



**SPOKANE TRANSIT AUTHORITY  
1230 WEST BOONE AVENUE  
SPOKANE, WASHINGTON 99201**

**REQUEST FOR PROPOSALS  
# 2021-10578  
TEMPORARY STAFFING SERVICES**

**ISSUE DATE: October 14, 2021  
PROPOSAL DUE DATE: November 15, 2021  
4:00 PM PACIFIC TIME**

**ADVERTISEMENT PAGE**

**SPOKANE TRANSIT AUTHORITY**

**REQUEST FOR PROPOSALS**

**for**

**TEMPORARY STAFFING SERVICES**

Proposals will be accepted until 4:00 PM, Pacific Time, November 15, 2021, by the Spokane Transit Authority (STA), 1230 W. Boone Avenue, Spokane, Washington 99201, for Temporary Staffing Services in accordance with the specifications and conditions stated in the Request for Proposals (RFP) package. Proposals must be submitted via Drop Box at the following link:

<https://www.dropbox.com/request/zgFmoUrhx3lXtGlnPHad>

In addition to the electronic copy submittal requirement stated above, the proposer shall also provide one (1) original hard copy to the mailing address shown above with the outside of the package marked as follows: *Proposal # 2021-10578: Temporary Staffing Services*. Both the hard copy and the electronic copy of the Proposal must be received by the due date.

RFP packages may be obtained by contacting Tammy Santana, Procurement Coordinator, via email at [tsantana@spokanetransit.com](mailto:tsantana@spokanetransit.com) or by calling (509) 325-6047.

STA reserves the right to reject any and all proposals, to waive minor informalities and irregularities in the proposal submission process, to negotiate with any proposer, and to accept proposals that are considered to be in the best interest of STA.

STA is an Equal Employment Opportunity (EEO) organization, which does not discriminate against any prospective supplier on the basis of race, color, creed, national origin, sex, sexual orientation, gender identity, age or presence of any sensory, mental or physical disability in the consideration of contract award. The successful proposer will be required to comply with all EEO federal, state and local laws and regulations.

A Microsoft Teams pre-proposal meeting (audio only) will be held on **October 20, 2021, at 11:00 AM** Pacific Time. To participate, please call 1-509-824-1714 and enter Phone Conference ID: 565151755.

This procurement may be funded, in whole or in part, by the United States Department of Transportation, Federal Transit Administration (FTA). Proposers will be required to comply with all applicable FTA, Federal, state, and local laws, rules, and regulations.

Spokane Transit Authority assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, visit [www.spokanetransit.com](http://www.spokanetransit.com). Upon request, alternative formats of this information will be produced for persons with disabilities. The meeting facility is accessible for people using wheelchairs. For other accommodations, please call (509) 325-6094 (TTY Relay 711) or email [ombudsman@spokanetransit.com](mailto:ombudsman@spokanetransit.com) at least forty-eight (48) hours in advance.

**RFP # 2021-10578**  
**TEMPORARY STAFFING SERVICES**

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# PART I

## INSTRUCTIONS TO PROPOSERS

# 1. INSTRUCTIONS TO PROPOSERS

## 1.1 Introduction

Spokane Transit Authority, located at 1230 West Boone Avenue, Spokane, Washington, is requesting Proposals from qualified Proposers to provide Temporary Staffing Services.

STA anticipates awarding a five (5) year Contract to multiple Contractors in order to meet the personnel requirements of the various departments within STA. STA's budget is estimated at \$1,170,000.00 over a five (5) year period.

Upon award of a Contract, STA will seek Temporary Staffing Services on an as-required basis. STA makes no guarantee on the number of placements awarded to any one Contractor. STA reserves the right to use its own discretion to determine which Contractor(s) will be used for temporary personnel needs.

The Proposer may supplement its Proposal with Subcontractors, with the understanding the Proposer is responsible for all Work.

Please read this entire RFP package before submitting your Proposal. Careful attention must be paid to all requested items contained in this RFP.

This RFP does not commit STA to enter into any Contract; to pay any costs incurred in the preparation of a Proposal in response to this RFP or in subsequent negotiations; or to procure or contract for the Work. STA expects to negotiate a Contract with the Proposer(s) it deems most advantageous to the agency.

## 1.2 Defined Terms

The following defined terms are used throughout this Request for Proposals. In the event of a conflict between the definition herein and the definition of the same term in a separate part of this RFP, the definition in the separate part of this RFP shall prevail for that part only.

**Alternate Proposal (or Alternate or Option)** (if applicable) is the amount stated in the Proposal to be added or deducted from the amount of the Base Price if the corresponding change in project scope or materials or methods described in the Proposal Documents is accepted.

**Amendment** is a written or graphic instrument, approved and issued by STA prior to the Proposal Due Date, which amends, modifies or interprets the RFP by additions, deletions, clarifications or corrections.

**Base Price** is the sum stated on the Price Proposal Form for which the Proposer offers to perform the Work required.

**Business Day** means Monday through Friday, except public holidays, from 8:00 AM to 5:00 PM, Pacific Time.

**Contract** refers to an agreement executed between STA and Contractor for the provision of Work herein resulting from this RFP.

**Contractor** means a responsible Proposer awarded a Contract resulting from this RFP.

**Day** means calendar day unless otherwise noted.

**Federal Assistance** means funding received from the FTA applied to the Work or the project.

**FTA** means Federal Transit Administration.

**Non-responsive Proposal** is any Proposal which (1) fails to conform in any respect to the material requirements of the RFP; (2) imposes conditions which would modify requirements of the RFP; or (3) limits a Proposer's liability to the Spokane Transit Authority to give the Proposer an advantage over other Proposers, as determined by the Spokane Transit Authority.

