can we submit sample resumes?

Answer: See answer above.

14. Is this requirement submitted by an independent contractor or can staffing firms may submit candidates?

Answer: Please further define in your proposal response and we will review.

15. What is the estimated budget for this project?

Answer: \$500,000.00 for COVID staff.

16. What is the evaluation criteria?

Answer: See page 6 of RFP.

17. How many vendors will be awarded for this project?

Answer: Refer to answer to question no.2.

18. Is subcontracting allowed for this opportunity? If so, are there any specific participation goals to be met?

Answer: Please provide all options in your proposal response for further review.

19. Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name?

Answer: New contract.

20. What is the total number of resources who are currently working on this project? Please let us know their position name and hourly rate?

Answer: 11 at current time (3 Call Center, 4 Data Entry, 4 Data Analyst).

21. Considering the current COVID-19 pandemic situation, 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?

Answer: Yes.

22. Are hourly rate ranges acceptable for proposed personnel?

Answer: Please provide all options in your proposal response for further review.

23. 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?

Answer: On-site work.

24. How many people are currently working onsite and offsite?

Answer: We are currently at one (1) person. At our highest, we had 50+ data entry type staff.

25. Could you please provide the list of holidays observed by the client (mention client name)?

Answer: Sedgwick County observes the U.S. Federal holiday schedule.

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

Answer: No.

27. List of job descriptions.

Answer: We have four (4) different categories for Data Entry: Data Tracking, Results Calls, Results Letters, and Vaccine Clinic Data Entry. Please see the top three (3) tasks below:

Data Entry – Data Tracking

1. Perform accurate and timely data entry of client information into contact tracing and case management systems

- a. Create/update client information and accurately complete data entry
- b. Audit data to verify information is correct and complete
- c. Correct errors timely
- d. Ensure client confidentiality

2. Perform clerical duties

- a. Assist with COVID-19 data reports as assigned
- b. Perform data entry of surveys and other COVID-19 Response work as assigned
- c. Document daily work

3. Produce and send quarantine and isolation letters to clients

- a. Produce standard letters with accurate client information and prepare for mailing
- b. Maintain log of activities
- c. Ensure client confidentiality

Data Entry – Results Calls

1. Provide COVID-19 results in a timely manner

- a. Complete all calls or voicemails assigned per protocol
- b. Document calls and client information per protocol
- c. Use proper phone etiquette
- d. Provide accurate and up-to-date information to clients through email or over the phone
- e. Ensure client confidentiality

2. Perform accurate and timely data entry of client information into contact tracing and case management systems

- a. Create/update client information and accurately complete data entry
- b. Audit data to verify information is correct and complete
- c. Correct errors timely
- d. Ensure client confidentiality

3. Assist with producing and sending quarantine and isolation letters to clients

- a. Produce standard letters with accurate client information and prepare for mailing
- b. Maintain log of activities
- c. Ensure client confidentiality

Data Entry – Results Letters

- 1. Perform data entry of client information into electronic systems.**
 - a. From completed forms and other reports, enter client information into Athena electronic health record system
 - b. As requested, enter client information into KS WebIZ system
 - c. Enter data into systems accurately and timely according to protocols
- 2. Assess accuracy of information input into systems through utilization of standard protocols**
 - a. Perform self-audits of entered data
 - b. Assist with creation, implementation, and upkeep of vaccine tracking methods and reports
 - c. Communicate issues to supervisor
 - d. Verify vaccine data through multiple sources, including KS WebIZ
- 3. Support the SCHD COVID-19 response**
 - a. Assist with data entry and standard reporting in other areas of the SCHD COVID-19 response as assigned
 - b. Document daily work
 - c. Follow HIPAA procedures
 - d. Assist in training new staff

Data Entry – Vaccine Clinic Data Entry

- 1. Perform accurate and timely data entry of client information into contact tracing and case management systems**
 - a. Create/update client information and accurately complete data entry
 - b. Audit data to verify information is correct and complete
 - c. Correct errors timely
 - d. Provide accurate and up-to-date information to clients through email or over the phone
 - e. Ensure client confidentiality
- 2. Produce and send quarantine and isolation letters to clients**
 - a. Produce standard letters with accurate client information and prepare for mailing
 - b. Maintain log of activities
 - c. Ensure client confidentiality
- 3. Perform clerical duties**
 - a. Schedule meetings and appointments
 - b. Perform data entry of surveys and other COVID-19 Response work as assigned

28. What equipment will the temp agency need to provide?

Answer: Nothing, the county provides all laptops, printers, and office supplies.

29. What job descriptions may require travel to different locations?

Answer: Data Entry will not require travel to a different location.

30. Will the temp agency be responsible for temp employee travel costs? If so, can travel and mileage be reimbursed?

Answer: If staff has to travel between locations for some reason, we do reimburse at the federal mileage rate.

31. Will there be parking fees?

Answer: They are currently being paid by the county. Staff are not required to pay.

32. What positions require a company uniform and badge?

Answer: We do not require a uniform for data entry staff. The data entry staff are to follow the Health Department Dress Code (copy attached). The county will provide staff with a picture ID badge.

