

REQUEST FOR PROPOSALS (RFP):
DOMESTIC STAFFING AGENCY FOR ONGOING PROJECTS

A. Introduction and Purpose

The Public Health Institute (PHI) is a global leader in public health, dedicated to promoting health, well-being, and quality of life for people around the world through innovative solutions and collaborative partnerships. PHI programs work and collaborate across some of the most pressing issues in public health, and are led by experts who leverage their extensive skills in research, evaluation, technology and program management to dive deeper into important work and pivot quickly to new areas that benefit from their expertise. Additional information regarding PHI, PHI's programs, and funders may be found at <https://www.phi.org/>.

PHI is seeking proposals in response to this RFP from qualified firms to provide a full range of staffing agency services. Through our awards with the US government and range of private donors, PHI regularly has a need to quickly hire a range of high-quality, cost-effective, professional and administrative temporary employees.

B. Scope of Work

PHI works closely with the US government and private donors to increase the capacity of public health providers and institutions both domestically and internationally to improve the global health workforce. PHI seeks to retain a temporary staffing agency and/or an employer of record (EOR) partner that enables PHI to legally and quickly engage a range of individuals to staff program upon receiving funding from federal and state government entities or private donors. This partner should bring the capacity to recruit, hire, onboard and compensate individuals staffed on PHI projects primarily in California, however, it would be a plus if the partner had capacity to hire and onboard individuals throughout the United States.

Staffing services to be performed will be determined and communicated via ordering documents (e.g., work orders), as they arise. The individuals provided to PHI will likely be managed by PHI on a day to day basis but will remain the employees of the selected bidder. The selected bidder will be responsible for all statutory, human resources, and payroll requirements as dictated by the state and local wage and hour laws and employment laws in each location for which PHI has a need to hire an individual.

C. Eligibility

Minimum Requirements and Qualifications for Participation in the RFP Process

PHI will accept and evaluate proposals only from bidders which meet all the following criteria and requirements:

- 1.) Offer temporary staffing services and/or EOR services throughout the state of California.
- 2.) Significant experience working with nonprofits and/or fiscal sponsors.

- 3.) Demonstrated expertise recruiting, onboarding, and retaining a wide variety of positions ranging from administrative assistants, contracts analysts, public health professionals, and executives.
- 4.) Demonstrated expertise in recruiting and retaining a diverse workforce.
- 5.) Demonstrated expertise in providing a high level of customer service both to clients and workers placed in temporary assignments.
- 6.) Demonstrated experience providing high quality, efficient solutions to address a client's staffing needs.
- 7.) Demonstrated compliance with all federal, state and local employment laws, wage and hour laws and ordinances.
- 8.) Must **not** be listed as ineligible to receive federal funding on the following three websites:
 - a. System for Award Management (www.sam.gov)
 - b. Office of Foreign Assets Control (OFAC) Sanctions Lists, including the Specially Designated Nationals List (SDN) (<https://sanctionssearch.ofac.treas.gov/>); and
 - c. United Nations Security Council Consolidated Sanctions List (<https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list>).

D. Submission Requirements

The bidder's proposal must provide a detailed response and supporting documentation, where requested, to each of the following areas:

A. Cover page

- Please include the name of your organization, address, and contact information.
- Please include the name, title, and contact information for an authorizing official.

B. Table of Contents

C. Company Information and Past Experience

- Provide a summary of your firm and its culture and a description of key staff proposed to be assigned to PHI's account (brochures and marketing materials may be included as an appendix but should not take the place of a brief written response) and how PHI's account would be managed. Include a description of your experience and expertise serving clients in the non-profit arena and a summary of what differentiates your firm from your competitors.
- For each key staff member who would be PHI's point of contact, please include a resume describing the individual's background and experience, as well as the individual's ability and experience in conducting the proposed activities
- Provide a summary of your agency's methodology to fill open positions including details such as how and where your agency would typically source and advertise and how your agency attracts a diverse candidate pool and your agency's policy on diversity and inclusion.
- Provide a detailed description of your agency's testing, screening and interview processes.
- Provide a summary or sample timeline of your hiring and onboarding process once PHI has identified a qualified candidate.
- Describe the type (e.g., online or manual timecards) and general process of timecard reporting and obtaining manager or delegate approval for hours worked by temporary

employees, your agency's ability to provide additional authorization steps to validate any overtime or holiday time entered on a timesheet, and policies regarding late timecards.

- Identify the pay cycle (e.g. weekly, every two weeks, twice a month, etc.) for which your agency regularly pays its temporary employee for work performed.
- Provide your agency's policies to address any concerns a temporary worker may have while working on an assignment with a client.
- Discuss your agency's approach to addressing any performance management concerns related to workers placed on assignment by your agency.
- Discuss your agency's ability and success rate at placing short-term and long-term temporary assignments. Describe any metrics your agency has in place to track time to fill, and quality of hire.
- Discuss the process or policy regarding replacing a temporary employee (e.g., temporary employee exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).
- Describe your agency's billing process and indicate whether you will be able to provide PHI with customized billing to accommodate one invoice per individual.
- Describe any benefits and training offered to temporary employees.
- Describe, or attach, your agency's workplace policies related to remote work during the COVID-19 pandemic as well as returning to an in-person workplace.
- Travel may be necessary for some temporary employees. Provide your policy, procedures and billing charges for travel and travel reimbursements.

D. Services Description

- What is included in your proposed staffing services or EOR proposal?
- Are other services available a la carte? If so, please provide an overview.