**No Proposal Form:** Attachment D.

**Price Proposal Form:** Attachment E.

**Project Site** means STA's facilities located at multiple sites in the Spokane, WA area.

**Proposal** is the submission of a complete and properly executed Price Proposal Form, Proposal Response Form, Proposal Submittal Checklist, all Proposer Certifications and representations required to comply with the RFP, and any additional documentation that may be required by the RFP.

**Proposal Response Form:** Attachment B.

**Proposal Submittal Checklist:** Attachment A.

**Proposer** is an individual or entity who submits a Proposal for a Contract with STA for the Work described in the RFP Documents.

**Proposer Certifications** are the forms and documents identified in Part III of this RFP which the Proposer is required to sign and include in its Proposal.

**Proposal Due Date** is the date and time at which Proposals are due as specified in Section 1.5 of the Instructions to Proposers in this RFP. Proposals received after this date and time will be considered non-responsive and returned to the Proposer.

**Request for Approved Equals Form:** Attachment C.

**Request for Proposal (RFP) Documents** include, but are not limited to, the Advertisement for Proposals, Instructions to Proposers, Price Proposal Form, Proposal Response Form, Proposal Submittal Checklist, all attachments and exhibits related to this RFP, Technical Requirements, all other documents proposed or required for the performance of Work, and any or all Amendments hereto issued prior to the Proposal Due Date and/or the Best and Final Offer due date.

**Sample Agreement** means the sample agreement attached hereto and incorporated herein as Exhibit A.

**STA** means the Spokane Transit Authority.

**Subcontractor** is an individual or entity who submits a proposal to a Proposer for materials and/or labor for a portion of the Work.

**Technical Requirements** collectively refers to all reports, plans, specifications, and the scope of work attached hereto.

**Unit Price** is an amount stated in the Price Proposal as a price per unit of measurement or materials or services as described in the RFP Documents.

**Work** means the scope of goods and services to be provided by the Contractor under a Contract resulting from this RFP.

### 1.3 Proposer Communications with STA

STA is committed to providing all prospective Proposers with accurate and consistent information in order to ensure that no Proposer obtains an undue competitive advantage. To this end, from the date this RFP is released through award of contract, all communications, questions and inquiries concerning this RFP shall be addressed to:

Tammy Santana  
Procurement Coordinator  
Spokane Transit Authority  
1230 West Boone Avenue  
Spokane, WA 99201  
Phone: (509) 325-6047  
Fax: (509) 325-6033  
E-mail: [tsantana@spokanetransit.com](mailto:tsantana@spokanetransit.com)

STA reserves the right to disqualify any Proposer who contacts a STA official, employee, or committee or Board member concerning this RFP other than in accordance with this Section.

### 1.4 Pre-Proposal Conference

A Microsoft Teams pre-proposal meeting (audio only) will be held on **October 20, 2021, beginning at 11:00 AM Pacific Time**. To participate, please call 1-509-824-1714 and enter Phone Conference ID: 565151755. Clarification about the RFP's intent and any questions about the RFP may be addressed during this conference. Questions may be submitted in advance in accordance with Section 1.3.

Any prospective Proposers in receipt of this RFP will be provided with any changes or clarifications to the RFP by written Amendment in accordance with Section 1.9.

### 1.5 Proposal Due Date and Proposal Submission

Proposals will be accepted until **4:00 PM, Pacific Time, November 15, 2021**, in accordance with the specifications and conditions stated in the RFP. Proposals must be submitted via Drop Box at the following link:

<https://www.dropbox.com/request/zgFmoUrhx3lXtGlnPHad>

In addition to the electronic copy submittal requirement as stated above, Proposer shall also provide one (1) original hard copy to the mailing address shown above with the outside of the package marked as follows: *Proposal # 2021-10578: Temporary Staffing Services*. **Both the hard copy and the electronic copy of the Proposal must be received by the Proposal Due Date.**

All Proposals shall be effective for ninety (90) Days from the Proposal Due Date or Best and Final Offer ("BAFO") date (if applicable), whichever is later. Late submittals shall be deemed non-responsive and returned to the Proposer. The cost of Proposal preparation will be completely borne by the Proposer.

Proposals shall be submitted to the contact listed in Section 1.3. Proposal packages or envelopes must be labeled with the name and number of the solicitation:

*RFP # 2021-10578: Temporary Staffing Services.*

Except as otherwise provided for herein, submittals which are incomplete, or which are conditioned in any way or contain erasures, alterations or items not requested in the RFP, or which are not in conformance with the RFP or applicable laws, rules and regulations, may be rejected as non-responsive.

## 1.6 Procurement Schedule and Deadlines

Below is the proposed procurement timeline for this RFP. Unexpected events may cause this timeline to change. STA reserves the right to revise the procurement timeline at any time and for any reason.

DATE	EVENT
October 14, 2021	RFP Advertised and Issued
October 20, 2021; 11:00 AM Pacific Time	Pre-Proposal Conference
October 29, 2021; 4:00 PM Pacific Time	Deadline to submit questions, or requests for clarification or approved equals
November 15, 2021, 4:00 PM Pacific Time	Proposal Due Date
November 22, 2021	Evaluation of Proposals
December 1, 2021 & December 2, 2021	Interviews for Proposers in the competitive range (if necessary)
January 18, 2022	Final contract negotiations and contract execution.