33. Do we need to provide the Original Certificate of Insurance or a Sample COI?

Answer: A copy of your current Certificate of Insurance is acceptable. The document will be used to verify if insurance coverage matches required coverage.

34. Where in the proposal does the vendor need to address the Pricing and the Conversion Fee?

Answer: The vendor is responsible for creating their proposals and ensuring that all required content is included.

35. What kind of assistance is the county referring to in reference to the 5th Point of the "Required Response Content" (Page 10)?

Answer: The description of any requested assistance comes from the proposer. Please include if any in your proposal response.

36. Is this a single award or a multiple award contract?

Answer: Refer to answer to question no.2.

37. Could you please provide the list of holidays observed by Sedgwick County? Are there any mandated Paid Time off, Vacations, etc.?

Answer: Sedgwick County observes the U.S. Federal holiday schedule.

38. What is the number of temp staff you anticipate for these positions?

Answer: 25-30 for COVID response at this time it could increase if demand for services increase beyond current capacity.

39. What is the pay range for these positions?

Answer: \$13.95 - \$19.11

40. Is web-based time keeping for associates acceptable? (Email approval is required by supervisor).

Answer: Yes

41. What are the Background Check requirements? (7 year, 10 year, SSN search, etc.).

Answer: We do a national and county criminal background check and we do not have a time limit for these checks as we have positions that work with the public and/or vulnerable populations. We can't hire someone with a felony sex crime or murder conviction on their record, regardless of how long ago it was, into certain departments or positions for example. We also run a MVR for driving positions.

42. What are the Drug Screen requirements? Is an Oral screen acceptable?

Answer: We require a 10 panel urine analysis. Oral screenings for temp agency employees would not be supported by HR. These are the substances that we test for:

Analytes/Drugs Tested:

Marijuana/THC: Negative (50 ng/mL cutoff)

Cocaine: Negative (300 ng/mL cutoff)

Amphetamines: Negative (1000 ng/mL cutoff)

Opiates: Negative (2000 ng/mL cutoff)

Methamphetamines: Negative (1000 ng/mL cutoff)

PCP: Negative (25 ng/mL cutoff)

MDMA (Ecstasy): Negative (1000 ng/mL cutoff)

Benzodiazepines: Negative (300 ng/mL cutoff)

Methadone: Negative (300 ng/mL cutoff)

Oxycontin: Negative (300 ng/ml cutoff)

43. Will we have direct contact with hiring managers?

Answer: We utilize a HR coordinator to work between the hiring manager and the agency for the COVID response. Other departments will most likely have direct response between hiring manager and agencies.

44. Provide the total number of temporary staff on current assignments? Provide the job classification of each worker, vendor assigning the temporary employee, and the pay/bill rate for the temporary employee.

Answer: Approximately 50 have worked in the response in the past nine (9) months we have had IT analyst.

45. Is there any preference to the local vendors?

Answer: No preference given to local vendors.

46. What is the average length of the assignment?

Answer: 12-13 weeks

47. It is mandatory to maintain a local office?

Answer: Not mandatory to maintain a local office.

48. Describe how vendors under contract will receive a fair share of business without vendor rotation of job orders implemented in the procurement process?

Answer: For non- covid staff this could be a challenge. We currently split our requests for staffing among the agencies we have on hand to assure that all agencies are given a fair share of staffing needs.

49. List of benefits current employees receiving from the incumbent.

Answer: Benefits for staff are provided through the staffing agency. Sedgwick County is not providing insurance benefits to temp agency staff.

50. What is Mandate Living wage and Supplemental benefits?

Answer: Not sure what this is.

51. Details on benefits package current incumbent providing to temp staff.

Answer: County does not provide benefits to temp staff employed through temp agencies.

52. Is there any benefit for local vendor?

Answer: There may be logistical benefits to being a local vendor.

53. Is it mandate to utilize the subcontractor for this contract?

Answer: No mandate.

54. Is it mandate to provide to do business License/ certification of the State of KS?

Answer: Yes, when applicable.

55. Please confirm, which format we follow to prepare the proposal?

Answer: All requirements for responses are found on page 10, VIII. Required Response Content.

56. Please confirm which attachments we need to submit with our Proposal?

Answer: See answer to previous question.

57. Please provide the pricing format for this RFP. We need to submit mark up or hourly Rate.

Answer: The pricing format is up to each proposer. Please be sure it is clearly defined.

58. Please confirm which forms we need to submit with our proposal.

Answer: Please read the RFP for details.

59. Please share the total number of temporary data entry and general office staff available since the inception of the ongoing contract?

Answer: Currently reduced to one (1) on staff, had 40-50 prior.

60. Please share the details of the incumbents/vendors currently providing temporary data entry and general office staff services?

Answer: Adecco.

61. Can we obtain a business license upon award?

Answer: All required licensure must be provided by awarded vendors prior to contract issuance.

62. Can we provide a range of pricing?

Answer: Yes.

63. Are there specific classifications of jobs that we should price, or should we price "Clerical Staff"?

Answer: Clerical staff.

Submittals are due **NO LATER THAN 1:45 pm, CDT, Tuesday, October 12, 2021**. Late proposals will not be accepted and will not be considered for award recommendation.

PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM ON THE PROPOSAL RESPONSE PAGE.

Joseph Thomas

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