

UNIVERSITY OF OREGON

The
State Board of Higher Education acting by and through the
UNIVERSITY OF OREGON
("University")

REQUEST FOR PROPOSAL
("RFP")

Human Resources Temporary Staffing Services

RFP No. 440000-0002-RFP

Proposals Due Not Later Than:

August 17, 2012, 5:00 P.M.
at Issuing Office.
Postmarks will not be considered.

Issuing Office:

Purchasing and Contracting Services

Section I

General Information

Purpose: University is soliciting proposals from qualified proposers (“Proposer(s)”) for Temporary Staffing Services for various skill levels of temporary workers. University intends to do a multi-award for Temporary Staffing Services, which may result in contracts with multiple firms.

- 1.1. Expected deliverables are listed in “Scope of Services,” below.
- 1.2. It is anticipated that the term of the contract awarded under this RFP, will be for three years with an option, at University’s sole discretion to extend the contract for two additional one year terms.
- 1.3. For additional information or clarification of requirements contact:

Judy Gates
HR Office Manager, Human Resources
5210 University of Oregon
Eugene, OR 97403
jlgates@uoregon.edu
541-346-2952

- 1.4. Unless otherwise specified, requests for clarification or change of the RFP document must be received by University in writing at least ten business days prior to the Closing Date and Time. Requests for clarification or change must include the reasons for the clarification or change, and any proposed changes to specifications or provisions. University will consider all requests for clarification or change and, if appropriate, amend this RFP by issuing an addendum. University may extend the Closing Date and Time if such information significantly amends this solicitation or if University determines that compliance with the original proposed Closing Date and Time is impractical.
- 1.5. This RFP will be posted on the Oregon University System (OUS) website, under “Business Opportunities,” accessible at <https://secure.ous.edu/bid/>. Any addenda will be posted to the OUS website. Proposers are responsible for monitoring the OUS website on a periodic basis for any modifications to the RFP. University will not issue individual notifications.
- 1.6. All proposals must be received by University's Issuing Office by 5:00 p.m. on or before August 17, 2012 (“Closing Date and Time”). Postmarks will not be considered.
- 1.7. Issuing Office mailing and delivery address, phone and e-mail:

Purchasing and Contracting Services
720 E. 13th Ave., Suite 302
Eugene, OR 97401
Submit1@uoregon.edu

ELECTRONIC submissions are encouraged.

Office hours for receipt of proposals are: Monday through Friday 8:00 A.M. – 5:00 P.M.

- 1.8 The resulting agreement from this RFP for temporary staffing services, will allow participation by other Oregon University System (OUS) entities. Other OUS entities wishing to utilize the services and rates on same terms and conditions as offered to University will execute its own agreement for its requirements with the successful proposer. The other OUS entities utilizing this option will be individually responsible for their obligations pursuant to their separate agreements. Likewise, the successful proposer will be separately responsible to the other OUS entities pursuant to those separate agreements. Any such separate agreements with other OUS entities will not impact the successful proposer's obligations to University. University makes no representation or guarantee as to volume of such additional purchases by other OUS entities.

Section II

Scope of Services

General Information:

University is seeking to enter into contract with temporary service providers for various skill levels of temporary workers. Priority for providing temporary services to University for each service request will be given to qualified rehabilitation facilities, with secondary consideration given to vendors awarded under this procurement. The University is interested in providing temporary services to University departments that is efficient, convenient, accessible and reliable in order to meet emergency staffing needs.

The following are examples of the range of services expected for consideration under contract. This list is not exhaustive and in all assignments of employees, Contractors will be expected to provide personnel trained to industry standard in one or more of the following:

- General Clerical
- Typist/ Word Processor
- Data Entry Operator
- Secretary
- Laborer
- General Receptionist
- Clerk Typist
- Custodian
- Computer Programmer
- Cashier
- Computer Operator
- Shipper/Backup Lead Worker
- Programmer Analyst
- Medical/Legal Transcription Services
- Food Handler
- Accountant
- Accounting Technician
- Landscaper
- Office Manager

Carpenter
Receiving/Sales Property Specialist
Library Technician

The following services will be provided by the successful Proposer:

2.1 Comprehensive personnel management services necessary to provide temporary staffing services to University.

2.1.1 Ensure continuity, should an employee be absent during a specific employment period and replace the absent employee, at no additional cost to the University, within a specified time period.

