



**Procurement**

300 Turner Street NW  
North End Center, Ste 2100  
Blacksburg, Virginia 24061  
P: (540) 231-6221 F: (540) 231-9628  
[www.procurement.vt.edu](http://www.procurement.vt.edu)

October 7, 2024

Express Employment Professionals  
Garry Norris  
1910 Electric Rd  
Roanoke, VA 24018-1621

Dear Garry,

Subject: Contract Renewal Letter

Virginia Tech Contract #: VTS-1887-2023  
Commodity/Service: Temporary Employment Services  
Renewal Period: 2/1/25 - 1/31/27  
Renewal #: (1 of 2) two-year renewal

In accordance with the renewal provision of the original contract, the university would like to renew the contract for an additional term. Please advise concerning your intention by signing in the appropriate space below. A signed copy of this letter should be received in Procurement by ASAP.

If allowed by the contract, price adjustments must be requested at the time of renewal in accordance with the contract documents. Price adjustments are not automatic or retroactive and are only implemented upon request by the vendor at the time of renewal.

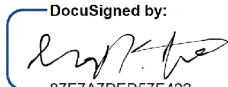
In addition, review the attached form which shows your company information as listed in the university's vendor database. If any of this information has changed, make corrections directly on the form, and return with this letter. It is essential this information be accurate for payments to be processed in a timely manner.

Virginia Tech recommends that our vendors utilize the Wells One AP Control Payment System for payment of all invoices and strongly encourages all vendors under contract with the university to participate in this program. If your firm is not enrolled in the program, refer to our website: <http://www.procurement.vt.edu/Vendor/WellsOne.html> or contact me directly for more information.

Sincerely,


Chad Dalton  
Systems and Contracts Lead  
(540) 231-9129

Express Employment Professionals **agrees** to renew the contract under the terms and conditions of the subject contract.

Authorized Signature:  \_\_\_\_\_ Date: 12/13/2024  
Name: Garry Norris \_\_\_\_\_ Title: Owner  
(please print)

**We currently participate in the Wells One Program:** \_\_\_\_\_

**We would like to participate in the Wells One Program:**  X

Approved:  \_\_\_\_\_  
05597CC6EBEB425...  
Assistant Director, Goods and Services  
Date: 12/13/2024

## **CONTRACT MODIFICATION AGREEMENT**

Date: June 14, 2023

Contract No.: VTS-1887-2023

Modification No.: One (1)

Issued By: Virginia Polytechnic Institute and State University (Virginia Tech)

Contractor: Express Employment Professionals

Commodity: Temporary Employment Services

This Supplemental Agreement is entered into pursuant to the provisions of the basic contract.

### **Description of Modification:**

The Criminal Conviction Check Term and Condition within this contract is hereby replaced in its entirety and replaced with the following:

**CRIMINAL CONVICTION CHECKS:** All criminal conviction checks must be concluded before the Contractor's employees gaining access to the Virginia Tech Campus. Employees who have separated employment from Contractor shall undergo another background check before re-gaining access to the Virginia Tech campus. Contractor shall ensure subcontractors conduct similar background checks. All criminal conviction checks will normally include a review of the individual's records to include Social Security Number Search, Credit Report (if related to potential job duties), Criminal Records Search (any misdemeanor convictions and/or felony convictions are reported) in all states in which the employee has lived or worked over the past seven years, and the National Sex Offender Registry. In addition, the Global Watch list (maintained by the Office of Foreign Assets Control of The US Department of Treasury) should be reviewed. Virginia Tech reserves the right to audit a contractor's background check process at any time. All employees must self-disclose any criminal conviction(s) occurring while assigned to the Virginia Tech campus. Such disclosure shall be made to Contractor, which in turn shall notify the designated Virginia Tech contract administrator within 5 days. If, any time during the term of the contract, Virginia Tech discovers an employee has a conviction which raises concerns about university buildings, property, systems, or security, the contractor shall remove that employee's access to the Virginia Tech campus, unless Virginia Tech consents to such access in writing. Failure to comply with the terms of this provision may result in the termination of the contract.

- a. The University has an awarded contract with a service provider for criminal conviction screening and background checks. The University prefers this vendor be utilized by the Contractor to comply with the contractual obligations and University Policy 4060.
- b. If Contractor chooses to utilize a different firm than the university's preferred provider, the Contractor's selected service provider shall be pre-approved by the Virginia Tech Police department as an acceptable service provider for criminal

conviction and background checks to ensure that firm's service levels meet the requirements of University Policy #060.

- c. If a Contractor chooses to utilize a different firm than the university's preferred provider, a five-day hold will be required before placement of employees deemed by the Contractor to meet all of the requirements of the University including a clean background check. Contractor shall provide the University with the name, date of birth and the last four digits of the social security number of all individual(s) to be placed in a temporary position under this contract. The University reserves the right to conduct its own background check process during this hold period.

Except as provided herein, all terms and conditions of Contract Number VTS-1887-2023, as heretofore changed, remain unchanged and in full force and effect.

Contractor

By:

(Signature)

GARY D. MORRIS, CEO  
Name and Title

Virginia Tech

DocuSigned by:

Mary Helmick

By:

5943314F5CD3478...

Mary W. Helmick  
Director of Procurement

COMMONWEALTH OF VIRGINIA

STANDARD CONTRACT

Contract Number: VTS-1887-2023

This contract entered into this 8<sup>th</sup> day of November 2022 by Express Employment Professionals hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Polytechnic Institute and State University called "Virginia Tech."

WITNESSETH that the Contractor and Virginia Tech, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:


SCOPE OF CONTRACT: The Contractor shall provide Temporary Employment Services to Virginia Tech as set forth in the Contract Documents.

PERIOD OF CONTRACT: From February 1, 2023 through January 31, 2025 with the option of two 2-year renewals.


COMPENSATION AND METHOD OF PAYMENT: The Contractor shall be paid by Virginia Tech in accordance with the Contract Documents.

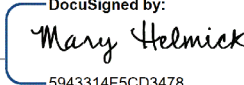
CONTRACT DOCUMENTS: The Contract Documents shall consist of this signed contract, Request for Proposal (RFP) number 49302207 dated June 21, 2022, together with Addendum Number 1 To RFP dated July 7, 2022, Addendum Number 2 To RFP dated July 11, 2022, the proposal submitted by the Contractor dated July 12, 2022 and the negotiation summary, all of which Contract Documents are incorporated herein.

ELECTRONIC TRANSACTIONS: If this paragraph is initialed by both parties, to the fullest extent permitted by Code of Virginia, Title 59.1, Chapter 42.1, the parties do hereby expressly authorize and consent to the use of electronic signatures as an additional method of signing and/or initialing this contract and agree electronic signatures (for example, the delivery of a PDF copy of the signature of either party via facsimile or electronic mail or signing electronically by utilizing an electronic signature service) are the same as manual executed handwritten signatures for the purposes of validity, enforceability and admissibility.

  
(Initials)

In WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

Contractor  
By:   
(Signature)  
GARY D. NORRIS, OWNER  
Name and Title

Virginia Tech  
By:   
5943314F5CD3478...  
Mary W. Helmick  
Director of Procurement

# RFP



Request for Proposal #49302207

For

Temporary Employment Services

June 21, 2022

**Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, sexual orientation, gender identity, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.**

RFP # 49302207, Temporary Employment Services

**INCLUDE THIS PAGE WITH YOUR PROPOSAL, SIGNATURE AT SUBMISSION IS REQUIRED**

**DUE DATE:** Proposals will be received until July 12, 2022 at 3:00 PM. Failure to submit proposals to the correct location by the designated date and hour will result in disqualification.

**INQUIRIES:** All inquiries for information regarding this solicitation should be directed to Kim Widrig, Senior Buyer, Phone: (540) 231- 8543 e-mail: [kdcromer@vt.edu](mailto:kdcromer@vt.edu). All inquiries will be answered in the form of an addendum. Inquiries must be submitted by July 5, 2022 at 12:00 PM. Inquiries must be submitted to the procurement officer identified in this solicitation.

**PROPOSAL SUBMISSION:**

**Proposals may NOT be hand delivered to the Procurement Office.**

Virginia Tech has partnered with Bonfire Interactive to create a new procurement portal that will allow you to access business opportunities and submit bids and proposals to Virginia Tech digitally.

**Proposals must be submitted electronically at:**

<https://procurement-vt.bonfirehub.com/>.

Vendors are requested to visit the new Procurement Portal then follow the link to the Bonfire vendor registration page to register your company. Registration is easy and free. If you have any challenges with the registration process, please contact Bonfire Interactive Support at [support@gobonfire.com](mailto:support@gobonfire.com).

**It is encouraged for all vendors to register prior to the proposal submission deadline to avoid late submissions.** Log into your Bonfire Vendor account in order to access the opportunity and begin preparing your submission. Upon completion you will be directed to your Submission Receipt. Virginia Tech will not confirm receipt of proposals. It is the responsibility of the offeror to make sure their proposal is delivered on time.

For a quick tutorial on how to upload a submittal, visit: [https://support.gobonfire.com/hc/en-us/articles/360011034814-Creating-and-Uploading-a-Submission-for-Vendors-?\\_ga=2.42375717.1472165071.1588110542-997330893.1585332052](https://support.gobonfire.com/hc/en-us/articles/360011034814-Creating-and-Uploading-a-Submission-for-Vendors-?_ga=2.42375717.1472165071.1588110542-997330893.1585332052)

Hard copy or email proposals will not be accepted. Late proposals will not be accepted, nor will additional time be granted to any individual Vendor.

**Attachments must be smaller than 1000MB in order to be received by the University.**

*In compliance with this Request For Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.*

AUTHORIZED SIGNATURE: \_\_\_\_\_ Date: \_\_\_\_\_

03/28/2022

**[INCLUDE THIS PAGE]**



I. PURPOSE:

This Request for Proposal (RFP) seeks to solicit proposals to establish a contract through competitive negotiations by Virginia Polytechnic Institute and State University (Virginia Tech), an agency of the Commonwealth of Virginia, and existing childcare providers in the New River Valley of Virginia.

In order for Virginia Tech to fulfill its mission, a well-trained and diverse workforce must be in place. The intent of Virginia Tech's Human Resources Department is to maintain a fully employed workforce of wage, salaried and student wage positions. However, certain unexpected and unpredictable event such as short-term projects, leaves, and voluntary terminations requires the university to utilize the services of temporary employment agencies. It is vital that Virginia Tech departments, on and off-campus, be able to fill unexpected vacancies on a temporary basis in an efficient and expeditious manner.

II. SMALL, WOMAN-OWNED AND MINORITY (SWAM) BUSINESS PARTICIPATION:

The mission of the Virginia Tech supplier opportunity program is to foster inclusion in the university supply chain and accelerate economic growth in our local communities through the engagement and empowerment of high quality and cost competitive small, minority-owned, women-owned, and local suppliers. Virginia Tech encourages prime suppliers, contractors, and service providers to facilitate the participation of small businesses, and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other inclusive and innovative relationships.

For more information, please visit: <https://www.sbsd.virginia.gov/>

III. CONTRACT PERIOD:

The term of this contract is for two years, or as negotiated. There will be an option for two (2) two-year renewals, or as negotiated.

IV. EVA BUSINESS-TO-GOVERNMENT ELECTRONIC PROCUREMENT SYSTEM:

The eVA Internet electronic procurement solution streamlines and automates government purchasing activities within the Commonwealth of Virginia. Virginia Tech, and other state agencies and institutions, have been directed by the Governor to maximize the use of this system in the procurement of goods and services. *We are, therefore, requesting that your firm register as a vendor within the eVA system.*

There are transaction fees involved with the use of eVA. These fees must be considered in the provision of quotes, bids and price proposals offered to Virginia Tech. Failure to register within the eVA system may result in the quote, bid or proposal from your firm being rejected and the award made to another vendor who is registered in the eVA system.

Registration in the eVA system is accomplished on-line. Your firm must provide the necessary information. Please visit the eVA website portal at <http://www.eva.virginia.gov/pages/eva-registration-buyer-vendor.htm> and **register both with eVA and Ariba**. *This process needs to be completed before Virginia Tech can issue your firm a Purchase Order or contract.* If your firm conducts business from multiple geographic locations, please register these locations in your initial registration.

For registration and technical assistance, reference the eVA website at: <https://eva.virginia.gov/>, or call 866-289-7367 or 804-371-2525.



V. CONTRACT PARTICIPATION:



It is the intent of this solicitation and resulting contract to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institutions, or Virginia Tech's affiliated corporations and/or partnerships may access any resulting contract if authorized by the contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor, the resultant contract may be extended to the entities indicated above to purchase at contract prices in accordance with contract terms. The Contractor shall notify Virginia Tech in writing of any such entities accessing the contract, if requested. No modification of this contract or execution of a separate contract is required to participate. The Contractor will provide semi-annual usage reports for all entities accessing the Contract, as requested. Participating entities shall place their own orders directly with the Contractor and shall fully and independently administer their use of the contract to include contractual disputes, invoicing and payments without direct administration from Virginia Tech. Virginia Tech shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that Virginia Tech is not responsible for the acts or omissions of any entity, and will not be considered in default of the contract no matter the circumstances.

