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Question and Answer #2 for 24RFP020 City of St. Louis Water Division Contracted Staffing Services dated 8/6/24

Please note that our published document is an RFP and is not a contract.

- 1) Question: Is subcontracting mandatory?
 - a. Answer: No. Stated in the RFP. You can (if you choose) work by yourself or with a partner/consortium, but the Water Division only wants one contact person for all positions to be filled, and only one invoice per month. A subcontractor is allowed but not required.
- 2) Question: Will the City deal with our subcontractors directly if we have any?
 - a. Answer: No. We only want to deal with one contact person and one bill for all positions.
- 3) Question: What is the expected timeline for staffing needs and the onboarding process?
 - a. Answer: That will be negotiated with the award winner. The contracting process itself takes several months to complete. At that point, we will want as many positions filled as quickly as possible. On an ongoing basis, we assume you will work quickly to fill open positions, since you only get paid when the positions are filled.
- 4) Question: Direct Hires. Would you be open to this?
 - a. Answer: No. There are regulations against us using outside contractors for direct hiring. That is why we are going out for proposals on contracted staffing.
- 5) Question: Are there any particular qualifications or certifications required for the staff?
 - a. Answer: To clarify the question: For the staff of the contractor no, as long as you can do the job. For the people we are hiring, **please see the job descriptions on the City website at www.stlouis-mo.gov/jobs**
- 6) Question: Can you provide examples of previous vendors and their performance metrics?
 - a. Answer: See RFP and Q&A #1 – this is a new program and has never been done before.
- 7) Question: What are the KPI's that will be used to evaluate the contractor's performance?
 - a. Answer: That will be negotiated with the award winner. Since this has never been done before, we may need some trial and error to determine the best KPIs.
- 8) Question: How will the City handle any performance issues or disputes with the contractor?
 - a. Answer: There is no set procedure for arbitration if that is what you mean. In other contracts, we have met to discuss issues and they are normally resolved in that manner.
- 9) Question: What are the specific responsibilities of the dedicated Account Manager
 - a. Answer: You can propose what you plan to offer, and that could be one of the evaluation criteria. However, the requested details are listed in the scope of work in the RFP.



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- 10) Question: How often will the Account Manager be required to report to the City?
 - a. Answer: As needed, but monthly at a minimum.

- 11) Question: Will the award resulting from this RFP result into a City-wide contract, or will the services be utilized only for the Water Division of the Department of Public Utilities?
 - a. Answer: This RFP and any contract as a result of this RFP would be only for the City of St. Louis Water Division of the Department of Public Utilities. If other departments wanted to participate in the contract, they could petition the Director of Personnel to be included. If she agreed, and the awarded contractor agree, the contract could be amended. That is not a given.

- 12) Question: How should a vendor propose pricing?
 - a. Answer: See page 23 of the RFP. We asked for your markup over what the person will be paid by your company. No other data is needed.

- 13) Question: Can you have multiple markups for different positions or types of positions?
 - a. Answer: Yes, you may. Just explain it in writing. Be as specific as possible.
 - b. Answer: You can also have separate (lower) markups for vacation and holiday pay.

- 14) Question: Can we expect paid vacation and/or the 11 holidays to be parts of the proposal?
 - a. Answer: The City Water Division will pay for the holiday hours. However, we will not pay for paid vacation, since they are your employees. You should price your markup accordingly.
 - b. Answer: Closings for inclement weather, or when the Mayor declares a skeleton crew, would be based on the location and job of each staffer.

- 15) Question: What process shall be followed if the City needs to request additional skill categories?
 - a. Answer: The contract would be amended to include the additional categories if necessary. That would be discussed with and negotiated by the two parties.

- 16) Question: Will MBE/WBE certifications granted by entities other than the City of St. Louis count?
 - a. Answer: No. Stated in the RFP. No other agency certifications are accepted, nor is any Contractor, consortium or partner considered for this RFP required to be certified. Also, there is no specific requirement for subcontracting, nor is subcontracting necessary.

- 17) Question: Is it mandatory to be licensed in St. Louis at the time of submission?
 - a. Answer: No, but you must be licensed within 30 days of an award.