2.2 Recruitment and selection of sufficient personnel in each of the job categories to maintain a pool of qualified workers that will be continuously available to University. Recruitment process will provide equal opportunity and conform to all federal, state and University policies for affirmative action.

2.3 Hiring, firing and discipline of all personnel.

2.4 Proficiency testing, background and reference verification to ensure the temporary staff are qualified for specified job categories.

2.4.1 Criminal and/or credit history checks as requested by University; copy of background checks will be provided to University upon request.

2.5 Comprehensive management of payroll and billing process for temporary staffing services provided to University. Including but not limited to; timesheet administration, workers compensation payments, unemployment claims, payroll tax payments, employee payroll checks, resolution of payroll issues and generation of invoices for temporary services by department for each pay period.

2.6 **Institutional Responsibilities and Prerogatives:**

2.6.1 University will contract for the services and monitor service delivery to departments.

2.6.2 University through its Departments is responsible for paying contractor for temporary services.

2.6.3 University through Human Resources will provide assistance in the distribution of materials and coordinate campus wide communication regarding available temporary services contracts.

Section III

Information to be provided by Proposer in the proposal

Requirements may be designated as “Mandatory” (M) or “Evaluated” (E), or both (M/E).

(M) - Mandatory Requirement. The Proposer MUST meet this requirement. The determination as to whether the Proposer meets the mandatory specification rests solely with University. If University determines that a Proposer does not meet a mandatory requirement as specified, or has not included mandatory information, the proposal may be deemed non-responsive, and no further evaluation will occur. In addition, wherever the words “must,” “shall,” or “will” appear this denotes a Mandatory requirement.

(E) - Evaluated. Proposers are expected to provide comprehensive written responses to evaluated specifications. Points will be awarded based on the degree to which the state’s evaluators determine that the Proposer meets the requirement. A Proposer which does not respond to an evaluated specification will receive no points for that specification.

Proposers must include the following information:

- 3.1 Proposals will include the business name, address and telephone number and email of the Proposer, and a cover letter summarizing the proposal. **(M)**
- 3.2 Proposer will list names, titles, and qualifications of the key personnel who will be assigned to this project, including subcontractors. Include concise business biographies or resumes of the key personnel who will be doing the work described in the proposal. This information must include their areas of expertise, and their experience with projects of similar scope and nature. Please include projected increases in staff during the contract period. If Proposer will be required to obtain goods or services from a subcontractor in order to fulfill the work set forth in the proposal, in addition to any subcontractors listed as key personnel in accordance with this Section, Proposer must list the additional subcontractors, if known. If the identity of the specific subcontractors is not known at the time of proposal submission, Proposer should indicate that a subcontractor is anticipated to be named, and identify the specific service or good that will be subcontracted. **(M/E)**
- 3.3 Proposer must include a detailed description of procedures and other aspects of the working relationship expected between Proposer's project manager and University's representative, **Judy Gates, HR Office Manager** as well as any other information deemed necessary for the fulfillment of the awarded contract. **(M/E)**
- 3.4 If the Proposer is an entity other than a sole proprietorship, Proposer must submit evidence in the form of a Secretary Certificate (or equivalent documentation) that the individual submitting the proposal is authorized to act for and bind the Proposer in all matters relating to the proposal and possible subsequent contract. If the Proposer is not an entity organized under the laws of the State of Oregon, Proposer must submit a certificate of good standing (or equivalent documentation) that Proposer is in good standing in its state of organization and registered to do business in the state of Oregon. **(M)**
- 3.5 Proposer must submit sufficient evidence of financial capability to meet the responsibilities to

perform the contract which may include balance sheets, income statements, financial statements, independent financial compilation/review or other financial information whereby University can determine Proposer's credit rating or financial capability. It will be at University sole discretion to determine if evidence submitted is sufficient to determine financial capability. University reserves the right to request further information as needed for clarification purposes. The successful Proposer to which the contract is awarded may, at the discretion of University, be required to provide periodic (in no case more than two (2) times per year) updates to the financial capabilities report submitted pursuant to this RFP. **(M)**

