

Department of General Services – City Procurement

Addendum # 5	Staff Augmentation and Recruiting Services RFP 269-2025-080
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To: All Prospective Vendors

Date: September 23, 2025

Subject: Addendum # 5 – RFP# 269-2025-080 - Staff Augmentation and Recruiting Services

****Please note that it is the responsibility of the intended proposers to read the RFP document, ALL attachments and Addendums to the RFP for updates.**

**** All required forms MUST be returned for your submission to be completed.**

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1	N/A	N/A	Clarification	<p>Q1: Attachment I, section F, asks whether the vendor is a Minority Women Business Enterprise. We assume this means either an MBE or a WBE. Please confirm or provide clarification, as the RFP states, "MWSBE: Refers to SBEs, MBEs, and WBEs." We're just trying to ensure there is no difference in naming conventions between Charlotte and OMNIA.</p> <p>A1: The naming conventions and meanings are consistent between all documents.</p>
2	N/A	N/A	Clarification	<p>Q2: Do we need to fill out anything on the Sample Contract or leave it as-is and submit?</p> <p>A2: Please review previous addendums for clarification.</p>
3	N/A	N/A	Clarification	<p>Q3a: Will the City/OMNIA Partners provide volume by talent (segmentation, job title, workers comp classification)?</p> <p>A3a: Please review previous addendums for clarification.</p> <p>Q3b: Will the City/OMNIA Partners provide detailed job descriptions for each in-scope role?</p> <p>A3b: Please review previous addendums for clarification.</p> <p>Q3c: Is the City/OMNIA Partners willing to provide a list of current pay rates or rate ranges for in-scope roles?</p> <p>A3c: Public records request is required for this information.</p> <p>Q3d: Please provide an estimated total hours worked by contingent workers for the previous year, along with an estimate for the current year.</p> <p>A3d: This information is unavailable.</p>

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				<p>Q3e: What are your average time-to-fill rates? Are there any positions which tend to be challenging to fill?</p> <p>A3e: This information is unavailable.</p> <p>Q3f: Can the City/OMNIA Partners provide any significant changes in business expected in the upcoming years that could impact labor spend or hiring volume?</p> <p>A3f: At this time, we are unable to provide specific information regarding anticipated changes in business that could impact labor spend or hiring volume. Due to the national scope and distributed nature of this contract, forecasting localized or contract-specific shifts in labor demand is not feasible. Any potential changes are subject to broader organizational strategy, market conditions, and client needs, which may vary significantly across regions and over time.</p> <p>Q3g: What are your average time-to-fill rates? Are there any positions which tend to be challenging to fill?</p> <p>A3g: Hiring needs vary annually and are influenced by the career development and staffing needs within each department.</p>
4	N/A	N/A	Clarification	<p>Q4: Given the movement towards automation, how do you see this impacting your demand for staffing in certain areas that are more task based? How are your current providers supporting a strategy for adopting technology enhancements that can increase efficiencies or replace manual administrative work?</p> <p>A4: While automation continues to be an area of interest across all industries, we do not anticipate any immediate changes to our staffing needs in task-based functions. The City is seeking vendors that are aligned with our operational approach and are prepared to support needs are they are today.</p>
5	N/A	N/A	Clarification	<p>Q5: Can a vendor partner be awarded to support the City of Charlotte only without participating in the National Omnia agreement with Omnia?</p> <p>A5: Please review previous addendums for clarification.</p>

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6	N/A	N/A	Clarification	<p>Q6: If vendor bids on multiple categories (IT, Admin, HR) could they be selected for award for one category but not the others? Or is award all or nothing for all of the categories for which the vendor is bidding? Meaning the Vendor must be successful with every category they bid on or no contract award in any category is possible?</p> <p>A6: Please review previous addendums for clarification.</p>
7	N/A	N/A	Clarification	<p>Q7a: What are the City/OMNIA Partners & primary business drivers and current pain points?</p> <p>A7a: At this time, specific information regarding the City/OMNIA Partners' primary business drivers and current pain points is not available. Due to the broad and decentralized nature of this national contract, such insights can vary widely across participating entities and are not centrally reported.</p> <p>Q7b: Are you looking for vendors to provide a manager who will be responsible for administration and oversight for temporary personnel assigned to each location?</p> <p>A7b: Please review section of the RFP for further clarification.</p> <p>Q7c: Does the City/OMNIA Partners expect any active contingent personnel to be transitioned to the new talent supplier? If so, how many resources are in the affected population?</p> <p>A7c: Any decisions regarding the transition of active contingent personnel will be determined at the department level in coordination with the awarded vendors.</p> <p>Q7d: Does the City/OMNIA Partners have tenure limits for contingent labor? If so, how are they enforced?</p> <p>A7d: Tenure limits for contingent labor, if applicable, are determined at the individual agency/department level.</p> <p>Q7e: Does the City/OMNIA Partners intend to provide a sample contract agreement for review? If so, will redlines be accepted at this time?</p> <p>A7e: Please review the RFP section 5 for clarification.</p>
8	N/A	N/A	Clarification	<p>Q8a: Could the City/OMNIA Partners clarify what types of background/drug screens are required?</p> <p>A8a: Please review the RFP section 4 for clarification.</p> <p>Q8b: Is there a the City/OMNIA Partners-specific vendor used for background/drug testing, or can the vendor utilize its own</p>

