Cleveland State University

REQUEST FOR PROPOSAL ("RFP") #5061ME

Temp Services Contracting

Due Date /Time: 03/17/26 by 2:00pm ET via email with the RFP #5061ME in the subject line

Issued Date: 2/25/26

ADDENDUM #1, Questions and Answers

Questions due by: 3/10/26 by 2:00pm ET via email with the RFP #5061ME in the subject line

Contact:
Michael Eames
Purchasing Manager
bids@csuohio.edu

Proposals must be received by the due date/time specified above. Proposals received after the due date/time will be returned unopened to the supplier

Please refer to the attached sheets for Instructions & Information. Proposals must be submitted on the form(s) provided and signed by an authorized representative in ink in the proper spaces. Vendors are cautioned to read this entire document carefully and to prepare and submit their Proposal providing all requested information in accordance with the terms and conditions set forth herein.

ADDENDUM #1, Questions and Answers
RFP #5061ME, Temp Services Contracting

Project Name	Temp Services Contracting	Project Number	#5061ME
Project Location	Cleveland State University - Cleveland, OH		

Date posted: 3/12/26

Date revised: 3/12/26

Below are the questions that have been received to date for the RFQ of the above-referenced project:

1. Will CSU provide sample roles that may be requested per functional area (HR, Payroll, IT, Finance/Accounting)

    A. A sample role is provided from IT

2. For each functional area, are you expecting?
    A. Manager-level leadership roles: Yes
    B. Senior functional analysts: Yes
    C. Technical Developers: Not for each area – only for IST
    D. Transactional processing staff: Yes
    E. Hybrid techno-functional roles: Yes

3. During the transition period, will backfill roles require active support of PeopleSoft Production?

    A. Yes

4. Is CSU looking for PeopleSoft experience or generalist operational roles? Please provide possible roles that may be needed.

    A. This RFP is intended to create a pool of resources with both PeopleSoft and Workday experience.

5. Will CSU grant a one week extension to allow vendors to better tailor proposals based on QA?

    A. No – we are on a tight timeline

6. Are vendors expected to cover all categories, or may they respond selectively to aligned role types?

    A. CSU intends to select multiple vendors to be competitive on aligned role types.

7. Are there specific compliance requirements, labor classifications, or contractor engagement policies we should be aware of when proposing staffing resources?

    A. There are not.

8. Are roles expected to be remote, on-site, and/or hybrid

    A. Hybrid is preferred

9. Could you please confirm whether there is a prescribed template or specific format that must be used for submission of the cost proposal?

    A. There is not a specific format but the pricing sheet should be broken down in an easy to understand format. We would like to understand hourly rate and markup.

10. Could you please confirm whether proposers are expected to submit pricing in the form of a markup percentage or hourly rates?

    A. Can proposers please provide both.

11. Could you please confirm whether there are any subcontracting requirements or mandatory diversity participation goals associated with this RFP?

    A. There are not.

12. Could you please share the estimated budget for this RFP?

    A. Not at this time

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

    A. Not at this time

14. Could you please provide the annual spending details for similar contracts from the past three years?

    A. Not at this time

15. Attachment G: Pricing Sheet is currently blank. How should vendors structure pricing sheets for accurate evaluation?

    A. Please see previous answers to this question

16. To ensure accurate and competitive pricing and consistent evaluation across all offerors, could CSU please provide a list of labor categories and/or job positions that fall within scope of this requirement?

    A. HR, Payroll, IT, Finance/Accounting – we do not have a full list at this time

17. Attachment A states Attachment E and Attachment H are required to be submitted. However, both of these attachments do not require actual responses, as they are the background information/project overview and selection criteria documents respectively. Does CSU want these attachments provided as part of our proposal package regardless?

    A. Please include and leave blank

18. Please confirm if the Professional Services Agreement is a required form to be submitted as part of the proposal submission or to be completed after contract award. If the form required, please clarify what vendors should enter in the "Not to exceed contract 'Fee'" field, given that this RFP is for backfill temporary staffing services and no defined level of effort or total hours has been established. Also, please clarify what vendors should enter in the "'Term' of Agreement" field.

    A. This is an example of what the contract will look like for the winning temp services agency. You can leave blank but please read over as it is non-editable

19. What are you asking for on the line where it says "Not to exceed contract "Fee": What is the number I need to put here & Term of Agreement ? Do I put 1 yr or the 3 year timeframe here ?

