



Request for Proposals No. 2021-037 Temporary Staffing Services

Due Date: March 2, 2021
Time: 10:00 AM EST
Receipt Location: Union County Government Center
Procurement Department
500 N. Main Street, Suite 709
Monroe, NC 28112

Procurement Contact:

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1 NOTICE OF ADVERTISEMENT

Union County, North Carolina Request for Proposals No. 2021-037 Temporary Staffing Services

Electronic proposals will be received by the Union County's Procurement Department at the Union County Government Center, 500 North Main Street, Monroe, NC 28112 until **10:00 AM EST on Tuesday, March 2, 2021.** Late submittals will not be accepted.

Union County, through its Human Resources Department, is soliciting proposals from experienced and qualified Firms to provide a variety of temporary staffing services throughout the organization on an as-needed basis.

Copies of the solicitation may be obtained from the locations listed below:

1. Download the Proposal Documents from the Union County website:
<https://www.unioncountync.gov/departments/bids-procurement/current-bids>
2. Download the Solicitation Documents from the State of North Carolina IPS website:
www.ips.state.nc.us (Bid by Departments, search County of Union).

Union County reserves the right to reject any or all proposals, to waive technicalities and to make such selection deemed in its best interest.

Union County reserves the right to award to multiple vendors.

Offerors are required to comply with the non-collusion requirements set forth in the Solicitation Documents.

Union County encourages good faith effort outreach to Minority Businesses (HUB Certified) and Small Businesses.

2 Submittal Details

2.1 PROPOSAL SUBMISSION DEADLINE AND DELIVERY ADDRESS

All Proposal Submittals are to be received by the Union County Procurement Department no later than **10:00 AM EST on Tuesday, March 2, 2021** per the instructions below. Any submittals received after this date and time shall be rejected without exception.

2.2 PROPOSAL SUBMISSION REQUIREMENTS

The proposal must be submitted electronically using the following link: <https://portal.unioncountync.gov/Forms/procurementsubmit>. Select the Solicitation drop down arrow and choose this RFP from the list. Complete the form, upload your proposal, and select submit. An email will be sent to the address listed on the form as your confirmation of receipt.

The proposal package **must be signed** by a person who is authorized to bind the proposing Company. Instructions for preparing the proposal are provided herein.

Paper submissions will not be accepted.

There is no expressed or implied obligation for Union County to reimburse Offerors for any expenses incurred in preparing proposals in response to this request.

Union County reserves the right to:

- Reject any or all proposals, to waive technicalities and to make such selection deemed in its best interest;
- Cancel this solicitation;
- Award to multiple vendors.

2.3 PROPOSAL QUESTIONS


Proposal questions will be due on or before **Thursday, February 18, 2021 at 10:00 AM EST**. The primary purpose is to provide participating Offerors with the opportunity to ask questions, in writing, related to the RFP.

Submit questions by e-mail to Vicky Watts at vicky.watts@unioncountync.gov by the deadline shown above. The email should identify the proposal number and project title. All questions and answers may be posted as addenda on www.unioncountync.gov and www.ips.state.nc.us.

2.4 PROPOSAL ADDENDUM

Union County may modify the RFP prior to the date fixed for submission of proposals by the issuance of an addendum.

Should an Offeror find discrepancies or omissions in this RFP or any other documents provided by Union County, the Offeror should immediately notify the County of such potential discrepancy in writing via email as noted above.



Any addenda to these documents shall be issued in writing. No oral statements, explanations, or commitments by anyone shall be of effect unless incorporated in the written addenda. Receipt of Addenda shall be acknowledged by the Offeror on Appendix B - Addendum and Anti-Collusion form.

2.5 COMMUNICATION

All communications, any modifications, clarifications, amendments, questions, responses or any other matters related to this Request for Proposals must be made only through the Procurement Contact noted on the cover of this RFP. A violation of this provision is cause for the County to reject a Company's proposal. No contact regarding this document with other County employees is permitted and may be grounds for disqualification.