Use of this contract does not preclude any participating entity from using other contracts or competitive processes as the need may be.

VI. STATEMENT OF NEEDS:

- A. Virginia Tech needs the services of a contractor, or multiple contractors, to provide temporary employment services as follows:
1. Temporary personnel as required for the position classifications listed in Attachment B as well as other position classifications, which may be required for future needs.
  2. Temporary personnel shall be employed by the contractor. The Contractor shall be responsible for all payroll taxes, Worker's Compensation, payroll reports, and all other employer federal and state record keeping and reporting requirements for temporary personnel (such as associated costs and reporting requirements for the Affordable Care Act).
  3. Jobs requiring a driver's record check must be completed with acceptable results before driving. Positions requiring a CDL must have a valid CDL license, a completed driving

check with acceptable results, and an active DOT medical certification before driving. *Federal law (and VT policy) requires items other than those listed above, including the following.* All DOT-mandated CDL drivers are also subject to DOT drug and alcohol testing rules that include (but are not limited to) a (clear) pre-employment drug screening and participation in a random drug and alcohol screening program, along with pre-employment and annual queries of the FMCSA Clearinghouse

4. Contractor, at its expense, shall conduct a criminal conviction screening on all employees who work on the Virginia Tech campus, or have access to Virginia Tech computer systems, including remote access. A criminal conviction check should consist of at least the following:
  - a. National criminal database search to include at least felony and misdemeanor convictions.
  - b. A social security trace to identify where the candidate/employee has lived for the past 7 years. The social security trace shall also include a Death Index Scan (DOB), and confirmation that the social is valid.
  - c. County level court searches to identify at least felony and misdemeanor convictions in all counties where the candidate/employee has lived in the past 7 years (as identified by the social security trace).
  - d. Search of the National Sex Offender database.

All criminal conviction checks must be concluded prior to employees gaining access. Employees who have separated employment from Contractor shall undergo another background check prior to re-gaining access to the Virginia Tech campus. Contractor shall ensure subcontractors conduct similar background checks.

Virginia Tech reserves the right to audit a Contractor's background check process at any time. All employees have a duty to self-disclose any criminal conviction(s) occurring while assigned to the Virginia Tech campus. Such disclosure shall be made to Contractor, which in turn shall notify the designated Virginia Tech contract administrator within 3 days.

If at any time during the term of the contract Virginia Tech discovers an employee has a conviction which raises concerns about university buildings, property, systems, or security, the Contractor shall remove that employee's access to the Virginia Tech campus, unless Virginia Tech consents to such access in writing.

Criminal history background screening shall be conducted for all positions as required in Virginia Tech Policy #4060. Failure to comply with the terms of this provision may result in the termination of the contract.

5. Each temporary employee supplied by the Contractor should be available for the entire length of the assignment. If a temporary employee is unable to complete an assignment, a one-week notice is preferred. The Contractor should immediately provide another candidate to fulfill the assignment.
6. It is preferred that the contractor have an office located within a fifty-mile radius of Virginia Tech's Blacksburg campus, preferably in the New River Valley area. It is also desirable that the Contractor have offices strategically located throughout the Commonwealth of Virginia to provide services for Virginia Tech's off-campus offices.

7. The Contractor shall not charge the university any placement fees or agency fees if a temporary employee submits an application for full-time employment and is selected for employment through a competitive selection process. The temporary employee will normally give the Contractor a two-week notice prior to being employed by the university.
8. It is the responsibility of the Contractor or their temporary employees to provide transportation to the required locations. Temporary service personnel must comply with all Virginia Tech regulations, including but not limited to those pertaining to vehicle parking at the university. All personnel parking a vehicle on campus must obtain a parking permit at Parking Services located at 455 Research Center Drive, Blacksburg, Virginia, 24061.
9. Compensation to all temporary employees shall be at a minimum of \$12.00 per hour effective January 2023.

B. Virginia Tech will be responsible for the following:

1. Hiring departments will advise the Contractor of positions requiring driver's record checks.
2. The hiring department will determine the normal working hours for temporary personnel. Virginia Tech has some departments that are in operation as much as twenty-four (24) hours a day. Workweeks may include weekends and holidays. In addition, there may be overtime work. Overtime hours must be approved in advance by the department supervisor/manager. Lunch periods will range from 30-60 minutes and will be determined by management. No payments will be made for lunch periods.
3. Persons authorized to request temporary personnel will be identified by the Contract Administrator.

VII. PROPOSAL PREPARATION AND SUBMISSION:

A. Specific Requirements

Proposals should be as thorough and detailed as possible so that Virginia Tech may properly evaluate your capabilities to provide the required goods or services. Offerors are required to submit the following information/items as a complete proposal:

1. Plan for providing temporary employment services:
  - a. Describe Offerors ability to provide temporary employees on the Virginia Tech campus located in Blacksburg, Virginia as well as off-campus offices located throughout the Commonwealth of Virginia.
  - b. Identify the location of Offerors office or offices that will service the Virginia Tech account.
  - c. Describe the typical turn-around time for confirming the availability of a temporary placement.
  - d. Describe the average time frame for placement of temporary employee into requested position.

- e. Identify your regular and holiday office hours.
- f. Identify an account representative to handle and assist in any and all scheduling, billing and problem solving.
- g. Describe Offerors willingness to meet periodically with the contract administrator when required to discuss all services.

2. Rates:

- a. Identify recommended hourly pay rate, bill rate, overtime rate, and overtime bill rate for the position classifications listed in Attachment B.
- b. Provide a plan for adjusting rates during the initial contract period and subsequent contract renewals.
- c. Describe record keeping process that identifies the hours worked by the temporary employee.
- d. Describe billing process.

3. Qualifications/Experience:

- a. Describe Offerors qualifications and experience in providing temporary employment services.
- b. Identify account manager to be assigned to contract and describe their qualifications and experience.
- c. List names, qualifications, and experience of other staff that may provide services under the contract.

4. References:

Four (4) recent references, either educational (preferred) or governmental, for whom you have provided the type of services described herein. Include the date(s) services were furnished, the client name, address and the name and phone number of the individual Virginia Tech has your permission to contact.

Please indicate if you currently have a VASCUPP contract with another institution.

1. Participation of Small, Women-owned and Minority-owned Business (SWAM) Business:

If your business cannot be classified as SWaM, describe your plan for utilizing SWaM subcontractors if awarded a contract. Describe your ability to provide reporting on SWaM subcontracting spend when requested. If your firm or any business that you plan to subcontract with can be classified as SWaM, but has not been certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), it is expected that the certification process will be initiated no later than the time of the award. If your firm is currently certified, you agree to maintain your certification for the life of the contract. For assistance with SWaM certification, visit the SBSD website at <http://www.sbsd.virginia.gov/>

2. The return of the General Information Form and addenda, if any, signed and filled out as required.

#### D. General Requirements

3. RFP Response: In order to be considered for selection, Offerors shall submit a complete response to this RFP to include;

- a. **One (1) electronic document** in WORD format or searchable PDF of the entire proposal as one document, INCLUDING ALL ATTACHMENTS must be uploaded through the Bonfire online submission portal. Refer to page 2 for instructions.

Any proprietary information should be clearly marked in accordance with 2.d. below.

- b. Should the proposal contain **proprietary information**, provide **one (1) redacted electronic copy** of the proposal and attachments **with proprietary portions removed or blacked out**. This redacted copy should follow the same upload procedures as described on Page 1 of this RFP. This redacted copy should be clearly marked "*Redacted Copy*" within the name of the document. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable. Virginia Tech shall not be responsible for the Contractor's failure to exclude proprietary information from this redacted copy.

No other distribution of the proposals shall be made by the Offeror.

#### 2. Proposal Preparation:

- a. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in Virginia Tech requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by Virginia Tech at its discretion. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
- b. Proposals should be prepared simply and economically providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content.
- c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, subletter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and subletter should be repeated at the top of the next page. The proposal should contain a table of contents which cross references the RFP requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

- d. Ownership of all data, material and documentation originated and prepared for Virginia Tech pursuant to the RFP shall belong exclusively to Virginia Tech and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, to prevent disclosure the Offeror must invoke the protections of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data or other materials is submitted. The written request must specifically identify the data or other materials to be protected and state the reasons why protection is necessary. –The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in rejection of the proposal.
3. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to Virginia Tech.—This will provide an opportunity for the Offeror to clarify or elaborate on the proposal but will in no way change the original proposal. Virginia Tech will schedule the time and location of these presentations. Oral presentations are an option of Virginia Tech and may not be conducted. Therefore, proposals should be complete.

#### VIII. SELECTION CRITERIA AND AWARD:

##### A. Selection Criteria

Proposals will be evaluated by Virginia Tech using the following:

<u>Criteria</u>	<u>Maximum Point Value</u>
1. Quality of products/services offered and suitability for the intended purposes	20
2. Qualifications and experiences of Offeror in providing the goods/services	20
3. Specific plans or methodology to be used to provide the Services	20
4. Cost (or Price)	30
5. Participation of Small, Women-Owned and Minority (SWAM) Business	10
Total	100

##### B. Award

Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposal, including price, if so stated in the Request for Proposal. Negotiations shall then be conducted with the offerors so selected. Price shall be considered, but need not be the sole

determining factor. After negotiations have been conducted with each offeror so selected, Virginia Tech shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. Virginia Tech may cancel this Request for Proposal or reject proposals at any time prior to an award. Should Virginia Tech determine in writing and in its sole discretion that only one offeror has made the best proposal, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of this solicitation and the Contractor's proposal as negotiated.

Virginia Tech reserves the right to award multiple contracts as a result of this solicitation.

IX. INVOICES:

Invoices for goods or services provided under any contract resulting from this solicitation shall be submitted by email to [vtinvoices@vt.edu](mailto:vtinvoices@vt.edu) or by mail to:

Virginia Polytechnic Institute and State University (Virginia Tech)  
Accounts Payable  
North End Center, Suite 3300  
300 Turner Street NW  
Blacksburg, Virginia 24061

X. METHOD OF PAYMENT:

Virginia Tech will authorize payment to the contractor as negotiated in any resulting contract from the aforementioned Request for Proposal.

Payment can be expedited through the use of the Wells One AP Control Payment System. Virginia Tech strongly encourages participation in this program. For more information on this program please refer to Virginia Tech's Procurement website: <http://www.procurement.vt.edu/vendor/wellsone.html> or contact the procurement officer identified in the RFP.

XI. ADDENDUM:

Any **ADDENDUM** issued for this solicitation may be accessed at <http://www.apps.vpfin.vt.edu/html.docs/bids.php>. Since a paper copy of the addendum will not be mailed to you, we encourage you to check the web site regularly.

XII. COMMUNICATIONS:

Communications regarding this solicitation shall be formal from the date of issue, until either a Contractor has been selected or the Procurement Department rejects all proposals. Formal communications will be directed to the procurement officer listed on this solicitation. Informal communications, including but not limited to request for information, comments or speculations regarding this solicitation to any University employee other than a Procurement Department representative may result in the offending Offeror's proposal being rejected.

XIII. CONTROLLING VERSION OF SOLICITATION:

The posted version of the solicitation and any addenda issued by Virginia Tech Procurement Services is the mandatory controlling version of the document. Any modification of/or additions to



the solicitation by the Offeror shall not modify the official version of the solicitation issued by Virginia Tech Procurement Services. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, Virginia Tech reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

XIV. TERMS AND CONDITIONS:

This solicitation and any resulting contract/purchase order shall be governed by the attached terms and conditions, see Attachment A.

XV. CONTRACT ADMINISTRATION:

- A. Jeff Cumberland, Talent Acquisition Manager at Virginia Tech or their designee, shall be identified as the Contract Administrator and shall use all powers under the contract to enforce its faithful performance.
- B. The Contract Administrator, or their designee, shall determine the amount, quantity, acceptability, fitness of all aspects of the services and shall decide all other questions in connection with the services. The Contract Administrator, or their designee, shall not have authority to approve changes in the services which alter the concept or which call for an extension of time for this contract. Any modifications made must be authorized by the Virginia Tech Procurement Department through a written amendment to the contract.

