Request for Proposal

For

Temporary Staffing Services

Issued by:
Pennsylvania State System of Higher Education
Office of the Chancellor

RFP #2010-QCC-TAP-12

Issue Date: June 22, 2010
Response Date: July 30, 2010
## Table of Contents

<table>
<thead>
<tr>
<th>Part</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part I</td>
<td>General Information</td>
<td>1</td>
</tr>
<tr>
<td>Part II</td>
<td>Description of the Organization</td>
<td>4</td>
</tr>
<tr>
<td>Part III</td>
<td>Work Statement</td>
<td>6</td>
</tr>
<tr>
<td>Part IV</td>
<td>Information Required From Agencies</td>
<td>9</td>
</tr>
<tr>
<td>Part V</td>
<td>Criteria for Qualification</td>
<td>11</td>
</tr>
</tbody>
</table>

**Appendixes**

- Appendix A  Commonwealth of Pennsylvania Contract
- Appendix B  Technical Proposal Form
- Appendix C  Cost Proposal Form
- Appendix D  Supplier Signature Form
- Appendix E  Position Descriptions
- Appendix F  Spend History
Part I
General Information

I-1 Purpose
The Pennsylvania State System of Higher Education, Office of the Chancellor (PASSHE) is soliciting proposals from temporary staffing agencies to provide cost effective temporary staffing services. PASSHE utilizes temporary staffing services to fill short-term staffing needs, mainly in the area administrative support.

Qualified Suppliers shall enter into a Master Agreement. As such, this RFP will result in multiple participation award contracts, the first step in a two-step procurement process. Successful placement on the Qualified Supplier list provides eligible firms with the ability to provide Temporary Staffing Services on an as needed basis. It is not a guarantee that PASSHE will request the supplier to provide the services. The second step involves the solicitation of a written quotation for each temporary staffing assignment required (see Section I-21 for additional information on the Qualified Collaborative Contracts process.)

I-2 Issuing Office:
This RFP is being issued for PASSHE by the issuing office listed below. The issuing office is the sole point of contact for this RFP. Please refer all inquiries to:

Ms. Treasa Perrier
Purchasing Agent
Pennsylvania State System of Higher Education
Office of the Chancellor
Dixon University Center
2986 North Second Street
Harrisburg, PA 17110
V 717-720-4174; F 717-720-4111
Email: tperrier@passhe.edu
Website: www.passhe.edu

Only information supplied by the issuing office, including responses to questions regarding the RFP, should be used in preparing proposals. Any and all other contacts or information received regarding the PASSHE’s Temporary Staffing Services requirements prior to the release of this RFP should be disregarded in preparing responses.

From the issue date of this RFP until a determination is made regarding the selection of qualified suppliers, all contacts concerning this RFP must be made through the issuing office. Any violation of this condition is cause for PASSHE to reject a supplier’s proposal. If it is later discovered that any violations have occurred, PASSHE may reject the proposal.

I-3 Pertinent Dates/Open Enrollment
Suppliers may seek to be added to the Qualified Suppliers list any time during the open enrollment period which ends on July 30, 2010.

Scope
This RFP contains instructions governing the responses to be submitted and the material to be included therein, a description of the services to be provided, requirements which must be met to be eligible for consideration, and contract terms and conditions.
I-5 Pre-Proposal Conference
There will be no pre-proposal conference.

I-6 Rejection of Proposals
PASSHE reserves the right to reject any and all responses received from suppliers as a result of this RFP and to cancel this solicitation at any time prior to the execution of any contract.

I-7 Contract
It is proposed that, if a contract is entered into as a result of successful negotiations, the selected supplier will be required to sign a standard Commonwealth of Pennsylvania contract. This agreement will contain the provisions shown in the documents attached as Appendix A. Negotiations may be undertaken with suppliers whose proposals show them to be qualified, responsible, and capable of performing the work. The “Work Statement,” as negotiated, will be incorporated into the standard contract. *(Note: Appendix A is a sample document only and is not required to be returned with your proposal.)* The contract terms and conditions found in Appendix A are not negotiable. Proposal/contract

I-8 Incurring Costs
PASSHE is not liable for any costs or expenses incurred by suppliers in the preparation or submission of their proposals, or for attendance at any conferences or meetings related to this RFP.

I-9 Supplier Responsibilities
Each proposal must be signed by the individual representative of the supplier who has contracting authority (see Appendix D). That individual will be the sole point of contact with regard to contractual matters.

