

PS20190438

TEMPORARY STAFFING SERVICES

QUESTIONS AND ANSWERS NO.5

ISSUED ON FRIDAY AUGUST 2, 2019

Q1	Regarding the commercial pricing listed in the excel file, pay band 10+ indicates a floor of \$56.97 / hour, is there an upper ceiling that the City will not go above?
A1	No. The City will pay the rates the positions are deemed to be evaluated at.
Q2	How many suppliers have been included in the RFP?
A2	The RFP is advertised on BC Bid and the City website, therefore the City is unsure of how many suppliers will respond to the RFP.
Q3	Please provide the job titles and/or job descriptions tied to the labor categories (pay grades) in Appendix 3.
A3	Refer to Q & 3 - # A1 - a.
Q4	We request an extension to RFP#PS20190438 please.
A4	At this time, the City will not grant an extension to the closing time.
Q5	In regards to submission, is one submission acceptable for one or more categories? i.e. only complete the form once to be submitted to all categories.
A5	Yes, one submission is acceptable to all categories.
Q6	How many suppliers are currently supplying into the program?
A6	Previously, the City issued a Request for Application and pre-qualified a number of agencies for this program.
Q7	Should a proponent submit changes to the professional services agreement, would this disqualify them from evaluation i.e. be deemed non-compliant to the proposal?

A7	Please follow Appendix 9 - Proposed Amendments to Form of Agreement.
Q8	Could the City provide commonly sourced role titles by category for which you have used agency services?
A8	Most roles are either clerical in nature or specialized IT.
Q9	Can the City provide job descriptions for the most common roles?
A9	Job descriptions will be provided to the successful agencies.
Q10	Understanding that there is no guarantee of volume for agencies, and you cannot provide volume estimates, can the City provide a relative volume by category? Which of the three categories tends to require the most external assistance?
A10	Clerical roles tend to be used the most frequently. Some of our specialized IT roles may be less frequent but for a longer term.
Q11	What is the typical range of pay grades associated with each of the categories?
A11	Majority would be below PG 25.
Q12	Does the scope of this RFP include the City of Vancouver 3-1-1 Contact Centre?
A12	Yes.
Q13	How much notice is the City typically able to give for contingent staffing requests?
A13	Each situation is different depending on the nature of the request.
Q14	When are the City's peak periods during a calendar year?
A14	Needs can arise over the course of the year.