



**Human Resources Department  
Temporary Employee Staffing Services  
or  
Information Technology Staffing Resources  
2010 RFP**

# **Human Resources Department**

**Omar C. Reid, Human Resources Director**

**Ramiro Cano, Assistant Director**

**Chas Smith, Division Manager**

**Christine Gallegos, Human Resources Supervisor**

***Welcome, special guests from Affirmative Action Division  
and Legal Dept.***

The City of Houston, Texas hereby requests proposals from qualified agencies wanting to enter into an agreement with the City of Houston to provide temporary employee staffing services on an as needed basis to city departments. The agency shall provide all labor, material and supervision necessary to furnish temporary employee services to the City. The proposed agreement term is for One (1) Calendar Year. The City of Houston reserves the option of extending the agreement for two (2) Additional One-Year Terms.

Optional: Qualified agencies wanting to provide a complete turn-key temporary employee workforce solution should include a separate section at the end of their proposal titled “Managed Service Provider”. Describe your vendor management software, subcontractor selection strategy and the proposed managed service model used to service city departments

# Human Resources Department Temporary Employee Staffing Services or Information Technology Staffing Resources RFP

RFP location: <http://purchasing.houstontx.gov>

- **Due Date: Tuesday, August 31, 2010  
11:00 AM (CDST)**
- **Location: City Secretary's Office  
Public Level – City Hall Annex**



## Strategic Purchasing Division

### Division Links

- ▲ Online Services
  - Existing Vendor Logon
  - Validate Your Vendor Record
  - Update Your Vendor Profile
  - Vendor & Material Search
  - New Vendor Registration
  - Vendor Help
  - Restricted Access to City Employees
- ▲ Bids/RFPs Services
  - Formal Bids & RFPs
  - Search for Bids/RFPs & Tabulations
  - Solicitation Forms & Attachments
  - Pre-Bid Conference Schedule
- ▲ Purchasing Links
  - Purchasing Catalog
  - MWDBE Directory Listing
  - NIGP Living Code
  - Site Search
  - Site Map
- ▲ Doing Business with the City
  - Supplier Registration
  - Bid Advertisement
  - Online Bids/RFPs
  - Solicitation Types
  - Bid Opening
  - Tabulations & Awards
  - Insurance & Indemnification
  - Drug Policy for Contractors
  - Fair Campaign Ordinance
  - Payments & Invoicing



All non-registered vendors must create a website account with username and password. [Click here for details!](#)

- [Formal Bids & RFPs Document Downloads](#)
- [Solicitation Forms & Attachments](#)
- [Pre-Bid Conference Schedule](#)

### Search for Bids, RFPs & Tabulations

Status:

Keywords:

Search Type:

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# Each RFP contains the following sections:

- **General Instructions**
- **Scope of Work**
- **Proposal Outline and Content**
- **Evaluation of Proposal**

# Submittal Procedures and Proposal Format

## **Submittal Procedures:**

- Provide rate and markup on CD
- Clearly “labeled” proposal
- Provide 1 original, 4 copies
- Submission Address:

**City Of Houston**

**City Secretary’s Office**

**900 Bagby**

**Room P101 City Hall Annex**

**Houston, TX 77002**

## **Proposal Format:**

The proposal must be

- ✓ typed
- ✓ signed in ink by an officer of the company
- ✓ clearly written in concise language
- ✓ complete
- ✓ bound and sealed when submitted

# “Proposal for Temporary Employee Staffing Services”

***\*T23721\****

# “Proposal for Information Technology Staffing Resources”

***\*T23721\****

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# **Contractual Terms, Conditions, Exceptions and Limitations**

**The proposals shall become part of the City's official files without any obligation on the City's part and will be subject to the Texas Public Information Act.**

**In the event a proposer submits trade secret information to the City, the information must be clearly labeled as a "Trade Secret". The City will maintain the confidentiality of such trade secrets to the extent provided by the law.**

# Insurance Requirements

- **Insurance**
  - **Indemnification Procedures**
  - **Insurance Requirements**

# Temporary Employee Staffing Services or Information Technology Staffing Resources – T23721

## Understanding and Enforcing Insurance Requirements in City Contracts

**August 16, 2010**



Mary McKerall  
Senior Assistant City Attorney  
Legal Department, Contracts Division

# Understanding and Enforcing Insurance Requirements in City Contracts

## OUTLINE

- Basic Business Insurance Package
- City Required Coverages
- Additional City Insurance Requirements
- Evidence of Insurance
- Enforcing Insurance Requirements

# Basic Business Insurance Package

- Workers' Compensation
- Employer's Liability
- Commercial General Liability
- Automobile Liability
- Commercial Crime or Fidelity Bond

# Basic Business Insurance Package

## ■ Workers' Compensation

- Covers medical and rehabilitation costs and lost wages for employees injured on the job.

## ■ Three parts:

- 1. Injured employee's medical bills & lost wages.
- 2. Employer's liability if employee's family sues.
- 3. Employment practices liability; covers suits of discrimination or sexual harassment (optional).