XVI. ATTACHMENTS:

Attachment A - Terms and Conditions  
Attachment B – Position Classification

## ATTACHMENT A

### TERMS AND CONDITIONS

#### **RFP GENERAL TERMS AND CONDITIONS**

See:

[https://www.procurement.vt.edu/content/dam/procurement\\_vt\\_edu/docs/terms/GTC\\_RFP\\_02182022.pdf](https://www.procurement.vt.edu/content/dam/procurement_vt_edu/docs/terms/GTC_RFP_02182022.pdf)

#### **ADDITIONAL TERMS AND CONDITIONS**

1. **ADDITIONAL GOODS AND SERVICES:** The University may acquire other goods or services that the supplier provides other than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services under the same pricing, terms and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services newly introduced during the term of the Agreement.
2. **AUDIT:** The Contractor hereby agrees to retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. Virginia Tech, its authorized agents, and/or the State auditors shall have full access and the right to examine any of said materials during said period.
3. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that Virginia Tech shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
4. **CANCELLATION OF CONTRACT:** Virginia Tech reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the Contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
5. **CONTRACT DOCUMENTS:** The contract entered into by the parties shall consist of the Request for Proposal including all modifications thereof, the proposal submitted by the Contractor, the written results of negotiations, the Commonwealth Standard Contract Form, all of which shall be referred to collectively as the Contract Documents.
6. **IDENTIFICATION OF PROPOSAL EMAIL:** Virginia Tech will only be accepting electronic submission of proposals. All submissions must be submitted to <https://procurement-vt.bonfirehub.com/>. Upon completion you will be directed to your Submission Receipt. Virginia Tech will not confirm receipt of proposals. It is the responsibility of the offeror to make sure their proposal is delivered on time. **Attachments must be smaller than 1000MB in order to be received by the University.** Proposals may **NOT** be hand delivered to the Procurement Office.
7. **NOTICES:** Any notices to be given by either party to the other pursuant to any contract resulting from this solicitation shall be in writing via email.
8. **SEVERAL LIABILITY:** Virginia Tech will be severally liable to the extent of its purchases made against any contract resulting from this solicitation. Applicable entities described herein will be severally liable to the extent of their purchases made against any contract resulting from this solicitation.

**9. CLOUD OR WEB HOSTED SOFTWARE SOLUTIONS:** For agreements involving Cloud-based Web-hosted software/applications refer to link for additional terms and conditions: [http://www.ita.vt.edu/purchasing/VT\\_Cloud\\_Data\\_Protection\\_Addendum\\_final03102017.pdf](http://www.ita.vt.edu/purchasing/VT_Cloud_Data_Protection_Addendum_final03102017.pdf)

**10. ADVERTISING:** In the event a contract is awarded for supplies, equipment, or services resulting from this solicitation, no indication of such sales or services to Virginia Tech will be used in product literature or advertising. The contractor shall not state in any of the advertising or product literature that the Commonwealth of Virginia or any agency or institution of the Commonwealth has purchased or uses its products or services.

**11. INSURANCE:**

By signing and submitting a Proposal/Bid under this solicitation, the offeror/bidder certifies that if awarded the contract, it will have the following insurance coverages at the time the work commences. Additionally, it will maintain these during the entire term of the contract and that all insurance coverages will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

During the period of the contract, Virginia Tech reserves the right to require the contractor to furnish certificates of insurance for the coverage required.

**INSURANCE COVERAGES AND LIMITS REQUIRED:**

- A. Worker's Compensation - Statutory requirements and benefits.
- B. Employers Liability - \$100,000.00
- C. General Liability - \$2,000,000.00 combined single limit. Virginia Tech and the Commonwealth of Virginia shall be named as an additional insured with respect to goods/services being procured. This coverage is to include Premises/Operations Liability, Products and Completed Operations Coverage, Independent Contractor's Liability, Owner's and Contractor's Protective Liability and Personal Injury Liability.
- D. Automobile Liability - \$500,000.00
- E. Builders Risk – For all renovation and new construction projects under \$100,000 Virginia Tech will provide All Risk – Builders Risk Insurance. For all renovation contracts, and new construction from \$100,000 up to \$500,000 the contractor will be required to provide All Risk – Builders Risk Insurance in the amount of the contract and name Virginia Tech as additional insured. All insurance verifications of insurance will be through a valid insurance certificate.
- F. The contractor agrees to be responsible for, indemnify, defend and hold harmless Virginia Tech, its officers, agents and employees from the payment of all sums of money by reason of any claim against them arising out of any and all occurrences resulting in bodily or mental injury or property damage that may happen to occur in connection with and during the performance of the contract, including but not limited to claims under the Worker's Compensation Act. The contractor agrees that it will, at all times, after the completion of the work, be responsible for, indemnify, defend and hold harmless Virginia Tech, its officers, agents and employees from all liabilities resulting from bodily or mental injury or property damage directly or indirectly arising out of the performance or nonperformance of the contract.

**12. SUBCONTRACTS:** No portion of the work shall be subcontracted without prior written consent of Virginia Tech. In the event that the contractor desires to subcontract some part of the work specified herein, the contractor shall furnish Virginia Tech the names, qualifications and experience of their proposed subcontractors. The contractor shall, however, remain fully liable and responsible for the work to be done by his subcontractor(s) and shall assure compliance with all requirements of the contract.

**ATTACHMENT B****Position Classifications**

<b>1</b>	<p><b><u>ACCOUNTANT</u></b></p> <p>Duties: May involve one or more of the following: Payroll, Cost Accounting, Accounts Payable/Receivable, including invoice processing, recoverable billings and account reconciliation.</p> <p>Preferred Qualifications: Undergraduate degree in accounting or related field or extensive work-related experience. Proven experience in an accounting office or accounts receivable/accounts payable function. Considerable knowledge of Generally Accepted Accounting Principles. Experience with job cost accounting, invoice processing, and/or account reconciliation. Strong analytic and problem solving skills.</p>
<b>2</b>	<p><b><u>CARPENTER</u></b></p> <p>Duties: May include repair and installation of floors, repair and installation of ceilings (including grid type drop ceiling), hanging doors, installation of door hardware, assembling and disassembling office furniture, picture and shelving installation, demolition of walls or structures, installation of asphalt roofing shingles, rough framing of new or renovation construction using metal or wood studs, installation of sheetrock or other wall material, construction of small structures, installation and removal of concrete forms, pouring and finishing concrete, installation of trim work and paneling, installation of cabinets, and general shop duties such as furniture repairs.</p> <p>Preferred Qualifications: Journey-level experience in commercial and/or residential carpentry. Ability to safely, frequently, and independently move 50 lbs. Ability to climb and work from ladders and scaffolds. Overtime may be required.</p>
<b>3</b>	<p><b><u>COMPUTER SUPPORT SPECIALIST</u></b></p> <p>Duties: Provide hardware and desktop systems administration in support of computer infrastructure. Perform installation, configuration, upgrades, security, and maintenance of computer systems. Provide troubleshooting and application support to users. Perform network and server administration of departmental Windows servers. Perform and manage production control activities.</p> <p>Preferred Qualifications: Bachelor's degree in computer science, computer engineering or related field or equivalent level training and experience. Experience in installation, maintenance and configuration of multiple desktop operating systems. Working knowledge of a variety of desktop applications software including data base, spreadsheet, word processing, graphics and internet software. Ability to communicate effectively with computer users and vendors. Ability to troubleshoot hardware and software problems.</p>
<b>4</b>	<p><b><u>COOK</u></b></p> <p>Duties: Assist with daily food preparation based on production needs. Follow established procedures for recipes, prepping, cooking, handling, storage, presentation of food product, and ensure compliance with the procedures thus providing a high quality product. Check all items before leaving kitchen ensuring items are attractive, garnished, palatable, and proper temperature. Monitor quality and appearance of foods on serving lines. Help ensure a clean and safe environment for employees and customers. Maintain equipment to ensure safety and good sanitation. Responsible for proper food handling techniques.</p> <p>Preferred Qualifications: Demonstrated knowledge of commercial kitchen and food service operations including recipe management, preparation, set-up, merchandising, presentation, and maintenance. Ability to communicate effectively with all levels of personnel and public; excellent customer services skills; ability to handle multiple tasks and serve high volume/quality in a fast paced environment.</p>

5	<p><b><u>DISHWASHER</u></b></p> <p>Duties: Operation of dish room equipment, sort, wash, sanitize, dry, and stack pots, dishes, glassware and other utensils used in preparation and service of food and dining operations. Perform housekeeping duties and maintain a clean and safe work area.</p> <p>Preferred Qualifications: Ability to stand on feet for extended periods of time and to lift up to 35 lbs. Ability to work with minimal supervision quickly and efficiently. Ability to work around water and commercial detergents for long periods of time.</p>
6	<p><b><u>ELECTRICIAN</u></b></p> <p>Duties: Perform maintenance and repair of building electrical systems of up to and including 480VAC. Perform installation of building electrical systems. Install and maintain motors and associated controls, and respond to emergency calls. Trouble shoot problems with motors, motor control centers and controls such as fire stats, freeze stats, float switches and air flow sensors.</p> <p>Preferred Qualifications: Journey-level electrician experience. Experience in maintenance and installation of electrical power and lighting systems, motors, and associated controls. Demonstrated working knowledge of power controls, the National Electrical Code and ability to follow electrical drawings; ability to climb and work from elevated workstations such as ladders and scaffolds, and work in confined spaces at elevated temperatures. Ability and willingness to safely use respirator equipment. Due to emergency response requirement, must be able to respond to emergency calls within one hour of notification. Experience in electrical maintenance as an institutional or commercial electrician, and/or completion of the Virginia Apprenticeship or similar Program.</p>
8	<p><b><u>EQUIPMENT OPERATOR</u></b></p> <p>Duties: Operate a wide variety of equipment including: excavators, front-end loaders, backhoes, dozers, delivery trucks and other equipment. Utilize equipment to excavate/transport/move material as directed.</p> <p>Preferred Qualifications: Experience operating a variety of light and heavy equipment such as: all types of forklifts (stand-up, sit down, gas, electric), scissor lifts, track hoe, excavator, hoe ram, track loader, large forklift, large delivery truck with hydraulic components required. Must be able to operate safely and efficiently in all conditions including in steep terrain and in adverse weather conditions.</p>
9	<p><b><u>ADMINISTRATIVE ASSISTANT</u></b></p> <p>Duties: Provide clerical support to the assigned area. Responsibilities will include, but may not be limited to reception, mail distribution, records management, preparing various correspondence, appointment scheduling, travel coordination, etc.</p> <p>Preferred Qualifications: Education and/or experience in secretarial, administrative or business related field. Ability to work independently and make decisions necessary to keep the office running efficiently. Ability and willingness to initiate needed functions without close supervision. Ability to communicate effectively, exercising tact, discretion, and diplomacy in dealing with a large number of diverse people from outside the office as well as internal personnel. Ability to interpret policies and procedures. PC skills such as Word, Excel, PowerPoint. Must be highly organized in approach to tasks.</p>

10	<p><b><u>FARM WORKER</u></b></p> <p>Duties: Provide assistance and general support in all aspects related to operation of farm. May include feeding/watering animals, gathering supplies, moving/preparing materials, grounds work including digging, shoveling, planting, irrigation, etc. Other duties as assigned.</p> <p>Preferred Qualifications: Knowledge of farm operation basic tools helpful. Ability to lift up to 100 lbs. Ability and willingness to work around large animals.</p>
12	<p><b><u>FISCAL TECHNICIAN</u></b></p> <p>Duties: Process invoices, reconcile accounts, and perform other fiscal duties to support assigned area/department. Perform data entry, search, and retrieve information from applicable systems. Prepare financial reports, research issues, process journal transfers, and provide support to financial analyses.</p> <p>Preferred Qualifications: Experience in a fiscal position in an accounts receivable/accounts payable division or other accounting-related office setting. Post-high school coursework in bookkeeping/accounting, advance degree, or professional certificate preferred. Experience with financial databases to include data entry, search, and retrieval. Extremely accurate data entry and recordkeeping skills. Proficiency using computers in an office environment. Excellent customer service and communications skills. The ability to prioritize work and meet deadlines in a high-volume, multi-task environment.</p>
13	<p><b><u>FOOD SERVICE WORKER</u></b></p> <p>Duties: Cook/grill all production to specifications. Serve and restock food. Report product problems to management and chef/kitchen staff. Stock items daily (utensils, plates, paper goods). Maintain sanitation and shop cleanliness at all times (serving lines, doors, glass, countertops, walls, counters, warmers, coolers, refrigerators, sweep/mop floors, and other service equipment). Break down/clean equipment per manual. May assist with cooking/grilling as needed.</p> <p>Preferred Qualifications: Experience in fast-food or large multi-menu food service facility. Basic math and excellent communication skills. Knowledge of basic sanitation procedures as per food (storage, handling, temperatures-hot and cold), preparation and presentation. Knowledge and use of general and commercial kitchen equipment (stoves, grills, warmers, knives, fryers, woks, steam tables, refrigerators, etc.). Ability to work with little or no supervision.</p>
14	<p><b><u>GENERAL LABORER</u></b></p> <p>Duties: Provide general support and assistance to mechanics, trades workers and other general personnel. Responsibilities may include gathering supplies, moving/preparing materials, grounds work including digging, shoveling, lawn care, etc.</p> <p>Preferred Qualifications: Knowledge of trades and grounds work and tools helpful. Ability to lift up to 100 lbs. Some experience in one or more trades (carpentry, painting, electrical, masonry) helpful.</p>