- 3.6 Proposals must set forth the qualifications of the Proposer to perform the contract, including providing a firm resume, as well as a description of the resources available to Proposer to perform the project. Proposers will verify that the Proposer has any and all licenses (including, but not limited to, software licenses) necessary for the work contemplated under this RFP, as applicable. **(M/E)**
- 3.7 Proposals must include a description of the Proposer's experience performing projects similar in type and magnitude to the subject of this RFP. Proposers must include a minimum of three examples. Proposers must also include work samples of similar projects (e.g. photographs, literature, schematics, report samples, etc.). **(M/E)**
- 3.8 Proposals must include a list of three clients and contact information for whom similar projects have been completed by the Proposer. These clients may be contacted by University for an evaluation and assessment of the Proposer's performance. **(M/E)**
- 3.9 Proposals must include a full description of how Proposer would approach this project fully addressing all deliverables identified in **Section II** above and proposers must submit the following information: **(M/E)**
 - 3.9.1 A list of Proposer's regional offices
 - 3.9.2 A list of all job classifications available through Proposer.
 - 3.9.3 Proposer's policy and practice regarding recruitment, and equal opportunity employment.
 - 3.9.4 Proposer's policy regarding skills based testing of the individuals in their employment.
 - 3.9.5 Proposer's policy and procedures on obtaining background and reference checks.
 - 3.9.6 Describe billing, reporting, and accounting capabilities and resources.
 - 3.9.7 Describe Proposer's efforts toward sustainability, may include but not limited to energy efficiencies, waste reduction and mission related sustainability practices or policies.
- 3.10 Proposer's policy regarding response time and continuity for providing temporary staff.
- 3.11 Provide bill rates for straight time and time and one half for each job classification. **(M/E)**

3.11.1 Proposer's policy on whether or not "conversion penalties" are assessed, and if so, the amount.

3.12 A proposed timeline including time allocated for implementation and the date temporary staffing services as described in **Section II** above will be available. (M/E)

Section IV

Proposal Procedures

- 4.1. Proposals must be in writing and must be signed by an authorized representative of the Proposer. Alterations or erasures must be initialed in ink by the person signing the Proposal Statement. No verbal proposals will be accepted.
- 4.2. Proposals may be submitted manually or electronically.
- 4.3. Proposers are encouraged to submit their proposals electronically to the e-mail address provided in Section I, above. The subject line must clearly state that it is a **PROPOSAL**, noting the RFP Project Name, RFP Number, and Closing Date and Time. Electronic proposals must be in MS Word or Excel. Supporting documentation such as graphics, pictures, and financial statements may be in .pdf or other appropriate format. All proposals submitted electronically must be submitted by individuals with authority to legally bind the Proposer.
- 4.4. Proposers submitting manually must submit four copies of their proposal, as well as an electronic version on CD or USB device. All manual submissions must be submitted in a sealed envelope appropriately marked. All envelopes in which the RFP, Proposal Statement and your proposal are submitted **MUST** be clearly marked **PROPOSAL**, noting the RFP Project Name, RFP Number, and Closing Date and Time. University will not be responsible for the proper identification and handling of proposals not submitted in the designated manner or format as required by this RFP. It is the Proposer's responsibility to ensure that the proposal is received by University at the required delivery point, prior to the Closing Date and Time as indicated in this RFP regardless of method used to submit the proposal. All manual submissions will be made to the address indicated in **Section I** of this RFP.
- 4.5. Unless Proposers are specifically authorized by this RFP to take exceptions or to leave terms open to negotiation, proposals will be a complete offer and fully responsive to this RFP, and must include all information required herein to be evaluated and considered for award. Failure to do so may be deemed sufficient cause for rejection of the proposal as "non responsive."
- 4.6. Although the general criteria to be used for final evaluation has been provided in this RFP; it is not intended to limit imagination or creativity in preparing a proposal that will accomplish the same goals and expectations.
- 4.7. Submission of a proposal constitutes a firm, binding and irrevocable offer for a period of 90 days following the Closing Date and Time.