3 PURPOSE

3.1 INTRODUCTION

Union County, through its Human Resources Department, is soliciting proposals from experienced and qualified companies to provide a variety of temporary staffing services throughout the organization on an as-needed basis. Temporary staff may be used to fill-in during times of vacations, leave of absences, while recruiting for a position or to supplement permanent staff during periods of increased demand.

3.1 COUNTY

The County (estimated population 237,477) is located in the central, southern piedmont. The County provides its citizens with a full array of services that include public safety, water/wastewater utilities and sanitation, human services, cultural and recreational activities, and general government administration.


4 OVERVIEW

The temporary staffing needs among Union County is diverse and varies widely. The skill sets include general labor, administrative, social work, accounting, engineering, interpreters and beyond. Due to the large array of skills and/or experience necessary to fill positions across functional areas, Union County retains the right to award multiple contracts.

Staffing services will be utilized to fill full-time, part-time, and temporary seasonal job needs with Union County at any time during the course of the contract(s).

The County desires to hire one or more agencies as necessary to provide flexible, temporary staffing support to meet specific business needs for either short-term or long-term assignments. The County desires to contract with qualified temporary staffing agencies to fill temporary staffing needs for daily workflow.


Proposers shall have a minimum of five (5) recent years of experience providing staffing services for positions described in this document. The County desires as few contracts as realistically possible to meet current needs; however, the County understands different vendors provide



different temporary staffing services. It is the intent of the County to evaluate all Proposers based on the selection criteria in relation to the services for which they provide on a day to day basis.

5 SPECIFICATIONS AND REQUIREMENTS

1. Position specifications for the different types of temporary personnel needed by Union County are listed on Appendix E – Job Descriptions.
2. Request for temporary staffing will be on an as-needed basis.
3. Work hours may vary based on the assignment and current needs of Union County.
4. All responses must include an hourly billing rate which will be charged to the County for each job description as indicated on Appendix A – Price Form.
5. Position(s) may be added throughout the contract, as agreed upon between Offeror(s) and the County. Pricing for new position(s) will be negotiated at time of addition.
6. The Offeror will comply with all State, Federal, and Local Laws (including but not limited to the Americans with Disabilities Act, Title VII of the Civil Rights of 1964, Age Discrimination in Employment Act, and Civil Rights Act of 1991) as to treatment and compensation of its employees. The County will make no payments to individual workers.
7. Offeror will provide a minimum of three (3) references where services, as those requested in this solicitation, are currently or previously utilized.
8. Offeror will prepare payroll checks, make all necessary deductions and pay all taxes and insurance required by Federal, State, and Local laws. The successful bidder accepts full responsibility for the payment of wages, compensation and benefits to personnel. The successful bidder accepts responsibility for payment of all taxes, assessments, fees, and fines that may be due and owing to any Local, State or Federal government agencies.
9. Offeror's personnel must be fully trained in the requested field and have the necessary education, training, certification, registration, and experience for each position to be filled. Any documentation (licenses, certifications, etc.) necessary to demonstrate fitness for position(s) being filled will be made available to the County as needed.
10. Temporary staff will be required to:
 - a. Practice all OSHA safety standards;
 - b. Perform accurate, legal, and ethical documentation at all times;
 - c. Communicate professionally and courteously at all times with County staff and customers;
 - d. Document problems and report issues as they occur to supervisor;
 - e. Keep work area neat, clean and in good condition.
 - f. Follow all applicable Union County workplace policies as instructed.


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11. The County reserves the right to control the details of the temporary employees' work while assigned to the County.
 12. The County reserves the right to cancel an employee if they cannot perform the assigned job duty requirements.
 13. The Offeror will ensure that all temporary employees are qualified, reliable, paid appropriate wages, and provided legally mandated benefits

6 SCOPE OF WORK

While the exact range and extent of services is subject to negotiation, it is anticipated that the selected Offeror shall provide, as a minimum, professional services and adequately experienced dedicated personnel.