E. Financial Capacity

- Provide a copy of your most recent audited financial statements as an annex to your proposal. Were there any findings? If so, please explain.
- Provide 1-2 examples where your organization provided staffing services to public entities. For each example, please discuss how the following statutes, or similar state cost accounting regulations, impacted the services provided by your agency: 2 CFR Part 200 Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards,(5) Appendix II to Part 200 – Contract provisions for Non-Federal Entity Contracts Under Federal Awards,(6) 2 CFR Part 700 USAID Supplement to Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.

F. Fee Proposal

- Describe your proposed form of compensation for staffing agency and/or employer of record services (i.e., commission, annual retainer, fee-for-service).
- Rates proposed must be inclusive of all burdened elements of cost, including but not limited to current local, city, or state ordinances, administrative costs, overhead expenditures, etc., or other elements of cost that may arise.

- Specify which services are included in this compensation and which services would require additional fees. Please provide as much detailed information as possible on any additional fees. It is expected that all staffing agencies responding to this RFP will offer the firm's non-profit or comparable favorable rates.
- The cost/fees proposed must be inclusive of personnel, materials, computer support, and overhead rates.

G. Credentials

- Provide a signed statement certifying bidder fully meets all minimum qualifications outlined in Section C Eligibility.
- Provide copies of any current professional certifications or professional organization affiliations or associations

H. References and Past Performance

- Provide references with contact information from a minimum of three clients who currently use bidder's PEO services. At least one of the clients must speak to the bidder's performance on federally funded programs.
- Bidders may submit three written client testimonials in lieu of contact information for current clients. Testimonials must address the following topics related to the bidder's:
 - i. Customer Service
 - ii. Responsiveness
 - iii. Capacity
 - iv. Value on fee for service

I. Sample Materials

- Include sample materials that are representative of the support you provide your clients.

E. Proposal Format

In order for PHI to conduct the most efficient proposal evaluation, bidders are required to organize their proposals as noted below:

- A. Cover Page**
- B. Table of Contents**
- C. Company Information and Past Experience**
- D. Services Description**
- E. Financial Capacity**
- F. Fee Proposal**
- G. Credentials**
- H. References**
- I. Sample Materials**

Proposals must be organized according to the submission requirements and proposal format above. Proposals must address all of the requirements in Sections B and D. Proposals must not exceed 20

pages, Times New Roman Font, size 12. Cover page, table of contents, financial statements, and sample materials are not included in the page limitation.

Proposals which fail to address each of the submission requirements above may be deemed non-responsive and will not be further considered. Note that responses to RFP requirements must be specifically answered within the context of the submitted proposal. PHI's evaluation team will not refer to a designated website, brochure or other location for the requested information. Responses that use references to external materials as an answer will be considered non-responsive.

F. Submission of Proposals & Closing Time

Please submit proposals to: **PHI Agreements Team**
Public Health Institute
555 12th Street
Oakland, CA 94607
Email: Agreements@phi.org

Proposals are due by: **September 10, 2020**
5:00 PM – Pacific Standard Time (PT)

- Proposals must be submitted via email by the date and time specified above. Bidders are permitted, but not required to submit hard copy proposals in addition to an electronic submission. Hard copy proposals must arrive within two business days of the proposal due date.
- PHI encourages inquiries concerning this RFP. All questions pertaining to this RFP must be made via email to Agreements@phi.org. Questions are due by 9:00 AM PT, **Friday September 4, 2020**.
- Bidders should retain a copy of their application and accompanying enclosures for their records.

G. Proposal Timeline and Evaluation

1. Proposal Timeline

PHI intends to follow the below timeline for review and award of this solicitation:

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|---|----------------------------|
| • Questions Due: | September 4, 9:00 AM (PT) |
| • Deadline for Submittal: | September 10, 5:00 PM (PT) |
| • Review of Proposals: | September 14-18, 2020 |
| • Interviews or Additional Questions Conducted: | September 21-30, 2020 |
| • Domestic Staffing Agency Selected: | October 1, 2020 |

2. Proposal Evaluation

PHI is committed to a transparent process of award and selection of an international PEO with the intention to secure the best possible solution(s) for PHI's ongoing needs while ensuring an optimal financial and operational outcome and the best value to our funders.

An evaluation team will review, in detail, all proposals received to determine the best value. Following the initial review and screening of the written proposals, using the selection criteria described below, bidder(s) will be invited to participate in the final selection process, which may include participation in an oral interview and or submission of any additional written information as requested by PHI.

The following evaluation criteria will be utilized to evaluate the proposals by an internal evaluation team from PHI to determine the best value. A bidder can receive a maximum of 100pts:

- A) Company Information and Past Experience (10%)
- B) Services (35%)
- C) Financial Capacity (5%)
- D) Fees (40%)
- E) Credentials (5%)
- F) References (5%)

H. Solicitation Terms

1. Agreement

Subject to availability of funding, PHI intends to issue a non-exclusive agreement for a base period of up to two (2) years to the successful bidder from this procurement process. PHI reserves the right to issue one or more awards as a result of this RFP.

2. Discretion

PHI may, at its sole discretion and after the evaluation process, choose not to issue any agreement as a result of this process. PHI may also, at its sole discretion, choose to issue as many or as few agreements as deemed necessary to meet PHI's business needs.

3. Offers/Quotations

Prices must be inclusive of all costs, including taxes and fees, in US Dollars. Quotes and prices should remain valid for ninety (90) calendar days from proposal submission.

4. Proposal Costs

There is no reimbursement for costs associated with preparing or submission of proposals in response to this RFP or costs associated with possible award negotiation.