- 4.8. Proposals may be withdrawn at any time prior to the scheduled Closing Date and Time. Withdrawal can only be accomplished by written notification, signed by an authorized representative. Notification of withdrawal may be submitted manually or electronically. The written notification must be received by University prior to the Closing Date and Time. A log of all withdrawn proposals with their dates and times of physical receipt will be kept by University. The envelope or e-mail subject line must be clearly identified with the words “**PROPOSAL WITHDRAWAL**,” and must display the RFP Project Name, the RFP number, and proposal Closing Date and Time.
- 4.9. Proposers may modify a previously submitted proposal prior to the Closing Date and Time. Modifications must be made in writing and signed by an authorized representative. Modifications may be submitted manually or electronically. The envelope or e-mail subject line must be clearly marked “**MODIFICATION**,” and must display the RFP Project Name, the RFP number, and the proposal Closing Date and Time. Verbal modifications or corrections will not be recognized or considered.
- 4.10. Proposers are strongly encouraged to utilize the same method of submission, either manual or electronic, throughout the solicitation process (e.g. if Proposer submits its proposal electronically, Proposer is encouraged to submit modifications and requests to withdraw via e-mail; if Proposer submits proposal manually, requests for modification or withdrawal should be submitted manually).
- 4.11. Requests for change or protests of solicitation specifications or contract provisions must be received by University, in writing, no later than ten business days prior to the proposal Closing Date and Time. No requests for change or protests of solicitation specifications or contract provisions will be considered after the deadline stated above.
- 4.12. Such requests for change or protests will include the reasons for the request for change or protest, and proposed changes to specifications or provisions. Envelopes or e-mails containing requests for change or protest must be marked **SOLICITATION SPECIFICATION REQUEST FOR CHANGE** or **CONTRACT PROVISION PROTEST**, and must identify the RFP Project Name, RFP number and proposal Closing Date and Time. University reserves the right to amend this RFP, extend the Closing Date and Time, or deny the request or protest.
- 4.13. If University deems it necessary to amend this RFP, an Addendum will be prepared and posted to the OUS Business Opportunities webpage: <https://secure.ous.edu/bid/> Proposers are responsible for monitoring OUS for any amendments to the proposal. Proposers will not receive an individual notification. Proposers will be required to sign and attach a copy of the Addendum to their proposal. If the Proposer has already submitted a proposal, the Proposer must follow the instructions set forth in Sections 4.8 or 4.9, above.
- 4.14. University reserves the right to inquire in writing, and meet with individuals or representatives of a Proposer, for the purpose of clarification of points made in its proposal.
- 4.15. University reserves the right, at its option, to reject any or all proposals. Notification of proposal rejection will be made in writing. University reserves the right to waive minor informalities and irregularities in proposals.
- 4.16. University is not responsible for any costs of any Proposer incurred in connection with

submitting or presenting its proposal. All Proposers who respond to solicitations do so solely at their own expense.

- 4.17. Proposers agree that University will have the right to review and require modification of any terms or definitions used in the final contract. Failure to agree upon acceptable contract definitions or terms may result in cancellation of the proposed award.
- 4.18. This RFP and one copy of each original proposal received in response to it, together with copies of all documents pertaining to the award of a contract, will be retained by University's issuing department for the required retention period, and made a part of a file or record which will be open to public inspection. If a proposal contains any information that is considered a "trade secret" under ORS 192.501(2), the Proposer must mark each sheet of such information with the following legend:

"This data constitutes a trade secret under ORS 192.501(2), and will not be disclosed except in accordance with the Oregon Public Records Law, ORS Chapter 192."