## 1.7 Proposer Registration & Licensing

- A. At the time of Proposal submittal, as a minimum requirement for a Proposal to be deemed responsive, Proposers shall be properly and completely registered to do business within the State of Washington, as required by state law. STA encourages Proposers to review the following resources when determining applicable registration requirements:
- Business Registration: <https://dor.wa.gov/open-business/apply-business-license#RegRequire>
  - Out of State Businesses: <https://dor.wa.gov/education/industry-guides/out-state-businesses>
  - Business Licensing FAQ: <https://dor.wa.gov/open-business/business-licensing-and-renewals-faqs>
- B. In addition to the requirement in Section 1.7A above, following award of Contract, but prior to Contract execution, the Proposer shall provide evidence of necessary business registration and/or licenses, as applicable, within the local jurisdiction(s) where the performance of Work shall occur.

## 1.8 Request for Approved Equals, Changes or Clarifications

Requests for an approved equal, changes or clarifications to the Work, specifications, Technical Requirements, or RFP Documents shall be submitted on the Request for Approved Equals Form. Requests for changes to the Sample Agreement shall only be submitted as redlines in Word format using the Track Changes tool. STA will provide a copy of the Sample Agreement with Track Changes enabled for such requirement. Please note the Federal Terms & Conditions, if attached to the Sample Agreement, are NOT negotiable and modifications thereto will not be considered. Requests identified in this Section shall be submitted electronically in accordance with Section 1.3.

**No request for an approved equal, changes or clarifications to the Work, specifications, Technical Requirements, RFP Documents, or Sample Agreement shall be considered unless a written request in the manner and form prescribed above is received by STA no later than the date prescribed in Section 1.6.**

Approved substitutions, changes or clarifications will be set forth in a written Amendment. Proposers shall not rely upon approvals made in any other manner. No substitutions shall be considered after the Proposals are received without prior written approval by STA.

## **1.9 Changes to RFP Documents**

Any changes to the Work, specifications, Technical Requirements, Sample Agreement, or RFP Documents will be made by written Amendment issued by STA. All prospective Proposers receiving the initial RFP package will be notified by email of these changes. Proposers shall acknowledge their receipt of all Amendment(s) in Section 1.B of the Proposal Response Form.

## **1.10 Contract**

STA's Sample Agreement will be executed with the successful Proposer(s). It is unnecessary for Proposers to sign and return the Sample Agreement with their Proposal; however **Proposers should review the terms & conditions therein and submit any proposed language changes in accordance with Section 1.8 of this RFP.**

Upon receipt of a mutually-negotiated and approved Contract, the Contractor shall have ten (10) Days to execute such Contract and return to STA, inclusive of all requisite documentation and/or certifications. If the Contractor fails to execute the Contract, furnish bonds (where applicable), securities or proof of insurance, or provide other required documentation within this time period, STA will be entitled to consider all rights arising out of STA's acceptance of the Proposal. STA will be entitled to such rights and additional remedies as exist at law.

## **1.11 Insurance**

Requirements as stated in the Sample Agreement shall be met by the Proposer.

## **1.12 Invoicing & Payment**

Contractor invoicing and payment shall be in accordance with the Contract.

## **1.13 Proposer Certifications**

STA is required to obtain certain Proposer Certifications in all of its solicitations. The Proposer Certifications must be completed in full, properly executed by the Proposer, and returned with the Proposal on or before the Proposal Due Date. A Proposal that does not include the properly completed and executed Proposer Certifications may be considered non-responsive and removed from further consideration, in the sole discretion of STA. The successful Proposer must obtain signed Proposer Certifications from each Subcontractor, of any tier, providing services in accordance with the Proposer's Proposal and provide these certifications to STA at time of execution of the Contract by the Proposer.

## **1.14 No Proposal Form**

To assist STA with future procurements, prospective Proposers choosing not to submit a Proposal are requested to complete and return the enclosed No Proposal Form (Attachment D).

## **1.15 Complete Service**

It is the intention of the scope of work, job description specifications, RFP Documents and other documentation attached hereto or contained herein to furnish all information, specifications and detail necessary for the Contractor to deliver the services required herein. Any items omitted from the

Requirements that are clearly necessary to perform and deliver the Work shall be considered a part of such specifications, although not directly specified or called for in the specifications. Proposers shall promptly bring any discrepancies, errors, omissions, inconsistencies, or ambiguities to the attention of STA after examining the RFP Documents in order for STA to consider the issuance of an Amendment.

## **1.16 Option to Supply Materials, Equipment and Licenses (Not Applicable)**

## **1.17 Other Contractors Advisory**

The Contractor is advised that there may be other contractors working on-site at STA projects or properties. Contractor shall reasonably coordinate work with other contractors working in the vicinity.

## **1.18 Inspectors (Not Applicable)**

## **1.19 Equal Employment Opportunity**

STA is an Equal Employment Opportunity (EEO) organization, which does not discriminate against any prospective supplier on the basis of race, color, creed, national origin, sex, sexual orientation, gender identity or presence of any sensory, mental, or physical disability in the consideration of contract award. The successful Proposer will be required to comply with all EEO federal, state, and local laws and regulations.

## **1.20 Disadvantaged Business Enterprise Participation**

It is the policy of STA and the United States Department of Transportation, Federal Transit Administration that Disadvantaged Business Enterprises (DBE), as defined in the Federal regulations published at 49 CFR Part 26, shall have an equal opportunity to participate in FTA-assisted contracts. It is also the policy of STA to:

- a. Ensure nondiscrimination in the award and administration of FTA-assisted contracts;
- b. Create a level playing field on which DBEs can compete fairly for FTA-assisted contracts;
- c. Ensure that the DBE program is narrowly tailored in accordance with applicable law;
- d. Ensure that only firms that fully meet the 49 CFR Part 26 eligibility standards are permitted to participate as DBEs;
- e. Help remove barriers to the participation of DBE in FTA-assisted contracts;
- f. To promote the use of DBEs in all types of FTA-assisted contracts and procurement activities; and
- g. Assist in the development of firms that can compete successfully in the marketplace outside the DBE program.

