



Motion No. M2023-35

Contract Modification with Hansell Tierney, Inc., Kelly Services Inc., TEKSystems Inc., and Robert Half International Inc., for the Information Technology Temporary Staffing Services

Meeting:	Date:	Type of action:	Staff contact:
Rider Experience & Operations Committee	05/04/2023	Final action	Jason Weiss, Chief Information Officer

Proposed action

Authorizes the chief executive officer to execute a contract modification with Hansell Tierney, Inc., Kelly Services, Inc., TEKSystems, Inc., and Robert Half International Inc. for Information Technology Temporary Staffing Services in the amount of \$2,000,000 for a new total authorized aggregate contract amount not to exceed \$19,000,000.

Key features summary

- Sound Transit currently has contracts with Hansell Tierney, Inc., Kelly Services, Inc., TEKSystems, Inc., and Robert Half International Inc., who are the providers of on-call IT temporary staffing services. The initial terms of all four contracts were for three years from 2018 through 2021 with the option to extend for two additional one-year terms. Sound Transit has exercised the final option to extend. The current term expires on May 30, 2023.
- The contracts will be modified to extend the current term up to an additional twelve (12) months as needed to bridge the transition from the expiring contracts to the new contracts.
- This action authorizes additional funds to defray the cost of increasing utilization and sustainment of Information Technology (IT) Temporary Staffing Services and minimize interruption to labor resources to key Agency programs and IT projects including, but not limited to:
 - East Link Starter Line System Expansion;
 - Passenger Information Management System (PIMS);
 - Data Management Program;
 - Network Upgrade;
 - Passenger-Facing Technology Program, and
 - Next Gen ORCA through 2023.
- As a result of the recent prioritization of the East Link Starter Line and critical impacts to PIMS, the need for at least 10 IT temporary staff in different skill categories through 2023 was identified. The additional temporary staff will also provide and sustain support for the other abovementioned programs and IT projects.
- The contracts support IT's need for skilled technical workers to provide solutions architecture, project management, business analysis, testing, software development,

network administration, software administration and other temporary staffing backfill as needed.

- The IT Department forecasts a continued need for temporary workers for varying periods of time from one day to no more than twelve months. As determined and directed by the IT Department, the contracted vendors will furnish skilled temporary contract workers to perform various technical services for Sound Transit.

Background

The use of IT temporary staffing services ensures that IT management staff can quickly acquire the skilled resources needed to address temporary workload demands and, when necessary, to backfill vacant positions until they can be permanently filled. Due to the nature of the technology job market in the Seattle area, it is difficult to locate and recruit qualified staff to fill permanent roles. The ability to account for that delay and quickly staff for projects and backfill ensures consistent service and project delivery to customers.

To ensure Sound Transit's use of temporary workers complies with applicable employment laws and regulations, Sound Transit IT will continue to adhere to the adopted guidelines set by Human Resources, Agency Policy 302 and all other Sound Transit policies and procedures regarding the acquisition and use of temporary workers, including length of assignments and conditions. Managers are responsible for managing workloads and temporary worker usage.

Backfill roles have included IT Client Services Technicians, IT Systems Administrators, Database Administrators, Microsoft Access Developers, Web Developers, Network Engineers and other skillsets as required to ensure consistent Agency support.

When seeking temporary services for the IT Department, Sound Transit contacts all of the firms that were awarded a contract under this procurement with a description of the service that is needed. The firms then provide a pool of candidates to Sound Transit. Sound Transit reviews the proposed candidates submitted by each firm and works with the firms to select the candidate(s) that best fit Sound Transit's needs. The award of a contract under this pool does not create any guarantee or obligation on the part of Sound Transit to provide any minimum amount of work to the firms.

As additional IT projects to support the growth of operations are approved by the Agency, temporary staffing needs for project work have increased. Additionally, typical staff turnover in the technology field requires that IT utilize temporary staff to ensure continuity of operations. The rapid depletion of funds approved under Motion No. M2022-60 (described below) was the result of extending the terms of several highly skilled temporary workers (Program Managers, Senior Project Managers, Senior Network and System Engineers) in addition to new needs.

