



Motion No. M2022-60

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	07/15/2022	Final action	Stephen Baker, Deputy 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 \$4,000,000 for a new total authorized aggregate contract amount not to exceed \$17,000,000.

Key features summary

- This action authorizes the addition of funds to defray cost of increasing utilization of Information Technology (IT) Temporary Staffing Services and minimize interruption to labor resources to key Agency programs and IT projects to include, but not limited to: System Expansion, Passenger Information Management System (PIMS), Data Management Program, Network Upgrade, Passenger-Facing Technology Program and Next Gen ORCA through 2023.
- The contracts support IT's needs for skilled technical workers for needs such as software development, network administration, software administration, project management, and other temporary backfill as applicable.
- The IT Department forecasts a continued need for temporary workers for varying periods of time from one day to no more than twelve months (equivalent of 2,080 hours). 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. On an exception basis and with Chief Information Officer (CIO) approval, temporary service contracts can be extended beyond the twelve-month period.
- The IT department identified the need for at least 15 temporary staff in different skill categories through May 2023, the end of the contract period, to support the abovementioned programs and IT projects.
- 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 up to two additional one-year terms. The contracts have exercised the remaining second-year option through May 30, 2023. The amount requested is expected to fund the contracts through May 2023.

Background

The use of IT temporary staffing services ensures that IT management staff have the ability to quickly acquire 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 can take longer to find qualified staff to fill permanent backfill 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 regulations, Sound Transit IT will continue to adhere to the adopted guidelines set by Human Resources 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 needs to be fulfilled. Sound Transit then reviews the candidates submitted by each firm and selects 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 space requires that IT utilize temporary staff to ensure continuity of operations. The rapid depletion of funds approved from the previous Motion No. M2021-57, was due to extension of several high skill categories (Program Managers, Senior Project Managers, Senior Network and System Engineers) in addition to new needs.

Staff are preparing a new IT Temporary Services documentation for a new procurement in preparation of 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, and the need for proposal discussions and revisions, and determined that a Request for Proposals procurement method was the most advantageous.

Sound Transit advertised Request for Proposals No. RTA/RP 0182-17 on November 22, 2017. Proposals were submitted by 62 firms. 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.

RP 0182-17 multiple award contract has exercised the final option year available in the contract. In April 2021, 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

These on-call contracts would be used for temporary staffing services supporting various staffing

needs throughout the Information Technology Department and capital projects. The services described in this action will be assigned on an as-needed basis after available budget is verified. Since the services will be assigned on an as-needed basis, the distribution of cost will be determined as project schedules require.

At this time, this action does not have an impact on the affordability of the Agency's Finance Plan.

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. 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 – KGF 7/1/22

Legal review – AJP 7/8/22



Motion No. M2022-60

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 \$4,000,000 for a new total authorized aggregate contract amount not to exceed \$17,000,000.

Background

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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 space requires that IT utilize temporary staff to ensure continuity of operations. The rapid depletion of funds approved from the previous Motion No. M2021-57, was due to extension of several high skill categories (Program Managers, Senior Project Managers, Senior Network and System Engineers) in addition to new needs.

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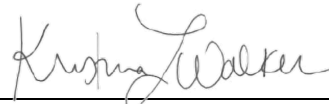
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Motion

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 \$4,000,000 for a new total authorized aggregate contract amount not to exceed \$17,000,000.

APPROVED by the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on July 15, 2022.



Kristina Walker
Rider Experience and Operations Chair

Attest:



Kathryn Flores
Board Administrator