

ROCHESTERWORKS, INC.

Questions and Answers

Temporary Work Experience Payrolling Services
August 19, 2026

Vendor Questions and RWI Responses

Q1. Could you please provide the following information? A) The number of current open positions or your anticipated hiring needs. B) Your availability for a brief introductory call. C) Any job descriptions or additional details you can share about your staffing requirements. D) If a Non-Disclosure Agreement (NDA) is required, please send it to us for review and signature.

A1. A) The scope of this RFP is not to fill anticipated RWI hiring needs. It is to serve as employer of record and provide temporary work experience payrolling services for approximately 50 Adult and 730 Youth participants annually. B) RWI will not conduct individual introductory calls with potential respondents during the procurement process. C) RWI does not have standardized job descriptions for participant placements; job information is obtained for individual placements. D) A Non-Disclosure Agreement (NDA) is not required.

Q2. Participant Volume: Can RWI provide an estimated breakdown of Adult and Youth participants by month or quarter to help vendors plan staffing, payroll capacity, and pricing?

A2. The approximately 50 Adult participants are expected to be spread throughout the contract year. Most Adult assignments will last two to four weeks; selected occupations may require six, eight, or more weeks. The approximately 500 year-round Youth participants will be spread throughout the year, with assignments generally lasting 4 to 16 weeks. The approximately 230 summer Youth participants typically begin assignments in early July, with assignments generally lasting 6 to 10 weeks.

Q3. Markup Structure: Should the proposed markup rate be applied to gross participant wages only, or should it be calculated in another manner? Please also clarify whether all employer payroll taxes, workers' compensation, insurance, and administrative costs are expected to be included within the quoted markup.

A3. The proposed markup rate should be applied to the hourly wage, which is then multiplied by the hours worked, effectively applying the markup rate to gross participant wages. The markup rate must include payroll taxes, insurance, workers' compensation, onboarding, routine payroll processing, payment methods, reporting, account management, and other administrative costs unless specifically identified as an allowable pass-through expense.

Q4. Payroll Frequency: Is weekly payroll the preferred/required payroll frequency, or may vendors propose an alternative schedule such as biweekly payroll? Also, what is the expected timeline for submission and approval of participant timecards?

A4. Past contracts have required weekly payroll. Respondents will be evaluated on their proposed payroll frequency and technical approach. The contractor will be responsible for accurately collecting and processing supervisor-approved timecards on the agreed payroll schedule.

Q5. Assignment Distribution: If multiple contractors are selected, how will assignments be distributed among awarded vendors? Will allocation primarily be based on geography, Adult/Youth category, industry, participant volume, capacity, performance, or price?

A5. If multiple contractors are selected, RWI may allocate assignments based on population, geography, industry, work-site requirements, capacity, performance, and price.

Q6. References: The RFP requires three references for similar work, including at least one public workforce, youth employment, or multi-work-site payroll engagement. Could you please clarify whether references must be from current or past contracts, and whether there is a required format or specific information that must be provided for each reference?

A6. There is no preference for current versus past contracts and no required reference format. References should demonstrate experience with similar work and meet the requirements stated in Section 5 of the RFP.

Q7. The RFP outlines the 2 programs, Work Experience Tryouts for Adults, Ages 18 and Over and Paid Work Experience for Youth, Ages 14-24. In the past the RFP has been awarded to more than one agency, is this the same thought process for this RFP? Or will there be a change of awarding 1 agency both programs to streamline?

A7. RWI may make one or multiple awards. The final decision will be based on the proposals received and the evaluation and award provisions of the RFP.

Q8. Who determines whether a worksite is legally appropriate for a minor—the contractor or RochesterWorks?

A8. RWI evaluates Youth work sites and job duties before placement for consistency with applicable minor-employment requirements. The contractor, as employer of record, is responsible for ensuring that each minor's employment complies with applicable law. Work sites remain responsible for applicable workplace and safety requirements.

Q9. Who conducts OSHA/worksite safety reviews?

A9. RWI visits each Youth work site to evaluate general safety and compliance with applicable labor laws. The contractor and work site remain responsible for their respective workplace-safety obligations, and the contractor may conduct any additional review necessary to meet legal, insurance, or internal requirements.

Q10. Who is responsible if a host employer assigns duties outside the approved job description?