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				<p>identified processes? If there is a specific vendor, what is the cost per test?</p> <p>A8b: Please review the RFP section 4 for clarification.</p> <p>Q8c: Does the City/OMNIA Partners expect vendor to provide timecard management or time clocks or does the City/OMNIA Partners intend to leverage an existing internal time management process?</p> <p>A8c: Please review the RFP section 4 for clarification.</p> <p>Q8d: Please provide the expected talent to supplier oversight ratio, if applicable.</p> <p>A8d: This information is unavailable.</p> <p>Q8e: Please specify expectations for orientation prior to the start of a contingent resource's assignment. Please also define any on-going training requirements and associated frequency of distribution.</p> <p>A8e: Please review the RFP section 4 for clarification.</p>
9	N/A	N/A	Clarification	<p>Q9a: What are the City/OMNIA Partners & expected payment terms?</p> <p>A9a: Please review the RFP section 4 for clarification.</p> <p>Q9b: What is the City/OMNIA Partners & expected invoicing schedule (weekly, bi-weekly, monthly)?</p> <p>A9b: Please review the RFP section 4 for clarification.</p> <p>Q9c: Does the City/OMNIA Partners envision paying with a Purchasing Card?</p> <p>A9c: Please review the RFP section 4 for clarification.</p> <p>Q9d: Should funding for background checks be included in our mark-up or billed back separately?</p> <p>A9d: Please review previous addendums for clarification.</p> <p>Q9e: Does the City/OMNIA Partners currently utilize (or plan to utilize post-RFP award) a Master Services Provider (MSP) or a Vendor Management System (VMS)? If yes, are there associated fees that we should be taking into account when assessing our pricing capabilities?</p> <p>A9e: The use of a Master Services Provider (MSP) or Vendor Management System (VMS) is determined by each participating agency under the City/OMNIA Partners contract. At this time, there is no centralized requirement for an MSP</p>

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				<p>or VMS, and any associated fees or systems would be addressed at the agency level post-award, if applicable.</p> <p>Q9f: Are there additional transactional costs related to the City/OMNIA Partners & organization (e.g., program/VMS fees) we should take into account when assessing our pricing?</p> <p>A9f: Please review attachment I & Section 4 of the RFP for clarification.</p> <p>Q9g: Please describe any overriding factors that tend to impact pay rates, length of assignments, or bill rates at your organization, such as federal/state acts, union requirements, and/or the City/OMNIA Partners guidelines</p> <p>A9g: Please review attachment I & Section 4 of the RFP for clarification.</p> <p>Q9h: Does the City/OMNIA Partners have mandatory PTO for contingent labor? If so, what is the expectation and does the City/OMNIA Partners want this billed separately or factored into the markup/bill rate?</p> <p>A9h: Please review the RFP section 4 for clarification.</p> <p>Q9i: Will the City/OMNIA Partners be providing all equipment and workspaces needed for office-based positions?</p> <p>A9i: Please review the RFP section 4 for clarification.</p> <p>Q9j: What personal protection equipment (PPE) is required by the City/OMNIA Partners and for which roles? What equipment is provided by the City/OMNIA Partners versus what the vendor needs to provide? Will PPE be billed at cost to the City/OMNIA Partners?</p> <p>A9j: Please review the RFP section 4 for clarification.</p>
10	N/A	N/A	Clarification	<p>Q10a: Are we able to redact our pricing from public records requests as well as any posting by Omnia or the City of Charlotte?</p> <p>A10a: Please review the RFP section 2 for clarification.</p> <p>Q10b: Regarding Tab 2, & Continued 1, & of the Attachment A Price Sheet: To accurately complete this section, should we only list a Markup % and/or Payroll % for the specific states and categories we intend to bid on? We are not obligated to fill in all states, correct? Additionally, if we are interested in providing staffing services in a particular state but not</p>