15	<p><b><u>GRAPHIC ARTIST</u></b></p> <p>Duties: Produce designs and layouts to meet defined marketing requirements. Implement graphics design requirements as assigned to meet the defined visual “look, feel and appeal”. Provide production and support for senior designers, including preparing comprehensive design prototypes for client approval, mounting posters, providing layout and text revisions, designing charts and graphs, and archiving final files to CDs or other media.</p> <p>Preferred Qualifications: Bachelor’s degree in graphics design or equivalent related experience. Knowledge of graphic design concepts and printing production, including digital page makeup, image scanning, digital photo manipulation, color separation production, and pre-press preparation of files. Comprehensive knowledge of desktop design and publishing processes on the Macintosh platform and command of related software, including InDesign, PageMaker, Freehand, Photoshop, Microsoft Word, and other related applications.</p>
16	<p><b><u>GROUNDS WORKER</u></b></p> <p>Duties: To support the Grounds Department in the installation and maintenance operations of the university grounds. This includes but is not limited to tree/shrubbery pruning; tree and shrub removal; landscaping; preventative maintenance of equipment; snow/ice removal; and other duties as assigned.</p> <p>Preferred Qualifications: Ability to safely operate all equipment including but not limited to chainsaws, power hedge trimmer, and hand tools. Some basic knowledge of preventative maintenance on equipment. Ability to perform required duties safely in a densely populated area. Ability to work in a variety of weather conditions. Ability to prune trees and shrubs correctly. Ability to work with a variety of chemicals used in grounds keeping including insecticides, fertilizers, grass/weed killers, etc.</p>
17	<p><b><u>HOUSEKEEPING WORKER</u></b></p> <p>Duties: General housekeeping duties to include, but not limited to; trash removal, floor maintenance, cleaning of one or more of the following: hotel guest rooms, classrooms, offices, labs, stairwells, locker rooms, and other public areas as assigned.</p> <p>Preferred Qualifications: Ability to follow simple instructions. Ability to perform a variety of cleaning tasks. Ability to stand on feet for extended periods of time, climb stairs and lift up to 35 lbs.</p>
18	<p><b><u>General Laborer/Special Projects Crew</u></b></p> <p>Provide service to residents by delivering, removing, placing, storing and/or repairing furnishings in resident halls. Responsible for the care and handling of housekeeping supplies, equipment, and assigned keys. May be required to drive truck/van to haul scrap material for disposal at public landfill or other areas of disposal such as hoppers for recycling of wood and metal and other recyclable materials. Follow all health and safety rules and procedures. May be required to perform duties adjacent to buildings such as removing snow and ice from entrances and sidewalks, raking leaves, gathering trash from grounds and sweeping sidewalks. Assist in preparation for special events and other work at the direction of the Housekeeping Supervisor.</p> <p>Preferred Qualifications: Previous experience such as: furniture repair; moving large, bulky, heavy objects; and inventory and storage. Must have excellent customer service and communication skills for interaction with employees, students and visitors at a large university campus. Experience in cleaning of institutional, domestic or commercial areas and use and care of manual and electrically powered cleaning equipment preferred.</p>



20	<p><b><u>LABORATORY TECHNICIAN</u></b></p> <p>Duties: Provide routine to moderately complex technical lab support for a research facility. Collect, analyze, and process laboratory samples. Perform a variety of tests, using both routine and special techniques and methods. May assist in report writing. Set up equipment and materials for course instruction. Perform routine library work, including finding literature and copying articles.</p> <p>Preferred Qualifications: Degree in related field or related experience. Knowledge of common laboratory equipment such as autoclaves, balances, pH meters, microscopes and spectrophotometers. Ability to accurately prepare media, solutions and reagents used in teaching laboratories. Thorough knowledge of basic laboratory principles and procedures, laboratory safety guidelines and analytical instrumentation. Ability to work independently and to communicate effectively.</p>
21	<p><b><u>MECHANIC</u></b></p> <p>Duties: Perform basic troubleshooting, repair and preventative maintenance on a wide variety of equipment, tools, engines, machines and other mechanically functioning equipment.</p> <p>Preferred Qualifications: Journey-level experience in maintenance, repair, or one of the trades. Commercial Driver's License desirable. Ability to safely, frequently, and independently move up to 50 lbs. Ability to climb and work from ladders and scaffolds. Overtime may be required.</p>
22	<p><b><u>OFFICE CLERK</u></b></p> <p>Duties: Provide clerical and administrative support. Duties include answering phones, message delivery, scheduling meetings, ordering supplies, processing mail, issuing uniforms, copying, typing, and filing. Organize time cards and enter wage and student wage data into Banner. Prepare daily deposits and cash log. Maintain bulletin boards and pleasant office appearance. Receive visitors and employees in a courteous manner and ensure customer satisfaction.</p> <p>Preferred Qualifications: Previous office administration experience with evidence of receptionist duties, processing mail, copying, typing, filing, cash handling and related paperwork, handling receipts and invoices, timecards, and/or data entry. Strong bookkeeping and word processing skills with emphasis on efficiency, accuracy, and organization. Demonstrated knowledge of computers such as Windows 2000/NT, Microsoft Office, and Outlook.</p>
23	<p><b><u>PAINTER</u></b></p> <p>Duties: Apply paints, stains, and varnishes to interior and exterior surfaces, including all tasks needed for surface preparation. Use ladders and scaffolds to gain access to work areas. Use all needed tools (brushes, rollers, spray guns) in a proficient manner. Install window glass and signs. Other duties as assigned.</p> <p>Preferred Qualifications: Journey-level experience in commercial and/or residential painting. Candidate should be able to perform routine institutional painting tasks. Ability to safely, frequently, and independently move up to 50 lbs. Ability to climb and work from ladders and scaffolds. Overtime may be required.</p>

26	<p><b><u>PROGRAMMER</u></b></p> <p>Duties: As directed, assist in the conduct of the analyses, design and implementation of software/systems technical support and operating system capabilities. Assist in coding and maintaining utilities, job control language, compilers and system software of a routine nature. Modify, maintain and update existing software of a standard nature. Review potential applications and interfaces of hardware and software. Prepare elemental feasibility studies to evaluate requirements for new or revised systems software. Participate in the design of detailed systems design specifications to meet defined requirements. Conduct tests of revised or newly developed systems software to collect operating data and identify operating characteristics.</p> <p>Preferred Qualifications: Bachelor's degree in Computer Science or a related field or equivalent experience; experience with systems/software programming activities in a business environment. Working knowledge of a high level or machine level language is preferred.</p>
27	<p><b><u>Help Desk Technician</u></b></p> <p>Duties: Provide first level technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.</p> <p>Preferred Qualifications: bachelor's degree in information technology or related training and experience in documentation, troubleshooting, and current office software.</p>
30	<p><b><u>IT Security Analyst</u></b></p> <p>Duties: plan and carry out security measures to protect a department's computer networks and systems.</p> <p>Preferred Qualifications: bachelor's degree in information technology or related training and experience in network and systems security, cyber security, or related fields</p>
31	<p><b><u>Systems Analyst</u></b></p> <p>Duties: design information systems solutions to help a department operated more efficiently and effectively.</p> <p>Preferred Qualifications: bachelor's degree in information technology or BIT or related training and experience in designing business solutions, understanding clients business needs, and good communication skills.</p>

28	<p><b><u>SECURITY GUARD</u></b></p> <p>Duties: Provide security for university buildings/facilities as assigned by locking and unlocking them at prescribed times and to report security deficiencies and unauthorized activity. Operate a motor vehicle and support the Police department in the prevention and detection of criminal activity and providing an orderly environment in support of the university mission.</p> <p>Preferred Qualifications: Must be able to walk a considerable amount of time in performance of duties including up/down stairs, ladders, etc. Must be able to meet and effectively deal with the public on all matters concerning security issues. Must be able to deal with an often-irate clientele. Must be able to work in adverse weather conditions, days, nights, and weekends. Must be able to work overtime when required. Must have a valid driver's license. Must pass a criminal conviction check. Familiarity with the Virginia Tech campus, streets, and parking areas helpful. Experience with mobile radio and computer highly desired.</p>
29	<p><b><u>TRADES WORKER</u></b></p> <p>Duties: Provide general repair, preventative maintenance and support services. Responsibilities may include general maintenance including carpentry, painting, plumbing, electrical, and mechanical systems.</p> <p>Preferred Qualifications: Knowledge of trades and grounds work and tools required. Ability to lift up to 100 lbs. Work experience in one or more trades (carpentry, painting, electrical, masonry).</p>
30	<p><b><u>FOOD SERVICE ASSISTANT/Server</u></b></p> <p>Duties: Provide food service to customers with a high level of customer satisfaction. Take customer orders and deliver meals to customers while ensuring a clean, safe and sanitary environment for employees and customers.</p> <p>Preferred Qualifications: Excellent customer relations and communication skills; some knowledge of general safety rules and sanitation in food handling. Requires the ability to handle money, operate a cash register, and complete related reports with a high degree of accuracy.</p>
31	<p><b><u>WAREHOUSE WORKER</u></b></p> <p>Duties: Provide a full range of warehouse functions including receiving, shipping, filling requisitions, issuing, ordering, inventorying, storing products, supplies and equipment. Provide pick-up and delivery services. Perform duties in a manner consistent with established safety and security standards and procedures.</p> <p>Preferred Qualifications: Previous experience in and knowledge of a stockroom/warehouse, shipping and receiving, and inventory procedures. Ability to obtain certification in operating equipment, such as forklifts, pallet jacks, and hand trucks. Ability to communicate and work quickly and efficiently. Ability to lift, handle, and transport up to 100 lbs.</p>
32	<p><b><u>WEB DESIGNER</u></b></p> <p>Duties: Produce design and layout for a variety of web site applications. Recommend techniques and treatments which support the visual "look, feel and appeal" graphics design concepts of the site. Create and manipulate web graphics to optimized palette, size, speed, navigation, structure and web page layout. Plan and design functional interfaces. Coordinate with marketing, web content and web technical staff to define graphics requirements that complement overall functionality and purpose of the web site.</p> <p>Preferred Qualifications: Education and/or equivalent level of training in Journalism, Communications, Design or similar field. Demonstrated expertise in current internet standards, including web browsers and browser specifications. Excellent web design skills and experience managing web site content using various web content management and word processing software. Practical experience in writing and editing for electronic media. Strong communication skills and a meticulous attention to detail. Experience developing projects that combine HTML, CSS, and PHP or similar. Proficiency with software such as Macromedia Dreamweaver, Adobe Acrobat, Adobe Photoshop, QuickTime, RealMedia, Microsoft Word, Macromedia Captivate and Microsoft PowerPoint. Experience designing and creating brochures helpful.</p>

## ADDENDUM # 1 TO RFP # 49302207

**VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY** (Virginia Tech)  
**Procurement Department** (MC 0333)  
North End Center, Suite 2100  
300 Turner Street NW  
Blacksburg, Virginia 24061

DATE	<b>NEW</b> DUE DATE AND HOUR
July 7, 2022	August 2, 2022 at 3:00 PM

ADDRESS ALL INQUIRIES AND CORRESPONDENCE TO: Kim Widrig, Senior Buyer  
E-MAIL ADDRESS: kdcromer@vt.edu TELEPHONE NUMBER (540) 231-8543  
FAX NUMBER (540) 231-9628 AFTER HOUR MESSAGES (540) 231-6221

### Temporary Employment Services

1. Virginia Tech received a lot of questions and are currently working on getting answers. Another addenda with those answers will be posted by July 12.
2. All other terms, conditions and descriptions remain the same.
3. The due date and hour is changed from July 12 at 3:00 pm TO August 2 at 3:00 pm.

I acknowledge that I have read and understand this addendum in its entirety.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## ADDENDUM # 2 TO RFP # 49302207

**VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY** (Virginia Tech)  
**Procurement Department** (MC 0333)  
North End Center, Suite 2100  
300 Turner Street NW  
Blacksburg, Virginia 24061

DATE	<b>NEW</b> DUE DATE AND HOUR
July 11, 2022	August 2, 2022 at 3:00 PM

ADDRESS ALL INQUIRIES AND CORRESPONDENCE TO: Kim Widrig, Senior Buyer  
E-MAIL ADDRESS: kdcromer@vt.edu TELEPHONE NUMBER (540) 231-8543  
FAX NUMBER (540) 231-9628 AFTER HOUR MESSAGES (540) 231-6221

### Temporary Employment Services

1. Please see the attached responses to inquiries received about this RFP. No more questions will be taken at this time.
2. All other terms, conditions and descriptions remain the same.

I acknowledge that I have read and understand this addendum in its entirety.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## REQUEST FOR INFORMATION: TEMPORARY EMPLOYMENT SERVICES RFP

1. Who is the current incumbent(s) on this contract and how long have they been serving?

**RESPONSE:** Contracts were awarded to four vendors. These vendors have been under contract since 2018. Those contracts are available for review on the Virginia Tech Contracts Website:  
<https://contractsearch.procurement.vt.edu/?query=temporary%20employment%20services&page=1>

2. Can you please provide the pricing proposals of incumbents?

**RESPONSE:** Please see response to question 1. All pricing can be found in the contracts.

3. Can you please let us know the current budget and previous spending of this contract?

**RESPONSE:** The budget cannot be determined as temporary positions are acquired on an as-needed basis. 2021-2022 fiscal year spend was approximately \$610,000. This amount will vary depending on department needs from year to year.

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

**RESPONSE:** None at this time

5. Please confirm the anticipated number of awards.

**RESPONSE:** Virginia Tech reserves the right to award as many contracts as needed. At this time there is not a set number.

6. It is written in the RFP - "It is preferred that the contractor have an office located within a fifty-mile radius of Virginia Tech's Blacksburg campus, preferably in the New River Valley area. It is also desirable that the Contractor have offices strategically located throughout the Commonwealth of Virginia to provide services for Virginia Tech's off-campus offices." Is this a mandatory requirement?