# Basic Business Insurance Package

- **Commercial General Liability (CGL)**
  - Covers accidents on business premises and exposure to company's products
  - Tends to have many exclusions (e.g., damage cannot be due to poor workmanship)

# Basic Business Insurance Package

## ■ Auto Liability

- Used when company has car involved in company business (delivery vans, fleet vehicles for employee use)
- Minimum policy amounts set by state (\$1 million recommended)

# Required Coverages for City Contracts

- Workers' Compensation
- Employer's Liability
- Commercial General Liability
- Automobile Liability (if applicable)
- Professional Liability (if design professional, architect, etc.)

# Required Coverages for City Contracts

- **Workers' Compensation** = “Statutory amount” or “As required by law”

# Required Coverages for City Contracts

## ■ Employer's Liability

- Bodily Injury by accident \$500,000 (each accident)
- Bodily Injury by Disease \$500,000 (policy limit)
- Bodily Injury by Disease \$500,000 (each employee)

# Required Coverages for City Contracts

- **Commercial General Liability (CGL)**
  - Includes Broad Form Coverage, Contractual Liability, Bodily and Personal Injury, Completed Operations, etc.
  - Bodily Injury and Property Damage = Combined Limits of \$500,000 for each Occurrence and \$1,000,000 aggregate

# Required Coverages for City Contracts

- **Automobile Liability Insurance = \$1 million**
  - Covers three classes of vehicles:
    - **Owned** = owned by contractor
    - **Non-owned** = owned by contractor's employees
    - **Hired** = borrowed or leased
- If contractor does not own any vehicles, it must supply a letter stating that if it does buy any it will also buy "owned" coverage.
- Contractor must have "non-owned" and "hired" coverage. Otherwise City would have to go after each employee to be added as Additional Insured.

# Additional City Insurance Requirements

- Policy issuers must have a Certificate of Authority to transact business in Texas, or
- Be a non-admitted issuer in Texas with a Best's rating of at least B+ with a Financial Size Category of 6 or better.
- This provides City with assurance that issuer will remain solvent.

# Additional City Insurance Requirements

## ■ City's Additional Insured Status

- All policies except Workers' Compensation, Employer's Liability, and Professional Liability must name City (and its officers, agents, and employees) as Additional Insured.
- Additional Insured Status may be contractually limited not to extend to cases of the City's sole negligence unmixed with any fault of Contractor.

## ■ Benefits of Additional Insured Status:

- City shares in Named Insured's coverage, thus diluting the limit of liability available for claim settlement.
- City shares in Named Insured's policy rights to defense. Or, the insurer has a duty to defend the City as well as the Named Insured.

# Additional City Insurance Requirements

## ■ Deductibles

- Contractor must pay for any claims up to the amount of any deductibles.
- Waives any claim against City for deductibles.

## ■ Liability for Premiums

- Contractor must pay all premiums - City does not pay any premiums

## ■ Endorsement of Primary Insurance

- Each policy, except Workers' Compensation and Professional Liability (if any), must state that Named Insured's policy is primary to any other policy available to City with respect to claims under a particular contract.

# Additional City Insurance Requirements

## ■ Cancellation Clause

- Each policy must state that it may not be canceled, materially modified, or nonrenewed unless the Contractor gives the Director 30 days' advance written notice. Contractor shall give written notice to the Director within five days of the date on which total claims by any party against Contractor reduce the aggregate amount of coverage below the amounts required by this Agreement. In the alternative, the policy may contain an endorsement establishing a policy aggregate for the particular project or location subject to this Agreement.

# Additional City Insurance Requirements

- **Waiver of Subrogation**
- Subrogation means that one party can step into the shoes of another for purposes of bringing a claim
  - X at fault for causing damage to Contractor's property. Contractor's insurance company pays claim and is subrogated to Contractor, or can bring a lawsuit on its behalf against X.
- Contractor waives any claim or right of subrogation to recover against City, its officers, agents, or employees.
- Required as an endorsement to each policy, except for Professional Liability (if any).

# Additional City Insurance Requirements

- Subcontractors and Consultants
- **Subcontractors** must name City as **Additional Insured** and comply with all requirements in prime contractor's agreement, except for policy amounts.
  - Amounts are commensurate with amount of subcontract, but no less than \$500,000

# Self-Insurance:

## An Alternative to Required Coverages

- Motor vehicle self-insurance certificate from Texas Department of Public Safety
- Audited financial statement: reserves or assets sufficient to pay judgments
- Self-insurance must protect City to same extent as an additional insured on an insurance policy
- If self-insurance lapses, Contractor must notify Director and obtain commercial insurance

# Certificates of Insurance

“Evidence” or “Proof” of Insurance



1. Date
2. Insurance Agent/Broker
3. Company writing policy
4. Insured (Contractor,
5. Auto = Owned, Hired, Non-Owned
6. Policy number + NAIC #
7. Type and actual amounts carried
8. Other types (if required)
9. Other types (if required)
10. Special items (project description, additional insured, waiver of subrogation)
11. Certificate Holder's name & address
12. Cancellation clause (may or may not have strike-out language)
13. Name & signature of authorized representative (HR Director)
14. Expiration date for each type