For complete DBE requirements, please refer to the Sample Agreement.

### **1.20.1 DBE PROPOSERS LIST**

STA is required to create and maintain a proposers list of all firms bidding or proposing on contracts and bidding or quoting on subcontracts on FTA-assisted contracts. To assist STA in compliance with this provision of the regulation, please complete and return the Proposer's DBE List (Section III: Proposer Certifications) to the address listed on the form or with your Proposal.

## **1.21 Federal Assistance**

This RFP is subject to Federal Assistance and the Contractor must comply with all Federal Terms & Conditions of the Sample Agreement.

## **1.22 Permits**

Various permits for this project may be required by governmental agencies with applicable jurisdiction. Refer to the Scope of Work for the requirements of this effort.

## **1.23 Project Records and Cost Pricing Data**

Comprehensive records and documentation relating to this RFP shall be kept by the Contractor. The records shall include, but are not limited to, Contract Documents, billing invoices, time sheets, testing results, personnel records, payroll records, training records, EEO plan, email correspondence, addenda, and, Amendments.

The Contractor shall keep and maintain reasonably complete and reliably detailed records of costs incurred in performing the contract in accordance with applicable Federal Transit Administration requirements.

## **1.24 Protest Procedures**

STA maintains a set of Proposer protest procedures. If any Proposer desires this information, it may be obtained by contacting STA in accordance with Section 1.3.

## **1.25 Reservations of STA**

STA reserves the right to reject any or all Proposals or a portion of a Proposal; to waive any informalities or irregularities in the Proposal submission process; to supplement, amend or otherwise modify this RFP; to cancel this RFP with or without the substitution of another RFP; to extend the date for submission of responses; to request additional information and data from any or all Proposers; to reissue the RFP; to negotiate further with those Proposers within the competitive range; to increase or decrease the scope of work; to negotiate changes in the scope of services and fees prior to contract award; and to award a Contract based not necessarily upon the lowest proposed prices, but in the best overall interests of STA. Please note this RFP does not constitute an offer, but rather a request from qualified Proposers.

# **2. PROPOSAL FORMAT AND CONTENTS**

## **2.1 Proposal Format**

Proposals shall be printed or typewritten on 8½" x 11" paper. Graphics shall not be greater than 11" x 17". Proposals shall use English units of measure, and all text shall be in the English language. Proposals shall not include any unnecessary, generic or elaborate promotional material. Electronic documents shall be submitted in PDF, Word and/or Excel format, based upon the document type.

## **2.2 Environmental Response Submission Compliance**

In an effort to promote greater use of recycled and environmentally preferable products and minimize waste, any original Proposal submitted should comply with the following guidelines:

- All Proposals should be printed double-sided.

- Unless absolutely necessary, all responses and copies should minimize or eliminate use of non-recyclable or non-reusable materials such as plastic report covers, plastic dividers, vinyl sleeves and GBC binding. Three-ringed binders, paper clips and staples are acceptable.
- Proposers should submit materials in a format that allows for easy removal and recycling of paper materials.
- Unnecessary samples, attachments or documents not specifically requested should not be submitted.

## 2.3 Changes/Alterations to Proposal

Proposers may change or withdraw their Proposal at any time prior to the Proposal Due Date; however, no oral modifications will be allowed. Only letters or other formal written requests for modifications or corrections of a previously submitted Proposal that is addressed in the same manner as the Proposal, and received by STA prior to the Proposal Due Date, will be accepted. The Proposal, when opened, will then be corrected in accordance with such written request(s), provided the written request is plainly marked “Modification of Proposal”.

## 2.4 Proposal Structure

Proposals shall be presented clearly and concisely, and shall reflect the Proposer’s understanding of the RFP objectives and convey a sound technical approach and management plan to meet the requirements. Proposals shall convey the Proposer’s capabilities and qualifications to competently and cost-effectively complete the Work in a timely manner.

Proposal presentation shall be construed as evidence of the Proposer’s ability to develop and convey information in a clear and concise manner.

For ease of comparison and validation of completeness of submittals, Proposers must adhere to the organizational structure and section headings outlined below. Proposals that deviate from this organizational structure or are missing key information elements may be considered non-responsive.

Proposals shall contain at a minimum the following information:

- Proposal Letter
- TAB A. Qualification of the Proposer
- TAB B. Organization and Staffing Plan
- TAB C. Management Plan
- TAB D. Technical Approach and Work Plan
- TAB E. Compliance with Record Keeping Requirements
- TAB F. Equal Employment Opportunity (EEO) Plan
- TAB G. Proposal Submittal Checklist and Proposal Response Form
- TAB H. Price Proposal Form
- TAB I. Proposer Certifications

### 2.4.1 PROPOSAL LETTER

Proposers shall provide a cover letter with introductory information, such as point of contact, address, email, and phone number. This letter should be addressed to the contact specified in Section 1.3, reference the

RFP by name and number, provide a concise summary of the Proposer's organization by firm and responsibility, identify the Proposer's Project Manager and his/her relevant experience, and generally introduce STA to the capabilities of the Proposer. The letter shall not exceed two (2) pages in length.

## **2.4.2 TAB A. INTRODUCTION AND QUALIFICATIONS OF THE PROPOSER**

Introduction. Provide an introduction of the Proposer, and/or an introduction of all partner firms, Subcontractors or subconsultants who may be involved in the Proposal.

- 1) Describe primary business experience of the Proposer, including length of time in business, ownership, the location of the corporate and satellite office(s), and other information Proposer might deem pertinent and introductory in nature.
- 2) State whether the Proposer has any pending litigation, and whether the Proposer has had any litigation in the last five (5) years, including the outcome of such litigation.