I-10 Prime Supplier/Subcontracting
Eligible suppliers will be considered prime contractors with respect to any work they are awarded. Any use of subcontractors must be approved in writing by PASSHE. Prime suppliers are encouraged to solicit quotes from Minority and Women-Owned Business Enterprises when requiring subcontractors.

I-11 Economy of Preparation
Proposals should be prepared simply and economically, providing a straightforward, concise description of the suppliers ability to meet the requirements of this RFP.

I-12 Disclosure of Proposal Contents
Suppliers’ proposals will become part of the contract award resulting from this RFP and are not, therefore, confidential. PASSHE has the right to use any other concepts presented in any reply to this RFP. Selection or rejection of a proposal does not affect this right. Please be advised that effective January 1, 2009, all responses to procurement opportunities are subject to Pennsylvania Right-to-Know Law, 65 P.S. § 67.101 et seq., (Act 3 of 2008). Refer to section I-19 for further information.

I-13 Addenda to the RFP
If it becomes necessary to revise any part of this RFP, addenda will be posted at the following website:
http://www.passhe.edu/executive/finance/Procurement/Pages/2010CollaborativeBidOpportunities.aspx.

The information contained on this website is current and accurate. It is the supplier's responsibility to check this site periodically to obtain any changes to the solicitation. The suppliers must acknowledge all addenda in their proposal response. Suppliers must acknowledge any and all addenda in their proposals. Suppliers who fail to submit current copies of the solicitation may be deemed nonresponsive.

I-14 Debriefing Conference
Suppliers whose proposals are not selected will be notified and will be given the opportunity to be debriefed. The purpose of the debriefing is not to compare proposals, but to provide information that may assist suppliers in preparing future proposals. The issuing office will schedule the date, time, and location of all debriefing conferences.

I-15 News Releases
News releases pertaining to this RFP may not be made without PASSHE's approval, and then only in coordination with the issuing office.

I-16 Proposals
To be considered, proposals must consist of a complete response using the format provided in Part IV of this RFP and by completing the QCC Proposal Forms (Appendices B and C.) Proposals must be submitted as an electronic submission only. Paper (hard copy) proposals will not be accepted. Proposals must consist of a complete response to the requirements outlined herein and shall be submitted as an email response sent to the following electronic bid box:

SSHEbidbox1@passhe.edu

Submit electronic proposals via two separate Email as follows:

1. EMAIL #1:  Subject Line: RFP 2010-QCC-TAP-12; SUPPLIER NAME; TECHNICAL PROPOSAL
   Includes:  completed Technical Proposal Form and any additional supplier information.

2. EMAIL #2:  Subject Line: RFP 2010-QCC-TAP-12, SUPPLIER NAME; COST PROPOSAL
   Includes:  completed Cost Proposal Form and any additional cost information.

No other distribution of proposals will be made by the supplier. Proposal contents will become contractual obligations if and when a contract is executed. For this RFP, the proposal, as submitted, must remain valid during the entire solicitation, award, and contract finalization processes.

I-17 Cost Data
All cost data for the proposal shall be submitted via a separate email apart from the technical proposal. Failure to meet this requirement will result in automatic disqualification of the proposal.

I-18 Supplier Responsibility Program
Suppliers must certify that they are not currently under suspension or debarment by the Commonwealth of Pennsylvania, any other state, or the federal government to the best to their knowledge. Additionally, suppliers must certify that they are not tax delinquent with
either the Pennsylvania Department of Revenue or the Pennsylvania Department of Labor and Industry to the best of their knowledge. Suppliers must acknowledge that, if they are currently under suspension or debarment, or if they owe delinquent taxes, their proposal may not be accepted or considered. Suppliers must disclose whether they are currently in any litigation involving contract default. This information is completed in the supplier responsibility section of the QCC Technical Proposal Form.

I-19 Open Records
Please be advised that effective January 1, 2009 all responses to any procurement opportunity are subject to the Pennsylvania Right-to-Know Law, 65 P.S. §67.101 et seq., (Act 3 of 2008). The Right-to-Know Law permits any requestor to inspect and/or copy any record prepared and maintained or received in the course of the operation of a public office or supplier that is not subject to the enumerated exceptions under the law. If your response to a procurement opportunity contains a trade secret or confidential proprietary information, you should include with your proposal a separate signed written statement to that effect. Should your proposal become the subject of a Pennsylvania Right-to-Know Law request, you will be notified by the procurement office to identify all trade secrets or confidential and proprietary information that are included in your proposal. The procurement office will then determine whether the claimed trade secret or confidential and proprietary information is subject to disclosure.