CERTIFICATE OF INSURANCE GUIDELINES						DATE (MM/DD/YY)	1
PRODUCER			COMPANIES AFFORDING COVERAGE				
INSURED			Company Letter A				
			Company Letter B				
			Company Letter C				
			Company Letter D				
			Company Letter E				
CO LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	TYPE OF INSURANCE		
	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> OWNER'S & CONTRACTOR'S PROT	↑		↑	GENERAL AGGREGATE	\$	↑
	PRODUCTS-COMPROP AGG				\$		
	PERSONAL & ADV INJURY				\$		
					EACH OCCURRENCE	\$	
					FIRE DAMAGE (Any one fire)	\$	
					MED EXP (Any one person)	\$	
						\$	
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS <input type="checkbox"/> GARAGE LIABILITY	6		14	COMBINED SINGLE LIMIT	\$	7
					BODILY INJURY (Per person)	\$	
					BODILY INJURY (Per accident)	\$	
					PROPERTY DAMAGE	\$	
	EXCESS LIABILITY <input checked="" type="checkbox"/> UMBRELLA FORM <input type="checkbox"/> OTHER THAN UMBRELLA FORM				EACH OCCURRENCE	\$	
					AGGREGATE	\$	
						\$	
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY THE PROPRIETOR/ PARTNER/EXECUTIVE OFFICERS ARE: <input checked="" type="checkbox"/> INCL <input type="checkbox"/> EXCL				<input checked="" type="checkbox"/> NO LIMIT <input type="checkbox"/> PER/ACC	\$	
					EL EACH ACCIDENT	\$	
					EL DISEASE - POLICY LIMIT	\$	
					EL DISEASE - EA EMPLOYEE	\$	
	OTHER	8					9
DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/SPECIAL ITEMS THE CITY OF HOUSTON IS NAMED AS ADDITIONAL INSURED ON AUTOMOBILE LIABILITY, COMMERCIAL GENERAL LIABILITY AND WAIVER OF SUBROGATION ON THE WORKERS COMPENSATION, GENERAL LIABILITY & AUTOMOBILE LIABILITY, AS REQUIRED BY WRITTEN CONTRACT ON PROJECT # _____							
CERTIFICATE HOLDER  CITY OF HOUSTON [CONTRACTING DEPARTMENT] P. O. BOX 1562 HOUSTON, TEXAS 77251-1562 ATTN: [PROJECT MANAGER]				CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE COMPANY, ITS AGENT OR REPRESENTATIVES.			
				AUTHORIZED REPRESENTATIVE			

## Enforcing Insurance Requirements

**Contractor must supply original ACCORD certificate to the Director of Human Resources**

## Enforcing Insurance Requirements

**Contractor must maintain required coverages without interruption.**

**If not, Director has authority to either:**

- 1. Suspend contractor from performing and begin termination for default, or**
- 2. Use City money to buy the insurance and deduct costs from payments due.**

In no case will the City be prohibited from asserting its right to terminate a contract because of its acts or omissions in reviewing insurance documents.

# Typical Contractor Concerns

- Subcontractor flow-through requirements
  - Contractor's responsibility to explain
- Policies become public record, may contain proprietary information
  - Mutual nondisclosure clause
- Coverage amounts too high

# Understanding and Enforcing Insurance Requirements in City Contracts

## Q & A



Mary McKerral  
Senior Assistant City Attorney  
Legal Department, Contracts Division

# City Contractors' Pay or Play Program

- **Pay or Play**



# City Contractors' Pay or Play Program (POP)

City of Houston  
Affirmative Action and Contract  
Compliance Division

# Contractor's Pay or Play (POP) Program

Executive Order 1-7 and  
Ordinance 2007-534

# POP Background & Purpose

**POP program mandates City Contractors to provide their employees a minimum level of health benefits OR Contribute prescribed amount towards “Contractors Responsibility Fund” to defray the costs of providing health care to uninsured people in Houston and Harris County area.**

## **The purpose of the Pay or Play Program is to:**

1. Create a more level playing field among competing contractors.
2. To recognize and account for the fact that there are costs associated with the health care of the uninsured.
3. The City of Houston intends to enhance fairness in the competition for contracts between bidders that choose to offer a health benefit to their workforce and those who do not.

# Contracts Covered Under POP

POP program applies to:

1. Contracts Advertised after July 1, 2007.
  
2. Contracts for:
  - i) professional service
  - ii) construction
  - iii) service contracts
  
3. Contracts valued at or above \$100K including contingencies
  
4. Subcontracts valued at or above \$200K including contingencies

*Note: Program does not apply to any contract in which the primary purpose is procurement of property, goods, supplies, and or equipment.*

# Covered Employees

- The program applies to employees of a covered contractor or sub-contractor, including contract labor, who are:
  - Over age 18
  - Work at least 30 hours per week and
  - Work any amount of time under a covered city contract or sub-contract

# PLAY

- Contractors who opt to “play” must provide health benefits to covered employees.
  - 1- the employer contributes no less than \$150 per covered employee per month toward the total premium cost;
  - 2- the covered employee contributes, if any amount, no greater than 50% of the total monthly premium cost (excluding family).