Qualifications of the Proposer. The Proposer shall describe its history, experience and past projects and performance which are similar in nature, scope and complexity to that required by this RFP. The roles and responsibilities of each member of the Proposer's team (Subcontractors, consultants and suppliers) shall also be described.

- 1) Staffing Experience. Proposer shall provide a list of similar staffing requests from other organizations within the previous five (5) years. Describe locations, nature of work, project cost, status (completed, in development, mid-point etc.), and month and year of final closeout, if completed. Submitted documentation shall be on a minimum of three (3) projects of similar size and scope. Include the contract amount and contract start and end dates. The projects listed should provide evidence that the Proposer is qualified to successfully perform all services and deliver temporary personnel for most if not all of the positions listed on Exhibits B-E for temporary Staffing services contemplated by this RFP. **Proposers may opt to provide additional supplemental information in this section as relevant to this RFP.**
- 2) References. The Proposer shall provide a minimum of five (5) references for placement of temporary personnel similar in scope and scale to this RFP. For each reference, provide the agency name, address, contact person, telephone number and email address. STA reserves the right to contact references provided by the Proposer and solicit additional references to verify information and to investigate past performance.
- 3) Financial Capacity. The Proposer shall provide information demonstrating that it has the necessary financial resources to satisfactorily complete the Work required under this RFP. The Proposal shall include copies of financial information in order of preference: (1) audited financial statements; (2) balance sheets; (3) tax returns; (4) bank references, or similar information. In the case where the Proposer is a subsidiary organization, the Proposer should provide the financial information for its parent organization as well. Subsidiary statements can be provided to show the relationship to the parent. Electronic copies of financial statements are acceptable.
- 4) Required Attachments. The Proposer shall submit all applicable attachments as part of their Proposal.

## **2.4.3 TAB B. PROJECT ORGANIZATION AND STAFFING PLAN**

Key Personnel. At a minimum, Proposers shall clearly identify and describe the qualifications of the "Key Personnel" it will assign to assist with managing a contract awarded from this RFP, including years of experience, years in industry and years with the Proposer. Note that the Proposer may not substitute Key Personnel at any time without prior written consent by STA.

Team Organization. Describe the Proposer's staffing and organizational plan, including relationships, roles and distribution of responsibilities among Key Personnel, staff, Subcontractors and suppliers.

Qualifications of Key Personnel. Describe the direct qualifications, experience and training of Key Personnel. This discussion should explicitly cross-reference the involvement and specific roles of the Key Personnel in completed and ongoing staffing projects described and cited in Tab A.

Organizational Chart. Include an organizational chart that shows the project team, including the Key Personnel and how the Work will be staffed in all functional areas of the SOW.

Availability and Location of Key Personnel. Indicate the primary work location(s) and percentage time commitment of the Key Personnel for this RFP.

Resumes. Resumes shall be submitted for Key Personnel. Resumes must be complete and concise, including, at a minimum, education, training, degrees and certificates earned. Resumes should indicate experience directly relevant to the work to be performed under this RFP. Resumes shall be limited to two (2) pages per individual.

#### **2.4.4 TAB C. MANAGEMENT PLAN**

Management Plan. Discuss the Proposer's proposed management approach to ensure adequate administrative oversight is provided for the Work assignments. Discuss proposed Quality Control (QC) and/or Quality Assurance (QA) measures & procedures and any certifications pertaining thereto. Include approach to coordination with, and any expectations of, STA.

Concurrent Contracts. Provide a list of present and anticipated future contracts which may run concurrent with the Work required herein.

#### **2.4.5 TAB D. TECHNICAL APPROACH AND WORK PLAN**

Project Understanding and Approach. Provide Proposer's understanding of the Scope of Work and the approach taken, to meet STA's temporary staffing needs.

Work Plan. Provide the project management approach and techniques required for quality control of the Work. Identify employee numbers/resources used for completion of the Work. Provide details of the facility to be used (if applicable).

Subcontract Plan. Include a list of Subcontractors the Proposer intends to use in its performance of Work. For each subcontractor, provide:

1. Subcontractor's name, business registration information, address, and telephone number including the name, title and telephone number of the contact person.
2. Type(s) of goods or services to be provided.
3. Estimated value of subcontract.

Expectations of STA. Identify any assumptions regarding Work, services, information or facilities to be provided by STA or third-party providers of systems or services to STA.

Locations of Work. Describe the locations of the Work during its various phases. Include details on coordination between off-site and on-site facilities, work to be performed by STA or its contractors or subcontractors, the Contractor, its Subcontractors and suppliers. Describe expectations for facilities, personnel, access, assistance, etc. provided by STA.

#### **2.4.6 TAB E. COMPLIANCE WITH RECORD KEEPING REQUIREMENTS**

Payroll. Describe the payroll process used for paying temporary personnel and how often. Include a list of payroll deductions and benefits.

Payroll reports. Provide a list of payroll reports available to STA. Include detailed information on its content. If possible, include a sample report(s) with Proposal.

Drug & Alcohol Policy and Program. Describe drug and alcohol free workplace policy and procedures for temporary personnel. Include the policy and procedures clearly explaining circumstances which require testing, when testing is done, and how often.

Criminal History Background Checks. Describe the process used to conduct a criminal background check on temporary personnel. List all of the types/categories that are included in the search. Include when and how often background checks are done.

Release of Records. Describe the process and requirements for releasing records on temporary personnel. Include the lead time from when a request is made to when the release of records occurs.

Training. Describe temporary personnel training (if applicable) and how training is tracked and recorded.

