

Human Resources

- 1. What are your top priorities in selecting a recruitment partner—speed, quality of candidates, cost, diversity, or something else?**

CBH's top priority is finding candidates who best meet the job description requirements/criteria for the referred positions.

- 2. Are specific roles or departments (e.g., IT, Healthcare, Executive Search) more urgent or challenging to fill?**

CBH placements are most needed in its Accounting, Finance, and IT departments.

- 3. Do you anticipate needing contract, contract-to-hire, or permanent placements most frequently?**

Yes, CBH anticipates contract positions for its Accounting and Finance departments (as needed) and contract-to-hire positions for its IT departments. All permanent positions are posted on CBH's website under Career Opportunities.

- 4. How involved do you expect the recruitment agency to be in candidate assessments, and what specific assessments will you require? (e.g., written/oral tests)?**

CBH does not anticipate staffing agency involvement in candidate assessments or performance reviews.

- 5. What metrics or KPIs will you use to evaluate the success of the recruitment services?**

CBH does not anticipate staffing agency involvement in candidate assessments or performance reviews.

- 6. Beyond an individual from the Human Resources Department being identified as the point person for monitoring, what are the anticipated regular reporting requirements (e.g., weekly, monthly reports) or Key Performance Indicators (KPIs) that CBH will use to monitor?**

CBH does not anticipate staffing agency involvement in candidate assessments or performance reviews.

- 7. How frequently do you expect progress updates or reports from the selected vendor?**

CBH does not anticipate staffing agency involvement in candidate assessments or performance reviews.

- 8. What are your expectations regarding diversity, equity, and inclusion in candidate sourcing?**

Staffing agencies should refer to the DEI goals set forth by the City of Philadelphia.

- 9. Are there any preferred tools or platforms (e.g., ATS, background check systems) that the vendor must use or integrate with CBH?**

No, not at this time.

- 10. As part of our standard background screening process, we conduct checks including residence verification (current and longest stay in the past 7 years), academic and employment verification (latest qualification, recent and past employment), reference checks (from prior supervisors or senior contacts), criminal record checks (from local police authorities), database checks (e.g., World Check), civil litigation searches (via jurisdiction websites), and identity verification using government-issued IDs. Could CBH confirm if these meet your requirements, and whether any additional checks are expected?**

CBH will inform the staffing agency of the requirements, including any background check requirements, as they may depend on the position.

- 11. Is there a specific background agency that we must use for background and drug tests?**

Not applicable currently.

- 12. Under "Recruitment capabilities," it asks "How many recruiters provided to services?". Please clarify if this should reflect our current capacity, or the number of recruiters we would allocate specifically to CBH's needs if awarded the contract?**

CBH is seeking a staffing agency that can provide a general pool of candidates that could meet its needs, especially concerning CBH's Finance, Accounting, and IT departments.

- 13. Does CBH have a specific organizational chart or team structure we must adhere to when proposing candidates, or is CBH open to suggestions from recruiters or vendors?**

No. CBH expects a staffing agency to provide potential candidates who meet the requested job descriptions.

- 14. Can we pick and choose the positions we can bid on?**

No, CBH will contact the vendors when support positions are needed.

- 15. Please provide guidance on the contract duration for the listed job roles.**

Contract durations are provided at the time of the referral.

- 16. RFQ doc says "the candidates must be in Philadelphia, PA." Will they need to be in the office all five days of the week, or can they work remotely, even in Philadelphia, PA, or can they work hybrid?**

CBH follows a hybrid work schedule (two days per week in-office), but full-time on-site work may be required depending on the job position.

17. Is travel required for any job? If so, will travel expenses, if any, be reimbursed?

N/A

18. Please advise if the client will provide the laptop, or if the candidate can use their laptop if the position is 100% remote.

CBH provides all the equipment required for work, as needed.

19. Does this RFQ encompass locum tenens agencies?

No, locum tenens does not apply to this RFQ.

Information Technology

1. To help us align our proposed bill rates more precisely for the listed positions (e.g., Network Engineer, Developers, Data Analyst), we intend to provide a tiered breakdown for Junior (Up to 5 years of experience), Mid (6 - 8 years of experience), and Senior (8+ years of experience) levels. Would CBH prefer we adopt a different set of tiers for candidate experience?

This is appropriate.

2. Could CBH please specify the required tech stack for both front-end and back-end developer positions, including any particular frameworks, languages, or databases? Are there any open positions for Quality Assurance (QA) engineers, and if so, what are the primary needs (e.g., manual testing, automation testing, or both), and what tools or methodologies are preferred?