I-20 Type of Contract
Contracts entered into as a result of this RFP are eligible for (optional) use by all 14 universities and the Office of the Chancellor (“PASSHE”). Interested suppliers agree to supply services to PASSHE as per the terms and conditions listed herein and in any resulting Master Agreement. To the extent that any university or the Office of the Chancellor procures from any resulting Master Agreement, each institution may assume liability for payment to the supplier(s).

1. One contract (Master Agreement) will be issued to each qualified supplier. Universities and the Office of the Chancellor will issue individual release purchase orders against the Master Agreements.

2. Any resulting contract shall be awarded based upon PASSHE’s Qualified Collaborative Contract (QCC) process. Reference Section I-21.

3. This RFP shall not result in any exclusive rights contracts.

4. The contract terms and conditions found in Appendix A are not negotiable.

I-21 Qualified Collaborative Contract Process

1. Proposal due dates listed in Section I-3 shall apply. This RFP will be posted and remain open until July 30, 2010. It will be re-opened in June in subsequent years for a one month period to allow for other suppliers to qualify.

2. Proposals will be reviewed and rated by an evaluation team comprised of PASSHE end users.
3. Suppliers must achieve the qualifying point level to be awarded a contract. Supplier qualifications may vary by the competency area but standard qualifications include experience level, service level, references, and cost. Award of a contract does not guarantee business, but does guarantee an opportunity to bid on all procurements over $20,000.

4. Purchases under $10,000 are open sourced. Universities may select any supplier from this RFP's qualified supplier list or select any supplier outside of the qualified supplier list.

5. For purchases between $10,000 and $20,000, the University may select any supplier from the qualified supplier list.

6. If the procurement is over $20,000, all qualified suppliers within the applicable competency area will be eligible to submit a quote. A Request for Quote (RFQ) will be issued and will be posted for at least 3 days on the PASSHE website. Suppliers are responsible for reviewing the website for open RFQs. Only qualified suppliers may submit quotes. If the selection criterion is based on more than just cost (example: favorable service terms) the RFQ must state that it is a best value selection. Separate template RFQ forms will be issued depending upon selection criteria (example: cost selection only or best value selection.)

7. First year contracts will be created for a period not to exceed five years. Subsequent year contracts will be created up through the end date of the initial contracts. Increases in pricing will be reviewed to ensure the supplier is not exceeding the qualification level. Supplier's contracts may be cancelled if the pricing becomes uncompetitive or if service issues result in the supplier not being utilized within a two year period. Suppliers whose contracts are cancelled for non-utilization may re-qualify by submitting a proposal in response to the next scheduled issued RFP.

8. Prior to issuing an order for temporary staffing services, universities reserve the right to interview each individual proposed as the Supplier's on-site key personnel. Universities have the right of refusal, if it determines, in the Commonwealth's reasonable judgment, that an individual lacks sufficient knowledge or experience to perform the required tasks.

9. If any individual provided by the Supplier as on-site key personnel is unable to perform at an acceptable level, universities will have the right to request that the individual no longer perform the services under the terms of the Contract. The Supplier will honor the University's request to the extent feasible and consistent with its obligations under existing law and the terms of the applicable ordering document and engagement.

10. Whenever Supplier personnel are replaced at the Supplier's request, the Supplier shall be responsible for all costs needed to bring such replacement individual up to the point of where the services of the previous individual ended.
II-1 PASSHE Fact Sheet
http://www.passhe.edu/executive/finance/Procurement/Documents/FactSheet10-01.pdf
Work Statement

III-1 Objective
The Pennsylvania State System of Higher Education, Office of the Chancellor (PASSHE) desires to contract with qualified temporary personnel agencies to obtain general labor and a range of clerical and administrative skills when necessary to fill temporary personnel deficits at the Office of the Chancellor. PASSHE will enter into separate Master Agreements with qualified agencies in order to ensure an available supply of temporary personnel.

III-2 Background
The Office of the Chancellor for the Pennsylvania State System of Higher Education is located in Harrisburg at the Dixon University Center, with a satellite location at Vartan Way. The Office of the Chancellor develops broad policy affecting Pennsylvania’s 14 public universities with guidance and approval of the Board of Governors.