    A. One year pricing
20. Will Cleveland State University hire selected candidate as Cleveland State University employees, or would the University prefer to have the selected vendor employ selected candidates on their behalf?

    A. Candidates will be hired as a consultant
21. Please confirm if this is a new initiative or a re-bid of an existing contract?
    A. This is a new initiative
22. Are there any specific challenges, pain points or areas of concern that you are currently experiencing with the existing vendors?
    A. There are not, this is due to a ERP initiative that CSU is doing where we need the expertise of an agency to provide backfill support roles as contractors
23. Please clarify the anticipated number of awards expected under this RFP.
    A. There is not a known answer for this – it depends on how many agencies apply and what their hiring expertise is in
24. Is there a local preference in connection with this RFP?
    A. There is not a score to location however, it is preferred that candidates are hybrid
25. Please confirm the evaluation criteria and weighing (e.g., technical vs. cost)
    A. This information is on the RFP, please review
26. Will there be an opportunity for a virtual/on-presentation or negotiation meeting during the evaluation process?
    A. Not at this time – subject to change
27. What is the expected timeline for award notification and contract execution?
    A. We are hoping to be in contracting by end of the month
28. What is the anticipated volume of staffing requests (e.g., estimated number of requisitions per year)?
    A. 20+ backfills, subject to change
29. Is there an employee conversion policy (i.e., can the department directly hire contractor staff after a defined period)?
    A. Contractors will not be hired after Workday is implemented, subject to change
30. Will timekeeping be handled through the department's system or will vendors be required to provide a platform?
    A. As consultants are employees of the respective vendors, timekeeping should be maintained by the vendor.
31. 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?
    A. Yes – the vendor will work with CSU on hiring staffing backfills
32. Are there preferred formats or templates for proposal submission beyond the attachments listed in the RFP?
    A. Nope!
33. Is there potential for additional staffing needs beyond the Workday project?
    A. To be determined
34. What level of Workday experience is expected for candidates?
    A. PeopleSoft and/or Workday experience is needed but the level of experience is dependent and will be determined as we begin the hiring process
35. Do we need to submit Attachment I with the proposal response?
    A. Yes
36. Will contractors be expected to support Workday implementation directly or operational backfill only?
    A. Most of our backfills will be operational backfill only but this is subject to change based off our hiring needs
37. What are the expected working hours and schedules?
    A. Standard hours 8-5

38. Are background checks, drug screening, or security clearances required?
    A. Yes
39. Are contractors required to have experience in higher education environments?
    A. It is preferred
40. What is the expected turnaround time for submitting qualified candidates after receiving a request?
    A. This really depends – but we intend to move swiftly on hiring
41. Are vendors required to provide multiple candidate options per role?
    A. Yes
42. Will CSU require vendors to provide dedicated account management or support staff?
    A. CSU will need a main point of contact but we do not need someone dedicated to CSU
43. Is it mandatory to have the local account management team?
    A. It is not mandatory
44. Do we need to provide a Certificate of Insurance?
    A. This is likely
45. Are resumes required at the time of proposal submission? would they be sample or actual?
    A. No, we are hiring a staffing firm or firms based off their experience (IT, HR, etc) then we will move onto the strategy of hiring
46. Which PeopleSoft modules are currently in scope? (HCM, FSCM, Campus Solutions, etc.)
    A. Finance, Payroll, HR, Campus Solutions
47. What version is CSU currently running, and is your organization up to date on all PeopleTools

8.6.113 HCM/Fin Tools

8.6.013 CS Tools

CS 9.2.031

HR 9.2.048

FIN 9.2.050

48. Is the environment heavily customized or mostly vanilla?
    A. Heavily customized for PeopleSoft, we are planning on implementing a vanilla Workday environment
49. What integrations currently exist (payroll vendors, benefits providers, banking, third-party systems)?
    A. PeopleSoft is highly integrated in Campus Solutions, Financials, and HCM. Focus of requested consultants would be within the PeopleSoft environment.
50. Are there any upcoming PeopleSoft upgrades or compliance initiatives during the transition period?
    A. Campus Solutions PeopleTools upgrade, version TBD.
51. Have CSU's current state and business processes been properly documented?
    A. Some areas are better than others
52. Does CSU require the assigned resources to have prior Workday Higher Education migration experience?
    A. This is preferred – along with PeopleSoft experience
53. Will the resources need to understand Workday data structures?
    A. This is preferred
54. In addition to technical and functional resources, will CSU also need Business Analysts, Payroll Processors etc. to supplement the existing team?
    A. Yes, these resources are part of the RFP request
55. Does each requested skill area (Payroll, Benefits, Core HR, Financials) require the bandwidth of a full-time resource? If not, please detail what skill areas will require less resources.
    A. Yes
56. "Will CSU require experienced professionals who have knowledge of the following: PeopleSoft Application Engine, SQR, PeopleCode, Integration Broker, SQL / Database Administration"