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11	N/A	N/A	Clarification	<p>Q11: In Solicitation Attachment 3.3 Marketing & Sales, Section M. it asks for the contract sales that the supplier will guarantee each year under the Master Agreement. How would you like us to calculate these figures?</p> <p>A11: Guaranteed annual contract sales under the Master Agreement should be estimated based on your organization's projected marketing efforts, existing client base, and anticipated adoption by participating agencies. These figures should reflect a realistic and justifiable commitment based on your sales strategy and capacity to promote the contract nationally through the OMNIA Partners program.</p>
12	N/A	N/A	Clarification	<p>Q12: On the company's background response additional questions excel document, we are asked to provide an org chart. Should we put the org chart on a separate tab within</p>

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				<p>the excel file or can we attach the org chart in our proposed solution?</p> <p>A12: It is acceptable to include your org. Chart within your proposal. Please add a note pointing back to the page number in the comments.</p>
13	12	4	4.2. Scope of Services.	<p>Q13: Could you please confirm, for how many job titles we are required to provide Sample Resumes as part of our proposed solutions?</p> <p>A13: Vendors are permitted to provide a sample resume to illustrate their capabilities. However, the RFP reference to Request for Resume (RFR) is at time of service and will be applied to awarded vendors only.</p>
14	N/A	N/A	Clarification	<p>Q14: If we do not currently have a copy of the D&B report, can we submit a number for now and report later?</p> <p>A14: Yes.</p>
15	N/A	N/A	Clarification	<p>Q15: Do we need to include the 3% vendor fee in our bill rates on the rate card?</p> <p>A15: This is a business decision for the vendor to make.</p>
16	N/A	N/A	Clarification	<p>Q16: Can we add an additional column to the price sheet to account for overtime rates?</p> <p>A16: Yes.</p>
17	3	16.6	Attachment H Sample Services Contract	<p>Q17: How is "Principals" defined for this section?</p> <p>A17: "principals" refers to the key individuals within the vendor's organization who hold significant responsibility or authority.</p>
18	7	11	Attachment H Sample Services Contract	<p>Q18: Will there be a general liability cap that is applicable to Compucom?</p> <p>A18: Vendors are permitted to submit exceptions and redlines to the sample contract as outline in section 5.</p>
19	1	2	Attachment I OMNIA Requirements for National Cooperative Contract	<p>Q19: For the listed Exhibits in page 1 (A-H) which ones need to be signed at the time of the proposal submission?</p> <p>A19: Please review section 5 of the RFP.</p>

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20	2	42	Attachment H Sample Services Contract	<p>Q20: Could you please confirm whether the data policy available in https://www.charlottenc.gov/files/sharedassets/city/v/1/growth-and-development/doing-business-with-the-city/documents/restricteddatapolicy.pdf is the Restricted Data Policy applicable to the Sample Services Contract?</p> <p>A20: Please review the data policy within the sample contract for clarification.</p>
21	N/A	N/A	Clarification	<p>Q21: Are there any planned projects that would fall under 160 hrs. within this contract term?</p> <p>A21: Hiring needs vary annually and are influenced by the career development and staffing needs within each department.</p>
22	N/A	N/A	Company Background Response Additional Questions	<p>Q2: Are you looking for risks from a service performance angle, a client interaction perspective, or from a contractual compliance standpoint?</p> <p>A22: Please provide all risks your company can identify, whether they relate to service performance, client interaction, contractual compliance, or any other areas you consider relevant. We welcome your professional judgment in identifying and categorizing these risks.</p>
23	1	2	Attachment I OMNIA Requirements for National Cooperative Contract	<p>Q23: From what we see, the OMNIA Partners contract is required to complete as well. Can you confirm that this is true?</p> <p>A23: Please only provide your redlines and exceptions to this document at this time. Contracts will be executed with awarded vendors after the fact.</p>
24	N/A	N/A	Company Background Response Additional Questions	<p>Q24: What is the difference between the response column and the comment column on the background questionnaire form?</p> <p>A24: The response column is for your answer related to the question and the comment column is for further clarification or additional information.</p>

