



GCCSA 2026 Temporary Staffing RFP – Response to Questions

*We sincerely apologize for the Classification Specifications attachment that displayed the incorrect position categories. The attachment has been updated in the posted RFP and provided separately. There are no center-based Head Start/Early Head Start positions included in this RFP.

SECTION 3: PURPOSE

- 1. Please confirm if this is a new initiative or a re-bid of an existing contract? If this is a re-bid, how many active resources are working under the previous contract?**

The purpose of this RFP is to add additional vendors to our list of approved temporary staffing agencies. Awards are non-exclusive. We currently have nine active resources with contracts set to expire in 2028.

- 2. Could you please share the incumbent vendor's name, their previous response, and associated pricing for a similar contract?**

The purpose of this RFP is to add additional vendors to our list of approved temporary staffing agencies. Awards are non-exclusive. Therefore, we are unable to share the requested information. Proposals will be evaluated as indicated in Section 11 of the RFP, Proposal Evaluation and Selection.

- 3. Could you please provide clarification on the key pain points, challenges, or areas of concern that the organization is currently experiencing and expects the proposed solution to address?**

The purpose of this RFP is to add additional vendors to our list of approved temporary staffing agencies. We are not currently experiencing any pain points, challenges, or areas of concern with our current vendors.

SECTION 8: SCOPE OF WORK/TECHNICAL REQUIREMENTS

- 1. Are staffing assignments expected to be primarily onsite, remote, or hybrid, or will the work arrangement be determined separately for each job order/assignment?**

Staffing assignments are onsite only. There are no remote or hybrid assignments.

- 2. Please provide the approximate number of active temporary resources and annual job-order/assignment volume, if available.**

There are approximately 20 active temporary resources currently. Most fall under the General Labor/Maintenance classification. Annual volume ranges between 40-50 job orders/assignments.

- 3. Please provide the anticipated or historical number of temporary personnel by job classification, average assignment duration, and typical weekly hours. This information will assist bidders in developing appropriate staffing capacity and pricing.**

Approximately 90% of our temporary personnel fall under the General Labor/Maintenance classification. The remaining 10% is spread across other administrative categories as listed on the Revised Classifications Specifications attachment. Assignments are typically open-ended and last several months. Short-term projects typically occur during the summer months and are concentrated in the General Labor/Maintenance classification. Work hours will not exceed 40 hours in any week.

- 4. Could GCCSA please provide information regarding the typical work schedules, shifts, locations, and expected weekly hours for the temporary positions?**

The typical work schedule is 8 am – 5 pm, Monday through Friday. The typical work location is 9320 Kirby Drive, Houston, TX 77089. Work hours will not exceed 40 hours in any week.

- 5. Section 8(a) states that all temporary staff shall be employed by the Staffing Agency Contractor. Please confirm whether temporary personnel may be provided through approved staffing subcontractors/C2C arrangements, or whether every temporary worker must be a direct W-2 employee of the awarded Contractor.**

Subcontracting/C2C arrangements are permitted.

- 6. The RFP states that recruitment interviews shall be conducted “in person” by the Contractor. Will GCCSA accept live video interviews (e.g., Microsoft Teams/Zoom) as satisfying this requirement, or is a physical face-to-face interview required before candidate submission?**

The staffing agency is responsible for establishing and conducting its own recruitment, interview, and candidate qualification procedures to ensure assigned personnel meet the requirements of the requested job classification. The staffing agency has the option of completing interviews in a virtual environment. This information was inadvertently omitted from the RFP.

The staffing agency shall ensure that all candidates provided to GCCSA have been appropriately vetted, including verification of identity, credentials, skills, experience, and assignment readiness, prior to placement. GCCSA reserves the right to review candidate qualifications and approve or reject submitted candidates prior to assignment.

- 7. Please confirm whether the three-business-day placement requirement applies to all job classifications and every job order, or whether GCCSA may establish different timelines based on the position or complexity of the requirement.**

While the three-business-day placement requirement applies to most placements, there may be different timelines based on the position, complexity, and urgency of the requirement.