6.1 ASSIGNMENT NOTIFICATION

1. The County shall notify the Offeror of temporary staff assignments as requirements arise and provide the following information for each assignment:
 - a. Summary of duties;
 - b. Assignment start date;
 - c. Estimated assignment end date;
 - d. Daily work schedule hours;
 - e. Point of contact.
2. Upon receipt of an assignment notification, the Offeror shall propose a selection of employees who have the appropriate level of experience, knowledge, and ability suitable for the specific assignment.
3. The Offeror shall provide the County with a proposal including reference checks, background checks, and appropriate screenings no later than one (1) business days after receipt of notification of assignment from the County, unless the County agrees to extend the timeframe.
4. The County reserves the right to interview the candidates by phone, virtually, or in-person at its sole discretion and to select the candidate best suited for the position based upon the candidate's qualifications and hourly rates.
5. The County shall review the proposed temporary staffer's qualifications prior to honoring any assignment.
6. The County reserves the right to reject any proposed staff.
7. The County reserves the right to terminate staff assignments at any time.

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8. Responses to requests should clearly state if a temporary candidate can or cannot be provided. Lack of any response by the deadline of one (1) business day will be considered as an inability to provide a temporary worker.

6.2 PRE-SCREENING

Pre-screening of all temporary employees will be the sole responsibility of the successful Offeror(s). Pre-screening will occur prior to the Offeror's recommendation of temporary employees. Union County requests the right to review all pre-screening results prior to accepting temporary staff. Pre-screening should include but not be limited to the following:

- County and nationwide criminal searches;
- Reference checks;
- Education verification when applicable;
- Verification of active certifications and/or licenses when applicable;
- Drug screening for safety sensitive positions as identified by Union County policy;
- Motor vehicle record checks.

The County reserves the right to request a copy of Offeror's background check of temporary employees.

6.3 CERTIFICATION AND LICENSES

Successful offeror(s) will be responsible for ensuring each candidate is properly tested and experienced to perform in his/her field and will be responsible for verifying and managing any certifications or licenses in the temporary staff's specialized area.

Union County requests the right to review test results and/or certification/license confirmations prior to accepting temporary staff placement.

6.4 COUNTY'S RIGHT OF REFUSAL

The Offeror will be given one (1) business day to confirm availability of a temporary employee to fill a request. However, for "hard-to-fill" positions, the County may allow up to five (5) business days for Offeror to confirm availability of a temporary employee.

In the event the Offeror is unable to fill the job request, the County may cancel the request and place the request with another Offeror. The County reserves the right to simultaneously give all Offerors an opportunity to fill all "hard-to-fill" positions on a "first come" basis.

In the event all Offerors are unable to fill the request, the County may fill the requirement by soliciting pricing from other qualified sources.



6.5 SUPERVISION OF TEMPORARY EMPLOYEES

Offeror's employees shall be supervised by the County. County shall have direct control over the daily activities of the Offeror's employees. Work policies, procedures, and standards established by the County shall be followed at all times.

The Offeror's employees shall conform in all respects with regard to physical, fire and security/safety regulations while on the County's premises. Offeror shall be responsible for obtaining all rules, regulations, policies, etc. from the County, as needed.

6.6 STAFF PLACEMENT

Should Union County discover that within the first four (4) hours of service the temporary candidate provided fails to meet the qualifications for the job assigned, the temporary candidate will be removed. Union County will receive no charges for any temporary candidate removed from the placement within the first four (4) hours of his/her workday.

In the event any temporary fails to adhere to the County's directions or requirements, or demonstrate they are not qualified to perform the required duties, the County shall notify the Offeror who shall replace the employee within two (2) working days at no cost to the County (included but not limited to training time, background checks, ID badges, drug testing, etc.).

This requirement also applies to any temporary employee that leaves for any reason, before the assignment is completed. When an employee leaves, at any time, the Offeror shall be responsible for any unreturned keys, ID badges, etc. If such items are not returned within five (5) business days, the County shall invoice the Offeror for the exact replacement cost. The Offeror shall pay this invoice within fourteen (14) calendar days or County shall deduct the invoice amount from the next scheduled invoice payment.

