



CITY OF OAKLAND

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OAKLAND

2017 MAR 29 PM 12: 34

# AGENDA REPORT

**TO:** Sabrina B. Landreth  
City Administrator

**FROM:** Ian Appleyard  
Director, Human Resources  
Management

**SUBJECT:** Temporary Employment Agency On  
Call Contracts

**DATE:** March 20, 2017

City Administrator Approval

Date:

3/28/17

## RECOMMENDATION

**Staff recommends that the City Council adopt a Resolution Authorizing the City Administrator to Establish On-Call Contracts with HR Management, Inc., Robert Half International, TemPositions, Inc., and Team Personal to Provide Temporary Employment Agency Services on an As-Needed and Rotating Basis at a Cost of \$250,000 Per Contract for a Total Contracting Cost Not to Exceed \$1,000,000 over a Three Year Period beginning July 1, 2017 through July 1, 2020.**

## EXECUTIVE SUMMARY

Following a competitive Request For Proposals (RFP) process, the firms of HR Management, Inc., Robert Half International, TemPositions, Inc., and Team Persona submitted competitive proposals and were identified as well-suited to provide temporary employment services for the City of Oakland. The contracts would be exercised on-call and would allow the City to engage temporary agency employees as needed for short-term, temporary assignments in accordance with existing City policy.

## BACKGROUND / LEGISLATIVE HISTORY

The City Charter (Article IX, Section 902e) and the Personnel Manual of the Civil Service Board (the "Civil Service Rules"), section 5.06(e), provides that temporary vacancies of permanent positions or short term needs may be filled by engaging temporary agency services for a period up to 120 days. The City has historically retained on-call contracts with several temporary employment agencies to provide short term staffing as needed. Due to the great recession that started in 2008, the City had not had a contract in place for the last several years. Instead, temporary staffing needs have been absorbed by existing staff, offered to former employees on reinstatement lists, or filled using the classification of Temporary Contract Service Employee (TCSE). Under the proposed contracts, temporary assignments will be consistent with City policy.

Item: \_\_\_\_\_

Finance & Management Committee

April 11, 2017

## **ANALYSIS AND POLICY ALTERNATIVES**

Short-term temporary staffing needs arise for a variety of reasons including vacancies of permanent positions pending recruitment, approved leave for permanent employees, ramp-up activities for special projects, short term projects like inventory assessment or high volume document retention, etc. It is not always practical or operationally feasible to address these short term needs with existing staff. Instead, the services of a temporary employment agency can readily draw on an existing pool of available workers and provide the temporary staffing quickly and efficiently.

Generally speaking, short term staffing needs in the City have fallen into the categories of general administrative or secretarial support, accounting support, or information technology support. The four recommended vendors have available pools of candidates and may provide staffing for any of these types of assignments.

Staff recommends that the City enter into contracts with the firms HR Management, Inc., Robert Half International, TemPositions, Inc. and Team Persona. These firms were selected for their general compliance with the requirements of the RFP, the type and quality of services that are proposed, and their ability to meet the City's objectives of supporting Oakland businesses and residents. A general profile of each of the selected firms follows:

- HR Management, Inc. is a small local business that currently serves Alameda County and East Bay Municipal Utility District among its client base. They previously provided services to the City of Oakland. As a small local business, this company has an express commitment to hiring Oakland and East Bay residents.
- Robert Half International is a large international business with an Oakland office. Their clients include Oakland Housing Authority and Oakland Unified School District. Through their local office, they employ many Oakland and East Bay residents. Their pool of available candidates includes administrative, accounting, information technology, and other professional disciplines. They have provided temporary agency services to the City of Oakland in the past.
- TemPositions is an experienced business of 54 years with heavy public sector experience. Their clients include Superior Court of California for County of Alameda and New York City Department of Education. This company has expressed commitment to hiring Oakland residents and has demonstrated performance with placing hundreds of Oakland residents over the past years.
- Team Persona is a 100 percent minority and woman owned and operated company with SBA (SBD) and Woman & Minority Business Enterprise (WMBE) business certification. This company has provided services to the County of Alameda for nearly 10 years and has provided several hundred temporary personnel for the Registrar of Voters, including Bilingual Election Support personnel in nine different languages.

In accordance with the City's contracting and purchasing requirements, the firms recommended by staff were selected through a formal RFP process. Proposals were evaluated by managers from City departments. Onsite interviews and reference checks were conducted by project staff. The selected firms have demonstrated track records with the City and with comparable agencies and can meet the City's needs for staff support in one or more specific areas at reasonable costs.

Accounting Principals, Inc., Amtec, Outsource Consulting Services, and, Ryals & Associates, submitted proposals and were considered. HR Management, Robert Half International, TemPositions, Inc., and Team Persona were selected in large part because not only do they provide the types of temporary employment services requested, they also have an Oakland presence and expressed a commitment to employing Oakland residents.

The Recruitment and Classification Division of the Human Resources Management Department is responsible for processing requests for temporary agency employees. HRM will evaluate department requests to confirm whether the temporary assignment qualifies for an agency placement in accordance with the Civil Service Rules and other City policies. Assignments from temporary employment firms to fill regular budgeted positions are limited to a period of 120 days. Periodic evaluations will be conducted for each of the contracted firms and continued use of the firms during the contract period will depend on whether the City is satisfied with the service provided by the vendors and the temporary employees who are placed.