A10. Work sites are expected to limit participants to the agreed-upon duties and to notify RWI and the contractor before making material changes. Lawful changes may be reviewed and approved as appropriate. A participant must not perform duties that violate applicable labor or safety laws, and the contractor, as employer of record, must take appropriate action and promptly notify RWI.

Q11. Are participants already issued working papers before referral?

A11. Yes. RWI expects minors to have the required working papers before referral.

Q12. What is the historical workers' compensation claim frequency?

A12. RWI is not aware of any workers' compensation claims in connection with its paid work experiences in recent years.

Q13. What percentage of placements require background checks or drug screens?

A13. Background checks and drug screens are rare for most participants. RWI has a cohort of 12-16 participants who will require a background check, and approximately half of them will also require a drug screen.

Q14. Are host employers required to sign an indemnification agreement protecting the Employer of Record?

A14. No. If this is a standard requirement for using a respondent's services, please provide a copy of the agreement with the proposal.

Q15. What is the average hourly wage by participant category and industry?

A15. Adult hourly wages vary. Participants should be paid at an hourly rate comparable to a new direct hire of the work site in the same role. RWI currently has a cohort of 12-16 Adult participants paid \$18/hour. Most Youth participants are paid minimum wage; some are currently paid \$17/hour. A small number of Youth monitors are paid \$23.81/hour.

Q16. How are workplace injuries and unemployment claims allocated between RochesterWorks, the host employer, and the EOR?

A16. The contractor, as employer of record, is responsible for unemployment insurance and for maintaining workers' compensation coverage, preparing required reports, and managing workers' compensation claims. Work sites remain responsible for their applicable workplace-safety obligations.

Q17. When can we expect to receive responses to supplier questions?

A17. Responses were posted to <https://rochesterworks.org/request-for-proposals/> on Wednesday, August 19, 2026.

Q18. What are your three most important criteria when selecting a staffing partner, ranked in order of importance?

A18. The RFP establishes four evaluation criteria rather than three:

- Relevant experience, qualifications, financial and organizational capacity - 20%
- Technical approach, compliance, participant support, reporting, and implementation - 35%
- Capacity, service levels, regional and industry coverage - 20%
- Cost reasonableness and pricing transparency - 25%

Q19. Can you provide job descriptions for the roles in scope in this Request For Proposal (RFP)?

A19. Due to the variety of positions in which Adult and Youth participants are placed, RWI cannot provide standardized job descriptions for participant placements. RWI obtains a detailed job description for individual placements and can share it with the selected contractor. Respondents are responsible for determining the staffing and internal roles necessary to perform the services described in the RFP.

Q20. As we look to solution for your outlined requirements, are there any systems/tools we need to consider in our processes? If so, are there any fees associated with those systems/tools?

A20. The RFP does not require any specific systems or tools. The contractor must have systems and tools sufficient to fulfill the Contractor Responsibilities in Section 3, including required forms, reports, and invoices.

Q21. Have you worked with temporary agencies before for programs like this?

A21. Yes. This is a repeat procurement for work experience payrolling services.

Q22. What challenges have you faced in the past regarding your temporary labor program/use of temporary workers?

A22. No major challenges have materialized under RWI's current or past work experience payrolling contracts.

Q23. Will the selected supplier be restricted to working only with RWI or will the selected supplier be included in conversations with the prospective company as needed regarding the worker?

A23. The selected contractor(s) will coordinate with both RWI and work sites as needed regarding participants.

Q24. Can you provide examples of job titles/job descriptions that may be requested in the following categories: Child care, construction, production/maintenance, landscaping and clinical healthcare?

A24. Placements vary, and RWI cannot provide a comprehensive list of job titles. Child care placements are generally assistant roles. Construction placements are uncommon, and participants under 18 will not be assigned duties prohibited by applicable minor-employment laws. Production/maintenance and landscaping duties likewise depend on age and applicable legal restrictions. Clinical health care placements are uncommon. RWI anticipates approximately 12-16 Adult placements in a recovery peer advocate role.

Q25. For roles involving child care, would this work occur onsite at a facility with an adult in charge and present at all times?

A25. Some Youth participants placed in assignments at child care facilities are under 18. Their roles are limited to assisting adult staff, and they remain under direct adult supervision at all times when children are present.

Q26. Is RWI affiliated with any local schools? If yes, which ones?