Front-End Developer

» Programming Languages:

- **JavaScript (ES6+):** For client-side scripting, and popular frameworks like React, Angular, or Vue.js
- **HTML5/CSS3:** For structuring and styling web content

» Frameworks/Libraries:

- **React:** A popular JavaScript library for building user interfaces
- **Angular:** A JavaScript framework for building complex web applications
- **Vue.js:** A progressive and flexible JavaScript framework for building web applications
- **Ember.js:** A mature JavaScript framework for building ambitious web applications

» UI Components and Libraries:

- **Material-UI (MUI):** A popular library for React, providing pre-built UI components
- **Bootstrap:** A popular CSS framework for building responsive user interfaces
- » State Management:
 - **Redux:** A state management library for JavaScript applications
 - **MobX:** A reactive state management library for JavaScript applications
- » Testing and Debugging:
 - **Jest:** A popular testing framework for JavaScript applications
 - **ESLint:** A linter for enforcing coding standards and preventing errors

Back-End Developer:

- » Programming Languages:
 - **Java:** For building enterprise-level applications, and popular frameworks like Spring or Hibernate
 - **Python:** For data science, machine learning, and web development with frameworks like Django or Flask
 - **Node.js (JavaScript):** For building server-side applications using frameworks like Express.js or Koa.js
- » Frameworks/Libraries:
 - **Spring Boot:** A popular Java framework for building enterprise-level applications
 - **Django:** A high-level Python framework for building web applications
 - **Express.js:** A lightweight Node.js framework for building web applications
- » Databases:
 - Relational databases like MySQL, PostgreSQL, or Oracle
 - NoSQL databases like MongoDB, Cassandra, or Redis
- » API Design and Management:
 - **Swagger (OpenAPI):** For defining API documentation and specifications
- » Security:
 - **OAuth 2.0:** For authentication and authorization
 - **JWT (JSON Web Tokens):** For secure token-based authentication

As a Quality Assurance (QA) Tester, Primary Needs Include:

- » Manual Testing:
 - Test case creation and execution

- Identifying bugs and defects in software applications
- Exploratory testing to identify edge cases and anomalies
- Documentation of test results and defect reports
- » Automation Testing:
 - Creating automated tests using frameworks like Selenium, Appium, or Cypress
 - Writing scripts to execute repetitive tasks and reduce manual testing efforts
 - Maintenance of existing automation scripts to ensure they remain relevant and up to date
- » Hybrid Approach (Manual + Automation):
 - Combining the benefits of both manual and automated testing
 - Identifying areas where automation can be used to enhance test coverage and efficiency
- » Tools and Methodologies:
 - Mobile Testing: Appium, Selenium Mobile, Robot Framework
 - Cloud-based Testing: AWS Device Farm, Google Cloud Test Lab, Microsoft Azure DevTest Labs
 - API Testing: Postman, SoapUI, RestAssured

3. What are the core responsibilities and key deliverables expected of a Business Intelligence (BI) Analyst? Please include details on the specific reporting and analytical tools utilized (e.g., Tableau, Power BI, SQL, Python/R) and the type of analytical work involved (e.g., dashboards, ad-hoc analysis, predictive modeling).

As a BI Analyst, Core Responsibilities Include:

- » **Data Analysis:** Extract insights from large datasets using various analytical techniques, such as data mining, regression analysis, and time-series forecasting
- » **Reporting and Dashboards:** Design and develop interactive dashboards and reports to present complex data clearly and concisely, utilizing tools like Tableau or Power BI
- » **Ad-hoc Analysis:** Respond to non-routine requests from stakeholders by analyzing specific business questions or problems using various data visualization tools, such as Python's Matplotlib or Seaborn libraries
- » **Predictive Modeling:** Develop models that forecast future trends and outcomes using techniques like regression analysis, decision trees, and clustering algorithms
- » **SQL Querying:** Write efficient SQL queries to extract relevant data from databases, ensuring optimal performance and scalability

Tools Utilized:

- » **Data Visualization Tools:** Tableau, Power BI
- » **Programming Languages:** Python (using libraries like Pandas, NumPy, Matplotlib, and Seaborn)
- » **SQL:** For querying and manipulating relational databases
- » **APIs:** To integrate with external data sources or perform web-related tasks

Specific Reporting and Analytical Tools Utilized:

- » **Tableau:** Develop interactive dashboards to present complex data in a clear and concise manner
- » **Power BI:** Create reports and visualizations to help stakeholders make informed decisions
- » **Python's Pandas Library:** Perform data cleaning, filtering, and grouping using efficient algorithms
- » **NumPy and Matplotlib Libraries:** Visualize complex data sets and create high-quality plots

Type of Analytical Work Involved:

- » **Dashboards:** Develop interactive dashboards to present key performance indicators (KPIs) and metrics
- » **Ad-hoc Analysis:** Respond to non-routine requests from stakeholders by analyzing specific business questions or problems
- » **Predictive Modeling:** Develop models that forecast future trends and outcomes using techniques like regression analysis, decision trees, and clustering algorithms

- 4. Are there any specific support coverage requirements for Network Engineer positions that extend beyond regular working hours? If so, please elaborate on the nature and anticipated frequency of such extended support needs.**

CBH's network engineering team responds to issues that the first-level helpdesk cannot resolve, typically involving network outages or server unavailability. During off-hours, the team may need to come into the office to address networking or server problems and implement or update network devices or servers.