Disciplinary Records. Describe process used to discipline and record disciplinary actions for temporary personnel.

Termination. Describe your termination policy on temporary personnel. Provide examples of probable cause for termination.

Credentials (licensure and/or certifications). Describe how temporary personnel credentials are verified, tracked, and kept current.

Invoice Records. Describe the process used for issuing billing invoices for temporary personnel services and the method used to match up time sheets with invoices. Explain what safeguards are in place to ensure the correct time sheet is sent with the billing invoice to the agency. See Scope of Work, Requirements N. for billing invoice requirements.

Proposers shall describe any partial or non-conformance with the specifications or record keeping requirements in this RFP. STA will not consider statements by the Proposer that any requirement or provision of this RFP is subject to negotiations or discussion. Any requests for changes or clarifications should be addressed prior to submitting a Proposal by using Attachment C, Request for Approved Equals, Clarifications or Changes form and submitting it, prior to the deadline date.

#### **2.4.7 TAB F. EQUAL EMPLOYMENT OPPORTUNITY (EEO) PLAN**

Proposer shall provide STA with their Equal Employment Opportunity Plan (EEO) and fair chance hiring practices. Proof of such practices, including the Contractor's plan of action and commitment to equal employment opportunity must be submitted in writing for review as part of Contractor's response to this RFP. See Scope of Work, Requirements: D.

#### **2.4.8 TAB G. PROPOSAL SUBMITTAL CHECKLIST AND PROPOSAL RESPONSE FORM**

Proposer shall submit a completed Proposal Submittal Checklist and Proposal Response Form along with all other required attachments as applicable.

#### **2.4.9 TAB H. PRICE PROPOSAL**

Proposal pricing shall be presented using the Price Proposal Form. Each page of the Price Proposal Form shall be completed in full and signed by personnel of the Proposer authorized to contractually bind the Proposer. Proposers may provide additional supporting cost breakdown information as separate sheets; however in case of any discrepancies, information on the Price Proposal Form shall prevail.

#### **2.4.10 TAB I. PROPOSER CERTIFICATIONS**

Proposer Certifications (Part III) shall be properly completed and returned with Proposal.

### 3. PROPOSAL EVALUATION

An evaluation committee will privately evaluate all responsive Proposals based upon the evaluation criteria, and their respective weighted importance, specified in Section 3.1, Evaluation Criteria.

The criteria provided in Section 3.1 allows STA to analyze Proposals on an equal basis and affords all Proposers the opportunity to know the basis upon which their Proposals will be evaluated. Award of contract will be made to the Proposer whose Proposal or Best and Final Offer (where applicable) is the most advantageous to STA, cost and other factors considered, after evaluation in accordance with the criteria set forth below. STA reserves the right to accept other than the lowest cost Proposal, reject any and all Proposals, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of STA.

#### 3.1 Evaluation Criteria

EVALUATION CRITERIA	WEIGHTING
Proposer Experience, Qualifications & Financial Stability	20 Points
Management Plan & Technical Approach & Work Plan	25 Points
Record Keeping Process & EEO Plan	15 Points
References	20 Points
Price Proposal	20 Points
<b>TOTAL POSSIBLE</b>	<b>100 Points</b>

The following items will be taken into consideration by STA in each Evaluation Criteria:

##### PROPOSER EXPERIENCE, QUALIFICATIONS & FINANCIAL STABILITY

- Significant and proven experience working with clients with similar scope and size
- Length of time in business
- Qualifications of management & staff
- Past and/or present litigation
- Financial stability

##### MANAGEMENT PLAN & TECHNICAL APPROACH & WORK PLAN

- Proposed management plan
- Proposed understanding of STA's needs & expectations
- Approach taken to meet STA's needs
- Work plan & quality control
- Subcontract plan

## RECORD KEEPING PROCESS AND EEO PLAN

- Payroll process used
- Payroll reports made available to STA
- Drug & Alcohol Free Workplace Policy and Program
- Criminal history background check process
- Release of records process
- Process used to track & record training
- Process used to track & record disciplinary actions
- Termination policy
- Credentials (Licensure and/or certification) recording & tracking process
- Invoice record keeping
- Equal Employment Opportunity (EEO) Plan

## REFERENCES

- Quality of services provided
- Compliance with contract requirements
- Ability to fill job orders in a timely manner
- Ability to match qualified temporary personnel to assigned tasks
- Accurate and complete billings & reports
- Responsiveness to issues or concerns
- Effective management, including management of subcontractors
- Customer service

## PRICE PROPOSAL SCORE CALCULATION

The Base Price is comprised of Part 1) of the Price Proposal.

Proposals deemed non-responsive from the technical evaluation shall not proceed into the price scoring. In determining the Competitive Range, the Base Price score shall be calculated using the following formula:

$$\text{Base Price Score} = \frac{\text{Lowest Proposed Base Percentage}}{\text{Proposed Base Percentage}} \times 20 \text{ Points}$$

BAFO Price – Twenty (20) Points: In the BAFO round, if required, the Price Proposal shall be determined for the remaining Proposers using the same formula as above.

### **3.2 Single Proposal Response**

In the event a single responsive Proposal is received, a cost or price analysis may be performed to determine reasonableness of the Proposal. The Proposer shall cooperate in providing relevant information required by STA to complete such cost or price analysis.

### **3.3 Shortlisted Proposers**

STA reserves the right to determine a shortlist of Proposers in the competitive range in accordance with the evaluation criteria and points set forth above (“Shortlisted Proposers”).