Currently, staff is preparing solicitation documents for a new IT Temporary Services procurement in preparation for the termination of the existing contract on May 30, 2023.

Procurement information

Prior to issuing the solicitation for these services, Sound Transit considered the project scope, the determining factors for contract award, the need for proposal discussions and revisions and determined that a Request for Proposals was the most advantageous method of procurement.

Sound Transit advertised the Request for Proposals No. RTA/RP 0182-17 on November 22, 2017. Sixty-two (62) firms submitted proposals. The proposals were evaluated based on the advertised evaluation criteria including quality of sample candidates and recruitment approach;

firm experience and history; price; knowledge and experience of key individuals; outreach efforts and commitment to small businesses and DBEs; and commitment to and compliance with equal opportunity employment law. The evaluation panel determined an initial competitive range of 12 firms and a secondary competitive range consisting of 10 firms. Revised proposals were requested from the secondary competitive range from which four offers were determined to be the most advantageous to Sound Transit.

In April 2021, prior to exercising the first option to extend for a one-year term, Sound Transit worked with all four consultants to negotiate reduced mark-up rates for any rates greater than 50 percent. All mark-up rates greater than 50 percent were successfully reduced by 8 to 15 percent. The negotiated rates remain fair and reasonable.

Fiscal information

The equipment, materials and supplies described in this proposed action will be assigned on a task order basis. Funding for the task orders will come from existing, board-approved capital projects and Information Technology department budgets. Because services will be rendered on an as-needed basis, cost distribution will be determined as each task order is executed. This action does not affect the affordability of the long-range financial plan projection.

Disadvantaged and small business participation

Participation by small businesses and disadvantaged business enterprises (DBEs)

Sound Transit promotes and encourages small business participation, which also includes disadvantaged business enterprises (DBEs). Small business and DBE goals are based upon an examination of subcontracting opportunities contained in the work of this contract and the number of small businesses/DBEs available to perform such subcontracting work.

Sound Transit determined that there were few small business and DBE subcontracting opportunities based upon the work described in this contract, so small business/DBE goals were not established.

Public involvement

Not applicable to this action.

Time constraints

A one-month delay would significantly impact continuity of progress to the abovementioned programs and project schedules.

Prior Board/Committee actions

Motion No. M2022-60: Authorized the chief executive officer to execute a contract modification with Hansell Tierney, Inc., Kelly Services, Inc., TEKSystems, Inc., and Robert Half International Inc., for Information Technology Temporary Staffing Services in the amount of \$4,000,000 for a new total authorized aggregate contract amount not to exceed \$17,000,000.

Motion No. M2021-57: Authorized the chief executive officer to (1) increase aggregate amount for on-call temporary staffing service contracts with Hansell Tierney, Inc., Kelly Services, Inc., TEKSystems, Inc., and Robert Half International Inc., in the amount of \$3,000,000 for a new total authorized aggregate contract amount not to exceed \$13,000,000, and (2) execute contract modifications with the above firms for any contracts that exceed \$2,000,000 provided that the aggregate total of all the contracts does not exceed \$13,000,000.

Motion No. M2018-59: Authorized the chief executive officer to (1) execute contracts with Hansell Tierney, Inc., Kelly Services, Inc., TEKSystems, Inc., and Robert Half International, Inc., to provide on- call temporary staffing services in an aggregate amount not to exceed \$10,000,000, with each contract having an initial term of three years with two one-year options to extend, and (2) execute individual contracts with the above firms that exceed \$200,000 provided that the aggregate total of all the contracts does not exceed \$10,000,000.

Environmental review – KH 4/17/23

Legal review – DLM 4/21/2023



Motion No. M2023-35

A motion of the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority authorizing the chief executive officer to execute a contract modification with Hansell Tierney, Inc., Kelly Services, Inc., TEKSystems, Inc., and Robert Half International Inc. for Information Technology Temporary Staffing Services in the amount of \$2,000,000 for a new total authorized aggregate contract amount not to exceed \$19,000,000.

