

City Council – Action Request Form

Date: April 10, 2023

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Johnnie Taylor, Assistant City Manager
Dr. Marquis H. Barnett, Human Resources Director

Council Action Requested:

Resolution Authorizing the City Manager to Enter into Contract with The Resource for Temporary Staffing Services.

Strategic Focus Area: Service Excellence

Strategic Objective: No

Strategic Plan Action Item: No

Key Work Item: No



Summary of Information:

The City of Winston-Salem seeks to partner with The Resource Company staffing agency to assist with departmental staffing needs with a quick turnaround that will provide qualified candidates that meet all the requirements set forth by the City of Winston-Salem’s hiring process; including, but not limited to background screenings, drug and alcohol testing and I-9 compliance.

The Human Resources Department completed a formal bid process which yielded nine (9) responses which were each evaluated based on the following criteria:

- M/WBE Commitment – 20%
- Business Location – 20%
- Cost Effectiveness / Price Value – 20%
- Qualifications / Relevant Experience – 20%
- Governmental References – 10%
- Proposal Quality – 10%

Committee Action:

Committee	CDHGG/FIN 4-11	Action	Approval
For	Unanimous	Against	

Remarks:

The scores for all proposals are below:

Provider	M/WBE	Location	Price	Experience	References	Quality
Winston Personnel	80	80	80	80	40	36
The Resource	80	80	80	80	40	22
Blue Arbor	80	48	80	80	28	40
Debbie's Staffing	80	80	64	80	6	24
Cambay Consulting	80	48	64	64	40	28
Elite Resources	80	48	64	80	24	26
Community Staffing Solutions	80	48	64	0	10	32
Corestaff	48	64	0	68	32	0
HonorVet	48	80	0	0	0	0

Provider	Score	Overall Ranking
Winston Personnel	396	1
The Resource	382	2
Blue Arbor	356	3
Debbie's Staffing	334	4
Cambay Consulting	324	5
Elite Resources	322	6
Community Staffing Solutions	234	7
Corestaff	212	8
HonorVet Technologies	128	9

The evaluation panel consisted of City staff from the Human Resources and Utilities Departments and the panel unanimously recommends The Resource as the provider for staffing services based on the following:

- Established staffing services provider with over 30 years of service in the Triad area
- Over 5,000 candidates in their database who meet the criteria for the City of Winston-Salem's vacancies
- Five office locations in the surrounding Winston-Salem area
- Team of more than 40 recruiters

- Bill rate of 32% compared to proposed rate with current vendor of 36% resulting in a cost savings of 4% bill rate
- Drug screens are conducted in the local office
- Established conversion team to assist with the transition
- Web timecard entry for employees and hiring managers
- Three-year bill rate guarantee

This recommendation does not select the top scoring bidder, but staff is confident that the selected vendor provides the best pricing and service value. There is an eight-point difference between the top bidder and the selected bidder, which is attributed to scores in the category “overall quality of proposal”. Finalists were asked in for interviews where they were able to answer questions and provide more insight into the information provided in the proposal. In addition to being the lowest cost bidder, the selected bidder has issued a three-year pricing guarantee which is lower than our currently contracted rate and will result in significant savings for the City of Winston-Salem.