### **3.4 Oral Presentation and Demonstration**

Shortlisted Proposers may be asked to make an oral presentation and demonstration of their product(s) or services during the Proposal evaluation process. Such presentations and/or demonstrations will be conducted at STA’s administrative offices located at 1230 West Boone Avenue in Spokane, WA, or at an alternate location designated by STA. Proposers are responsible for all travel expenses incurred. STA reserves the right to award a contract without Proposer presentations.

### **3.5 Best and Final Offer**

After determination of the Shortlisted Proposers, STA shall determine whether acceptance of the most favorable initial Proposal(s) without Proposer discussion is appropriate, or whether discussions and/or negotiations should be conducted with one or more Shortlisted Proposers.

STA reserves the right to make minor related changes to the RFP during BAFO negotiations. All Shortlisted Proposers shall be notified of any changes in order to prepare their BAFO.

If STA elects to enter into discussions with one or more Proposers, the Proposer(s) may be requested to submit a BAFO at the conclusion of discussions and/or negotiations. Any changes to the Proposer’s initial Proposal, including any issues addressed in discussions, must be submitted in writing in a BAFO in order to be considered. Following an independent and final evaluation utilizing the evaluation criteria described above, the evaluation committee will make a recommendation for award. Scores from the first phase of the evaluation have no bearing on the final BAFO evaluation, and the recommendation for award will be based solely on the scores from the BAFO evaluation.

***End of Part I: Instructions to Proposers***

# PART II

## SCOPE OF WORK

## 4. SCOPE OF WORK

### 4.1 Agency Background

Spokane Transit Authority (STA) is a municipal corporation formed in 1981 when the region's voters approved the establishment of a Public Transportation Benefit Area (PTBA). The regional Board of Directors is composed of elected officials appointed by their jurisdictions within the PTBA, and a non-voting labor representative.

The Chief Executive Officer, E. Susan Meyer, oversees the day-to-day operations of STA's Fixed Route Bus, Paratransit and Vanpool services.

During the 2020 Novel Coronavirus pandemic, STA has worked diligently to continue to provide essential services to the Spokane region and implemented many safety measures to protect our customers and staff.

STA provides Fixed Route bus service on 43 different routes within the PTBA, which is comprised of 248 square miles within Spokane County. STA operates 147 buses, 28 of which are hybrid (diesel-electric) vehicles. The agency provided 5,817,776 bus rides in 2020, a 41.7% decrease over 2019 as pandemic restrictions and stay home orders changed the nature of commuting in the region.

STA's Paratransit service provides origin-to-destination, shared ride transportation for people who are disabled if the effects of their disabilities prevent them from using the regular bus. The Paratransit fleet of 109 lift-equipped vans provided 205,815 trips in 2020 including expanded access to the community through the Rides for Seniors program.

Vanpool is STA's rideshare program. Groups of five or more commuters share the cost of commuting and the ride to work in an STA van driven by one of the commuters. In 2020, Vanpool passengers made 90,770 trips.

STA employs approximately 620 people working in four locations in the Spokane region. The majority of these employees are vehicle operators and maintenance personnel. STA has the following divisions: Executive Administration, Operations (Fixed Route, Paratransit and Vanpool), System Planning and Development, and Finance and Information Services.

STA is a zero-debt agency. The primary source of funding comes from local sales and use tax, customer fares, and state and federal grants. Most public transit in Washington State is funded by up to 0.9% of local sales tax revenue with voter approval.

Additional information may be found at [www.spokanetransit.com](http://www.spokanetransit.com).

Upon request, alternative formats of this document will be produced for people with disabilities. Please call 325-6094 or TTY Relay 711 or email [ombudsman@spokanetransit.com](mailto:ombudsman@spokanetransit.com).

### 4.2 Purpose

STA is seeking Proposals from staffing agencies to provide temporary personnel services on an as-required basis as further described below. STA's temporary personnel needs are currently being outsourced through multiple staffing agencies with no long-term contract in place.

### 4.3 Scope

The Contractor shall provide temporary personnel as required by STA. The following positions are representative of the most common temporary positions to be filled:

- 1) Cleaner or General Labor (Exhibit B)
- 2) Receptionist or Administrative Support (Exhibit C)
- 3) Data Collector (Exhibit D)
- 4) Intern (Exhibit E)

STA may add, remove or modify temporary positions at any time during the contract term.

#### Requirements:

- A. Temporary personnel shall be employed by the Contractor, or Contractor's affiliates. The Contractor shall be responsible for all payroll, payroll taxes, workers' compensation, payroll reports, applicable insurances, and other employer federal, state, and local requirements.
- B. The Contractor shall assign a single point of contact to STA, and shall designate a backup, to coordinate and assist in any employment requests, availability, scheduling, billing, contract compliance requirements, reports, and problem solving. When requested, the Contractor must meet periodically with STA to discuss services rendered.
- C. STA will assign, and identify in writing to the Contractor, the person(s) who are authorized to request temporary personnel on behalf of STA. A telephone call or an email from the STA's authorized representative constitutes a request for temporary personnel, in accordance with the terms of the contract.
- D. The Contractor shall abide by equal employment opportunity (EEO) and fair chance hiring practices in accordance with all applicable federal, state, and local laws, rules and regulations, and as the Federal Transit Administration may require. Proof of such practices, including the Contractor's plan of action and commitment to equal employment opportunity must be submitted in writing for review as part of the response to this RFP, and upon request for the duration of contract or assignment of temporary personnel supplied by the Contractor.
- E. The Contractor shall require all temporary personnel to complete and pass a criminal history background check in order to be eligible for work at STA in accordance with all federal, state, and local laws, rules and regulations, and as the Federal Transit Administration may require. Background checks must include social security number verification to ensure employment eligibility in the United States, state criminal court search, federal criminal records search, and national multi-state criminal search. The background check process, which must follow EEO fair chance hiring practices, may be reviewed at any time. STA reserves the right to require changes to the Contractor's process in order to meet the standards of STA and to ensure compliance with updated legal requirements.
- F. STA's Human Resources Department reserves the right to review results of all background checks and/or alcohol/drug testing for any temporary personnel recommended for assignment with STA, prior to placement or during their assignment at STA. No temporary worker whose background check and/or alcohol/drug testing reveals negative information, as determined by STA in its sole discretion, will be placed on our premises without consent from STA. Consent shall be obtained in writing by contacting the designated representative(s) from STA's Human Resources

Department. Email documentation shall be considered an acceptable written form of communication.

