



Office of the City Manager

CONSENT CALENDAR  
July 24, 2018

To: Honorable Mayor and Members of the City Council  
 From: Dee Williams-Ridley, City Manager  
 Submitted by: Henry Oyekanmi, Director, Finance  
 Subject: As-Need Contract with ACRO Service Corporation for Temporary Staffing Services and Related Services and Solutions

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to enter into an as-needed agreement with U.S. Communities Cooperative Purchasing contractor ACRO Service Corporation (ACRO) to provide temporary staffing services and related services and solutions for a period of one year commencing on or about August 1, 2018 and ending July 31, 2019, in an amount not to exceed \$200,000.

FISCAL IMPACTS OF RECOMMENDATION

The Finance department has been unable to fill long-term temporary positions vacated by the Accounting Manager, Systems Accountant and Senior Buyer following incumbent assignments to the enterprise resource planning (ERP) implementation core team. Funding for the vacant positions exists in the FY2018 and FY2019 budgets (010-3201-410.11-01, 010-3101-410.11-01, and 010-2802-410.11-01) and will be sufficient at current levels because resources engaged through a temporary staffing company are hired by staffing agencies and not the City. There are no long term financial obligations resulting from their tenure, such as leave accruals or medical and pension benefits. Direct pay and billing rates are pre-negotiated under the Maricopa County/U.S. Communities contract are competitive for the surrounding area and comply with the City's Living Wage Ordinance. Use by the City of the U.S. Communities cooperative purchasing contract is allowed under B.M.C. Part 13.29.060 Waivers and exemptions.

CURRENT SITUATION AND ITS EFFECTS

Beginning FY2016 the Accounting Manager, Systems Accountant and one of two Senior Buyers was contributed by the Finance Department to the ERP Implementation Core Team to support the multi-year implementation of the new ERP system. Multiple recruitment efforts to hire long-term, temporary staff to backfill those positions have been unsuccessful resulting in vacancies in the Accounting, Administration and General Services divisions. Staff, primarily those at the management level have worked to fill the gaps left by these vacancies, but after more than a year this approach has proved unsustainable as these same staff are required to maintain baseline operations, cover vacant positions and participate as functional leads in the implementation of the ERP.

To avoid staff burnout and to provide a broad base from which to draw contingent labor resources it is recommended that the City use a professional temporary staffing services provider capable of sourcing appropriately skilled workers interested in non-career employment to support the Finance department in delivering its baseline operations. It is estimated that funding in the amount of \$200,000 is needed to engage several temporary workers, on an as-needed basis, for periods ranging from 4 to 8 months.

### BACKGROUND

On May 19, 2016 Maricopa County (AZ), in its role as a cooperative purchasing initiative lead agency, released a solicitation for Staffing Services and Related Services and Solutions (No. 16-111-RFP). The purpose of the solicitation was to identify and award a contract to one or more companies to provide the following services to public agencies across the nation.

**Staffing Services** – Staffing services including administrative staffing (administrative, professional, laborer, technical, trades, etc.), information technology staffing, medical staffing, and any other staffing services.

**Managed Service Provider Solutions** – Managed service provider solutions such as strategic vendor management technology, rate and spend management (cost savings), efficient standard processes and workflow, staffing vendor selection and management, workforce utilization trends, in-depth program reporting and analytics, and any other managed service provider solutions.

**Related Services and Solutions** – A complete range of related services and solutions such as temporary-to hire services, direct hire services, independent contractor compliance/risk management, outplacement services, and any other services and solutions available in the staffing services market.

The Maricopa County solicitation resulted in the award of Contract No. 16-111 to ACRO Service Corporation for an initial three-year period beginning January 1, 2017 through December 31, 2019, with six (6) additional one-year renewal options. The contract is available for use by participating public agencies through U.S. Communities allowing all such agencies to receive the benefits derived from economies of scale, pre-negotiated maximum billing rates, common terms and conditions and program reporting. Contract No. 16-111, with respect to the temporary staffing services component, contains a listing of job titles with associated job descriptions and varying skill/experience levels, along with corresponding negotiated rates. Both direct pay rates and billing rates are disclosed in the contract (facilitating compliance with the City's Living Wage ordinance), and there is an online platform that allows using agencies to requisition, select, onboard, and administer temporary staffing assignments in a totally paperless process.

This recommendation requests authority be granted the City Manager to utilize Contract No. 16-111 with ACRO Services Corporation through U.S Communities to secure

temporary staffing resources to support baseline operational needs while the Finance Department is engaged in the implementation of the ERP system.

ENVIRONMENTAL SUSTAINABILITY

ACRO Service Corporation provides a fully automated managed services platform for the recruitment, selection, onboarding and administration of temporary staffing assignments. There is no paper consumed in these processes.

RATIONALE FOR RECOMMENDATION

Utilizing a U.S. Communities cooperative purchasing contract (Serial 16111-RFP) with a national temporary staffing company with established temporary staffing agency networks, an automated system for requisitioning, scheduling and onboarding temporary workers, and reviewing and approving payroll entries, at pre-negotiated rates is the most effective option available to quickly identify and fill temporary, non-career positions.

ALTERNATIVE ACTIONS CONSIDERED

Reduce service levels for the delivery of baseline services, both in-house and to the public.

CONTACT PERSON

Shari Hamilton, General Services Manager, Finance, 510-981-7329

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

AUTHORIZE USE OF MARICOPA COUNTY (AZ) CONTRACT NO. 16-111 THROUGH U.S. COMMUNITIES FOR TEMPORARY STAFFING SERVICES AND RELATED SERVICES AND SOLUTIONS

WHEREAS, the Finance Department is engaged in the implementation of a new enterprise resource planning (ERP) system to replace the FUND\$ system; and

WHEREAS, the Finance Department contributed to the ERP implementation project key departmental resources including the Accounting Manager, Systems Accountant and Senior Buyer; and

WHEREAS, funding was provided in the budget for the ERP implementation to backfill the contributed positions with long-term (2-3 years) temporary staff; and

WHEREAS, the Finance Department has been unsuccessful in recruiting qualified and interested individuals to fill the long-term temporary positions after several attempts; and

WHEREAS, ACRO Services Corporation (ACRO) is a professional company engaged in the provision of temporary staffing resources and related services and solutions; and

WHEREAS, the ACRO was awarded a contract (No. 16-111) with Maricopa County (AZ) for the provision of temporary staffing resources and related services and solutions pursuant to a fair and open competitive process; and

WHEREAS, ACRO Contract No. 16-111 is available for use by the City under the U.S. Communities cooperative purchasing program; and

WHEREAS, B.M.C. Part 13.29.060 Waivers and exemptions at paragraph A.6 allows for the City's use of cooperative purchasing contracts; and

WHEREAS, funding is available in the following accounts: 010-3201-410.11-01, 010-3101-410.11-01, 010-2801-410.11-01.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to utilize and issue purchase orders to ACRO Services Corporation for the provision of temporary staffing resources and related services and solutions for a period of one year commencing on or about August 1, 2018 and ending on July 31, 2019 in an amount not to exceed \$200,000.