

**SANTA BARBARA COUNTY
BOARD AGENDA LETTER**



Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Agenda Number:
Prepared on:
Department Name: Human Resources Department
Department No.: 064
Agenda Date: 7/8/03
Placement: Administrative
Estimate Time:
Continued Item: NO
If Yes, date from:

TO: Board of Supervisors

FROM: Ann Goodrich
Human Resources Director

STAFF CONTACT: Don Nguyen, Senior Human Resources Analyst
Ext. 2823

SUBJECT: Temporary Services Contract

Recommendation(s):

That the Board of Supervisors:

Execute agreements with HR Staffing and Select Personnel Services, both local vendors, for temporary clerical and related services to County departments on an as needed basis effective 06/30/2003 through 06/30/2004 with the option of the County Purchasing Manager to extend for two (2) consecutive one (1) year periods at the same terms and conditions in writing by mutual consent under contracts administered by the Human Resources Department.

Alignment with Board Strategic Plan:

The recommendation(s) are primarily aligned with our organizational values regarding economy in government.

Executive Summary and Discussion:

Under a countywide contract administered by the Human Resources Department, County departments have used temporary service companies for fourteen years to provide for their temporary help needs. The Human Resources Department has gone out to bid for temporary clerical and related services for 2003-2004. The Human Resources Department has reviewed the bids and recommends the selection of Select Personnel Services and HR Staffing as the primary provider in North and South County respectively.

Human Resources surveyed the departments to determine their needs and preferences. The user departments indicated they favored our current arrangement of having separate North and South County vendors to provide temporary employment services. Therefore, given that there is no financial penalty to the County,

Human Resources recommends splitting the contract geographically. Our South County vendor will remain the same but our North County vendor will change and due to the lack of usage, we have decided not to retain a “backup” provider. The primary reason for not continuing our contract with Excel Temporary Services was cost. Select Personnel Services offered a very competitive 27% mark up while Excel offered a 39% mark up with a 2% volume discount.

Both HR Staffing and Select Personnel Services provide competitive wages in their respective regions while providing reasonable mark-ups and prices. In addition, reference checks on both agencies showed a high level of customer satisfaction on both price and service. Human Resources feels that these agencies will be able to provide superior service to County Departments at a reasonable price.

The rates negotiated in this bid are guaranteed for up to three years. Human Resources will conduct annual customer satisfaction surveys to ensure that both HR Staffing and Select Personnel Services are providing acceptable levels of service. The results of these surveys will help us determine whether to extend the contracts or go out to bid again.

Mandates and Service Levels:

No change in programs or service levels

Fiscal and Facilities Impacts:

Departments utilizing temporary employees through these agreements will make payment from their approved budgets. Savings should result for users due to the favorable mark-up obtained through the competitive bidding process. County departments spent approximately \$673,000 on temporary help in fiscal 2002/03. The rates in these agreements are guaranteed for the term of the agreement up to three years.

Special Instructions:

Please return one copy of each executed agreement to the Human Resources Department, attention Executive Secretary.

Concurrence:

Auditor-Controller
County Counsel
Human Resources
Risk Management
Purchasing