Cost/Pricing

- 1. Can you clarify expectations around the fee structure—is it per hire, retainer-based, or milestone-driven? What is your expected conversion timeframe if using contract or temp to perm?**

Most positions have an hourly rate. The conversion timeframe depends on the particular position and the candidate's location.

2. Are hourly rate ranges acceptable?

Yes.

3. Is there a preferred pricing structure for recruitment services (e.g., percentage of salary, fixed fee per placement, hourly rates for sourcing)?

We expect the most cost-effective pricing structure.

4. Since no pricing template is provided in the solicitation, should we use our own pricing template?

Yes.

5. Are there any budget constraints or caps we should know when proposing pricing?

Yes, Community Behavioral Health is a non-profit organization and the steward of public funds, so the most fiscally responsible pricing proposals are expected.

Administrative**1. What factors drive the decision to release the RFQ for bidding? Are you looking to add vendors to the program or replace an existing vendor?**

As a City-related Agency, CBH must follow the City of Philadelphia's contracting and procurement rules.

2. Could you please clarify whether there is a defined scoring or weighting breakdown that CBH will use to evaluate proposals?

Scoring will be conducted as described in Section 3.3.2. of the RFQ.

3. Is participation in Philadelphia's M/W/DSBE certification program required to be considered for special consideration, or will out-of-state M/W/DSBE certifications get the same consideration?

Special consideration will be given to any state-supported M/W/DSBE certification.

4. Is the scope of this RFQ intended to include any existing contractors who may be placed through us at CBH?

Yes.

5. What is the anticipated start date for the contract?

September 1, 2025

6. How long will this contract be for? Any renewals?

CBH typically executes one-year agreements with the option for three one-year renewals.

7. Is subcontracting allowed?

Yes.

8. Please specify the insurance limit(s) for the applicable insurance requirements.

CBH typically discusses these requirements during contract negotiations.

9. What is the anticipated date of award?

August 1, 2025

10. Do we need to submit the actual resumes for proposed candidates, or can we submit the sample resumes?

Samples would work.

11. Are resumes required to be submitted as part of the RFQ submission? If resumes are required, will you be providing detailed job requirements and years of experience required?

No, resumes are not required as part of the RFQ submission.

12. Does CBH require resumes for the positions mentioned on Page No. 2 of “ATTACHMENT: QUESTIONNAIRE” as part of the submission?

Resumes are not required for the RFQ submission.

13. As a non-Philadelphia-based company, are we still required to complete this form? If so, how should we address sections that pertain specifically to Philadelphia business operations or taxes? (Regarding City Disclosure Forms)

Yes, all Applicants must complete the City Disclosure Packet.

14. Is submitting a letter attesting to compliance with state and federal tax obligations acceptable, or must it specifically address Philadelphia tax obligations? (Regarding Section 3.2)

The City of Philadelphia Tax and Regulatory Status and Clearance Statement and a letter attesting that all required federal, state, and local taxes (including payroll taxes) for the past 12 months have been paid are required.

- 15. “...Have substantial experience recruiting for positions within the non-profit sector, health care, or human services industries.” We have experience working with healthcare companies; however, we cannot provide references at this time. Are we still eligible to participate in the RFQ?**

The described set of references is a requirement for this RFQ.

- 16. Is it required to be licensed to do business in Pennsylvania to participate in the RFQ, or can we obtain a business certificate as a foreign entity after the RFQ has been awarded?**

Philadelphia City Code, Chapter 17-1200, strictly prohibits foreign outsourcing for City service contracts (i.e., no work can be performed, in whole or in part, outside the U.S. or its territories). If the prospective vendor is just outside the U.S., that is fine, but using “foreign entity” would be a misnomer.

- 17. RFQ doc says, “Threshold requirements include having the requisite experience and qualifications to staff positions and being a vendor in good standing with the City and CBH.” Does it mean an on-site presence in Philadelphia is required for this program? Or is it sufficient that we have workers in the State of PA?**

An on-site presence in Philadelphia is not a requirement to apply to this RFQ.

- 18. Is insurance required during submission?**

No, but insurance requirements must be met for the Awardees with whom CBH will pursue a contract.

- 19. Please confirm if we can submit USC or Green Card holders on a C2C basis.**

CBH is not accepting submissions for USC or Green Card holders on a C2C basis.

- 20. How will you release the requirements through email or a portal?**

CBH will communicate with contracted vendors through email regarding potential talent.

- 21. Is there a Managed Service Provider (MSP) to manage the suppliers? If so, please advise us on the MSP/VMS fee.**

N/A

- 22. The RFQ document says, “Applicants must submit an electronic version of the application prepared as a PDF document—please e-mail to hans.leach@phila.gov.” Is there a size limit to the response PDF? Can we submit a zip file of all the response documents?**

There are no size limits to responses, but zip files are acceptable.