- 8. The RFP requires a suitable placement within three business days of a staffing request. Could GCCSA please clarify whether this timeframe applies to submission of qualified candidates, confirmation of availability, or the employee's actual start date?**

As stated in Section 8(m) of the RFP, the three-business-day placement requirement applies to submission of qualified candidates and confirmation of availability.

- 9. Could GCCSA please clarify the expected response time for urgent or same-day staffing requests, if applicable?**

Same-day staffing requests are not applicable under this RFP. The expected response time for urgent staffing requests is one business day.

- 10. Is there an employee conversion policy (i.e., can the department directly hire contractor staff after a defined period)?**

There is no specific employee conversion policy. Please review Section 8(q) "Subsequent GCCSA Employment" for information regarding employee conversions.

- 11. Is there a maximum or standard conversion period or fee structure GCCSA expects when a temporary employee is hired directly by GCCSA?**

There is no maximum or standard conversion period or fee structure expected by GCCSA. Please include your conversion fee structure in your proposal. Review Section 8(q) "Subsequent GCCSA Employment" for information regarding employee conversions.

12. Will timekeeping be handled through the department's system or will vendors be required to provide a platform?

Timekeeping will be managed through the staffing agency's established timekeeping process. The staffing agency will submit timesheets/timecards for GCCSA review and approval, or GCCSA may utilize the staffing agency's online portal to review and approve submitted hours.

The selected temporary employee will be responsible for ensuring accurate reporting of hours worked, and GCCSA will work with the staffing agency to establish the approval process prior to placement.

13. In the event of a contract award, please clarify whether awarded vendors will be permitted to directly engage with individual departments/agencies for staffing requests or if all requirements will be routed through a centralized system?

In the event of a contract award, staffing requests will be coordinated through GCCSA's designated process. Awarded vendors may work with individual departments/agencies as directed by GCCSA; however, all staffing requests, approvals, and placements must follow GCCSA's established procurement and authorization procedures.

GCCSA will communicate the appropriate points of contact and process for submitting and fulfilling staffing requests upon contract award.

14. Will GCCSA require candidate interviews for every placement, or only for selected positions and assignments?

Please review Section 8(o) "Interviews" for information regarding interviews conducted by GCCSA.

15. For payroll-only services, will GCCSA provide candidates directly and require the vendor to act solely as Employer of Record (EOR)?

Yes, GCCSA will provide candidates directly and require the staffing agency to act as Employer of Record. However, the staffing agency shall be responsible for conducting a thorough background check, pre-employment screening including drug tests, and onboarding prior to a temporary placement with GCCSA. All background checks must be available upon request for review.

16. Please identify the required background-check components and drug-screen requirements.

A standard background check and 9-panel urine screen is required for most positions.

17. Does GCCSA have target service-level expectations for candidate submission, interview scheduling, and replacement turnaround times?

Please review Section 8(m) "Job Placement Assurance" for information regarding placement expectations.

18. For the IT Specialist role, will GCCSA consider proposals from a managed IT services provider able to deliver the role's duties and support outcomes as a contracted service leveraging a fractional team, working under the direction of GCCSA's IT Manager, rather than placing an individual temporary employee?

Managed IT services are outside the scope of the RFP.

19. For the IT Specialist role, would GCCSA accept a combination of remote and onsite support? What are the working hours for the IT specialist role, and will there be a need for services after normal business hours including weekends and holidays?

All temporary employees must be onsite. The typical work schedule is 8 am – 5 pm, Monday through Friday. There is no need for services after normal business hours.

20. Would the IT Specialist report to GCCSA's IT Manager? Is the need to fill a vacancy, cover leave of an existing employee, or add capacity, and what assignment length is anticipated?

The IT Specialist would report to GCCSA's IT Manager. There is no current need for an IT Specialist. Future needs may be to fill a vacancy or cover leave of an existing employee.

