

RFP 104-21-08
TOWN OF MOORESVILLE, NC
REQUEST FOR PROPOSALS FOR
TEMPORARY STAFFING
PROPOSALS DUE MARCH 23, 2021 2:00 pm

The Town of Mooresville is seeking to diversify its temporary staffing pool. By utilizing more than one staffing agency, we would like to enhance the diversity of our temporary staff, tap into additional talent pools and perhaps create a pipeline to full-time employment for a wider segment of the population.

The Town of Mooresville invites qualified temporary staffing companies to submit a quote to assist us with our temporary staffing operation. Successful companies are required to source, manage and administer all of the temporary staff. Successful companies will team with Town of Mooresville staff to find a streamlined and cost-effective method of filling the Town's temporary staffing needs. At times, this service may be used to solicit and fill a full-time Town employee position.

BACKGROUND

The Town of Mooresville is a local government that directly employs 548 employees. We also currently contract with a temporary services agency for approximately 139 temporary employees working 30,000 hours at a cost of around \$1m. No temporary employee is permitted to work over 1000 hours in a calendar year.

For the most part, the Town's temporary employees are in nine departmental areas: Park Services, Finance, Library, Recreation, Charles Mack Citizen Center, Police, Fire, Public Services and Streets.

ISSUES TO ADDRESS IN QUOTE

Organizational Information

1. Provide your organization's name, address, internet URL (if any), telephone and fax numbers. Include the name, title, direct phone number and address, and E-mail address of the individual who will serve as your organization's primary contact.
2. Provide a brief description of your organization locally, statewide and nationally (if applicable).
3. List any factor known that could materially impair the organization's ability to carry out the duties and obligations under this project or that could materially affect the Town's decision.
4. Please provide a demographic breakdown of your temporary staffing workers to include information on race, gender, educational attainment, length of tenure with your staffing agency. Also, please include any data on the rate of turnover both because they have gotten full-time employment through your agency (or elsewhere) and because they no show/ no call etc.

5. Please provide information regarding any placement fees and or minimum hour requirements you have if the Town decided to hire a temporary staff person.

Experience

1. Document your organization's credentials, experience, and involvement in providing temporary employment.
2. Provide a list of three (3) client references, preferably of similar size and complexity of the Town. Include company name, key contact(s) name, contact phone number and contact email address.

Proposed Solution

1. Discuss the strategies and timetable that would be used for the successful implementation of this project. The plan must cover the period from award of business through post implementation review.
2. Detail the task responsibilities and distinguish between your organization and the Town.
3. List any time saving features and benefits of service.
4. List any constraints.
5. Please describe the top three (3) features and benefits that distinguish your service and company from those of your competitors, clearly stating why you are best suited for this service. What unique capabilities does your organization offer? How do you stay ahead of your competition?

General Information: Questions Portion

1. What percentage of your customer base is local government?
2. Can your organization provide a "single point of contact" for all of the Town's temporary staffing needs? If so, please describe.
3. Describe your company's process of vetting to include certifying employees to meet the needs of the Town.
4. What methods are available for the Town to view and select personnel to fill vacancies? Describe your system to manage, track and audit customer delivery expectations versus performance.
5. What is your company's fill percentage and lead time to get an employee ready to work?
6. Provide a plan to achieve cost savings while improving the quality of service.
7. What are your recruitment methods? How do you ensure diversity of applicants?
8. What specific selection methods do you use? How do you ensure validity of these methods?
9. Do you use alternate staffing sources? If so, who?
10. Provide details of the quality management processes your company has in place to ensure the quality of all aspects of the service.

Cost/Fee

Please set forth your proposed upcharge fee schedule. Please note any variation in fee by title/ type of position. Sample job descriptions of positions typically filled through temporary staffing are included in **Exhibit A**.

- Upcharge % include company's cost of doing business.
- Please note that this pricing CANNOT be marked as confidential.

Contract

Please attach a proposed contract for this service in a Word document. The final contract will be subject to review and approval by the Town of Mooresville's Contract Approval Team and/or the Board of Commissioners for the Town of Mooresville.

Reports

Successful organizations shall provide a quarterly report detailing the amount of temporary staff employed broken down into: (1) field/specialty; (2) duration of employment to date; (3) Department; and (4) number of hours per week (including overtime). Reports may be adjusted based on information required from Town staff.

Proposal Submission

Submissions are due by March 23, 2021 at 2:00 PM. This will be handled as an informal proposal since it is for services. The Proposals will NOT be opened and read aloud. Proposals may be delivered to Mooresville Town Hall at 413 North Main Street, Mooresville NC 28115. They may also be emailed to PurchasingBids@moorevillenc.gov to meet the proposal deadline but if emailed, a hard copy must be provided via drop off or by mail.

Questions regarding this proposal may be emailed to PuchasingBids@moorevillenc.gov . A list will be compiled and sent to all prospective bidders no later than March 17th, 2021. Any questions after that date will not receive a respond.