Offeror shall notify the County within 24 hours of any temporary employee leaving (not returning to work for) the County.

6.7 EMPLOYEE TIME SHEETS

Offeror(s) will be responsible for managing temporary staffers' time records and submitting them to Union County for approval.

6.8 INVOICING

Offeror(s) will be responsible for submitting itemized invoices referencing the Purchase Order and/or Contract Number provided to them by the County.

The County is not a tax-exempt entity. All applicable taxes shall be fully disclosed with RFP response.

7 DETAILED SUBMITTAL REQUIREMENTS AND INSTRUCTIONS

7.1 PROPOSAL FORMAT

The County desires all responses to be identical in format in order to facilitate comparison. While the County's format may represent a departure from the vendor's preference, the County requests adherence to the format. All responses are to be in the format described below.

Offerors should prepare their proposals in accordance with the instructions outlined in this section. Each proposer is required to submit the proposal electronically – Refer to page 4, 2.2. Each section should be identified as described below. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposer's capabilities to satisfy the requirements of the RFP.

The successful Offeror's proposal must include all responses to the requirements contained within this RFP and all appendices (if applicable) must be completed in their entirety.

By submitting a proposal, the successful Offeror's Offeror agrees to all applicable provisions, terms and conditions associated with this RFP. This solicitation, the successful bidder's submitted proposal, all appendices and attachments (if applicable), and stated terms and conditions may become part of the resulting contract.

Utmost attention should be given to accuracy, completeness, and clarity of content. All parts, pages, figures, or tables should be numbered and clearly labeled. Response information should be limited to pertinent information only. Marketing and sales type information is not to be included.


Omissions and incomplete answers may be deemed unresponsive. Please initial any corrections.

The proposal should be organized and identified by section as follows:

- **Section A** – Cover Letter
- **Section B** – Company Background and Experience
- **Section C** – Staff Information
- **Section D** – Methodology and Implementation Plan
- **Section E** – References
- **Section F** – Price Form – Attachment A
- **Section G** – Required Forms
 - Appendix B – Proposal Submission Form (signed)
 - Appendix C – Addenda Receipt and Anti-Collusion (signed)

7.1.1 SECTION A – COVER LETTER

Provide the following information about your company. Respond to each item and provide supporting documentation and/or exhibits as requested or desired.

- 
1. Legal Company Name and DBA (if applicable)
Address
Telephone Number
Website Address
 2. Name of Single Point of Contact
Title
Telephone Number
Email Address
 3. Name of Person with Binding Authority
Title
Address
Telephone Number
Email Address
 4. Stipulate that the proposal price will be valid for a period of 180 days.
 5. Make the following representations and warranty in the cover letter, the falsity of which might result in rejection of its proposal: “The information contained in this proposal or any part thereof, including any exhibits, schedules, and other documents and instruments delivered or to be delivered to the County, is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the County as to any material facts.”

7.1.2 SECTION B – COMPANY BACKGROUND AND EXPERIENCE

This section provides each vendor with the opportunity of demonstrating how its history, organization, and partnerships differentiate it from other entities. Careful attention should be paid to providing information relevant to Union County needs.

Provide a concise profile of the Proposer’s organization to include the following:

- Corporate history, and number of years in business under the current organizational name, structure and services offered.
- Assets available to meet County service requirements.
- Is the bidder’s organization involved in any pending litigation that may affect its ability to provide its products and services?

7.1.3 SECTION C – STAFF INFORMATION

Provide brief resumes of staff who will be associated with this project and indicate the functions that each will perform. Include copies of certifications and/or licenses.

7.1.4 SECTION D – METHODOLOGY AND IMPLEMENTATION PLAN

Provide a detailed description of the approach and methodology to be used to provide temporary staffing services to Union County including, but not limited to the following:

- A detailed implementation plan to satisfy the requirements of this solicitation.
- Project management and implementation strategies.
- Detailed description of efforts your firm will undertake to achieve client satisfaction.
- Detailed description of specific tasks you will require from County staff.