# PLAY Cont'd....

## **Contractors that opt to “Play” will:**

- a) Provide periodic reports to the Contract Administrator showing continued proof of coverage on POP-7. The self-insured contractors have to get approval from AAD and furnish documents as required.**
- b) Retain the following records for at least 3 years:**
  - i) remittal forms with names of employees participating in health benefits plan, and amount paid by employer.**
  - ii) proof of coverage and/or proof of payment for each covered employee.**
  - iii) refusal of offer, signed by employee (if applicable)**
  - iv) report subsequent subcontracts to contract administrator within 30 days of date of subcontract agreement.**

**Do all of the above for covered employees of subcontractors.**

# PAY

- Contractors who opt to “pay” will contribute \$1.00 per covered employee per hour for work performed under the contract with the City.
  1. The contractor will provide monthly report on POP-5 listing the names of employees, hours worked, exemptions and amount owed to City.
  2. POP liaisons and project managers will check and verify the details on POP-5
  3. Companies will submit an initial report with the second invoice to the department. Payments based on each report will be submitted to Affirmative Action within 30 days, along with copies of supporting documentation provided to contracting department. Payment via wire transfer available upon request, however supporting documentation must be submitted to Affirmative Action.

# PAY Cont'd....

## **Contractors that opt to “Pay” will:**

4. Retain POP program documents for at least 3 years.
5. Report subsequent applicable subcontracts to contract administrator or within 30 days of date of subcontract agreement.

**Do all of the above for covered employees of subcontractors.**

**Note – Prime contractors are responsible for submitting applicable documentation for their subcontractors.**

# What if?

Q: An Employee hired by the contractor but has to wait 30-90 days probation time before health benefits are provided?

A: During the probation period they will be considered as contract labor for POP purposes and have to pay for the hours worked at city's jobs. After the probation is over and if contractor wants to provide health benefits they can move them from "Pay" to "Play" category.

Q: Contractors move their workers from jobs to jobs, if a covered worker moved from non-city job to city job temporarily how POP will affect that?

A: If the temporary or substitute worker is a covered worker and has been provided with health benefits then nothing is required except proof of health coverage; However, if the covered worker is without health benefits then contractor has to pay towards POP funds for the hours worked at city jobs.

# POP Web Page (Your Resource Center)

- AAD provides POP related help, POP forms and all the POP related updates through our website. Data management and POP reporting is facilitated with the help of following POP-Forms:

<b>PAY OR PLAY (POP) FORMS</b>	
POP-1 (Document 00840)	Pay or Play Requirements
POP-1A (Document 00460)	Pay or Play Acknowledgement Form
POP-2 (Document 00630)	Certificate of Agreement to Comply with Pay or Play Program
POP-3 (Document 00631)	List of Participating Contractors
POP-4	Contractor/Subcontractor Waiver Request
POP-5	Contractor/Subcontractor Reporting Form (Payment Option)
POP-6	POP Quarterly Update- by City Departments
POP-7	Employee Health Benefits Update
POP-8	Employee Waiver Request



**City of Houston**  
**Pay or Play Program**  
**Acknowledgement Form**

**What this form does.** This form acknowledges your awareness of the Pay or Play program. Your signature affirms that you will comply with the requirements of the program if you are the successful bidder/proposer, and ensure the same on behalf of subcontracts subject to the Pay or Play Program.

**For more information, contact the Contract Administrator.**

**Routing.** Return this form with your bid or proposal.

I declare under penalty of perjury under the laws of the State of Texas that if awarded a contract, I will comply with the requirements of the Pay or Play Program.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
City Vendor ID

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Email Address



**CERTIFICATION OF AGREEMENT TO  
COMPLY WITH PAY OR PLAY PROGRAM**

Contractor Name: \_\_\_\_\_ \$ \_\_\_\_\_  
(Contractor/Subcontractor) (Amount of Contract)

Contractor Address: \_\_\_\_\_

Project No.: [GFS/CIP/AIP/File No.] \_\_\_\_\_

Project Name: [Legal Project Name] \_\_\_\_\_

In accordance with the City of Houston Pay or Play Program authorized by Ordinance 2007-534, Contractor agrees to abide by the terms of this Program. This certification is required of all contractors for contracts subject to the program. You must agree EITHER to PAY or to PLAY for each covered employee, including those of subcontractors subject to the program.

- Yes  No Contractor agrees to Pay \$1.00 per hour for work performed by covered employees under the contract with the City and to ensure compliance by covered subcontractors and contract labor to the terms of the Pay or Play Program.
- Yes  No Contractor agrees to provide health benefits to each covered employee and ensure compliance by the covered subcontractors. The health benefits must meet the following criteria:
  - (1) the employer will contribute no less than \$150 per employee per month toward the total premium cost; and
  - (2) the employee contribution, if any amount, will be no greater than 50% of the total premium cost and no more than \$150 per month.
- Yes  No Contractor agrees to pay on behalf of some covered employees and contract labor and play on behalf of other covered employees, in accordance with program requirements, including subcontractors' employees, if applicable.
- Yes  No If contract labor is utilized the Contractor agrees to report hours worked by the contract laborer and Pay \$1.00 per hour for work performed.
- Yes  No Contractor will comply with all provisions of the Pay or Play Program and will furnish all information and reports requested to determine compliance with program provisions.
- Yes  No For Prime Contractors Only. Contractor will file compliance reports with the City, which will include activity for subcontractors subject to the program, in the form and to the extent requested by the administering department or the Affirmative Action and Contract Compliance Office. Compliance reports shall contain information including, but not limited to, documentation showing employee health coverage and employee work records.