Each prospective Proposer will be required to submit an email to PurchasingBids@moorevillenc.gov with their intention to bid so they may receive a list of answered questions and all addendums to the proposal (if issued).

The Town of Mooresville reserves the right to reject any and all proposals and to waive informalities.

Exhibit A

Facility Maintenance Worker/ Event Services Worker - An employee in this class performs a variety of tasks involving manual work in the maintenance of buildings and grounds and setting up rooms for various functions. Building maintenance includes tasks such as mopping and buffing, vacuuming, dusting, and cleaning bathrooms. Work also includes moving tables and chairs, arranging to match room set up formats. Work also includes setting up audio-visual equipment, technology, and coordination with customers on room set-up and logistics. Employees must abide by safety rules and regulations and use care and accuracy in handling chemical cleaning supplies. Work also requires considerable customer contact requiring tact and courtesy and problem-solving ability. Work subjects the employee to inside and outside environmental conditions, noise, vibration, hazards associated with maintenance work, fumes, chemicals, mists, gases and oils. Duties may also expose the employees to human body fluids and thus work is subject to the OSHA requirements on blood borne pathogens. Work is assigned daily, performed under regular supervision and is reviewed by observation of quality and quantity of work completed and timeliness of completion.

Field/Gym Monitor - An employee in this position provides basic security and housekeeping at parks and/or gyms. This job is also responsible for cleanliness of parks/gyms while on duty, opens and closes the gyms; gets out equipment for games and responds to request of citizens and tournament coordinators as appropriate. Employee contacts/communicates with police and/or Recreation/Park staff as needed.

Golf Cart Range Employee - An employee in this position will be an intermittent seasonal employee who works, mostly weekends and holidays, in the golf cart/range operation at the Mooresville Golf Course. Duties will include (but not limited to) operation of range ball machinery, golf carts, cleaning of both equipment and work areas and general clubhouse maintenance (cleaning bathroom, empty trash, vacuuming, etc.) Person must be able to lift, bend and stoop and have the ability to meet and deal with general public with tact and courtesy; ability to follow oral and written instructions; dependable and good physical condition.

Pro Shop Clerk - An employee in this position performs a variety of tasks involving some manual work in and around the Golf facility. List of duties include, but not limited to, golf shop, golf range, on course marshal and golf cart areas of the operation. Employee would assist in the setting up and cleaning up of tables and chairs for a variety of golf tournaments or other various meetings in the clubhouse facility. Employee may on occasion fill-in for golf cart and range employees of golf operation. Some housekeeping duties shall be performed. This position will require computer operations along with on course monitoring of pace of play, changing of drinking water and enforcement of on course rules and regulations. Must be able to develop and maintain effective working relationships with the public, co-workers and supervisors. Must be able to perform heavy-duty work, exerting up to 100 pounds of force occasionally and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

Library Assistant - An employee in this position will provide customer service at the Circulation Desk and shelve library materials as needed. Employee must be able to use library systems to scan items in and out using computerized barcodes and tags. Other duties include, but are not limited to, assisting customers, answering phones, and working with the public regarding basic computer skills. Work involves accuracy and significant public contact. Excellent customer service skills, working knowledge of library procedures, books and authors, computers and basic office equipment, business math, and English required.

Library Page - An employee in this position will be shelving library materials as they are returned, assisting library staff and patrons as needed, answer telephone and relay messages in the absence of Library Assistant, answer questions appropriate to skill level, assisting library staff with various procedures at closing, assist patrons with faxes and copies and routine location questions and light housekeeping as needed. Work involves accuracy and significant public contact. Must have general knowledge of spelling, grammar and vocabulary; some knowledge of library routine and procedures; ability to establish and maintain effective working relationships with library personnel and patrons. Tact and courtesy are required in all dealings with the public.

Maintenance Attendant- An employee in this position performs unskilled manual tasks in the maintenance and security of the (specific facility name) for events scheduled at night and on week-ends. Building maintenance includes tasks such as restocking bathrooms, emptying trash filled containers, clean up spills, returning used equipment to proper storage area, assisting with set-up (moving tables and chairs to match set-up format) of facilities and assisting public or facility renters when necessary and some minor equipment maintenance. Security includes answer telephones, handling after hours business traffic with information, routinely patrolling facility during use, locking all doors, checking necessary control (lights, heat, sound systems, etc.) and setting security alarm systems. Employee must abide by safety rules and regulations.

Maintenance Helper - An employee in this position performs park maintenance, field maintenance, right-of-way mowing, and general maintenance when needed. Employee must be able to work out of doors for an extended period of time. Must have ability to follow oral and written instructions; dependable; good physical condition.