Background

The use of IT temporary staffing services ensures that IT management staff can quickly acquire the skilled resources needed to address temporary workload demands and, when necessary, to backfill vacant positions until they can be permanently filled. Due to the nature of the technology job market in the Seattle area, it is difficult to locate and recruit qualified staff to fill permanent roles. The ability to account for that delay and quickly staff for projects and backfill ensures consistent service and project delivery to customers.

To ensure Sound Transit's use of temporary workers complies with applicable employment laws and regulations, Sound Transit IT will continue to adhere to the adopted guidelines set by Human Resources, Agency Policy 302 and all other Sound Transit policies and procedures regarding the acquisition and use of temporary workers, including length of assignments and conditions. Managers are responsible for managing workloads and temporary worker usage.

Backfill roles have included IT Client Services Technicians, IT Systems Administrators, Database Administrators, Microsoft Access Developers, Web Developers, Network Engineers and other skillsets as required to ensure consistent Agency support.

When seeking temporary services for the IT Department, Sound Transit contacts all of the firms that were awarded a contract under this procurement with a description of the service that is needed. The firms then provide a pool of candidates to Sound Transit. Sound Transit reviews the proposed candidates submitted by each firm and works with the firms to select the candidate(s) that best fit Sound Transit's needs. The award of a contract under this pool does not create any guarantee or obligation on the part of Sound Transit to provide any minimum amount of work to the firms.

As additional IT projects to support the growth of operations are approved by the Agency, temporary staffing needs for project work have increased. Additionally, typical staff turnover in the technology field requires that IT utilize temporary staff to ensure continuity of operations. The rapid depletion of funds approved under Motion No. M2022-60 (described below) was the result of extending the terms of several highly skilled temporary workers (Program Managers, Senior Project Managers, Senior Network and System Engineers) in addition to new needs.

Currently, staff is preparing solicitation documents for a new IT Temporary Services procurement in preparation for the termination of the existing contract on May 30, 2023.

Sound Transit currently has contracts with Hansell Tierney, Inc., Kelly Services, Inc., TEKSystems, Inc., and Robert Half International Inc., who are the providers of on-call IT temporary staffing services. The initial terms of all four contracts were for three years from 2018 through 2021 with the option to extend for two additional one-year terms. Sound Transit has exercised the final option to extend. The current term expires on May 30, 2023.

The contracts will be modified to extend the current term up to an additional twelve (12) months as needed to bridge the transition from the expiring contracts to the new contracts.

This action authorizes additional funds to defray the cost of increasing utilization and sustainment of Information Technology (IT) Temporary Staffing Services and minimize interruption to labor resources to key Agency programs and IT projects including, but not limited to:

- East Link Starter Line System Expansion;
- Passenger Information Management System (PIMS);
- Data Management Program;
- Network Upgrade;
- Passenger-Facing Technology Program, and
- Next Gen ORCA through 2023.

As a result of the recent prioritization of the East Link Starter Line and critical impacts to PIMS, the need for at least 10 IT temporary staff in different skill categories through 2023 was identified. The additional temporary staff will also provide and sustain support for the other abovementioned programs and IT projects.

The contracts support IT's need for skilled technical workers to provide solutions architecture, project management, business analysis, testing, software development, network administration, software administration and other temporary staffing backfill as needed.

The IT Department forecasts a continued need for temporary workers for varying periods of time from one day to no more than twelve months. As determined and directed by the IT Department, the contracted vendors will furnish skilled temporary contract workers to perform various technical services for Sound Transit.

Motion

It is hereby moved by the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority that the chief executive officer is authorized to execute a contract modification with Hansell Tierney, Inc., Kelly Services, Inc., TEKSystems, Inc., and Robert Half International Inc. for Information Technology Temporary Staffing Services in the amount of \$2,000,000 for a new total authorized aggregate contract amount not to exceed \$19,000,000.

APPROVED by the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on _____.

Kristina Walker
Rider Experience and Operations Chair

Attest:

Kathryn Flores
Board Administrator