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25	N/A	N/A	Clarification	<p>Q25: Since the DBE Utilization Goal for this RFP is 0.0%, we would like to confirm under what circumstances a proposer would be required to submit documentation of good faith efforts. Additionally, could you please clarify whether submission of such documentation is mandatory in this case?</p> <p>A25: Good faith efforts are not applicable to a 0.0% goal. However, vendors are encouraged to report any intent to subcontract. Regardless of whether any intent is reported, the form must still be signed and returned.</p>
2	N/A	N/A	Company Background Response Additional Questions	<p>Q26: Some of the questions on the Additional Questions worksheet appear to imply that an attachment is required (ex: organizational chart); however, the instructions state that any information outside of the worksheet structure will not be visible to the purchaser and that only text can be included within the document itself. Can City of Charlotte please clarify whether attachments will be permitted, and if so, how they should be submitted?</p> <p>A26: Please submitted attachments with proposal and add a comment in the questionnaire to point to where it can be found in your proposal.</p>
27	12	4	4.2. Scope of Services.	<p>Q27: Is OSHA compliance a mandatory requirement for vendors under this contract?</p> <p>A27: Yes.</p>
28	N/A	N/A	Clarification	<p>Q28: How should proposers demonstrate "significant business presence" in the Charlotte Combined Statistical Area for MWSBE certification?</p> <p>A28: Proposers should demonstrate a "significant business presence" by showing they actively conduct business within the Charlotte Combined Statistical Area. This may include having local operations, staff, clients, or projects in the area.</p>
29	N/A	N/A	Clarification	<p>Q29a: Is it mandatory to partner with Omnia Partners as an eligibility to submit the proposal?</p> <p>Q29b: If it is not mandatory, is it required to complete the Attachment I and submit along with the proposal?</p> <p>A29: Please review previous addendums.</p>

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30	N/A	N/A	Clarification	<p>Q30: We'd like to confirm the correct interpretation of the Benefits section in the pricing sheet. The instructions state that if benefits are included in the proposed rates, no markup percentage should be listed. However, the sample provided marks "Yes" for Benefits Included and also lists a 10% Benefits Markup. Could you please clarify whether the markup should only be listed when benefits are not included in the rate?</p> <p>A30: The price sheet includes a column for Benefits Markup% please include and benefits markup within this column.</p>
31	57	N/A	Attachment I OMNIA Requirements for National Cooperative Contract	<p>Q31: Could the City please confirm whether submitting only Form AA302 satisfies the requirement outlined in the Affirmative Action Affidavit?</p> <p>A31: Please review Doc#3 page 57 of Attachment I OMNIA Requirements for National Cooperative Contract for clarification.</p>
32	N/A	N/A	Clarification	<p>Q32: Could the City please clarify what is meant by "Delivery After Receipt of Order" in this section?</p> <p>A32: Receipt of service after request is submitted.</p>
33	N/A	N/A	Clarification	<p>Q33: Could the City also clarify what is intended by "Recruiting Services"? Specifically, should vendors interpret this as traditional recruiting services, or does it refer to Recruitment Process Outsourcing (RPO) or another service model?</p> <p>A33: Recruiting Services refers to professional activities or companies that help organizations find, attract, and hire qualified candidates for job openings. This can include advertising positions, screening applicants, interviewing, and managing the hiring process.</p>
34	N/A	N/A	Clarification	<p>Q34: Will the city be conducting any face-to-face interview or screening round for the candidates?</p> <p>A34. No.</p>
35	N/A	N/A	Clarification	<p>Q35: Where can we find prime bidders information to connect for subcontracting opportunities?</p> <p>A35: This information is not available.</p>
36	N/A	N/A	Clarification	<p>Q36: If a vendor doesn't participate in the National Program, do they have to pay the 3% Admin fee?</p> <p>A36: No. If a vendor is only awarded locally, that vendor will not have to pay admin fee, since their contract will not be available to the program.</p>

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37	N/A	N/A	Clarification	<p>Q37: Could the City please confirm whether submitting only Form AA302 satisfies the requirement outlined in the Affirmative Action Affidavit?</p> <p>A37: Offerors are encouraged to submit all New Jersey Business Compliance documents if they intend to do business within the State of New Jersey.</p>

In the event additional changes or clarifications to this RFP are warranted, all Vendors are responsible for monitoring the Procurement Portal for additional addenda.

We appreciate your interest in doing business with the City and look forward to receiving a proposal from your company.

Sincerely,

Christina Hollonquest
Procurement Officer