*Estimated Number of:	Prime Contractor	Sub-Contractor
Total Employees on City Job		
Covered Employees		
Non-Covered Employees		
Exempt Employees		

\*Required  
I hereby certify that the above information is true and correct.

\_\_\_\_\_  
CONTRACTOR (Signature) DATE

\_\_\_\_\_  
NAME AND TITLE (Print or type)

Q&A?

**THANK YOU**

# Each RFP contains the following sections:

- General Instructions
- **Scope of Work**
- **Proposal Outline and Content**
- **Evaluation of Proposal**

# Scope of Work

## **A. General Scope of Services and Reporting**

**\* T23721 \*- pages 23-26 & Attach. #1**

**Failure to respond to any items requested in RFP, may result in the entire proposal being rejected.**

# Scope of Services-Attachment 1

City of Houston requirements of contracted agencies:

- Provide all labor material & supervision necessary
- Provide a single point of contact with experienced staff member
- Provide a local office
- Administer proper skills tests and evaluation methods
- Provide criminal background checks on qualified temporary employees
- A 24-hour operation – emergency contact information
- A “drug free” workplace
- Appropriate dress code for all employees
- Proper tools, licenses, certifications
- Commitment to complete the temporary assignment

# Temporary Employee Services Program



- Must have high speed internet access
- Must maintain application integrity
- Must maintain data integrity
- Must maintain logon/passwords security
- Vendor cannot extend to sub-contractors unless city grants approval

# Scope of Services – Signature Page

- Acknowledge by signature at the end of the Scope of Services Section – page 26.
- A copy of the signed page must be included in your bid proposal.

# Each RFP contains the following sections:

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# Proposal Outline & Content

- **Title Page\_**
- **Table of Contents**
- **Letter of Transmittal**
- **Agency Qualifications**
- **Proposed Strategy & Operational Plan**
- **Proposed Transition Plan**
- **Financial Statements & References**
- **Cost of Services – Attachments 3A, 3B, 3C, 3D (Optional)**
- **Content**

### III: PROPOSAL OUTLINE AND CONTENT

To simplify the review process and to obtain the maximum degree of comparability, the proposal must follow the outline as set forth below and, at a minimum, contain the information as requested. Proposers are encouraged to include additional relevant information.



#### 28) Title Page:

- i) The title page should include the title of the RFP (Temporary Employee Staffing Services or Information Technology Staffing Resources) and Control Number, the name and address of the Proposer, and the date of the proposal. Separate proposals must be submitted

#### 29) Table of Contents:

- i) Place the "Table of Contents" on top of all documents, even before the "Transmittal Letter." In other words, the "Table of Contents" should be the first page seen when the binder is opened.
- ii) Number all pages sequentially. Use a Bates stamp to number the pages, in case they are produced from different departments, divisions or sections of your company. In the event that all documents cannot be numbered sequentially but tabs are used to separate the documents, please indicate—in the "Table of Contents"—where pertinent information, especially Exhibits, Attachments and required forms can be found. For example: If the Financial Statement is under Tab 7, on pages 15-23, please indicate it in the "Table of Contents" as:

Financial Statement.....Tab 7, pages 15-23

#### 30) Letter of Transmittal:

- i) A letter of transmittal shall include the following:
  - (a) The names, titles, addresses, and telephone numbers of the individuals who are authorized to make representations on behalf of the Proposer.
  - (b) A statement that the person signing the letter of transmittal is authorized to legally bind the Proposer, that the proposal and the total fixed price contained therein shall remain firm for a period of one hundred-eighty (180) days and that the proposal will comply with the requirements and arrangements in Section I of this RFP.

#### 31) General Scope of Service and Reporting Requirements:

- i) If awarded a contract, Proposer must comply with the General Scope of Services and Reporting Requirements Attachment 1. If the proposer is unable to meet a condition or requirement, an explanation is required.

#### 32) Agency Qualifications:

- i) Complete Proposer Qualification Questionnaire – Attachment 2
  - (a) Answers should be concise, straightforward and responsive. Please avoid long, rambling and verbose statements. The answer to each question should be limited to LESS than 250 words, if possible.

# Proposal Outline & Content

- Title Page
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#### 30) Letter of Transmittal:

- i) A letter of transmittal shall include the following:
  - (a) The names, titles, addresses, and telephone numbers of the individuals who are authorized to make representations on behalf of the Proposer.
  - (b) A statement that the person signing the letter of transmittal is authorized to legally bind the Proposer; that the proposal and the total fixed price contained therein shall remain firm for a period of one hundred-eighty (180) days and that the proposal will comply with the requirements and arrangements in Section I of this RFP.

#### 31) General Scope of Service and Reporting Requirements:

- i) If awarded a contract, Proposer must comply with the General Scope of Services and Reporting Requirements Attachment 1. If the proposer is unable to meet a condition or requirement, an explanation is required.

#### 32) Agency Qualifications:

- i) Complete Proposer Qualification Questionnaire – Attachment 2
  - (a) Answers should be concise, straightforward and responsive. Please avoid long, rambling and verbose statements. The answer to each question should be limited to LESS than 250 words, if possible.

