



San Diego
Workforce
Partnership

EMPLOYER OF RECORD (EOR) SERVICES (RFP)

Questions and Answers

Q: Can you share a copy of the previous contract that secured the bid for EOR services in San Diego?

A: A link to the template for our service agreement is located in the Miscellaneous Requirements section of the RFP, and the current scope of work and services we are requesting are included on pages 4 & 6 of the RFP. For reference, the last winning bid charged a markup of 23.75% for payroll processing and 12% for stipend processing.

Q: What is the link for the current contract?

A: Please refer to previously posted Q&A above.

Q: What are the job descriptions and workers comp codes the positions we would be becoming the Employer of Record for are falling under?

A: Job descriptions vary depending on the employer our client is placed with. A non-exhaustive list includes titles like IT Assistant, Computer Technician, Multimedia Intern, Front-End Web Developer, or Graphic Designer. Workers comp codes would be the responsibility of the Employer of Record to manage.

Q: What is the average payrate for each position?

A: Average wage so far this fiscal year is \$20.09

Q: What is the average tenure for each role? We understand that is may be less than 90 days, but is the average 30 days?

A: The average tenure varies by program and participating client. An average work experience lasts between 4 - 6 weeks.

Q: When a position exceeds the 90 days, on average, how long does it extend?

A: This scenario is so rare that we do not have an average to provide. This fiscal year no client has exceeded 90 days at a job site.

Q: One of the answers for your question was that the last winning bid charged a markup of 23.75% for payroll processing, did this 23.75% included federal and state taxes or is that billed separately?



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A: The 23.75% for payroll processing is a flat fee and includes workers comp + federal & state taxes.

Q: Who is the incumbent provider, and why was the contract not extended? What areas of the program were lacking, or what specific differentiators are deemed crucial in selecting a new solution?

A: Our procurement policy allows no more than 4 years of a single contract cycle before we are required to re-procure by sending out an RFP. The current contract is expiring at the end of this fiscal year. The current provider is also welcome to bid on this current RFP.

Q: What Key Performance Indicators (KPIs) define success for this project? Are there predetermined evaluation criteria governing contract renewal?

A: Success for this service is generally defined by the quality and efficiency of services provided such as accuracy of payroll processing, timeliness of tax filings, compliance with employment laws and regulations, and adherence to contractual terms. A review of performance in those areas would be considered during any annual renewal process.

Q: What are the formats and frequency of audits expected for this project?

A: We process payroll for our program participants weekly. There are no regular audits aside from our weekly review of payroll reports to invoices received.

Q: What types of reports does the San Diego Workforce Partnership (SDWP) require, and how frequently? Examples include EEOC reporting, expenditure data, client/employee hours worked, turnover reasons, and the number of placements at the end of assignments.

A: Depending on which system we are using (SDWP's or the provider) we may require regular reports of employee hours worked and other miscellaneous expenditure data. We should always have access to reports to approve employee hours worked and pay rates. Any HR-related required reporting such as EEOC should be handled according to applicable federal and state laws.



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Q: Regarding employee relations and counseling, clarification is sought on the workflow. In instances where an employer expresses dissatisfaction with a temporary employee, who is responsible for initiating contact – the employer, employee, or the SDWP?

A: Currently the employer and/or employee will contact SDWP directly regarding any performance issues or dissatisfaction with the other party. We are open to proposals that would make this a more collaborative and consultative effort between all parties involved.

Q: How pivotal is supplier diversity in the evaluation process?

A: Diversity is a core value of the San Diego Workforce Partnership. The diversity of a supplier will be taken into account during the review process; however, we do not assign specific additional point values to that metric.

Q: Will all questions and answers exchanged among RFP participants be made available to us?

A: Yes, all questions and answers are posted publicly on the RFP web page.

Q: Will the San Diego Workforce Partnership (SDWP) mandate the use of their timekeeping system, or is there flexibility to utilize our own timekeeping system?

A: Yes. All questions and answers are posted publicly on the RFP web page.

Q: Will the San Diego Workforce Partnership (SDWP) mandate the use of their timekeeping system, or is there flexibility to utilize our own timekeeping system?

A: We are flexible to use any system.

Q: Is certified payroll or adherence to prevailing wage standards a requirement for this solution?

A: No. The only requirement is that we are paying at least the minimum wage for San Diego which is currently at \$16.85/hr. Most of our paid work experience programs currently exceed that minimum.



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Q: Despite predominantly office-based work environments, are there instances where offices are situated within higher-risk settings such as warehouses or manufacturing facilities?

A: No. Our placements are primarily office work. No warehouses or manufacturing facilities.

Q: Is there perceived value in having bilingual HR (Human Resource) Representatives assist with the onboarding and offboarding processes?

A: Bilingual representatives are always of value.

Q: Are stipends disbursed on a monthly basis or commencement/completion of each assignment?

A: No. Stipends are most often issued as an incentive to complete a training course, or as a supportive service to assist clients with household expenses while attending a training. Not as a replacement for wages.

Q: We are trying to determine if the stipend is taxable. Is the funding through a grant? If so, does the training incentive follow the conditions of the grant? Does the household expense stipend follow the conditions of the grant? Has this previously been reviewed by all applicable tax authorities? If so, what was the determination and is there any documentation that can be provided?

A: Funding for stipends may come from a variety of State, Local Government, or philanthropic grants. The issuance of these stipends are always consistent with the conditions of the grant funding their issuance. Prior EOR services treated them as taxable earned income. Additional documentation can be provided on a case-by-case basis during the virtual interviews and evaluation period.

Q: What are the anticipated payment terms? While our standard practice is typically net 30, we seek clarification on your preferred payment expectations.

A: We pay our participants on a weekly basis. Timesheets for the previous work week are submitted each Monday by 2pm for payment to the client via check or direct deposit by the following Friday. The EOR can bill us immediately for payment of the invoice within 30 days.



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Q: Could you provide further details regarding the background check and drug screening requirements?

A: At this time background checks have not been needed and we do not require drug screening for participants. That section is not mandatory.

Q: In the event that paid holidays are incorporated into the markup, would the San Diego Workforce Partnership (SDWP) prefer this option, or do you prefer quotations without holiday pay included in the markup?

A: We prefer an option without paid holidays. These are short-term (generally less than 150hours) work experience positions for clients who lack previous work experience or are having trouble accessing employment.

Q: Regarding pricing over the four-year period, are we permitted to include adjustments for statutory increases related to insurance, benefits, and other associated costs?

A: Yes. There will be a renewal option at the end of each fiscal year where costs and services can be negotiated. It should be noted that we do not anticipate the need for insurance or benefits since most employment experiences are short-term. However we would like to understand the options available in the case we have clients working long enough to earn benefits or sick time/PTO.

Q: Regarding pricing models, would the San Diego Workforce Partnership (SDWP) be receptive to reviewing alternative options presented in an unbundled format?

A: Yes. We would be receptive to reviewing all options presented.

Q: If there was a lawsuit, who would pay the legal fees and settlement costs?

A: The allocation of legal fees and settlement costs in the event of a lawsuit would generally depend on the specific circumstances of the case, including the terms of the contract, the presence of indemnification clauses, the nature of the legal claims, and any applicable insurance coverage.



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Q: How many participants annually do you have?

A: In the last calendar year we had 131 unique placements in work experience. Participation varies year over year depending on funding and program availability.

Q: Would you have interest in having another workforce board do this work?

A: Yes, we are open to considering all proposals received.