Failure to mark a specific page with the legend set forth in this Section will conclusively establish that the information on that page does not constitute a trade secret as defined in ORS 192.501(2).

The Oregon Public Records law exempts from disclosure only bona fide trade secrets, and the exemption from disclosure applies "unless the public interest requires disclosure in the particular instance". See ORS 192.501(2). As such, non-disclosure of documents or any portion of a document submitted as part of a proposal may depend upon official or judicial determinations made pursuant to the Public Records Law.

Proposals in which the entire document is marked or otherwise identified in its entirety as confidential or a "trade secret" may be rejected.

- 4.19. University plans to award this project to the firm or individual who best meets the selection criteria detailed in this RFP. It is anticipated that **notification of University's decision will be mailed approximately** September 14, 2012.
- 4.20. Proposal responses must clearly identify the question or request to which the Proposer is addressing and restate the Section number with each response. All responses must be organized in the order in which the question or request was presented in the RFP. Proposals that do not follow the format described in this RFP may at University's sole discretion be deemed "non-responsive," and receive no further consideration.
- 4.21. All proposals submitted in response to this RFP become the property of University. By submitting a proposal in response to this RFP, Proposer grants the State a non-exclusive, perpetual, irrevocable, royalty-free license for the rights to copy, distribute, display, prepare derivative works of and transmit the proposal solely for the purpose of evaluating the proposal, negotiating a Contract, if awarded to Proposer, or as otherwise needed to administer the RFP process, and to fulfill obligations under Oregon Public Records Laws, proposals, including supporting materials, will not be returned to Proposer.

Section V

Evaluation and Award

- 5.1 Proposals will be evaluated by a committee consisting of representatives of the requesting University department, and other interested individuals, as University deems appropriate ("Committee").
- 5.2 Proposals will initially be evaluated for completeness and compliance with the mandatory requirements of this RFP.
- 5.3 Those proposals which are incomplete, which do not meet all Mandatory (M) requirements of this RFP, or are otherwise deemed by University to be "non-responsive," will be rejected.
- 5.4 The second phase of the evaluation process will involve an evaluation and allocation of points to all responsive proposals. The Committee will evaluate each responsive proposal received, as follows:

Selection Criteria.

1.	Qualifications	40 points
2.	Experience	20 points
3.	References	20 points
4.	Project Approach	40 points
5.	Response Time	40 points
6.	Cost	30 points
7.	Implementation/Availability	10 points

TOTAL 200 points

- 5.5 Based on the allocation of points as set forth in Section 5.4, above, a range of proposals which are deemed to have a reasonable chance of being selected for award (the "Competitive Range"), will be determined. The Competitive Range is expected to consist of no more than three (3) proposals; however, University reserves the right to expand or reduce the number of proposals to be included in the Competitive Range. University will notify a Proposer if it is in the Competitive Range via the e-mail address provided in Proposer's proposal. If no response is provided within 24 hours after the notification is sent, a follow-up phone call will be made to the phone number provided in the proposal. If no response is received by University within 48 hours after the notification is sent, the proposal may be withdrawn from the competitive range, and written notice provided to the Proposer.
- 5.6 Proposers of proposals within the Competitive Range may be asked to prepare and present a live presentation of their proposal to be delivered to the Committee at University. The Proposers' presentations will take place on or about August 31, 2012. Any special accommodations required for the live presentations (technical or otherwise) must be communicated to University at least seven days prior to the scheduled presentation. University will make all reasonable efforts to accommodate such requests. The purpose of the live presentations will be to allow the Proposers to provide

supplemental information in order to provide clarification of the proposal contents, as well as to assist the Committee in recommending a Proposer for ultimate award of the contract under this RFP.