# Transmittal Letter

- Proposer's name
- Business address
- Legal status
- Federal Tax ID #,
- Primary point of contact
  - email address, phone, fax, pager
- Signed in blue ink by an officer of company

# Proposal Outline & Content

- Title Page
- Table of Contents
- Letter of Transmittal
- Agency Qualifications\_
- Proposed Strategy & Operational Plan
- Proposed Transition Plan
- Financial Statements & References
- Cost of Services – Attachments 3A, 3B, 3C, 3D (Optional)\_
- Content

### III: PROPOSAL OUTLINE AND CONTENT

To simplify the review process and to obtain the maximum degree of comparability, the proposal must follow the outline as set forth below and, at a minimum, contain the information as requested. Proposers are encouraged to include additional relevant information.

#### 28) Title Page:

- i) The title page should include the title of the RFP (Temporary Employee Staffing Services or Information Technology Staffing Resources) and Control Number, the name and address of the Proposer, and the date of the proposal. Separate proposals must be submitted

#### 29) Table of Contents:

- i) Place the "Table of Contents" on top of all documents, even before the "Transmittal Letter." In other words, the "Table of Contents" should be the first page seen when the binder is opened.
- ii) Number all pages sequentially. Use a Bates stamp to number the pages, in case they are produced from different departments, divisions or sections of your company. In the event that all documents cannot be numbered sequentially but tabs are used to separate the documents, please indicate—in the "Table of Contents"—where pertinent information, especially Exhibits, Attachments and required forms can be found. For example: If the Financial Statement is under Tab 7, on pages 15-23, please indicate it in the "Table of Contents" as:

Financial Statement.....Tab 7, pages 15-23

#### 30) Letter of Transmittal:

- i) A letter of transmittal shall include the following:
  - (a) The names, titles, addresses, and telephone numbers of the individuals who are authorized to make representations on behalf of the Proposer.
  - (b) A statement that the person signing the letter of transmittal is authorized to legally bind the Proposer; that the proposal and the total fixed price contained therein shall remain firm for a period of one hundred-eighty (180) days and that the proposal will comply with the requirements and arrangements in Section I of this RFP.

#### 31) General Scope of Service and Reporting Requirements:

- i) If awarded a contract, Proposer must comply with the General Scope of Services and Reporting Requirements Attachment 1. If the proposer is unable to meet a condition or requirement, an explanation is required.

#### 32) Agency Qualifications:

- i) Complete Proposer Qualification Questionnaire – Attachment 2
  - (a) Answers should be concise, straightforward and responsive. Please avoid long, rambling and verbose statements. The answer to each question should be limited to LESS than 250 words, if possible.

# **Proposer Qualifications**

**Proposer Qualifications**

**T23721- pages 18-19 &**

**pages 27-29 Attach. #2**

# Proposer Qualifications

- Staff qualifications
- Recruitment
- Hiring process – skills evaluation
- Termination – notification
- MIS Capabilities – technology
- Transition Plan

# Proposal Outline & Content

- Title Page
- Table of Contents
- Letter of Transmittal
- Agency Qualifications
- Proposed Strategy & Operational Plan\_
- Proposed Transition Plan
- Financial Statements & References
- Cost of Services – Attachments 3A, 3B, 3C, 3D
- Content

# Proposal Outline & Content

- Title Page
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- Proposed Transition Plan\_
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- Cost of Services – Attachments 3A, 3B, 3C, 3D
- Content

# Proposal Outline & Content

- Title Page
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- Proposed Transition Plan
- Financial Statements & References\_
- Cost of Services – Attachments 3A, 3B, 3C, 3D
- Content

# Proposal Outline & Content

- Title Page
- Table of Contents
- Letter of Transmittal
- Agency Qualifications
- Proposed Strategy & Operational Plan
- Proposed Transition Plan
- Financial Statements & References
- Cost of Services – Attachments 3A, 3B, 3C, 3D(Optional)\_
- Contents (pg. 21)

CITY OF HOUSTON / TEMPORARY EMPLOYEE STAFFING SERVICES  
 SPD CONTROL NO. T23721

2010 PROPOSAL REGULAR AGENCY PERSONNEL MARKUP RATE REQUEST

Proposer: \_\_\_\_\_

The City of Houston is requesting markup rates in regards to providing payrolling services in Years 1 - 3. Payrolling is comprised of the following three (3) groups, Administrative, Industrial-1, Industrial-2.

Please indicate Administrative and Industrial percent markup and breakdown the cost for each type under Markup Rate Disclosure.