**RESPONSE:** This is not a mandatory requirement.

7. What is the job location of the proposed candidates?

**RESPONSE:** Virginia Tech is looking for candidates all over Virginia as we have numerous locations across the Commonwealth.

8. Do we need to bid on all positions?

**RESPONSE:** No

9. Is this a new contract or are there any incumbents? If yes, could you please let us know the incumbent name and also, is the incumbent eligible to submit the proposal again?

**RESPONSE:** Please see answer to question 1 above. Incumbents are eligible to submit another proposal.

10. How many candidates were released in the previous contract? and How many positions do we expect in the current contract?

**RESPONSE:** This is unknown at this time.

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

**RESPONSE:** Please see the answer to question 20 regarding SWaM reporting.

12. 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?

**RESPONSE:** Yes

13. Are hourly rate ranges acceptable for proposed personnel?

**RESPONSE:** Yes

14. 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?

**RESPONSE:** Unknown at this time. Will depend on department's needs.

15. What will be the mode of oral presentation if conducted, via virtual or in-person?

**RESPONSE:** Any oral presentations will be conducted virtually via Zoom.

16. Do we need to submit Actual candidate resumes or sample resumes?

**RESPONSE:** Resumes are not needed at this time in the process.

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

**RESPONSE:** We will not be providing this information. You may contact our current vendors for information or reports they may provide.

18. Could you please provide the list of holidays?

**RESPONSE:** Virginia Tech's current holiday schedule can be found at:  
<https://www.hr.vt.edu/benefits/leave/holiday-closing-schedule.html>

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

**RESPONSE:** Please see holiday schedule at link above.

20. Does Virginia Tech have any specific SWaM spend goals you are trying to meet?

**RESPONSE:** The Commonwealth of Virginia has goals of 42% on SWaM spend. Although Virginia Tech constantly strives to increase our SWaM goals, we fall short. We ask all vendors to participate in level two reporting when feasible.

21. We are more focused on Administrative and IT staffing. We don't work on physical labor and other facilities maintenance type roles. Does that exclude us from the RFP in case we don't opt for the whole package?

**RESPONSE:** No

22. You haven't mentioned if the rates will be applicable for the full 2 year term or if we have a possibility of increasing the rates each year based on inflation and market conditions.

**RESPONSE:** This will be discussed during negotiations.



23. You are preferring a service provider and Account manager based in Blacksburg. Kindly share with us the number of incumbent vendors and average volume of work for us to detail the account servicing team. What account servicing structure do the incumbent vendors employ currently.

**RESPONSE:** While it is preferred, it is not required as Virginia Tech has many locations in Virginia.

24. In the solicitation instrument for RFP #49302207 Temporary Employment Services item #6 on page 5 states that " It is preferred that the contractor have an office located within a fifty-mile radius of Virginia Tech's Blacksburg campus, preferably in the New River Valley area."

Are qualified non-local and out of state Offerors excluded from bidding?

If not excluded, are local Offerors given a scoring advantage?

**RESPONSE:** Non-local and out of state Offerors are not excluded from putting in a proposal. The committee members may consider location when scoring but no advantage is specifically given.

25. Please share the current pay and bill rates for by position for temporary staff provided by the current vendor(s).

**RESPONSE:** Please see answer to #1. You can view contracts along with rates on our contracts page.

26. Would it be possible for VT to list the most frequently used temporary positions?

**RESPONSE:** Most of our roles fall into administrative staff, IT support, dining, event operations, trades but can also be varied at times beyond these roles.

27. Will there be Prevailing/Living wage requirements at time of award?

**RESPONSE:** The university has a minimum pay requirement of \$11 with it moving to \$12 Jan 1. 2023

28. What is the average temporary staff's tenure?

**RESPONSE:** The typical duration varies based on the department's needs.

29. Will VT interview/approve workers prior to placement?

**RESPONSE:** Some positions will have an interview, while others will not. It will depend on the need of each hiring unit and role.

30. Is drug testing required? If so, 5 panel or 10 panel?

**RESPONSE:** Only positions that have a requirement of CDL's or other safety specific roles would require drug testing.

31. What are your average time-to-fill rates? Are there any positions which tend to be challenging to fill?

**RESPONSE:** This is dependent on role and the search timeline.

32. Can VT provide any significant changes in enrollment or operations expected in the upcoming years that could impact labor spend or hiring volume?

**RESPONSE:** There is nothing planned that will necessarily impact the hiring, but ever changing labor markets will continue to impact our hiring plan.

33. Does VT expect any active contingent personnel to be transitioned to the new talent supplier? If so, how many resources are in the affected population?

**RESPONSE:** To be determined at time of award and dependent on which suppliers are awarded.

34. Does VT have tenure limits for contingent labor? If so, how are they enforced?

**RESPONSE:** No

35. Does VT expect vendors to provide timecard management or time clocks or does VT intend to leverage an existing internal time management process?

**RESPONSE:** We expect the vendor to keep track of all hours worked by workers.

36. What is the VT's preferred invoicing schedule (weekly, bi-weekly, monthly)?

**RESPONSE:** monthly

37. Does VT envision paying with a Purchasing Card?

**RESPONSE:** No

38. Does VT 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 considering when assessing our pricing capabilities?

**RESPONSE:** No

39. Are there additional transactional costs related to VT's organization (e.g., program/VMS fees) we should consider when assessing our pricing?

**RESPONSE:** No

40. 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 VT guidelines?

**RESPONSE:** Minimum pay is \$11 with an increase to \$12 in Jan. 2023

41. Does VT have mandatory PTO for contingent labor? If so, what is the expectation and does VT want this billed separately or factored into the markup/bill rate?

**RESPONSE:** No

42. Will VT be providing all equipment and workspaces needed for office-based positions?

**RESPONSE:** Yes, equipment and workspace will be provided by Virginia Tech.

43. What personal protection equipment (PPE) is required by VT and for which roles? What equipment is provided by VT versus what the vendor needs to provide? Will PPE be billed at cost to VT?

**RESPONSE:** If a role needs specific PPE the university will provide. This would exclude steel toe boots and pants if required for the role. Contingent workforce would need to furnish those.

44. Describe shift schedules for any positions outside normal business hours. How do shift schedules or other operational factors drive overtime usage? What is VT's experience with overtime as a percent (%) of total hours billed?

**RESPONSE:** The University has employees that work 24/7 and some roles may be outside M-F 8-5.

45. We understand that the contract will be awarded for an initial two-year period, with VT's option to renew for two, two-year renewals as negotiated. Will there be any consideration for pricing increases for the optional two years?

**RESPONSE:** Yes, this will be discussed during negotiations

46. Will all selected vendors receive the order at the same time? If not, with the award to potential multiple vendors, can you provide your process to deliver orders to the vendors? What will define your process - lowest price or fastest processing of the order?

**RESPONSE:** Contracts are posted and open to all campus departments. Departments work with vendors to determine which company best suits their needs. Pricing information is posted, so competition for each position is not required once contracts are in place.

47. May Bidder's provide an hourly rate range per job description selected on their pricing form?

**RESPONSE:** Yes

48. To ensure FCRA compliance, it is our company's policy to provide clients with an attestation of completion of background check pursuant to client's requirements, but not the actual results. Will VT accept letters of attestation in lieu of actual background check results?

**RESPONSE:** Yes

49. Will WBE/MBE/DBE certifications from states other than be acceptable in this bid?

**RESPONSE:** In order to receive full SWAM points, the vendor has to be SWAM certified in Virginia.

50. 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?

**RESPONSE:**

51. At what point in the RFP process would you like an ACORD proof of insurance document?

**RESPONSE:** At the time of the award

52. We are not classified as SWaM, what minimum percent do we need to subcontract to get the maximum possible point (10) for the Selection Criteria - Participation of Small, Women-Owned and Minority (SWAM) Business?

**RESPONSE:** In order to get a maximum of 10 points, the vendor would have to be Virginia SWAM certified. Subcontracting out to a SWAM vendor will get you 3-5 points depending on how much of the work is subcontracted out.

53. Are we required to provide benefits to our Temporary Employees? If yes, what minimum benefits must we provide?

**RESPONSE:** No, you are not required to provide benefits.

54. Throughout the tenure of the existing contract, please confirm the number of temp staff worked under the incumbent contracts and how many are active at this time?

**RESPONSE:** Not able to answer at this time.

55. Is there any challenge fulfilling the current staff needs with the existing contracts for related services or any specific improvements you are looking for?

**RESPONSE:** With the ever changing labor market, finding qualified individuals continues to be a challenge for all employers.

56. How much is intended to be spent (dollar value) once the contract is awarded?

**RESPONSE:** Unknown. This will depend on departmental needs.

57. Are additional points awarded to firms who are or have Minority Business Enterprise (MBE) partners?

**RESPONSE:** Please see answer to #52.

58. What are the current billable hourly rates or percentage mark-up rates?

**RESPONSE:** Please see answer to question #1. This will take you to our current contracts.

59. Are any of the position classifications considered faculty or do any of them hold any teaching responsibilities?

**RESPONSE:** No

60. Will the selected vendor be able to transition the current contingent workforce as part of the new?

**RESPONSE:** To be determined later depending on award winners.

61. Are there any peak periods, hiring ramps or seasonal changes that drive increased headcount needs?

**RESPONSE:** No

62. What is the projected average headcount by position category for 2022-2024?

**RESPONSE:** Unknown, temporary employees are on an as-needed basis.

63. What are the current pay rates for each position and shift?

**RESPONSE:** See answer to #1

64. Are all orientations paid orientations? How long is the orientation?

**RESPONSE:** There is no specific orientation for these role, rather on the job training and thus it would be part of work hours.

65. Do you provide pay increases? If so, how is this typically done?

**RESPONSE:** Pay increases would be determined between hiring unit and vendors to discuss.

66. How often does VA Tech evaluate their compensation structure for agency associates for competitiveness in the local market?

**RESPONSE:** Unknown at this time.

67. How many regular hours were used last year on your contingent workforce by category?

**RESPONSE:** Unknown at this time.

68. How many overtime hours were used last year on your contingent workforce by category?

**RESPONSE:** Unknown at this time.

69. Is there a vendor management system included in the program that we should consider as an additional cost in our bill rate or markup?

**RESPONSE:** No

70. What reports would you like the staffing vendor to supply?

**RESPONSE:** Hours worked by employee

71. Can the selected staffing vendor hold job fairs onsite year-round?

**RESPONSE:** More discussion would be needed.

72. Is there any special training or orientation requirements?

**RESPONSE:** No

73. What components are currently run for a new hire pre-employment criminal background?

**RESPONSE:** Requirements are outlined in the RFP

74. What drug screen panel is currently used?

**RESPONSE:** Drug screening is not needed for positions outside CDL drivers

75. What adjudication matrix is used if available?

**RESPONSE:** No specific matrix is used, a hiring manager decision.

76. Do any of your positions require any of the following?

- a. • Audiograms – No
- b. • Chemical exposure - Potentially
- c. • Working at heights over eight feet- Potentially
- d. • Lifting over 50 lbs. without assistance - Potentially
- e. • Working in confined spaces (e.g., tanks, trenches, vessels, pits)- Most likely not
- f. • Use of respirators – Most likely not
- g. • Operating heavy equipment – Most likely not

**RESPONSE:** See above in red.

77. Does Virginia Tech agree to provide return to work/light duty on customers' premises to contingent workers who have job-related restrictions resulting from occupational injury?

**RESPONSE:** This can be discussed on an individual basis.

78. Can additional roles be requested or added to this scope? For example, with there already being a lab technician in the scope could a scientist and scientific researcher be added?

**RESPONSE:** Yes, this is just a sample of skill sets.

79. Does Virginia Tech expect/require all LCATs be responded to?

**RESPONSE:** No

80. In the previous contract, the LCATs were a lot more IT-specific. Can we provide supplemental or additional LCATs in our response?

**RESPONSE:** Yes

81. Is it possible to add a blanket subcontractor agreement to the contract?

**RESPONSE:** No

82. Is it ok to provide more detailed pricing?

**RESPONSE:** Yes

83. Can you provide access to your OSHA logs from the past two years that includes the number of workplace incidents and lost time?

**RESPONSE:** Not at this time.

# Proposal





Proposal for

**TEMPORARY EMPLOYMENT SERVICES**  
**VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY**

RFP#: 49302207

July 12, 2022, 3:00 p.m.



Respecting People. Impacting Business.™

RFP # 49302207, Temporary Employment Services

**INCLUDE THIS PAGE WITH YOUR PROPOSAL, SIGNATURE AT SUBMISSION IS REQUIRED**

**DUE DATE:** Proposals will be received until July 12, 2022 at 3:00 PM. Failure to submit proposals to the correct location by the designated date and hour will result in disqualification.

**INQUIRIES:** All inquiries for information regarding this solicitation should be directed to Kim Widrig, Senior Buyer, Phone: (540) 231- 8543 e-mail: [kdcromer@vt.edu](mailto:kdcromer@vt.edu). All inquiries will be answered in the form of an addendum. Inquiries must be submitted by July 5, 2022 at 12:00 PM. Inquiries must be submitted to the procurement officer identified in this solicitation.