- G. The Contractor shall be responsible for all costs associated with criminal history background checks and/or alcohol/drug testing for their temporary personnel before, during, or after their work assignment ends. These costs shall not be passed through to STA.
- H. Temporary personnel supplied by Contractor must meet minimum standards in performing the duties of the position as specified by STA through written and/or verbal instructions. Additionally, specific training and/or orientation may be required in order for the Contractor's temporary personnel to begin and maintain their assignment.
- I. The Contractor shall be responsible at all times for the actions and work of temporary personnel.
- J. At any time, STA has the right to refuse any and all temporary personnel supplied by the Contractor for any reason whatsoever and to require immediate removal of temporary personnel.
- K. All temporary personnel supplied under this contract who are required by the State of Washington or United States law, regulation, or standard to possess a qualification of licensure, registration, credentials or other academic, vocational, or technical certification shall possess the appropriate credentials, licensure and/or certifications prior to temporary placement. The Contractor is required to keep the temporary personnel's credential file current. When requested, Contractor shall provide a copy of the individual's credentials, certifications, and or license(s) to STA. The Contractor must notify STA immediately should any temporary personnel supplied under the contract lose their credentials, licensure, and/or certifications required to perform the job assignment.
- L. Temporary personnel should be available for the entire length of the assignment. Every attempt must be made to minimize staffing gaps and/or changes in personnel. At a minimum, replacement personnel must be made available within three (3) calendar days of personnel separation or upon request by STA for additional temporary personnel.
- M. Working hours and days for temporary personnel will vary depending upon the needs of STA departments. STA reserves the right to adjust schedules as needed.
- N. The Contractor shall supply all temporary personnel with timecards. All hours worked must be approved on a weekly basis by STA's designated representative within each STA department where temporary personnel are working, or through STA's Human Resources Department. The Contractor shall supply STA with copies of the approved time sheets upon submission of invoices. STA shall not be liable for invoices that cannot be substantiated. Each invoice shall contain detailed information as outlined on the Sample Agreement.
- O. If at any point STA determines temporary personnel are not performing their duties to STA's satisfaction, the Contractor, upon verbal or written notice from STA, shall immediately, if required, remove said temporary personnel from the assignment at no additional charge to STA, and provide suitable replacement personnel. If the Contractor is unable to provide replacement temporary personnel meeting all requirements herein within twenty-four (24) hours of the request for replacement, STA reserves the right to obtain temporary personnel from alternative Contractors without penalty to STA or further obligation to the Contractor.

P. Temporary/Temp to Hire Conversion Fee (one-time):

- 1) Contractor shall not charge any fees, if the temporary employee is hired by STA after 480 total hours billed from the beginning of their assignment at STA for any internally and/or externally advertised position.
- 2) Contractor may charge a prorated fee as identified on Attachment E – Price Proposal Form, if a temporary employee is hired by STA and the total hours billed by Contractor is less than 480 hours from the beginning of their assignment at STA for any internally and/or externally advertised position.
  - a. Conversion fee example below represents using the standard method to calculate the difference between a set number of hours determined by the Contractor, minus the actual hours worked by the temporary employee, multiplied by the billing rate:

Example:

1. STA sets the wage for a particular job at \$15/hour.
2. Contractor markup is 45% which equates to an hourly billing rate of \$21.75.
3. Contractor requires 480 hours billed to convert employee without an additional fee.
4. Temporary employee works 320 hours.

480 hours required  
-320 hours worked  
160 hours remaining

\$21.75 billing rate  
x 160 hours remaining  
\$ 3,480 conversion fee

***End of Part II: Scope of Work***

# PART III

## PROPOSER CERTIFICATIONS

### COVID-19 Certification



COVID-19  
Certification 121120

### Federal DBE Certification



Federal DBE  
Participation 121120

### Federal Lobbying Certification



Federal Lobbying  
Certification 121120

### Federal Suspension & Debarment Certification



Federal Suspension  
& Debarment Certifi

***End of Part III: Proposers Certifications***

# PART IV

## ATTACHMENTS

Attachment A - Proposal Submittal Check List



Attachment A -  
Proposal Submittal (

Attachment B – Proposal Response Form



Attachment B -  
Proposal Response |

Attachment C – Request for Approved Equals, Clarifications or Changes



Attachment C -  
Request for Approva

Attachment D – No Proposal Form



Attachment D - No  
Proposal Form 1211;

Attachment E – Price Proposal Form



Attachment E - Price  
Proposal Form FINA|

***End of Part IV: Attachments***

# PART V

## EXHIBITS

### Exhibit A – Sample Agreement



Exhibit A Sample  
Agreement 101421.c

### Exhibit B – Cleaner or General Labor



Exhibit B Cleaner or  
General Labor.docx

### Exhibit C – Receptionist-Adm Support



Exhibit C  
Receptionist-Admin

### Exhibit D – Data collector



Exhibit D Data  
Collector.docx

### Exhibit E – Intern



Exhibit E  
Intern.docx

***End of Part V: Exhibits***