Markup Rate Disclosure	Contract Year 1	Optional Contract Year 2	Optional Contract Year 3
<b>Administrative / Clerical / Personnel</b>			
FICA	_____ %	_____ %	_____ %
SUTA	_____ %	_____ %	_____ %
FUTA	_____ %	_____ %	_____ %
WC	_____ %	_____ %	_____ %
OTHER	_____ %	_____ %	_____ %
PROFIT	_____ %	_____ %	_____ %
Total Markup	_____ %	_____ %	_____ %
<b>Industrial - 1 / Service Maintenance</b>			
FICA	_____ %	_____ %	_____ %
SUTA	_____ %	_____ %	_____ %
FUTA	_____ %	_____ %	_____ %
WC	_____ %	_____ %	_____ %
OTHER	_____ %	_____ %	_____ %
PROFIT	_____ %	_____ %	_____ %
Total Markup	_____ %	_____ %	_____ %
<b>Industrial - 2 / Professional</b>			
FICA	_____ %	_____ %	_____ %
SUTA	_____ %	_____ %	_____ %
FUTA	_____ %	_____ %	_____ %
WC	_____ %	_____ %	_____ %
OTHER	_____ %	_____ %	_____ %
PROFIT	_____ %	_____ %	_____ %
Total Markup	_____ %	_____ %	_____ %

You must indicate payrolling percent markup on Administrative and/or Industrial - 1 & 2.

(Optional) Proposed Contract Term is One-Years with (2) One-Year Option  
 Indicate "NA" for Total Markup if proposer declines to provide a particular service(s)

# Rate Request Attachments

“Indicate "NA" for rate, if proposer declines to provide a particular service(s).”

- Proposer must provide an explanation for any “NA” entries.
- Rate Request Form must be complete – All blanks must be filled.

CITY OF HOUSTON / TEMPORARY EMPLOYEE STAFFING SERVICES  
 SPD CONTROL NO. T23721

2010 PROPOSAL PAYROLLING MARKUP RATE REQUEST

Proposer: \_\_\_\_\_

The City of Houston is requesting markup rates in regards to providing payrolling services in Years 1 - 3. Payrolling is comprised of the following three (3) groups, Administrative, Industrial-1, Industrial-2.

Please indicate Administrative and Industrial percent markup and breakdown the cost for each type under Markup Rate Disclosure.

Markup Rate Disclosure	Contract Year 1	Optional Contract Year 2	Optional Contract Year 3
<b>Administrative / Clerical / Personnel</b>			
FICA	_____ %	_____ %	_____ %
SUTA	_____ %	_____ %	_____ %
FUTA	_____ %	_____ %	_____ %
WC	_____ %	_____ %	_____ %
OTHER	_____ %	_____ %	_____ %
PROFIT	_____ %	_____ %	_____ %
Total Markup	_____ %	_____ %	_____ %
<b>Industrial - 1 / Service Maintenance</b>			
FICA	_____ %	_____ %	_____ %
SUTA	_____ %	_____ %	_____ %
FUTA	_____ %	_____ %	_____ %
WC	_____ %	_____ %	_____ %
OTHER	_____ %	_____ %	_____ %
PROFIT	_____ %	_____ %	_____ %
Total Markup	_____ %	_____ %	_____ %
<b>Industrial - 2 / Professional</b>			
FICA	_____ %	_____ %	_____ %
SUTA	_____ %	_____ %	_____ %
FUTA	_____ %	_____ %	_____ %
WC	_____ %	_____ %	_____ %
OTHER	_____ %	_____ %	_____ %
PROFIT	_____ %	_____ %	_____ %
Total Markup	_____ %	_____ %	_____ %

You must indicate payrolling percent markup on Administrative and/or Industrial - 1 & 2.

(Optional) Proposed Contract Term is One-Years with (2) One-Year Option  
 Indicate "NA" for Total Markup if proposer declines to provide a particular service(s)

ATTACHMENT 3-C

CITY OF HOUSTON / TEMPORARY EMPLOYEE SERVICES PROGRAM  
 SPD CONTROL NO. T23721

2010 PROPOSAL DRUG TEST CHARGE

Proposer: \_\_\_\_\_  
 \_\_\_\_\_

Proposer must provide a charge associated with drug testing those temporaries requested by the City of City of Houston on the job ordering form.

Markup Rate Disclosure		Contract Year 1	Optional Contract Year 2	Optional Contract Year 3
Drug Testing Charge (minimum 5 panel screen is required)	\$	\$	\$	\$

(Optional) Proposed Contract Term is One-Years with (2) One-Year Option  
 Indicate "NA" for rate, if proposer declines to provide a particular service(s).

ATTACHMENT 3-A

CITY OF HOUSTON / INFORMATION TECHNOLOGY STAFFING RESOURCES  
SPD CONTROL NO. T23721

2010 PROPOSAL REGULAR AGENCY PERSONNEL MARKUP RATE REQUEST

Proposer: \_\_\_\_\_  
\_\_\_\_\_

Please indicate the regular agency personnel markup percent and breakdown the cost under the Markup Rate Disclosure.

Markup Rate Disclosure	Contract Year 1	Optional Contract Year 2	Optional Contract Year 3
<b>Information Technology</b>			
FICA	_____ %	_____ %	_____ %
SUTA	_____ %	_____ %	_____ %
FUTA	_____ %	_____ %	_____ %
WC	_____ %	_____ %	_____ %
OTHER	_____ %	_____ %	_____ %
PROFIT	_____ %	_____ %	_____ %
<b>Total Markup</b>	_____ %	_____ %	_____ %

(This must be the same percent on all regular agency personnel requested from your agency).

(Optional) Proposed Contract Term is One-Years with (2) One-Year Option  
Indicate "NA" for Total Rate, if proposer declines to provide a particular service(s).