### **FISCAL IMPACT**

Fiscal impacts are assessed at the time a temporary staffing need arises. Any temporary assignment will be funded by the requesting department's personnel or special project allocation, per the City of Oakland fiscal year (FY) 2017-19 Adopted Budget. Approval of these contracts does not require the allocation of additional funding.

The costs of administering temporary services, including monitoring agency performance are allocated within the HRM Department's current budget.

### **PUBLIC OUTREACH / INTEREST**

The RFP was advertised in the Oakland Tribune, Oakland El Mundo, Oakland Post and Tsing Tao as well as promotion through the City's procurement portal which is called iSupplier, with notification to pre-registered vendors under the following industry codes: 561320-Temporary Help Services, 561330-Professional Employer Organizations and 541612-Human Resources Consulting Services categories.

### **COORDINATION**

HRM staff worked closely with the City Administrator's Contracts and Compliance Division to ensure that the process complied with the City's contracting and purchasing requirements and to coordinate activities related to the RFP process.

### **SUSTAINABLE OPPORTUNITIES**

**Economic:** Each of these firms is either based in Oakland or has an Oakland office. They have been evaluated by the City's Contract Compliance Division and were determined to be

compliant or in the process of becoming compliant with Oakland's Local/Small Local Business Enterprise (LBE/SLBE) program.

**Environmental:** The firms recommended in this report utilize business practices that are consistent with Oakland's certification as a Green City.

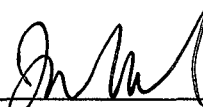
**Social Equity:** Two of the recommended agencies are local minority owned business (HR Management, Inc. and Team Persona). A total of three firms have local offices. Part of the evaluation process for these agencies included evaluating their current practice and commitment to hiring Oakland residents.

**ACTION REQUESTED OF THE CITY COUNCIL**

**Staff recommends that the City Council adopt a Resolution Authorizing the City Administrator to Establish On-Call Contracts with HR Management, Inc., Robert Half International, TemPositions, Inc., and Team Personal to Provide Temporary Employment Agency Services on an As-Needed and Rotating Basis at a Cost of \$250,000 Per Contract for a Total Contracting Cost Not to Exceed \$1,000,000 over a Three Year Period beginning July 1, 2017 through July 1, 2020.**

For questions regarding this report, please contact Kip Walsh, HR Manager, (510) 238-7334.

Respectfully submitted,



IAN APPLEYARD  
Director, Human Resources Management

Reviewed by:  
Kip Walsh  
HR Manager for Recruitment & Classification

Prepared by:  
Lisa Wright, HR Operations Supervisor  
HRM Recruitment & Classification Division

2017 MAR 29 PM 12:34 RESOLUTION No. \_\_\_\_\_ C.M.S.

**RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO ESTABLISH ON-CALL CONTRACTS WITH HR MANAGEMENT, INC., ROBERT HALF INTERNATIONAL, TEMPOSITIONS, INC. AND TEAM PERSONA TO PROVIDE TEMPORARY EMPLOYMENT AGENCY SERVICES ON AN AS-NEEDED AND ROTATING BASIS AT A COST OF \$250,000 PER CONTRACT FOR A TOTAL CONTRACTING COST NOT TO EXCEED \$1,000,000 OVER A THREE YEAR PERIOD BEGINNING JULY 1, 2017 THROUGH JULY 1, 2020**

**WHEREAS**, Article IX, Section 902e of the Charter of the City of Oakland authorizes the City Council to provide for temporary employment services; and

**WHEREAS**, the City Council finds that the performance of the service by contract, is in the public interest because of operational efficiency in conducting City business; and

**WHEREAS**, Council finds that the temporary nature of the assignments under these contracts shall not result in the loss of employment or salary by any person having permanent status in the competitive service; and

**WHEREAS**, the City has put forth and received responses to a Request for Proposals to provide temporary employment services for the City; and

**WHEREAS**, existing budgeted allocations for personnel and contracted services within City departments shall be used to fund the temporary agency services as needed; and,

**WHEREAS**, the most suitable and qualified businesses have been selected to provide temporary employment services to the City; now therefore be it,

**RESOLVED**, that the City Council hereby authorizes the City Administrator to establish on-call contracts with HR Management, Inc., Robert Half International, TemPositions, Inc. and Team Persona to provide temporary employment services on an as-needed and rotating basis at a cost of \$250,000 per contract for a total contracting cost not to exceed \$1,000,000 over a three year period beginning July 1, 2017 through July 1, 2020; and be it

**FURTHER RESOLVED**, That copies of said Contracts shall be filed in the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, \_\_\_\_\_

**PASSED BY THE FOLLOWING VOTE:**

AYES - BROOKS, CAMPBELL-WASHINGTON, GALLO, GIBSON MCELHANEY, GUILEN, KALB, KAPLAN, and PRESIDENT REID.

NOES -

ABSENT -

ABSTENTION -

ATTEST: \_\_\_\_\_

LaTonda Simmons  
City Clerk and Clerk of the Council  
of the City of Oakland, California