

**Request for Proposal (RFP)
Temporary Staffing Services
Basis for Proposal/Pricing
June 14, 2024**

1. Statement of Purpose & Background:

Haven for Hope of Bexar County (“Haven for Hope”) has operated its 22-acre Transformational Campus just west of downtown San Antonio, Texas for the last 13 years. Haven for Hope’s mission is to provide a place of hope and new beginnings by providing, coordinating, and delivering an efficient system of care for people experiencing homelessness in San Antonio, with a vision of ending homelessness by empowering individuals and families to transform their lives.

In addition to its own 300+ employee workforce, Haven for Hope is seeking proposals from qualified staffing agencies to provide temporary staffing services to supplement our workforce. Haven for Hope anticipates our chosen temporary staffing service agency will fill approximately 40-45 Contractor Positions subject to the terms outlined herein and otherwise agreed to by the parties. These Contractor Positions will be employed through our temporary staffing service agency, yet will work full-time on Haven for Hope’s campus providing an array of supportive services to Haven for Hope’s clients and to supplement the operations of our FTE workforce.

2. Scope of Work:

The selected temporary staffing agency will be responsible for providing qualified, temporary personnel in the following Contractor Positions. Job titles and the approximate number of candidates needed for each Contractor Positions are listed below, although as indicated the number of individuals within each Contractor Position may vary from time to time, within Haven’s discretion. Job descriptions for these positions will be provided upon request.

- a. Acute Care Station Navigator (Contractor Position) (1)
- b. Client Experience Navigator (Housing) (Contractor Position) (1)
- c. Client Experience Navigator (Transformational Services Case Management) (Contractor Position) (3)
- d. Client Experience Navigator (Income & Skills Development) (Contractor Position) (1)
- e. Clinician (Contractor Position) (1)
- f. Donation Station Attendant (Contractor Position) (2)
- g. Housing Liaison (Contractor Position) (4)
- h. Intake Specialist (Contractor Position) (2)
- i. Campus Life Navigator (Contractor Position) (23)
- j. Mailroom Clerk (Contractor Position) (1)
- k. Outreach Specialist (Contractor Position) (2)
- l. Campus Life Supply Coordinator (Contractor Position) (2)

The anticipated start date for the staffing of these positions is on or around October 1, 2024. Haven for Hope presently anticipates these positions will be staffed until approximately September 2025.

However, Haven for Hope reserves its right to add, modify, and/or eliminate any or all of these positions at any time within its sole and exclusive discretion.

3. Compliance, Insurance & Other Requirements:

- Proposals must include your Company Profile, including an overview of your staffing agency, including years of experience, areas of specialization, and relevant industry certifications
- Proposals must include pricing information, including a clear and detailed pricing structure for your temporary staffing services, including any fees or additional costs.
- Proposals must include an outline and specification of your Candidate Qualifications, including the criteria used to assess candidates and ensure they meet Haven's requirements, as well as an outline of your recruiting, onboarding, and management process.
- Due to the number of positions to be filled pursuant to this RFP, the chosen staffing services provider may be required to maintain a periodic supervisory presence on Haven's campus, to be available to individuals working in the Contractor Positions.
- Proposals must include a detailed Staffing Plan, including your process for recruiting, screening, and placing temporary employees, including but not limited to an approximate timeframe in which your agency anticipates being able to fill the positions outlined in Section 2.
- All contractor staff assigned to work on Haven's campus through this project must meet the requirements to gain and maintain access to Haven's campus. Similarly, all contractor staff will be expected to abide by Haven for Hope's Campus Policies, standards of conduct, and other policies, processes, and expectations of all individuals working, residing, or visiting our campus. Additional information will be provided upon request.
- The chosen staffing services provider will be expected to work in conjunction with Haven for Hope's internal HR team to ensure that all candidates to fill the positions that are the subject of this RFP meet Haven's onboarding guidelines, including but not limited to comprehensive criminal background searches, tuberculosis (TB) screens, and drug screens. The chosen provider will also work in conjunction with Haven's operations and services leadership teams in vetting and onboarding qualified candidates. Additional information will be provided upon request.
- All candidates staffing the Contractor Positions set out in this RFP shall be the employees of Haven for Hope's chosen temporary staffing services provider. No candidates will be deemed employees or other agents of Haven for Hope or any of its affiliated entities or partners. Relatedly, the chosen temporary staffing services provider will be required to provide their employees/candidates with all required benefits under the law.
- All proposals must include at least three client references for similar staffing projects handled by your company within the past two (2) years.
- Interested parties must obtain and maintain any insurance required by law, but at least (i) broad form commercial general liability insurance in amounts for bodily injury and property damage of \$1,000,000 per occurrence and \$2,000,000 general aggregate (or equivalent in umbrella or excess liability coverage); (ii) causes of loss-special form property insurance, issued on a replacement-cost basis and insuring the full value of the contractor's property and property for which contractor is legally liable, including vehicles; (iii) workers' compensation and employer's liability in amounts of at least \$1,000,000; and (iv) business automobile liability, for owned, leased, non-owned and hired vehicles, with combined single limit for bodily injury and property damage of \$1,000,000 per occurrence (or its equivalent in umbrella or excess liability coverage). All policies shall be primary, name Haven as an additional insured, and be issued by insurance



company(ies) qualified to do business in the State of Texas and having a Best Rating of at least A-VII.

4. Proposal Submission Guidelines:

Interested parties should submit their proposals by 5:00 pm of July 12, 2024, via email to Justin Barbour, Vice President of Human Resources & General Counsel (justin.barbour@havenforhope.org).

Proposals should include:

- Detailed project plan and timeline
- Cost breakdown, including labor costs and any other anticipated expenses
- Detail of associated costs and timelines
- Description of relevant experience, and
- Certificate of Insurance (COI)

A site visit will be conducted at 1:00 p.m. on Monday, July 8, 2024, at 1 Haven for Hope Way, San Antonio, TX 78207. The visit is highly recommended to answer all questions and provide clarification. Any other inquiries and/or requests for clarification should be directed to Justin Barbour using the contact information listed in this RFP.

5. Contact Information:

Justin Barbour
Vice President of Human Resources & General Counsel
Email – justin.barbour@havenforhope.org
Phone - 210-220-2165

6. Evaluation Criteria:

Proposals will be evaluated based on:

- Demonstrated experience and expertise in providing temporary staffing services
- Ability to meet Haven for Hope's specific staffing needs within the designated timeframe(s)
- Quality of proposed staffing plan and candidate selection process
- Cost-effectiveness and competitiveness of pricing
- References and past performance on similar staffing projects.

Haven for Hope reserves the right to reject any or all proposals received in response to this RFP, to waive any informalities or irregularities in the proposals received, and to negotiate with any qualified vendor.

Thank you for your interest in providing staffing services to Haven for Hope. We look forward to reviewing your proposal.