- 18) Question: Can we submit our proposal via email?
 - a. Answer: Yes. Stated 3 times in RFP. Send to rfp@stlwater.com with "24RFP020 Contracted Staffing Services" written in the subject line.

- 19) Question: For email submission, do we need to name the file "Response for contracted staffing services 24RFP020" or is this a requirement for the hard copy submission?



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- a. Answer: The question is unclear. The RFP clearly states in 3 places that IF you email the file you must put the name of the RFP in the subject matter line. If you don't email, and you hand deliver or FedEx, then put it on the outside of the envelope. It should read "24RFP020 Contracted Staffing RFP"
- 20) Question: Since the evaluation factors are not included in the proposal checklist, can we address the evaluation factors in our proposal as additional information?
a. Answer: Yes. The requested tasks and requirements are fully listed in the RFP. Please let us know if you can meet them or not.
- 21) Question: Please confirm that an email proposal submission would suffice:
a. Answer: It says so 3 times in the RFP. Please read the RFP.
- 22) Question: Flexibility and Accountability: How much flexibility will the contractor have in terms of staffing adjustments due to changes in City requirements?
a. Answer: I am not sure clear on the question, but since this is a new program, the City will have to work with the chosen contractor to determine some of these answers.
- 23) Question: Are there any anticipated changes or expansions in the Water Division operations that we should be aware of?
a. Answer: No.
- 24) Question: Section VII Supervision – will the City be supervising our contractors?
a. Answer: Yes. That is an error in the RFP. The award winner will not directly supervise the contract employees at the job site. Also, no "warranty of parts and components" is necessary. That language would be stricken from any contract awarded as a result of this RFP.
- 25) Question: Section IX would any taxes we pay be able to be billed to the City?
a. Answer: IF there are any taxes you would pay due to our contract, you could build them into your markup rate. The City Water Division can't be billed for taxes directly.
- 26) Question: Subsidiary Support – We have other subsidiary companies that we could leverage to support other roles. Do all billings need to come from the awarded party?
a. Answer: Yes. We only have a contract for the awarded party, and as such we would have to create another contract to pay a different vendor. We do not want to create multiple contracts because we would have to go out for bids on each contract.
- 27) Question: Can you provide a full breakdown of the potential openings by skill or a percentage by job category?
a. Answer: No, but most of the openings are water specific, labor and technical. There are fewer accounting and customer service positions needed.



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- 28) Question: What are the licenses required by the City with proposal for contractors who are located out of state?
a. Answer: Please go to the website stlouis-mo.gov and the License Collector's page to see which licenses would apply to your situation.
- 29) Question: Will a certificate of good standing in the State of Missouri be sufficient suffice as evidence for licensed to perform in the USA, the State of Missouri, and the City of St. Louis?
a. Answer: Please see the answer to the question above.
- 30) Question: The RFP has provisions for increases, assuming an annual COLA for the term of the contract. Can the contractors include an annual rate of increase with the price?
a. Answer: We request that you follow the scope of work in the RFP.
- 31) Question: Please clarify what does the City mean by "Payment will be made based on 15 minute increments verified by timecard record for hours worked."
a. Answer: The City pays in 15 minute increments, not to the minute. So for example, if you clock in between 8:00 and 8:07 or 7:53 and 8:00 (a 15 minute window) that will be counted as clocking in at 8:00.
- 32) Question: Please confirm that the City requires the COI after the award.
a. Yes. See RFP. The award winner has 30 days to become compliant.
- 33) Question: What is the minimum wage that needs to be provided to the temporary employees?
a. See the RFP for the Living Wage discussion and forms.
- 34) Question: Is the form on page 26, Unauthorized Employees Affidavit?
a. Answer: Yes. See the RFP. If you read it, it says so.
- 35) Question: In case of email submission, can the proposal form/pricing sheet on page 23-24 be signed electronically?
a. Answer: Yes, if you must, or print, sign and scan those pages.
- 36) Question: Does the City require anything else apart from the items listed in Proposal checklist on page 25?
a. Answer: No. Please read the instructions on the RFP and follow them.
- 37) Question: What is the average duration of assignment of temporary employees?
a. Answer: This contract is for contracted employees, not temps. They can stay as long as they perform the job to our satisfaction.