21. Approximately how many technology users will be supported by the IT Specialist role across your Harris, Galveston, and Brazoria County locations?

GCCSA has approximately 250 technology users.

22. The IT Specialist job description includes daily backups with off-site tape rotation, server patching, and website management. What are the primary platforms to be supported (e.g., Microsoft 365, on-premises servers, VoIP, and specific line-of-business applications)?

Primary platforms to be supported in Microsoft 365, on-premise servers, VoIP, and specific line-of-business applications.

23. Does GCCSA currently use an outside IT provider for any functions, such as help desk support, technology assessments, IT project design and execution, cybersecurity managed detection and response, or data backups?

Yes, GCCSA outsources some of its technology assessments, IT project design and execution, cybersecurity managed detection and response, and data backups.

24. What is the expected compensation range for Compensation Level 7?

The compensation for a temporary employee at Compensation Level 7 is \$30.37 per hour. Staffing agencies may provide separate markups by labor category, experience level, shift, location, or other applicable factors.

25. Where will temporary workers be assigned, and in which counties (Harris, Galveston, Brazoria)?

All temporary workers will work in Harris County. The typical work location is 9320 Kirby Drive, Houston, TX 77054.

SECTION 9: PROPOSAL REQUIREMENTS

1. Regarding the 20% non-federal share requirement, could GCCSA please clarify whether the Head Start match applies to all temporary staffing services under this contract or only to staffing services charged to applicable Head Start programs?

The Head Start match only applies to staffing services charged to an applicable Head Start program.

2. What is the minimum number of references required for this RFP? Will references from commercial/private-sector clients be acceptable, or are references specifically from government contracts required?

The minimum number of references required for this RFP is three. Any current or former client is an acceptable reference.

3. Are overtime, holiday, after-hours, and emergency staffing rates required as part of the pricing submission?

No, these rates are not required as part of the pricing submission. If included in your proposal, please list separately from regular hourly rates.

4. Please clarify how overtime and holiday hours should be billed. Should bidders apply the same markup percentage to the applicable overtime/holiday pay rate, and should overtime be calculated using the applicable federal/state overtime requirements?

Staffing agencies are expected to comply with all applicable federal, state, and local wage and hour laws, including the Fair Labor Standards Act (29 U.S.C. § 201 et seq.), unless otherwise specified in the solicitation or contract documents. It is the bidder's discretion whether to apply the same markup percentage.

5. **Could GCCSA please confirm whether the hourly billing rate should include all costs associated with providing temporary personnel, including payroll-related costs, workers' compensation, unemployment insurance, benefits, recruiting, screening, background checks, and other applicable administrative costs?**

Please review Section 9e of the RFP for Cost/Fee Information required for the proposal.

6. **For the IT Specialist role, may vendors submit pricing as a fixed monthly service fee instead of the hourly pay rate, markup, and billing rate format? Would that pricing be considered in scope for the RFP if pricing is at, or lower than the anticipated budget?**

Managed IT services are outside the scope of the RFP.

7. **Please confirm whether bidders are required to submit pricing and provide staffing services for all classifications/positions included in the solicitation, or whether bidders may elect to bid only on selected classifications for which they have the appropriate staffing capabilities. If partial bids are permitted, please confirm that bidding on selected classifications will not render the proposal non-responsive.**

Vendors may submit proposals limited to specific job classifications. Bidding on specific classifications will not render the proposal non-responsive.

8. **Are there any page limits or specific formatting requirements that needs to be followed for the overall response to be submitted for this RFP?**

There are no page limits of specific formatting requirements for proposal submission.

Please review Section 10 of the RFP for document required to be submitted with your proposal.

SECTION 10: REQUIRED DOCUMENTS

1. **Should payrolling services be priced separately? If so, where should that pricing go?**

Payrolling services may be priced separately or included with the pricing for the assigned classifications. All pricing should be included in the Bid Proposal details with Pricing Information section as stated in Section 10 of the RFP.