7.1.5 SECTION E – REFERENCES

Provide three (3) references for projects similar to this solicitation and include the following:

- Company Name
- Contact Name and Title
- Address
- Phone Number
- Email Address

7.1.6 SECTION F – PRICE FORM

Complete Appendix A.

7.1.7 SECTION G – REQUIRED FORMS

Offerors must include signed copies of the following documents:

- Appendix B – Proposal Submission (signed)
- Appendix C – Addenda Receipt and Anti-Collusion (signed)

8 EVALUATION CRITERIA AND SELECTION PROCESS

8.1 SELECTION PARTICIPANTS

1. Maintaining the integrity of the RFP process is of paramount importance for the County. To this end, please do not contact any members of Union County or its staff regarding the subject matter of this RFP until a selection has been made, other than the County's designated contact person identified in the introduction to this RFP.
2. Representatives of Union County will read, review, and evaluate the RFP independently based on the evaluation criteria. Failure to abide by this requirement shall be grounds for disqualification from this selection process.
3. The County will establish an RFP Evaluation Team to review and evaluate the RFPs. The RFP Evaluation Team will assess the RFPs independently in accordance with the published evaluation criteria. Union County reserves the right to conduct interviews with a shortlist of selected respondents.
4. At its sole discretion, the Owner may ask written questions of Offerors, seek written clarification, and conduct discussions with Offerors on the RFPs.

5. The County reserves the right to determine the suitability of proposals on the basis of a proposal meeting scope and submittal criteria listed in the RFP. Evaluation criteria and other relevant RFP information will be used to assist in determining the finalist Vendor.

8.2 EVALUATION SELECTION PROCESS

A weighted analysis of the evaluation criteria will be utilized to determine the Vendor that represents the best value financing solution for the County.

In the evaluation and scoring/ranking of Offerors, the County will consider the information submitted in the RFP as well as the meetings (if applicable) with respect to the evaluation criteria set forth in the RFP.

The initial evaluation criteria/factors and relative weights listed below will be used to recommend selection of the Proposed Offeror or for the purpose of selecting Short-Listed Offerors. The County may choose to award without engaging in interview discussions.

RFP Criteria	Weights
Company Background and Experience	40%
Company Staff Experience	40%
Price/Rate Schedule	10%
Compliance with Submittal Requirements	10%

Vendors may be invited to give a demonstration of the capabilities of the proposed solution to the Union County evaluation team. The successful bidder's demonstration (if requested), along with questions and answers, will be a critical component of the overall vendor evaluation.


After identification of Short-Listed Offerors, the County may or may not decide to invite Short-Listed Offerors to vendor demonstration/interviews. If interviews are scheduled with the Short-Listed Offerors, previous evaluation and rankings are not carried forward. For the purpose of selecting a Preferred Offeror, the evaluation criteria will be given the following relative weights:

Interview Criteria	Weights
Proposed Approach and Staff	65%
Price, Quality and Relevance of Interview as it Relates to the Scope of the RFP	35%

Additional meetings may be held to clarify issues or to address comments, as deemed appropriate. Proposers will be notified in advance of the time and format of such meetings.

8.3 AWARD PROCEDURE

Union County has the right to reject any or all proposals, to engage in further negotiations with any Company submitting a proposal, and/or to request additional information or clarification. The County is not obligated to accept the lowest cost proposal. The County



may accept the proposal that best serves its needs, as determined by County officials in their sole discretion.

The County reserves the right to make an award without further discussion of the proposals received. Therefore, it is important that the proposal be submitted initially on the most favorable terms.

A proposal may be rejected if it is incomplete. Union County may reject any or all proposals and may waive any immaterial deviation in a proposal.

More than one proposal from an individual, Offeror, partnership, corporation or association under the same or different names, will not be considered.

The County reserves the right to enter into negotiations with the top ranked Offeror. However, negotiations with the top ranked Offeror does not signify a commitment by Union County to execute a contract or to continue discussions.

The County reserves the right to terminate negotiations at any time and for any reason.