A26. RWI has programming in some local high schools. However, beyond receiving some participant referrals, there is no direct connection between RWI's high school programming and the paid work experiences described in this RFP.

Q27. How does RWI attract youth and adults to this program?

A27. RWI and its contracted youth service providers will recruit, match, and directly place Youth participants. RWI will recruit, match, and directly place Adult participants.

Q28. Can you provide a list of prospective companies you have worked with in similar programs or that you are targeting?

A28. RWI cannot provide a company list.

Q29. Our company will allow us to work with candidates who are 16 years old or older. As a result, can we still participate in the “Paid Work Experience for Youth,” ages 14 to 24?

A29. Being unable to serve 14- and 15-year-old participants would limit the respondent's ability to provide the full scope of Paid Work Experience for Youth. Any such restriction should be clearly identified in the proposal.

Q30. Please confirm if the selected agency will be engaged at the point of pre-employment screening/onboarding and if RWI will coordinate matching candidates to requests and coordinating interviews between candidates and prospective companies as required.

A30. The selected contractor(s) will generally be engaged at the point of onboarding. RWI and its contracted youth service providers will handle participant matching and direct placement. The contractor will conduct any work-site-required drug tests or background checks when lawful and authorized.

Q31. Will background checks and drug screens vary by company, or is there a basic, single screening that will apply to all candidates?

A31. Screening requirements may vary by work site and assignment. Background checks and drug screens are rare for most participants. RWI currently anticipates a cohort of approximately 12-16 participants who will require background checks, approximately half of whom will also require drug screens.

Q32. Please confirm if onboarding is defined as activities that the selected supplier needs to complete to onboard the worker onto the supplier's payroll, or do you require something else? Please confirm if any job/company specific onboarding will be provided by the prospective company the candidate is assigned to.

A32. Onboarding includes the activities and paperwork the selected contractor must complete as employer of record. Any work-site-specific onboarding or orientation will generally be provided by the work site as part of the participant's paid activities. The contractor remains responsible for its applicable employer-of-record obligations.

Q33. For blue collar roles, our company is required to perform a site safety evaluation of the work environment prior to assignment start and collect a detailed job description. Will your client companies allow us to complete that requirement?

A33. RWI obtains a detailed job description for placements and can share it with the contractor. RWI also visits Youth work sites to evaluate safety and compliance with applicable labor laws. RWI will coordinate reasonable access and information necessary for the contractor to satisfy applicable legal, insurance, or safety-review requirements.

Q34. Please confirm your client companies provide any required Personal Protection Equipment (PPE) as required for applicable roles.

A34. RWI requires work sites to comply with applicable safety laws and regulations, including providing required PPE.

Q35. Do your client companies ever request workers to use their timeclocks/time systems?

A35. No.

Q36. Our standard work week is Monday-Sunday. Will that be acceptable for all workers and all assignments?

A36. Yes. A Monday-Sunday workweek is acceptable, provided it is administered in compliance with all applicable wage-and-hour requirements. Overtime for non-exempt employees must be calculated based on hours worked within the established workweek, and schedules for participants under age 18 must also comply with applicable New York State restrictions on minors' hours and days of work.

Q37. Our standard payment terms are net 30 days with a payment method of check, ACH or wire. This allows us to provide the most competitive price up front. Are these terms acceptable?

A37. RWI pays on a Net 30-day term.

Q38. Are Purchase Orders (POs) utilized in the procurement of temporary labor? If so, are you able to issue a blanket PO for the temporary labor program?

A38. Purchase orders are not used in connection with this RFP.

Q39. What is the process to track spend against funding available for the program? What happens if funding is nearing exhaustion, do assignment end until additional funding is received?

A39. RWI is responsible for budgeting and tracking available funding. If sufficient funding becomes unavailable, an assignment may need to be interrupted or ended early.

Q40. How are youth participants referred into the program? Are referrals coming through RWI, contracted youth service providers, schools or school districts, participating employers or a combination?

A40. RWI and its contracted youth service providers will recruit, match, and directly place Youth participants.

Q41. For participants under 18, is there an established educational, work-based learning or structured training program through RWI, a youth service provider, school or participating employer? If so, please describe how the program works, including learning objectives, training, supervision and documentation.

A41. RWI funds and provides youth programming in addition to the paid work experiences described in this RFP. That programming is not directly connected to the services under this RFP and is outside its scope.