      A. This is preferred
57. Will the resources need to have previous experience with Peoplesoft data extraction and cleansing to Workday?
      A. This is preferred
58. Are API integration experience between PeopleSoft and Workday required?
      A. To be determined
59. Which functional areas are most critical to support? (Payroll, Benefits, Core HR, Financials, etc.)?
      A. All of these are correct
60. Does CSU need consultants who can gather the requirements and configure the system or strictly maintain functionality?
      A. Strictly to maintain functionality, but other skills could differentiate candidates
61. Are they expected to support end users and ticket resolution?
      A. It is possible.
62. Is payroll knowledge (multi-state, union, etc.) required?

It is preferred for payroll related consultants

CSU Position Description

The Position form is used to record the duties, responsibilities, qualifications sought and fiscal impact of classified and non-classified positions. This information is the basis for determining the title, salary rate, and Fair Labor Standards Act exemption status for positions. To achieve these purposes, it is essential that detailed and exact information pertaining to current duties, responsibilities, and qualifications be accurately recorded on this form.

The performance of the duties outlined below must be carried out within the mission of the University: to help create an effective learning environment for students; to treat all persons with dignity and respect; and to actively demonstrate an attitude of willing service and teamwork.

Preferred Qualifications:
Bachelor's degree in Computer Science or related field. One or more years of PeopleSoft Application and PeopleTools experience. Working knowledge of PeopleSoft PeopleCode. Experience in UNIX, Oracle, web technologies (i.e. HTML, XML, Java, Java Script, ASP, etc.) and web-based application tool sets. Implementation experience in current supported versions of PeopleSoft Finance, HCM or CS.

Minimum Qualifications:
Bachelor's degree in Computer Science or related field or equivalent experience in lieu of degree. Three to five years work experience on large-scale computer systems. One year ERP experience. Working knowledge of PeopleSoft PeopleCode. Strong problem solving skills. Strong teamwork and interpersonal skills. Strong verbal and written skills, including ability to express complex technical concepts in understandable terms. Ability to work flexible hours and overtime as required.

Position Summary:
Participates in the planning, functionality, customization, testing and implementation of new major releases of PeopleSoft Financials, HCM and/or CS applications. Responsible for the functional development of the PeopleSoft Financials, HCM and/or CS applications and other systems that interact with PeopleSoft such as PowerFAIDs, Kronos, web based self-service systems and Apply Yourself as well as in-house developed software. May develop or enhance web-based application systems. Performs system analysis and design, functional problem solving, application testing, evaluating the interaction of third party software products, assisting with system modifications, the analysis of business practices, short and long range system planning and product analysis. Complexity of tasks ranges from moderate to complex. Keeps informed of the future direction of PeopleSoft functionality for the Higher Education products. Interacts professionally with all internal and external customers using strong interpersonal skills.

Job Responsibilities:1. Implements and tests PeopleSoft application changes and major upgrades., 2. Works efficiently and effectively in a team structure of an IT environment that dictates flexibility, speed, accuracy and on-time delivery of projects., 3. Analyzes and resolves system level problems, including debugging., 4. Performs functional and system problem solving, analyses of business practices and short and long-range system planning and product analysis., 5. Coordinates efforts of user offices and IS&T assigned subordinates in planning, development, testing and implementation of major upgrades of PeopleSoft., 6. Modifies existing customizations and develops new modifications that may be required as a result of an upgrade., 7. Works with the University's functional teams providing input/insight in migrating to new functionality and/or processes., 8. Modifies existing interfaces to third party products as well as develops interfaces for any new products that may be introduced as a result of an upgrade., 9. Communicates complex technical concepts in terms understandable to all levels in a cross-functional environment. Incorporates principles of teamwork with all organizational levels in the resolution, completion and follow-up of various responsibilities., 10. Participates in rapid web software development and deployment utilizing multiple development tool sets., 11. Enhances professional growth and development through participation in continuing education courses, professional organizations, seminars and workshops, reading current literature and maintaining professional contacts in the community., 12. Performs other functionally related duties as assigned.