**PROPOSAL SUBMISSION:**

**Proposals may NOT be hand delivered to the Procurement Office.**

Virginia Tech has partnered with Bonfire Interactive to create a new procurement portal that will allow you to access business opportunities and submit bids and proposals to Virginia Tech digitally.

**Proposals must be submitted electronically at:**

<https://procurement-vt.bonfirehub.com/>.

Vendors are requested to visit the new Procurement Portal then follow the link to the Bonfire vendor registration page to register your company. Registration is easy and free. If you have any challenges with the registration process, please contact Bonfire Interactive Support at [support@gobonfire.com](mailto:support@gobonfire.com).

**It is encouraged for all vendors to register prior to the proposal submission deadline to avoid late submissions.** Log into your Bonfire Vendor account in order to access the opportunity and begin preparing your submission. Upon completion you will be directed to your Submission Receipt. Virginia Tech will not confirm receipt of proposals. It is the responsibility of the offeror to make sure their proposal is delivered on time.

For a quick tutorial on how to upload a submittal, visit: [https://support.gobonfire.com/hc/en-us/articles/360011034814-Creating-and-Uploading-a-Submission-for-Vendors-?\\_ga=2.42375717.1472165071.1588110542-997330893.1585332052](https://support.gobonfire.com/hc/en-us/articles/360011034814-Creating-and-Uploading-a-Submission-for-Vendors-?_ga=2.42375717.1472165071.1588110542-997330893.1585332052)

Hard copy or email proposals will not be accepted. Late proposals will not be accepted, nor will additional time be granted to any individual Vendor.

**Attachments must be smaller than 1000MB in order to be received by the University.**

*In compliance with this Request For Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.*

AUTHORIZED SIGNATURE: \_\_\_\_\_



Date: \_\_\_\_\_

7/29/22

03/28/2022

**[INCLUDE THIS PAGE]**

## **ADDENDUM # 1 TO RFP # 49302207**

**VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY** (Virginia Tech)  
**Procurement Department** (MC 0333)  
North End Center, Suite 2100  
300 Turner Street NW  
Blacksburg, Virginia 24061

DATE	NEW DUE DATE AND HOUR
July 7, 2022	August 2, 2022 at 3:00 PM

ADDRESS ALL INQUIRIES AND CORRESPONDENCE TO: Kim Widrig, Senior Buyer  
E-MAIL ADDRESS: kdcromer@vt.edu TELEPHONE NUMBER (540) 231-8543  
FAX NUMBER (540) 231-9628 AFTER HOUR MESSAGES (540) 231-6221

### **Temporary Employment Services**

1. Virginia Tech received a lot of questions and are currently working on getting answers. Another addenda with those answers will be posted by July 12.
2. All other terms, conditions and descriptions remain the same.
3. The due date and hour is changed from July 12 at 3:00 pm TO August 2 at 3:00 pm.

I acknowledge that I have read and understand this addendum in its entirety.

 7/29/22  
\_\_\_\_\_  
Signature Date



## ADDENDUM # 2 TO RFP # 49302207

**VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY** (Virginia Tech)  
**Procurement Department** (MC 0333)  
North End Center, Suite 2100  
300 Turner Street NW  
Blacksburg, Virginia 24061

DATE	NEW DUE DATE AND HOUR
July 11, 2022	August 2, 2022 at 3:00 PM

ADDRESS ALL INQUIRIES AND CORRESPONDENCE TO: Kim Widrig, Senior Buyer  
E-MAIL ADDRESS: kdcromer@vt.edu TELEPHONE NUMBER (540) 231-8543  
FAX NUMBER (540) 231-9628 AFTER HOUR MESSAGES (540) 231-6221

### Temporary Employment Services

1. Please see the attached responses to inquiries received about this RFP. No more questions will be taken at this time.
2. All other terms, conditions and descriptions remain the same.

I acknowledge that I have read and understand this addendum in its entirety.

  
\_\_\_\_\_  
Signature

7/29/22  
\_\_\_\_\_  
Date

## TABLE OF CONTENTS

### Specific Requirements

1.	Plan for providing temporary employment services	1
a.	Ability to provide	1
b.	Location of Offerors office or offices	1
c.	Typical turn-around time	2
d.	Average time frame for placement of temporary employee	2
e.	Regular and holiday office hours	3
f.	Account representative	3
g.	Offerors willingness to meet periodically	3
2.	Rates	4
a.	Recommended Hourly and Overtime Rates	5
b.	Plan for adjusting rates	5
c.	Describe record keeping process	6
d.	Describe billing process	6
3.	Qualifications/Experience	7
a.	Offerors qualifications and experience	7
b.	Account manager to be assigned to contract	7
c.	Names, qualifications, and experience of other staff	8
4.	References	9
5.	SWAM Utilization	9
	Express Employment Professionals Additional Information	10

**A. SPECIFIC REQUIREMENTS****1. Plan for providing temporary employment services**

- a. Describe Offerors ability to provide temporary employees on the Virginia Tech campus located in Blacksburg, Virginia as well as off-campus offices located throughout the Commonwealth of Virginia.*

Express Employment Professionals in the New River and Roanoke Valley areas provide staffing services for a wide variety of business, government and educational institutions. Daily, Express recruits and offers positions to engineers, accountants, laborers, administrative staff, IT professionals, skilled trades workers, and dining service attendants, just to name a few. Each year, Express places a high priority on perfecting the recruiting process to provide the highest quality associate employees to our clients, whether the needs are temporary, full-time, or professional placement. Express's strategy for recruiting weaves together referral activities within our existing associate employee base, media relations, advertising, job fairs, networking with local employment agencies, and relationship building/networking within specialty niches. This integrated recruiting process has enabled Express offices around the world to effectively recruit a flexible and core workforce of over a half million associate employees. For your convenience in the Commonwealth of Virginia, Express has franchised locations in Christiansburg, serving all of the New River Valley (Montgomery, Craig, and Giles counties, as well as the City of Radford), Roanoke, Manassas, Newport News, Richmond, Stafford, Loudoun County, Charlottesville, Chesapeake, and Virginia Beach. Our franchise locations are able to service your needs within a 75 mile radius of their respective territory. Our New River Valley office will assist the other Virginia offices in contract set up if there are needs outside of the Blacksburg and Roanoke areas.

- b. Identify the location of Offerors office or offices that will service the Virginia Tech account.*

The specific offices that will service the Virginia Tech account are the Christiansburg and Roanoke franchises. If there are staffing needs for the off-campus offices located throughout the Commonwealth of Virginia, our Christiansburg and Roanoke offices will take the lead on all communications with our other franchised locations within the Commonwealth to assure needs are specifically met and are serviced in accordance with the agreed upon terms of the original contract.

New River Valley, Virginia

Owner: Garry D. Norris  
3225 N Franklin Street, Ste 10  
Christiansburg, VA 24073  
(540) 639-1692

Roanoke, Virginia

Owner: Garry D. Norris  
1910 Electric Road  
Roanoke, VA 24018  
(540) 989-7000

Virginia Beach, Virginia

Michael and Karol Hatten  
4530 Professional Circle, Ste 1B  
Virginia Beach, VA 23455  
(757) 961-8368

Newport News, Virginia

Beth and Chris Cary  
736A Thimble Shoals Boulevard  
Newport News, VA 23606  
(757) 596-8888

Richmond (Central), Virginia

Lloyd and Donna Schantz  
5253 South Laburnum Avenue  
Richmond, VA 23231  
(804) 767-3533

Charlottesville, Virginia

Richard McWilliams  
2114 Angus Rd, Ste 101  
Charlottesville, VA 22903  
(434) 290-0470

Richmond (North), Virginia

Lorraine Alexander  
827 East Parham Road, Ste 1  
Richmond, VA 23227  
(804) 261-4170

Stafford, Virginia

Jim and Vania Matthews  
233 Garrisonville Road  
Stafford, VA 22901  
(540) 720-7007

Loudoun County, Virginia

Jeremy Black  
14 Pidgeon Hill Drive Ste 160  
Sterling, VA 20165  
(703) 349-2003

Chesapeake-Suffolk, Virginia

Mike Hatten  
1244 A Executive Boulevard, Suite 101  
Chesapeake, VA 23320  
(757) 392-9998

Manassas, Virginia

Matt Williams  
9210 Church Street  
Manassas, VA 20110  
(703) 665-1717

- c. Describe the typical turn-around time for confirming the availability of a temporary placement.*

Turnaround time for confirming availability of temporary placement is within 24 hours of the time when any order is placed with Express Employment Professionals.

- d. Describe the average time frame for placement of temporary employee into requested position.*

Average time frame for placement of temporary employees into requested position is as follows:



Service	Timeframe
Administrative	24 Hours
Commercial	24-48 Hours
Professional	48-72 Hours

*e. Identify your regular and holiday office hours.*

Express Employment Professionals has a flexible workforce to meet your needs. Our regular office hours are Monday through Friday, 8:00am-5:00pm. In addition to our regularly scheduled office hours, Express's trained recruiters rotate weekend hours as needed for quality assurance and placement purposes. Express Employment Professionals observes the following holidays:

New Year's Day	Labor Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

*f. Identify an account representative to handle and assist in any and all scheduling, billing and problem solving.*

Amy Davis will be your assigned Employment Specialist, assisted by a trained and skilled Recruiting Specialist. At Express, we provide trained staff members to handle not only recruiting and placement, but also a skilled professional to handle all billing, scheduling, and problem-solving. Your assigned Employment Specialist will be responsible for job order inquiries and our internal payroll managers will handle all of your billing and invoice needs, in addition to hourly employee payroll processing.

*g. Describe Offerors willingness to meet periodically with the contract administrator when required to discuss all services.*

Quality Assurance and Business reviews are a key component to a successful business partnership. Express is always available to service the needs of our clients and we want to know your expectations are being met. Express recommends quarterly business reviews that will be conducted with the client company, your assigned recruiter, and the senior business developer. Express conducts weekly quality calls to clients where we have active working associate employees.

## **2. Rates**

- a. Identify recommended hourly pay rate, bill rate, overtime rate, and overtime bill rate for the position classifications listed in Attachment C.*

Recommended hourly and over-time rates for the listed positions in Attachment C are based on job skill type, ranged by level of required skill set, and coincide with internal costs covered for you by Express. Express handles all payroll, taxes, federal unemployment costs, state unemployment costs, worker compensation costs, drug screening, e-verify, national background screening, employment verification, software testing (by job type), industrial skills evaluation testing, and administrative evaluation testing.

If Express is required to pay additional wage and/or payroll burden costs including Federal, State, or local governmentally mandated increases in unemployment insurance, workers compensation, withholding, taxes, health or disability insurance, Client agrees to reimburse the actual cost of any such increases. Express agrees to provide prior notice to Client of such increase.

## 2. Recommended Hourly and Overtime Rates

- a. *Identify recommended hourly pay rate, bill rate, overtime rate, and overtime bill rate for the position classifications listed in Attachment C.*

Job Title	Pay Ranges	Bill Rate Ranges	Overtime Ranges
Accountant	\$17.00-\$23.00	\$24.82-\$32.20	\$37.23-\$48.30
Carpenter	\$18.00-\$22.00	\$25.56-\$30.80	\$38.34-\$46.20
Computer Support Specialist	\$16.75-\$18.00	\$23.95-\$24.84	\$35.93-\$37.26
Cook	\$14.00-\$14.50	\$20.02-\$20.88	\$30.03-\$31.32
Dishwasher	\$13.00-\$13.75	\$18.97-\$19.80	\$28.46-\$29.70
Electrician	\$24.00-\$26.00	\$34.56-\$36.66	\$51.84-\$54.99
Equipment Operator	\$17.50-\$20.00	\$25.38-\$28.20	\$38.07-\$42.30
Administrative Assistant	\$14.75-\$16.00	\$21.24-\$22.40	\$31.86-\$33.60
Farm Worker	\$13.75-\$15.00	\$19.80-\$21.49	\$29.70-\$32.24
Fiscal Technician	\$15.00-\$18.00	\$21.00-\$25.02	\$31.50-\$37.53
Food Service Worker	\$13.50-\$14.00	\$19.44-\$20.02	\$29.16-\$30.03
General Laborer	\$13.75-\$15.00	\$19.80-\$21.49	\$29.70-\$32.24
Graphic Artist	\$16.75-\$18.00	\$24.29-\$25.38	\$36.44-\$38.07
Grounds Worker	\$14.00-\$15.00	\$20.16-\$21.49	\$30.24-\$32.24
Housekeeping Worker	\$14.00-\$15.00	\$20.02-\$21.37	\$30.03-\$32.06
General Laborer/Special Projects Crew	\$14.00-\$15.00	\$20.16-\$21.49	\$30.24-\$32.24
Laboratory Technician	\$16.75-\$17.50	\$24.29-\$24.67	\$36.44-\$37.01
Mechanic	\$18.00-\$20.00	\$25.02-\$28.20	\$37.53-\$42.30
Office Clerk	\$14.75-\$16.00	\$21.24-\$22.40	\$31.86-\$33.60
Painter	\$17.00-\$19.00	\$24.65-\$26.98	\$36.98-\$40.47
Programmer	\$25.00-\$28.00	\$34.50-\$38.64	\$51.75-\$57.96
Help Desk Technician	\$16.00-\$17.00	\$22.40-\$24.82	\$33.60-\$37.23
IT Security Analyst	\$36.00-\$38.00	\$50.40-\$53.20	\$75.60-\$79.80
Systems Analyst	\$33.50-\$35.00	\$46.90-\$49.00	\$70.35-\$73.50
Security Guard	\$13.75-\$14.00	\$19.80-\$20.02	\$29.70-\$30.03
Trades Worker	\$14.75-\$16.00	\$21.09-\$22.56	\$31.64-\$33.84
Food Service Assistant	\$13.50-\$14.00	\$19.44-\$20.02	\$29.16-\$30.03
Warehouse Worker	\$14.50-\$15.00	\$21.03-\$21.15	\$31.55-\$31.73
Web Designer	\$17.50-\$19.00	\$24.68-\$26.60	\$37.02-\$39.90

- b. *Provide a plan for adjusting rates during the initial contract period and subsequent contract renewals.*

As workforce needs and skill types will change, depending on the needs and of Virginia Tech, your Express Business Developer and Recruiter will provide a flexible schedule to revisit and review rates. For subsequent contract renewals, Express will schedule a formal meeting with the Franchisee, Business Director, and Employment Specialist to review rates from the prior year's contract.