2. **Since pricing is submitted as hourly rates, what should bidders enter in the "Bid Price" field?**

Bidders can either refer to the Bid Proposal details with Pricing Information section of their proposal or include a total bid price in the field.

SECTION 11: PROPOSAL EVALUATION AND SELECTION

- 1. Please clarify the anticipated number of awards expected under this RFP. How will work be allocated among awarded vendors?**

There is no specific anticipated number of awards expected under this RFP. Awards will be non-exclusive. Proposals will be evaluated as indicated in Section 11 of the RFP, Proposal Evaluation and Selection. All vendors will have equal opportunity to present candidates for available assignments.

- 2. Could you please share the estimated budget or funding allocation for this RFP?**

There is no specific estimated budget for this RFP. In general, GCCSA releases an RFP when the expected contract value is \$350,000 or greater for the contract period (\$70,000 per year over five years).

- 3. Could you please provide the annual spending details for similar contracts for the past three years?**

GCCSA releases an RFP when the expected contract value is \$350,000 or greater for the contract period (\$70,000 per year over five years).

- 4. Is there a local preference in connection with this RFP?**

There is no local preference in connection with the RFP. However, if office locations are not local, please describe how your firm intends to provide responsive and quality services to GCCSA.

- 5. Please confirm the evaluation criteria and weighing (e.g., technical vs. cost).**

Proposals will be based on the criteria outlined in Section 8 of the RFP as well as submitting the required documents as outlined in Section 10. Cost information has the highest weighting.

- 6. Will there be an opportunity for a virtual/on-presentation or negotiation meeting during the evaluation process?**

Please review Section 11 of the RFP for the proposal evaluation process.

- 7. What is the expected timeline for award notification and contract execution?**

Please review Section 4 of the RFP for the timeline.

ATTACHMENT B: CLASSIFICATION SPECIFICATIONS

- 1. Could the Department please confirm whether this contract is intended only to fulfill the positions identified under the “CLASSIFICATION SPECIFICATIONS” section?**

*Yes, this contract is intended only to fill the categories listed on the **Revised** Classification Specifications attachment.*

- 2. Could the Department please clarify whether the positions listed under “CLASSIFICATION SPECIFICATIONS” are separate from those included in the Job Description document and confirm if vendors are required to provide pricing only for the positions identified under “CLASSIFICATION SPECIFICATIONS”?**

*The Job Descriptions document provide a list of current job descriptions that fall under the categories listed on the **Revised** Classification Specifications attachment. Bidders should provide pricing for the categories listed on the Revised Classification Specifications attachment.*

- 3. Could the Department please confirm the complete list of job positions requested under this RFP?**

The 2026 Temporary Staffing Job Descriptions PDF included on our website provides a complete list of current job descriptions that fall under the categories listed on the Revised Classification Specifications attachment.

- 4. Please clarify whether the recruitment-related questions in the Cost Proposal should be answered briefly within the designated fields or addressed through a separate detailed narrative.**

Either option is appropriate.

- 5. Could you please provide details on the job categories, labor classifications or skill sets most requested?**

The 2026 Temporary Staffing Job Descriptions PDF included on our website provides a complete list of current job descriptions that fall under the categories listed on the Revised Classification Specifications attachment.

- 6. Should vendors propose a single markup percentage for all classifications or separate markups by labor category?**

Vendors may provide separate markups by labor category, experience level, shift, location, or other applicable factors.

- 7. Could GCCSA please clarify whether the classifications listed in Attachment B represent the complete anticipated staffing requirements or whether additional classifications may be requested during the contract term?**

GCCSA reserves the right to additional classifications or job descriptions during the contract term that are not currently listed. Corresponding pay rates, markups and billing rates can be negotiated before placement for new classifications or job descriptions. Qualifications are not negotiable.

- 8. Can rates be adjusted when the contract is renewed?**

Yes, rates can be adjusted when the contract is renewed.

- 9. What pricing format is required — by individual job title, by job category, or as a blended rate?**

Pricing is required by classifications listed in Attachment B.