Approximate temporary staffing service levels at the Dixon University Center and at Vartan Way for 2008/09 Administrative Positions are listed in Appendix F. PASSHE makes no guarantee as to the specific amount of services that will be called for under the terms of the Master Agreements that may be awarded as a result of this RFP.

III-3 Supplier Requirements/Qualifications
The following requirements shall be considered as the minimum standard for a supplier to be considered as qualified to provide services for PASSHE. Their complete fulfillment shall be an absolute requirement for the supplier to be considered responsive.

1. The supplier shall have been in business in the metropolitan Harrisburg area for a period of not less than two years. Provide three current business references, including company name, address, contact person, telephone number, and types of positions filled. Acceptability of references is at the sole discretion of PASSHE.

2. Demonstrate your ability to routinely fill the types of positions described in Appendix E. Provide collective background and experience of your internal employees.

III-4 Temporary Staffing Services

1. The supplier shall provide PASSHE with temporary staff who meet the qualifications of the job titles requested and who provide the expertise and performance capabilities required in those job descriptions listed in Appendix E.

2. PASSHE shall provide all necessary supplies, equipment, and worksite.

3. The supplier’s assignment employees shall be subject to the work rules, regulations, and policies of PASSHE.

4. Hourly rates as defined in the supplier’s cost proposal are considered to include all components of the supplier’s costs including, but not limited to, basic wages, required contributions, taxes, and agency overhead and profit.

5. Overtime hours worked for a job title covered by the overtime provisions of the federal Fair Labor Standards Act shall be paid by the supplier at the appropriate rate. Overtime is paid...
defined as hours worked in excess of 40 in a workweek. Approval of all overtime hours must be provided in writing by PASSHE.

6. Suppliers are required to provide a copy of their EEO/Non-Discriminatory policy with their proposals. If no written policy exists, the supplier is required to submit a statement certifying that they comply with all federal, state and local Equal Employment Opportunity/Non-Discriminatory policies.

7. Should the requested skill not fit into one of the position descriptions described in Appendix E, or if it cannot be mutually agreed to fall into a compensation level defined by one of those descriptions, PASSHE may negotiate a rate for this skill with one of the successful suppliers, starting first with the supplier which provided the lowest rates in response to this RFQ. PASSHE and the supplier may mutually agree to a revised hourly billing rate for the specific placement only.

8. PASSHE relies on the supplier to use its best judgment in providing personnel qualified to the level defined by the general position description for the skill level requested. PASSHE may not reject any person considered by the agency to be qualified, without first allowing that individual to attend the site and demonstrate his/her capabilities. However, PASSHE, at its sole discretion, retains the right to reject any person who in its judgment has failed to perform to the level defined by the general job description. PASSHE may exercise that right at any time after the initial attendance and will not be liable for any other costs associated with that person’s presence at the Dixon University Center and/or Vartan Way. PASSHE shall be the final judge of the quality of services provided by the supplier and the temporary staff placed by the supplier.

9. Staff attire is expected to be appropriate for the skill level requested. This should be consistent with the expectations of a commercial office complex for the clerical/administrative types of positions and work clothes for the general labor positions.

10. Temporary assignments will vary in duration and may be full or part time. Some assignments may be temp-to-hire jobs, which may lead to permanent employment with PASSHE. Provide your policies and procedures for handling temp-to-perm situations.

11. The supplier will be required to make every effort to provide temporary staff within 48 business hours of the request having been made by PASSHE.

12. The supplier is solely responsible for the recruitment, hiring, and employment of the selected personnel. They will at all times remain the employees of the supplier.

III-5 Direct Hire Placement Services
Suppliers may also be required to provide direct placement services. Provide a description of your hiring policies and placement guarantees.

III-6 Invoicing
The supplier shall submit separate invoices directly to PASSHE for each job assignment. Each invoice must itemize the name of each person who worked during the billing period, the number of hours worked by each person (noting straight time and overtime hours when applicable), the job title for each person, and the amount owed for each person’s services.
Travel expenses will not be allowed without prior written approval by PASSHE.

The supplier will be paid for actual hours worked by temporary assignment staff supplied based on the firm, fixed hourly rate specific to the job title agreed upon, and the level of expertise requested by PASSHE.

The supplier will:

- Make payments to their assigned employees at least weekly.
- Make all appropriate payroll deductions, including, but not limited to, appropriate FICA, federal, state, and local income taxes.
- Make all required workers’ compensation insurance payments.
- Pay state and federal unemployment compensation.
- Make required state and federal tax deposits.
- Administer unemployment claims.
- Prepare earnings records, paychecks, quarterly and annual tax reports, and W-2s.