- c. Describe record keeping process that identifies the hours worked by the temporary employee.*

The record keeping process is made possible by browser-based software used for all Express locations. The proprietary software enables internal staff to successfully track and recruit candidates, record results from software/administrative/industrial skills testing, and assign associate employees to the client company database. As time is received by Express, the payroll manager enters hours worked by each employee. Invoices are sent weekly to the client company. Invoice amounts are based on hours worked by each associate employee. This advanced tracking system enables Express and our client companies to view weekly or monthly hours and costs at any time, in addition to gather more information on particular candidates.

- d. Describe billing process.*

The billing process at Express is handled through our staffing software that allows for associate and client tracking on the front-end of the hiring process and integrates with payroll and billing on the back end. The system includes checks and balances to ensure billing functions are performed accurately. The process begins with data entry done in the franchise office. Client and associate employee information is entered in a separate, unique area of our system. They are tied together by a job order number created by the Business Developer and/or the Staffing Supervisor. The job order information includes items such as pay rate, bill rate, and workers' compensation information. The associate timecard or time sent by the client company is used to record time for which the associate will be paid and the client billed. After time has been keyed into the system, the franchise office transmits the information to Express International Headquarters via private and secure networking for processing. Once the information is approved and screened by headquarters, associate paychecks and client invoices are created. Express coordinates the transfer of the invoices to a local contract mailing service, and has the capability to email them directly to the client company.

### 3. Qualifications/Experience

- a. Describe Offerors qualifications and experience in providing temporary employment services.*

Each staff member at Express is fully trained for his/her role and qualified to meet the needs of our client companies. The Senior Business Developer is certified and trained in the roles of recruiting, staffing, pricing, and office management. All staff members at Express are certified in the roles of recruiting, skills matching, drug test administration, and business consultation. Additionally, staff members at Express are required to take courses online through Express University for ongoing training purposes each year to maintain active certifications. The Christiansburg, Virginia office staff has 30 years of combined experience with Express Employment Professionals. The Roanoke, Virginia staff at Express has 42 years of combined experience.

- b. Identify account manager to be assigned to contract and describe their qualifications and experience.*

The Account Manager/Recruiter to be assigned as primary for the Virginia Tech account will be Amy Davis, Employment Specialist for our New River Valley office in Christiansburg, Virginia. She holds certifications through Express University in Front Office Operations and Employment Specialist tracks. Amy has also completed several years of in-person programs where she has traveled to Express international conferences. She manages small, medium, and large accounts ranging in temporary workforce numbers of 5-120 associate employees at any given time, in multiple departments with various skills. She successfully places temporary employees in the business, government, and educational sectors of Administrative/Professional, Engineering, Light Industrial, General Labor, Accounting, Customer Service, Information Technology, Laboratory, Medical Divisions, and Skilled Trades.

- c. List names, qualifications, and experience of other staff that may provide services under the contract.*

The Account Manager/Recruiter to be assigned as secondary and backup to Amy Davis for the Virginia Tech account will be Emily Howell, Employment Specialist for our New River Valley office in Christiansburg, Virginia. She holds certifications through Express University in Front Office Operations and Employment Specialist tracks, as well as completion of several courses in the Express Direct Hire Specialized Recruiting

division known as SRG. She manages small, medium, and large accounts ranging in temporary workforce numbers of 1-150 associate employees at any given time, in multiple departments. She also successfully places temporary employees in the business, government, and educational sectors of Administrative/Professional, Engineering, Light Industrial, General Labor, Accounting, Customer Service, Information Technology, Laboratory, Medical Divisions, and Skilled Trades. Emily has also attended two regional, in-person learning events through Express where she has successfully completed learnings on strategic recruiting.

Tracy Wood, Business Director, will serve as the tertiary Staffing Supervisor to this account in the event Amy and Emily are unavailable. Tracy has 16 years with Express Employment Professionals and is certified through Express University in Front office management, Skilled and Unskilled Recruiting, Employment Specialist, Inside Business Development, Outside Business Development, New Franchisee Business Development, and Business Management. She started her career at Express as a Front Office Coordinator in 2005 and began training for Staffing Supervisory roles in 2006. She managed large accounts in the Knoxville, Tennessee Express office, placing up to 200 temporary employees in commercial business lines as well as handling administrative and professional small-medium accounts. In 2008, Tracy returned home to Christiansburg, Virginia, as a Branch Manager for the New River Valley Express division. In 2010, she was certified as an Express University Professional. Today, Tracy is responsible for all business development and management under the supervision of Garry Norris, Franchisee of the Roanoke and Christiansburg, Virginia, offices. Angela Setliff, Operations and Payroll Specialist will finalize all time worked by associate employees. She holds certifications in Front Office Coordination and Inside Business Management through Express University. Angela has development and coursework in payroll, billing and collections management. She has participated in Express's regional and international training sessions since 2010.

#### 4. References

*Four (4) recent references, either educational (preferred) or governmental, for whom you have provided the type of services described herein. Include the date(s) services were furnished, the client name, address and the name and phone number of the individual Virginia Tech has your permission to contact.*

Hollins University

[REDACTED]

Roanoke College

[REDACTED]

Radford Army Ammunition Plant-Contract Divisions

[REDACTED]

Town of Christiansburg

[REDACTED]

We do not currently have a VASCUPP contract with another institution.

#### 5. Participation of Small, Women-Owned and Minority-owned Business (SWAM)

##### Utilization

Express is committed to providing franchise and business opportunities to minorities, women, and the disabled. Over 50 percent of our franchisees are Minority, Women, or Disabled Business Enterprises (MWD BE). Additionally, Express representatives are active with the International Franchise Association's (IFA) Minorities in Franchising and Women in Franchising Committees, IFA's Veterans Transition Franchise Initiative, National Association for Women Business Owners, Women's Business Enterprise National Council, National Minority Supplier Development Council, Historically Underutilized Business (HUB), and many state, city, and county government entities. Express Employment Professionals of Christiansburg and Roanoke, Virginia are minority owned and small business designated. Our franchise has been SWaM certified for the past five years.





**Additional Information**



## COMPANY OVERVIEW

Express Services, Inc., the International Headquarters of Express Employment Professionals, has nearly 850 locally owned locations in the U.S., Canada, South Africa, and Australia. In the 39 years since the company's inception, we have grown to rank as the largest privately-owned staffing company in the world. In addition, Express puts over 650,000 people to work each year and averages over 84 million hours worked by our associates each week.

In 1998, our operating system became ISO registered. What this means to Virginia Tech is that you receive the best of both worlds, local ownership coupled with a proven operating system for consistency throughout our company. Our owners are all accomplished professionals, with quality staff, whose reputations and financial well-being are at stake in their own communities. They are always available and ready to service their clients 24-hours a day, seven days a week. A franchised staffing service offers the benefits of a local owner backed by a corporate support team of 384 employees.

Express Employment Professionals has extensive expertise and background in the staffing and human resources arena. This has enabled Express to assist thousands of clients each year, including nearly half of the Fortune 500 companies, in devising and sustaining effective staffing strategies. Additionally, Express can celebrate being the 2022 Best of Staffing Awards Winner; ranked No. 1 Franchise 500 by Entrepreneur magazine; and voted by Forbes as 2022 America's Best Professional Recruiting Firm and America's Best Temporary Staffing Firms.

The most fundamental asset of Express is our strong culture of values and integrity. This is the cornerstone to our incredible growth. We will provide services to Virginia Tech in a manner consistent with our values and with the standards of success of Virginia Tech.

Express Employment Professionals is an organization allied with local companies and people who trust us to safeguard their continued success and growth. We differentiate ourselves by listening and identifying customer needs. Express provides and implements custom business solutions that lead to greater productivity, stability, and an increased bottom line.

Our staffing solutions include light industrial, office services, and professional staffing (IT, engineering, accounting/financial, human resources, sales/marketing, healthcare and scientific). These services are provided through traditional temporary/contract staffing, onsite staffing, and evaluation/direct hire. Our ISO 9001:2008 certified process includes recruiting, interviewing, screening, testing, reference checking, drug screening, and conducting employee specific orientations.



## **MISSION AND VALUE STATEMENTS**

It has long been recognized that individual and group peak performance originates with a commitment to a mission. Genuine, sustainable high performance begins with an internal decision to excel.

The mission, vision, and values statements of Express Services, Inc. reflect how we approach our business and how we regard our clients, communities, and employees. As we apply our vision to fulfill our mission, all will profit from the company's existence and business activity.

### **Mission**

To professionally market and provide quality human resource solutions through an international franchising network that profits our associates, customers, franchisees, corporate staff, stockholders, and communities in which we conduct business.

### **Vision**

To help as many people as possible find good jobs by helping as many clients as possible find good people.

### **Why Express?**

- We save you time, energy and money
- Allows you to focus on your core business functions
- Increases your productivity and profitability
- Provides you with a larger pool of qualified candidates
- Allows you to evaluate candidates on-the-job
- Helps you with peak production periods
- Gives you the staffing and HR expertise you need
- Testing and training for all associates
- Thorough employee selection process
- Locally owned and operated

With Express, you get all the advantages of both an independent service and an international service without the disadvantages of either. That's because Express is franchised, so each office is locally owned and operated. What does this mean to you? It means you get local service from a fully invested owner with the guarantee and support of a global company.

We pride ourselves on our involvement in the community. This allows us to network and connect more businesses with valuable talent; and provide jobs to talented people. We also work with other area Express offices to learn and expand our ability to help more people. This truly differentiates Express from other staffing agencies.



## SERVICES OVERVIEW

### Staffing

**Traditional temporary/contract staffing:** Helps your company remain productive when core staff members are out on vacation or sick leave, or when you need assistance with special projects.

**Evaluation hire:** Provides you with the critical opportunity to review a prospective candidate's work habits, skill level, etc. for a predetermined period of time prior to adding that person to your core staff. After the trial period, you have the opportunity to hire the associate full-time if you believe he or she matches your needs.

**Direct hire/search:** Involves outsourcing the hassle of the recruiting and screening process of full-time employees. Additionally, it provides you access to the extensive Express database of candidates.

**Onsite services:** Allows for the onsite administration of your company's entire flexible workforce or assumption of any level of onsite management responsibility your workforce demands. (Minimum of 50 associate employees in one department required).

### Associate Benefits

**Retirement Savings:** Express Employment Professionals associates are eligible to participate in a 401(k) retirement savings plan. Individuals who meet the IRS definition of a highly compensated employee are not eligible. Associates may enroll in the plan the first day of any month. The plan allows for a variety of contributions of up to 100% of total pay to an annual maximum amount as stipulated by the IRS.

**Medical Benefits:** Express Employment Professionals offers associates insurance through Essential StaffCARE, a medical plan administered by Planned Administrators, Inc., a subsidiary of Blue Cross Blue Shield. Associates are **immediately eligible** to enroll in medical benefits.

The medical plan includes:

- Includes prescription drug coverage
- Largest independent PPO network
- Includes accidental death and dismemberment benefits for associate, spouse, and children up to 26-years old
- Access to a 24-hour nurse call line
- Online benefit tools



**Life Insurance:** Express also offers term-life insurance in the following amounts.

- Associate - \$10,000
- Spouse - \$5,000
- Child - \$5,000 (6 months to 26 years)
- Child - \$1,000 (15 days to 6 months)

Life insurance rates range from \$0.60 per week for the associate individually up to \$1.80 for the associate plus their spouse and children. Associates are immediately eligible for this service.

**Dental, Vision, and Short-Term Disability Insurance:** Express offers dental and vision coverage to associates and their dependents enrolled in the medical plan. Short-term disability is an option for associates covered by the medical plan.