The County may select and enter into negotiations with the next most advantageous Proposer if negotiations with the initially chosen Proposer are not successful.

The award shall be made in the best interest of the County. This Request for Proposal is not subject to any competitive bidding requirements of North Carolina law. The County reserves the right to accept other than the most financially advantageous proposal.

The award document will be a Contract incorporating, by reference, all the requirements, terms and conditions of the solicitation and the Offeror's proposal as negotiated.

8.4 CONFLICT CERTIFICATION


The Offeror must certify that it does not have any actual or potential conflicts of interest with, or adversarial litigation against the County or any of its officers or employees. During the course of the contractual relationship formed pursuant to this solicitation, any such conflict of interest, whether newly arising or newly discovered, must be disclosed to the County in writing.

9 GENERAL CONDITIONS AND REQUIREMENTS

9.1 TERMS AND CONDITIONS

The contract award may have an initial term of two (2) years with a three (3) one-year renewal option at the County's discretion, pending annual budget approval.

All payroll taxes, liability and worker's compensation are the sole responsibility of the Offeror. The Offeror understands that an employer/employee relationship does not exist under this contract.



All proposals submitted in response to this request shall become the property of Union County and as such, may be subject to public review.

9.2 CONTRACTUAL OBLIGATIONS

The contents of this Proposal and the commitments set forth in the selected Proposal(s) shall be considered contractual obligations, if a contract ensues. Failure to accept these obligations may result in cancellation of the award. All legally required terms and conditions shall be incorporated into final contract agreements with the selected Service Provider(s).

9.3 SUB-CONTRACTOR/PARTNER DISCLOSURE

If the proposal by any Company requires the use of sub-contractors, partners, and/or third-party products or services, this must be clearly stated in the proposal. The Company submitting the proposal shall remain solely responsible for the performance of all work, including work that is done by sub-contractors.

9.4 EXCEPTION TO THE PROPOSAL


An “exception” is defined as the Service Provider’s inability or unwillingness to meet a term, condition, specification, or requirement in the manner specified in the Proposal. All exceptions taken must be identified and explained in writing in the proposal and must specifically reference the relevant section(s) of this Proposal. Other than exceptions that are stated in compliance with this Section, each proposal shall be deemed to agree to comply with all terms, conditions, specifications, and requirements of this Proposal. If the Service Provider provides an alternate solution when taking an exception to a requirement, the benefits of this alternate solution and impact, if any, on any part of the remainder of the Service Provider’s solution, must be described in detail.

9.5 MODIFICATION OR WITHDRAWAL OF PROPOSAL

Prior to the scheduled closing time for receiving proposals, any Vendor may withdraw their proposal. After the scheduled closing time for receiving proposals, no proposal may be withdrawn for 180 days. Only written requests for the modification or correction of a previously submitted proposal that are addressed in the same manner as proposals and are received by the County prior to the closing time for receiving proposals will be accepted. The proposal will be corrected in accordance with such written requests, provided that any such written request is in a sealed envelope that is plainly marked “Modification of Proposal” – with solicitation number and name on the front of the envelope. Oral, telephone, or fax modifications or corrections will not be recognized or considered.

9.6 EQUAL EMPLOYMENT OPPORTUNITY

All Offerors will be required to follow Federal Equal Employment Opportunity (EEO) policies. Union County will affirmatively assure that on any project constructed pursuant to this advertisement, equal employment opportunity will be offered to all persons without regard to race, color, creed, religion, national origin, sex, and marital status, status with



regard to public assistance, membership or activity in a local commission, disability, sexual orientation, or age.

9.7 MINORITY BUSINESSES (MBE) OR DISADVANTAGED BUSINESSES (DBE)

It is the policy of Union County that Minority Businesses (MBEs), Disadvantaged Business Enterprises (DBEs) and other small businesses shall have the opportunity to compete fairly in contracts financed in whole or in part with public funds. Consistent with this policy, Union County will not allow any person or business to be excluded from participation in, denied the benefits of, or otherwise be discriminated against in connection with the award and performance of any contract because of sex, race, religion, or national origin.