Q42. For participants under 18 who are still in school, what role does the school or school district play?

A42. Generally, the school or school district's role is to issue required working papers. Additional school documentation may be required for particular work schedules under New York law.

Q43. Who will confirm enrollment, good standing and approval for the student to participate when required?

A43. There is no routine RWI requirement to confirm enrollment, good standing, or school approval beyond documentation required by law. Certain work schedules for minors may require additional parent or school documentation.

Q44. For participants under 18, will RWI or its youth service providers provide parent or legal guardian names and contact information? Is parent or guardian consent currently required, and will the selected contractor be able to require signed consent before the minor begins employment onboarding?

A44. RWI and its youth service providers can provide parent or legal guardian contact information when available and appropriate. Parent or guardian consent is generally obtained as part of the New York working papers process, and RWI expects minors to have required working papers before referral. If a respondent requires additional parental or guardian consent as part of its onboarding process, it should identify that requirement in its proposal.

Q45. Who is responsible for obtaining, verifying, and maintaining required New York employment certificates, school approvals, and other minor employment documents before a participant starts work?

A45. The contractor, as employer of record, is responsible for required minor-worker documentation, including verifying and maintaining required employment records. RWI and its contracted youth service providers will help participants understand and obtain documentation needed for onboarding.

Q46. Does RWI currently have safety limitations, prohibited duties, or worksite requirements for participants under 18? If so, please provide or describe the current requirements.

A46. RWI does not have safety limitations, prohibited duties, or work-site requirements above and beyond those required by applicable laws and regulations.

Q47. Will RWI and participating worksites agree to follow the selected contractor's youth safety requirements when those requirements are more restrictive, including limitations on job duties, equipment, work environments, supervision, training, and worksite safety requirements?

A47. Respondents should identify any youth safety requirements that are more restrictive than applicable law in their proposal. RWI will consider such requirements as part of proposal evaluation and, if applicable, contract negotiation.

Q48. Before a participant under 18 is referred for a position, will the selected contractor receive a complete job description and worksite information, including duties, schedule, supervision, equipment or tools used, physical requirements, and work location?

A48. RWI obtains a detailed job description and work-site information for Youth placements and will share available information with the contractor. RWI also visits Youth work sites to evaluate safety and compliance with applicable labor laws. Any additional information required by law, insurance, or the contractor's disclosed safety requirements can be addressed during implementation.

Q49. Will participating worksites provide the access and information needed for the selected contractor to complete required worksite and job safety reviews before a participant under 18 starts work?

A49. RWI will coordinate reasonable work-site access and information necessary for the contractor to satisfy applicable legal, insurance, and safety-review requirements.

Q50. Once the program is live, how will new youth participants, job titles and worksites be added? What is the typical lead time between a new request or referral and the requested start date?

A50. RWI and its contracted youth service providers will match and directly place Youth participants and refer new assignments to the contractor with applicable participant, job, and work-site information. The contractor should complete onboarding as soon as practicable, with the goal of allowing the participant to begin work on the next working day after onboarding is complete.

Q51. When does RWI consider a youth referral complete and ready for onboarding? Will onboarding timelines begin once all required participant, parent or guardian, school, state, job, and worksite information and approvals have been received?

A51. A Youth referral is ready for onboarding when RWI or its contracted youth service provider makes the referral. RWI expects minors to have required working papers before referral. Completion of contractor onboarding remains dependent on the participant providing any other required documentation.

Q52. Please provide the approximate number of active youth participants at transition, how many are expected to be under 18, anticipated starts during the first 30 days, and the approximate number of worksites and job titles used annually.

A52. RWI cannot provide reliable estimates for the number of active Youth participants at transition, the number under 18, starts during the first 30 days, or the annual number of work sites and job titles. The RFP projects approximately 500 year-round and 230 summer Youth participants annually.

Q53. For participants who start the youth program before age 18, what changes when they turn 18 while actively assigned? Do they remain in the youth program, and are there any changes to their documentation, job duties, worksite eligibility, supervision or other program requirements?

A53. The participant remains in Paid Work Experience for Youth after turning 18. New York requirements that apply specifically to workers under age 18, including working papers and minor-employment restrictions, no longer apply after the participant turns 18. Other program and assignment requirements generally remain unchanged.