- 5.7 The Committee may also consider and assess other factors, including but not limited to, any information submitted in response to this RFP; best value; experience working with other organizations, including higher education institutions; references; financial condition of the Proposer; resources of the Proposer; clarifications provided in response to inquiries by University; proposed additional terms for providing the service; and experience of persons assigned to this project. University reserves the right to require a “Best and Final Offer” pursuant to OAR 580-061-0155(3) from Proposers within the Competitive Range.
- 5.8 After considering and assessing all factors it deems relevant, the Committee will make a recommendation to Linda King, who will then make a decision as to how to proceed. The University reserves the right to make its final decision based upon the solution that best meets the University’s needs. The lowest cost Proposer may not be awarded a Contract.
- 5.9 The apparent successful Proposer will be notified in writing of its status, and a contract will be provided to the apparent successful Proposer, in substantially similar form to the one included with this RFP. All other Proposers will be notified in writing that the apparent winning proposal has been selected. It is anticipated that the Award Notice will be released on or about September 14, 2012.
- 5.10 Protest of the selection or award may be made pursuant to the conditions and limitations of OAR 580-061-0145.

Section VI

Contract Award

- 6.1 The contract award will be pursuant to a separate agreement, incorporating relevant provisions of both the RFP and the successful Proposer’s response either by actual written incorporation or incorporation by reference and any additional contractual language that may be required by University policy or by law. The form of Agreement is attached to this RFP as Exhibit A.
- 6.2 If you have questions or concerns regarding any of the terms and conditions contained in this RFP, including the attached form of Agreement in Exhibit A, you must address those during the time prescribed for questions.
- 6.3 No additional or supplemental terms and conditions submitted by a Proposer as part of its response will be evaluated or considered. If additional or supplemental terms and conditions, either intentionally or inadvertently appear separately in a proposal (e.g. in transmittal letters, specifications, literature, price lists or warranties), it is understood and agreed that the terms and conditions contained in this RFP are the only terms and conditions applicable to this RFP and any ensuing Agreement, and the Proposer’s authorized signature affixed to its proposal attests to this.
- 6.4 If Proposer conditions its proposal on any additional terms and conditions, which have not been accepted by a written addendum to the RFP, the proposal may be deemed nonresponsive.

Section VII

Proposal Statement

The undersigned, on behalf of Proposer, states that he or she has read all of the terms and conditions of this Request for Proposal (RFP); that he or she understands that by signing below and submitting a proposal, if awarded the contract, Proposer will be bound by the terms and conditions of this RFP and its proposal.

Certificate of Compliance Oregon State Laws

I, the undersigned, being first duly sworn,

Please Initial

_____ hereby affirms, under penalty of perjury, as provided in ORS 305.385(6), that to the best of Proposer's knowledge, Proposer is not in violation of any of the tax laws described in ORS 305.380(4).

_____ certifies under penalty of perjury that Proposer is aware that the State Board of Higher Education has instituted policies that prohibit sexual harassment that Proposer will adhere to University's policy prohibiting sexual harassment in their interactions with members of University's community.

_____ certifies under penalty of perjury that Proposer does not discriminate on the basis of age, disability, national origin, race, marital status, religion, sex, or sexual orientation.

_____ certifies under penalty of perjury that Proposer has not discriminated against Minority, Women or Emerging Small Business Enterprises in obtaining required subcontracts.

Business Designation (check one):

- Corporation Partnership Sole Proprietorship
 Governmental/Non-profit Limited Liability Company

Above information must be provided prior to the Closing Date and Time for the proposal to be considered responsive.

RFP Project Name: _____

RFP Number: _____

The individual(s) signing this Proposal Statement warrants under penalty of perjury that he/she has authority to bind the Proposer by his/her signature.

Signature: _____

Dated: _____

Name: _____

Title: _____

Firm: _____

Address: _____

E-mail: _____

Phone: (____) _____