Office Assistant - An employee in this class performs a variety of secretarial and clerical support duties. Work includes serving as the initial point of public contact, operating the reception function, relaying information, performing work process, composition or data entry work and records management and files maintenance functions. The employee is expected to have a general understanding of the work unit and its services to respond to routine inquires; non-routine questions or situations are referred to other. Specific oral and/or written instructions are available to apply to most work situations. Work uses automated systems to perform the duties and tasks. Work is performed under regular supervision and is evaluated through observation, conferences and the quality and effectiveness of work completed.

Snack Shop Worker - An employee in this position will wait on customers; takes orders; prepare grill items or sandwiches; serve customers; operate cash register and regular cleaning in the snack shop for Health Department Inspections. Must be able to develop and maintain effective working relationships with the public and other employees at the Golf Course. Good customer service a requirement.

Street Crew - An employee in this position will assist Town right of way crews in the Street Department. This is a general labor job doing landscaping, concrete and asphalt work. Must have ability to follow oral and written instructions; dependable; good physical condition.

Swim Instructor - An employee in this position teaches swim lessons to children and adults. Lessons include but are not limited to, basic water safety, beginning to intermediate swim skills, and possibly advanced swim skills. Employee must have knowledge of basic water safety and swim techniques, basic teaching techniques and required equipment and services; ability to exercise good judgment; ability to maintain effective working relationships with other employees, supervisors, and with participants and their parents. Tasks may include but are not limited to, attending all trainings, teaching lessons, communicating with parents on student progress and/or class cancellation/make-ups, etc. Hours vary.

Swim Instructor Supervisor - An employee in this position supervises the teaching of swim lessons to children and adults. Lessons include but are not limited to, basic water safety, beginning to intermediate swim skills, and possibly advanced swim skills. Employee must have knowledge of basic water safety and swim techniques, basic teaching techniques and required equipment and services; ability to exercise good judgment; ability to maintain effective working relationships with other employees, supervisors, and with participants and their parents. Employee must have good organization and communication skills. Tasks include but are not limited to tracking participant progress, supervising swim instructors, communicating daily lesson plans, keeping any required paperwork, filling in for instructors when necessary, and more. Hours vary.

Landscaper (Golf Course) - An employee in this position performs general manual labor and landscaping duties at the municipal golf course. Employee participates in daily routine maintenance of sand traps, cart path edges, mulched beds, and landscape areas. He/She also participates in the completion of special projects around the golf courses such as tree trimming, vegetation removal, landscape installation, and reconstruction projects. Position is responsible for assisting in the performance of cultural practices such as greens aerification and topdressing, assisting in general clean-up around the golf course and maintenance facility, and performing routine maintenance tasks using light equipment such as fly-mowers, string trimmers, edgers, pruners and hedge trimmers.

Landscaper (Parks) - An employee in this position mows, weed eats and blows leaves at parks seasonally. Must have ability to follow oral and written instructions; dependable; good physical condition.

Concession Worker - An employee in this class is responsible for a variety of tasks within the daily operation of the Town's various concession stands. These duties include, but are not limited to, processing sales, preparing food, general cleaning of the stand and general customer service. An employee in this class works under the supervision of a Concession Lead Worker and ultimately the Concession Coordinator.

Concession Lead Worker - An employee in this class is responsible for a variety of tasks within the daily operation of the Town's various concession stands. These duties include, but are not limited to, processing sales, preparing food, general cleaning of the stand and general customer service. An employee in this class holds their ServSafe certification, has key access to open and close the stands and has access to the safe located at each stand. The Concession Lead serves as the shift supervisor for their particular stand.

Concession Supervisor - An employee in this class is responsible for a variety of tasks within the daily operation of the Town's various concession stands. These duties include, but are not limited to, processing sales, preparing food, general cleaning of the stand and general customer service. An employee in this class holds their ServSafe certification, has key access to open and close the stands and has access to the safe located at each stand. The Concession Supervisor is responsible for the operation of multiple concession stands any given day. An employee in this class also assists the Concession Coordinator with the delivery of supplies to various stands, staff scheduling issues, securing starting cash and processing the daily deposit.

Events & Marketing Assistant - The Marketing Specialist will help on an as-needed basis for marketing campaigns and special projects. The specialist will develop marketing materials to support Recreation programs and initiatives. This position will require a keen knowledge of branding and brand implementation. May help at on-site events as needed.

Recreation Aide - The Recreation Aide will assist supervisor or leaders with set up, implementation and break-down of recreation activities, camps, programs and facility events. Will also assist with general office duties, answering telephone, assisting visitors. Perform related duties as assigned. Monitor facilities/participants to ensure policies and rules are followed.

Recreation Leader - The Recreation Leader will plan, supervise and lead youth/adult activities, camps and programs; assist with general office duties, answering telephone, assisting visitors; perform related duties as assigned, and monitor facilities/participants to ensure policies and rules are followed.

Bus Driver - The Bus Driver will drive Town vehicles - provide transportation for program participants to events, field trips, etc. Assist staff with monitoring participants. CDL required.