ATTACHMENT 3-B

CITY OF HOUSTON / INFORMATION TECHNOLOGY STAFFING RESOURCES  
 SPD CONTROL NO. T23721

2010 PROPOSAL PAYROLLING MARKUP RATE REQUEST

Proposer: \_\_\_\_\_  
 \_\_\_\_\_

The City of Houston is requesting markup rates in regards to providing payrolling services in Years 1 - 3.

Markup Rate Disclosure	Contract Year 1	Optional Contract Year 2	Optional Contract Year 3
<b>Information Technology</b>			
FICA	_____ %	_____ %	_____ %
SUTA	_____ %	_____ %	_____ %
FUTA	_____ %	_____ %	_____ %
WC	_____ %	_____ %	_____ %
OTHER	_____ %	_____ %	_____ %
PROFIT	_____ %	_____ %	_____ %
Total Markup	_____ %	_____ %	_____ %

(Optional) Proposed Contract Term is One-Years with (2) One-Year Option  
 Indicate "NA" for Total Markup if proposer declines to provide a particular service(s).

ATTACHMENT 3-C

CITY OF HOUSTON / INFORMATION TECHNOLOGY STAFFING RESOURCES  
 SPD CONTROL NO. T23721

2010 PROPOSAL DRUG TEST CHARGE

Proposer:

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Proposer must provide a charge associated with drug testing those temporaries requested by the City of Houston on the job ordering form.

Markup Rate Disclosure	Contract Year 1	Optional Contract Year 2	Optional Contract Year 3
Drug Testing Rate (minimum 5 panel screen is required)	\$ _____	\$ _____	\$ _____

(Optional) Proposed Contract Term is One-Years with (2) One-Year Option  
 Indicate "NA" for rate, if proposer declines to provide a particular service(s).

Attachment 3-D

**Optional: Primary Managed Service Provider (MSP) Pricing for City of Houston  
SPD CONTROL NO. T23721**

Fee Component	Percentage of Bill Rate
Vendor Mgmt System Software X%	%
MSP Services and Support Y%	%
Implementation Services There should be no charge for this service	
Government Monthly Admin Fee Rebate Z%	%
Total MSP Fee to Suppliers X+Y+Z%	%
Net MSP Fees for Services Rendered (X+Y)-Z%	%
Total Markup	%

**Optional:** Qualified agencies wanting to provide a complete turn-key temporary employee workforce solution should include a separate section at the end of their proposal titled "Managed Service Provider". Describe your vendor management software, subcontractor selection strategy and the proposed managed service model used to service city departments. The proposed model must describe at a minimum the method and type of staffing, placement, assignment management, reporting and electronic interface billing procedures. Interested agencies must complete the "Managed Service Provider" pricing sheet Attachment 3-D.

# Each RFP contains the following sections:

- General Instructions
- Scope of Work
- Proposal Outline and Content
- **Evaluation of Proposal**

# Evaluation of Proposal

- Quality of response submitted (all questions addressed)
- Strategy to perform the Scope of Work and Transitional Plan
- Experience and success in performing similar services for other entities
- Experience of the proposed managerial and account processing team
- Ability to timely offer qualified temporary employees
- Invoicing/Reporting/Technological ability
- Financial Strength of Proposer
- Reasonableness of cost projections
- Value Added Services

# What are causes of rejection?

## PHASE I - PASS / REJECT

➡ Submit labeled, bound **typed** proposal & required copies by deadline

➡ Submission includes:

Completed Regular Agency Personnel Markup Rate Request-

T23721 Attachment 3A

Completed Payrolling Markup Rate Request-

T23721 Attachment 3B

Completed Drug Test Charge

T23721 Attachment 3C

Completed Managed Service Provider Markup Rate Request-

T23721 Attachment 3D (Optional)

Form 6559 Transmitter Report or Equivalent

Exhibit VII

➡ Typed proposal signed by an officer of the company

➡ Disk with all rate and markup information

➡ Transmittal Letter and completed Transmittal Check List

Pages 18- 20 & Checklist

# **Human Resources Department Temporary Employee Services Proposal**

- **Due Date: Tuesday, August 31, 2010  
11:00 AM (CDST)**
- **Location: City Secretary's Office  
Public Level – City Hall Annex**

# Anticipated Timeline

<b>Task</b>	<b>Date</b>
<b>Release RFP</b>	<b>Friday, August 6, 2010</b>
<b>Pre-proposal conference</b>	<b>Tuesday, August 16, 2010</b>
<b>Deadline for RFP questions</b>	<b>Tuesday, August 16, 2010</b>
<b>Proposals due</b>	<b>Tuesday, August 31, 2010</b>
<b>Analysis of proposals, clarification of proposals, presentations, if necessary</b>	<b>Tuesday, August 31 – Friday September 10, 2010</b>
<b>Finalize Documentation and Recommendations</b>	<b>Monday, September 20, 2010</b>
<b>City Council acts on recommendations</b>	<b>Wednesday, October 6, 2010</b>
<b>Award notifications</b>	<b>Upon Council Approval</b>
<b>Effective date</b>	<b>Monday, November 1, 2010</b>



**Human Resources Department  
Temporary Employee Staffing Services or  
Information Technology Staffing Resources  
2010 RFP**