**Holiday Pay:** Express observes the following holidays.

New Year’s Day	Labor Day
Memorial Day	Thanksgiving Day
Independence Day/Canada Day	Christmas Day

To be eligible for holiday pay, the associate must:

- Work 500 hours (excluding overtime) in the 16 consecutive week period ending one full week prior to the holiday week
- Be on an Express assignment during the week of the holiday
- Work on the scheduled workday before and after the holiday
- Holiday pay is in accordance with the associate’s current pay rate and scheduled hours per day

**Vacation Pay:** Vacation pay is earned and administered during a 52-week period beginning with the first day worked. After the associate has worked 52 weeks, their vacation accrual will start over. Vacation pay is in accordance with the associate’s current pay rate and scheduled hours per day, including overtime.

Regular Hours Worked	Days of Vacation Pay
1,000 including overtime	Two (2) days
1,500 including overtime	One (1) additional day
2,000 including overtime	Two (2) additional days
Max. Total per 52-week period	Five (5) days



**Scholarship Program:** To recognize and encourage achievements in higher education, Express Employment Professionals has established a fund for Express Employment Professionals' associates, their spouses, and children.

Scholarships of up to \$1,000 each will be available through the Express Employment Professionals Scholarship Program for associates. Awards are not renewable, but students may reapply to the program each year they meet eligibility requirements. Awards are for undergraduate study only.

Candidates must meet one of these eligibility requirements:

1. Be an associate with a minimum of 500 hours employment accumulated in the two-year period prior to the May 31 deadline
2. Be a spouse or child of an associate who meets the above requirements

All candidates must be high school seniors or graduates who plan to enroll or students who are enrolled in a full-time or part-time undergraduate course of study at an accredited two-year or four-year college, university, or vocational-technical school. Students with a GED or equivalent are eligible to apply.



## CUSTOMER SATISFACTION

We measure our customers' satisfaction through continuous communication during the assignment period. We make several quality assurance calls throughout the first few weeks of the associate's assignment to get feedback from our client to ensure that the associate is performing to the client's expectations.

After our first order from a client, we deliver the first invoice and sit down with the decision makers to personally thank them for their business. At that time, we will ask for their feedback on our quality of service, promptness, understanding of their needs and the associate's performance thus far as to whether it fell below expectation, met expectation, or exceeded expectation. This is followed by the question of whether they would recommend Express Employment Professionals to others. We will also discuss any concerns or questions regarding the invoice.

In addition, we conduct business reviews to discuss what our performance has been for them so far, areas that may need improvement, and steps to take the relationship to the next level. We ask for open, honest communication and value the feedback we receive which we use for continuous improvement. The business review process includes client ratings/feedback on a number of questions. We seek input on whether we are: 1) not meeting client expectations; 2) meeting expectations, or 3) exceeding expectations.

Questions include:

- Delivers courteous, professional, and efficient service
- Understands my typical job orders and my specific hiring needs
- Recommends additional services/programs, when applicable
- Confirms arrival and performs quality checks on a consistent basis
- Updates me regularly concerning the status of my open job orders
- Fills my orders in a timely manner
- Provides me with all requested reports
- Resolves problems quickly and efficiently
- Responds promptly to after-hour needs
- Provides high-quality, productive Express associates





# Negotiation Summary

## NEGOTIATION QUESTIONS FOR EXPRESS EMPLOYMENT PROFESSIONALS

1. *As part of Virginia Tech standard procedures, all awarded contracts will be publicly posted on an online contracts portal. Is there any information included that would be used to identify or harm a person's identity, finances or personal information? If so, please provide a redacted copy of your proposal.*

**Answer:** There is no identifying information included in the proposal that could be utilized to harm identity, finances, or personal information.

2. *Are there any additional financial or value-added incentives you would like to offer at this time?*

**Answer:** All financial information has been submitted.

3. *Are there any additional forms or documents that you will require to be incorporated into the contract documents? If so, please submit.*

**Answer:** There are no additional informs or documents that Express requires to be incorporated in the contract.

4. *Does Express Employment Professionals agree to provide monthly invoices with payment due thirty (30) days after receipt of invoice or goods/services, whichever is later?*

**Answer:** Express will provide weekly individual departmental invoices with payment terms of 30 days after receipt of invoice or services, whichever is later. Our payroll runs weekly, which will generate an invoice, but the terms will not change.

5. *Do you agree that you will be performing services as an Independent Contractor, Company, Corporation or other business entity and are not an employee of Virginia Tech or any other Commonwealth Entity?*

**Answer:** Express agrees that we will be performing services as an Independent Contractor Company and employees sent by Express are not an employee of Virginia Tech or other Commonwealth Entity.

6. *Do you further agree that Virginia Tech will not withhold any income taxes from its payments to contractors nor will it provide any employment benefits to the contractor or contractor's employees?*

**Answer:** Express agrees that Virginia Tech will not withhold any income taxes from its payments to contractors nor will it provide any employment benefits to the contractor or contractor's employees. Express offers comprehensive benefit packages to each candidate who applies with Express.

7. *Do you agree that the initial contract period shall be two years?*

**Answer:** We agree that the initial contract period shall be two years.

8. *Upon completion of the initial contract period, does Express Employment Professionals agree that the contract may be renewed by Virginia Tech upon written agreement of both parties for two (2) two-year periods, under the terms of the current contract?*

**Answer:** Upon completion of the initial contract period, Express agrees that the contract may be renewed by Virginia Tech upon written agreement of both parties for two (2) two-year periods, under the terms of the current contract.

9. *If awarded a contract, do you agree to limit price increases to no more than the increase in the Consumer Price Index, CPI-W, All Items category for the latest twelve (12) months for which statistics are available at the time of renewal or 3 percent, whichever is less?*

**Answer:** If awarded a contract, Express agrees to limit price increases to no more than the increase in the Consumer Price Index, CPI-W, Services category for the last twelve (12) months for which statistics are available at the time of renewal or 3 percent, whichever is less.

10. *If awarded a contract, are you willing to hold prices firm for the initial contract period?*

**Answer:** Express is willing to hold prices firm for the initial contract period.

11. *Will Express Employment Professionals agree to participate in the Wells One AP Control Payment System?*

**Answer:** Express agrees to participate in the Wells One AP Control payment system or any other VMS payment system requested by Virginia Tech.

12. *Please identify the highest-level executive in your organization that is aware of this solicitation. Describe that person's commitment to assuring the highest quality service to Virginia Tech if your organization is awarded a contract.*

**Answer:** The Franchise Owner, and Chief Executive officer, Garry Norris, and Tracy Wood, Director of Operations are both aware of this solicitation. Both individuals have been committed to working with Virginia Tech in the past and will continue to be involved if awarded the contract.

13. *Will you be able to handle increased volumes of business and/or provide service to additional departments during the course of the contract?*

**Answer:** Yes, Express stands ready to handle increased volumes of business and provide service to additional departments.

14. *How soon after contract award can you begin providing services?*

**Answer:** Express services are immediate after the request for services by Virginia Tech and all departments.

15. *Are you registered with and willing to participate in the eVA internet procurement solution described in the terms and conditions of the RFP?*

**Answer:** Express has been registered with eVA since 2011.

16. *Do you acknowledge, agree and understand that Virginia Tech cannot guarantee a minimum amount of business if a contract is awarded to your company?*

**Answer:** Express agrees and understands that Virginia Tech cannot guarantee a minimum amount of business if a contract is awarded to our company or any other Express Employment locations.

17. *Are the prices for all goods/services listed in your proposal inclusive of all applicable eVA system transaction fees?*

**Answer:** The rates listed in our proposal are all-inclusive of Express screening procedures, including any transaction fees.

18. *Does the vendor acknowledge, agree, and understand that the terms and conditions of the RFP # 49302207 shall govern the contract if a contract is awarded to your company?*

**Answer:** Yes, Express does acknowledge, agree, and understand that the terms of this RFP shall govern the contract if a contract is awarded to us.

19. *For purposes of interacting with HokieMart, please identify the person (name, phone number, email address, etc.) in your company that will serve as liaison for a) e-commerce, b) accounts receivable, c) emergency orders.*

**Answer:** Amy Davis (540) 639-1692, [amy.davis@expresspros.com](mailto:amy.davis@expresspros.com) will be the contact for e-commerce and emergency orders. Rebecca Thompson (540.989.7000, [rebecca.thompson@expresspros.com](mailto:rebecca.thompson@expresspros.com)) will be the contact for accounts receivable.

20. *Do you agree to waive all conversion/transfer fees if a candidate applies to Virginia Tech through the competitive application process and is hired as a full-time employee?*

**Answer:** Yes, once our associate reaches the required 520 hours worked, Virginia Tech may convert or transfer our associate to their employment.

21. *Discuss how you will provide services to campus and the availability of candidates by job type outlined in the RFP. Are there areas considered your specialty? Are there areas where you firm is not as specialized to provide candidates? Are there different divisions handling different areas or will you provide services from a centralized location?*

**Answer:** We will provide services from one of our centralized locations in Christiansburg, Virginia. We are a Full-Service staffing business offering employment in administration, professional, medical, legal, Dining services, environmental services among others.

22. *How are background screenings conducted? What is your policy and how are those fees addressed?*

**Answer:** Our conviction checks are run on Express's nationally approved S2 Verify database search, which performs a national screening check through all counties in the U.S who participate in convicted searches. All charges for screening are covered by Express and are not passed through to Virginia Tech or any other client companies in which we service.

23. *Confirm the required level of conviction check, including drug and alcohol if required, will be covered in your submitted rates and that there will be no additional pass-through fees.*

**Answer:** Our conviction checks are ran on Express's nationally approved S2 verify database search, which performs a national screening check through all counties in the U.S who participate in convicted searches. We administer 5, 10, or 12 panel drug/alcohol testing, based on preference of each client company in which Express services. All charges for screening are covered by Express and are not passed through to Virginia Tech or any other client companies in which we service.

24. *Is your company's coordinator willing to meeting with Virginia Tech's contract administrator on an as-requested basis to discuss all services?*

**Answer:** We will meet with any Virginia Tech official or contract administrator for any purpose regarding staffing services.

25. *How will new position classifications be priced when an addition is needed to the contract?*

**Answer:** Express will obtain bill ranges based on position and the bill rate will be based on similar classification codes. Express has a resource center for worker compensation costs and codes for all positions that take place in the Commonwealth of Virginia. Furthermore, Express will communicate all pricing and agree to pricing, in writing, with Virginia Tech

26. *Do you agree to retain your employment records related to any resulting contract for six years?*

**Answer:** Express agrees to retain employment records related to any resulting contract for six years. Express has an automated tracking system where records will remain permanently.

27. *Since the cost of living is greater in the Northern Virginia, Richmond and Tidewater areas as opposed to other parts of the commonwealth, do you recommend a pay differential for those Virginia Tech offices and, if so, how much differential do you recommend?*

**Answer:** Express recommends a pay differential for those Virginia Tech offices located in Northern Virginia, Richmond and Tidewater areas. Each location listed has a variation in pay dependent upon location and position. It is recommended by Express that each location should have its own price matrix that will reflect area and position type.

28. *If a temporary employee from your company should become injured or incur a medical emergency while on the job at Virginia Tech, please describe your procedure for addressing this situation.*

**Answer:** If an injury or medical emergency occurs while on the job at Virginia Tech, the process is as follows:

#### **Non-Severe Injury**

1. If injury is not severe, the employee will report to Express Employment Professionals to fill out an accident report to keep on file.
2. Express Employment will send the employee to one of the designated panel physicians

(see packet for details) where necessary medical diagnosis and drug testing will be performed.

3. Upon full release given only by panel physician in writing to Express Employment, will the employee receive a full release to return to work if work at Virginia Tech is still available.

### **Severe Injury**

1. If injury is severe, the employee will report directly to the nearest emergency room at local hospital.
2. The employee will report to Express Employment Professionals upon release of all necessary, immediate medical attention. The employee will fill out an incident report.

Upon full release given only by physician in writing to Express Employment, will the employee receive a full release to return to work if work at Virginia Tech is still available.

29. *If Virginia Tech elects to contract with multiple contractors and does not stipulate primary or secondary contractors, is your company still willing to contract with Virginia Tech for temporary employment services?*

**Answer:** Express agrees to contract with Virginia Tech if Virginia Tech elects to contract with multiple contractors and does not stipulate primary or secondary contractors.

30. *“Criminal Background Checks” (page 5, number 4) shall be modified to include the following language.*

*The University has an awarded contract with a service provider for criminal conviction screening and background checks. The University prefers this vendor be utilized by the Contractor to comply with the contractual obligations and University Policy 4060.*

*If Contractor chooses to utilize a different firm than the university's preferred provider, the Contractor's selected service provider shall be pre-approved by the Virginia Tech Police department as an acceptable service provider for criminal conviction and background checks to ensure that firm's service levels meet the requirements of University Policy 4060.*

*If a Contractor chooses to utilize a different firm than the university's preferred provider, a five-day hold will be required before placement of temporary workers deemed by the Contractor to meet all of the requirements of the University including a clean background check. Contractor shall provide the University with the name, date of birth and the last four digits of the social security number of all individual(s) to be placed in a temporary position under this contract. The University reserves the right to conduct its own background check process during this hold period.*

*Will Express Employment Professionals comply with the above?*

**Answer:** Yes.