### III-7 Reporting

The supplier shall provide PASSHE with a quarterly report of temporary staff use. The report shall include, but not be limited to:

- Placement count, hours, and grand total dollar amount.
- Department to which temporary personnel are assigned.
- Job title.
- Number of temporary staff hired into permanent positions by PASSHE.
- Cumulative placement hours by each temporary staff person.

### III-8 Cost Problem

Provide a clear, detailed and inclusive description of the compensation your firm would expect for providing services to PASSHE. Use QCC Cost Proposal form and submit additional data as an appendix to your proposal. **All cost data for the proposal shall be submitted as a separate email and must be kept separate from the technical proposal.** Failure to meet this requirement will result in the automatic disqualification of the proposal.
To be considered, proposals must respond, at a minimum, to all requirements in this part of the RFP. Any other information thought to be relevant, but not applicable to the enumerated categories, should be provided as appendices to the proposal.

Instructions for completion of the QCC Technical Proposal Form:

IV-1 Statement of Qualifications

1. Company Profile: Provide a summarized overview of the organization to include but not limited to the following: years in business, company size, etc.

2. Past business with PASSHE: Provide a description of the types of services that have been provided to PASSHE.

3. Business references: Three business references, including the company name, address, contact person, e-mail address, and telephone number. Provide a description of the services provided to these clients, dates of service, and how these services relate to the requirements of this RFP. Highlight any higher education references, if applicable.

IV-2 Work Plan

Describe, in narrative form, your technical plan for accomplishing the work. This should include how universities will obtain quotes, how the supplier will manage PASSHE accounts, how services will be provided, experience levels, service levels, as well as any other information you feel is pertinent to meeting the needs of PASSHE.

Describe in detail your firm’s experience and capability in providing clients with the types of deliverables listed in Section III of this RFP. Related work experience should be completely identified. Address the overall expertise and resources that your firm will bring in performing the work, if selected.

IV-3 Temporary Staffing Services

Describe in narrative form your technical plan for accomplishing the work. Use the deliverables in Section III of this RFP as your reference point for describing your approach for meeting the needs of PASSHE.

1. Provide details on your processes to accept temporary placement requests.

2. Describe your methods used to initially screen assignment employees.

3. To which, if any, niche markets do you accommodate?

4. What is your success ratio in placing assignment employees?

5. What are your sources of obtaining assignment employees?

6. What is the turnover rate of your assignment employees?
7. What benefits do you offer your assignment employees?

8. What type of training is provided to your assignment employees? What is the frequency of retraining?

9. What are your methods of determining customer satisfaction, and to what extent is customer satisfaction measured and reported?

10. Provide your policies and procedures for handling temp-to-perm situations.

11. Provide your policies and procedures for handling direct hire placement services.

IV-4  Value Added Services
Describe in detail any value-added services the supplier organization can provide in addition to the services required herein. Examples include but are not limited to sustainability initiatives and internship opportunities or other educational opportunities for PASSHE students.

IV-5  Acknowledgments
Suppliers must acknowledge that they meet/understand the items listed:

1. Cost proposal has been submitted separately from the technical proposal.
2. If there are appendices, they are attached to the appropriate proposal e-mail.

IV-6  Response to Cost Problem
The Supplier shall complete Appendix C – Cost Proposal Form. Instructions for completion are as follows:

1. Include fees for each level of staff.

2. All cost information must be submitted separately from the technical portion of the proposal. Submit via separate electronic submissions.
Part V
Criteria for Qualification

V-1 Evaluation of Proposals
All proposals will be reviewed and evaluated by a committee of qualified personnel selected by PASSHE. Supplier qualifications may vary, but standard qualifications include proposed experience level, service level, references, cost and value-added services.

Remember to:

- Check our website for addenda at: http://www.passhe.edu/executive/finance/Procurement/Pages/2010CollaborativeBidOpportunities.aspx

- Indicate in the Subject Line of your electronic submissions the following reference numbers:
  - **EMAIL #1**: Subject Line: RFP 2010-QCC-TAP-12; SUPPLIER NAME; TECHNICAL PROPOSAL Includes: completed Technical Proposal Form and any additional supplier information.
  - **EMAIL #2**: Subject Line: RFP 2010-QCC-TAP-12, SUPPLIER NAME; COST PROPOSAL
  - Carefully review all listed requirements to ensure compliance with the RFP.