9.8 LICENSES

The successful Offeror(s) shall have and maintain a valid and appropriate business license (if applicable), meet all local, state, and federal codes, and have current all required local, state, and federal licenses.

9.9 E-VERIFY

E-Verify is the federal program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program, used to verify the work authorization of newly hired employees pursuant to federal law. Vendor/Offeror shall ensure that Offeror and any Sub-Contractor performing work under this contract: (i) uses E-Verify if required to do so; and (ii) otherwise complies with applicable law.


9.10 DRUG-FREE WORKPLACE

During the performance of this Request, the Offeror agrees to provide a drug-free workplace for their employees; post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the workplace and specify the actions that will be taken against employees for violations of such prohibition; and state in all solicitations or advertisements for employees placed by or on behalf of the Offeror that the Offeror maintains a drug-free workplace.

For the purposes of this section, “drug-free workplace” means a site for the performance of work done in connection with a specific contract awarded to a Offeror/Offerors in accordance with this chapter, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the Request.

9.11 INSURANCE

One or more of the following insurance limits may be required if it is applicable to the project. The County reserves the right to require additional insurance depending on the nature of the agreement.



At Contractor's sole expense, Contractor shall procure and maintain the following minimum insurances with insurers authorized to do business in North Carolina and rated A-VII or better by A.M. Best, or as otherwise authorized by the Union County Risk Manager.

A. WORKERS' COMPENSATION

Statutory (coverage for three or more employees) limits covering all employees, including Employer's Liability with limits of:

\$500,000	Each Accident
\$500,000	Disease - Each Employee
\$500,000	Disease - Policy Limit

B. COMMERCIAL GENERAL LIABILITY

(for any agreement unless otherwise waived by the Risk Manager)
Covering Ongoing and Completed Operations involved in this Agreement.

\$2,000,000	General Aggregate
\$2,000,000	Products/Completed Operations Aggregate
\$1,000,000	Each Occurrence
\$1,000,000	Personal and Advertising Injury Limit

C. COMMERCIAL AUTOMOBILE LIABILITY

(for any agreement involving the use of a contractor vehicle while conducting services associated with the agreement)

\$1,000,000	Combined Single Limit - Any Auto
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D. PROFESSIONAL LIABILITY

(only for any agreement providing professional service such as engineering, architecture, surveying, consulting services, etc.)

\$1,000,000	Claims Made
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Contractor shall provide evidence of continuation or renewal of Professional Liability Insurance for a period of two (2) years following termination of the Agreement.

ADDITIONAL INSURANCE REQUIREMENTS

- A. The Contractor's General Liability policy shall be endorsed, specifically or generally, to include the following as Additional Insured:

UNION COUNTY, ITS OFFICERS, AGENTS AND EMPLOYEES ARE INCLUDED AS ADDITIONAL INSURED WITH RESPECTS TO THE GENERAL LIABILITY INSURANCE POLICY.

Additional Insured status for Completed Operations shall extend for a period of not less than three (3) years from the date of final payment.



- B. Before commencement of any work or event, Contractor shall provide a Certificate of Insurance in satisfactory form as evidence of the insurances required above.
- C. Contractor shall have no right of recovery or subrogation against Union County (including its officers, agents and employees).
- D. It is the intention of the parties that the insurance policies afforded by contractor shall protect both parties and be primary and non-contributory coverage for any and all losses covered by the above-described insurance.
- E. Union County shall have no liability with respect to Contractor's personal property whether insured or not insured. Any deductible or self-insured retention is the sole responsibility of Contractor.
- F. Notwithstanding the notification requirements of the Insurer, Contractor hereby agrees to notify County's Risk Manager at 500 N. Main Street # 130, Monroe, NC 28112, within two (2) days of the cancellation or substantive change of any insurance policy set out herein. Union, in its sole discretion, may deem failure to provide such notice as a breach of this Agreement.
- G. The Certificate of Insurance should note in the Description of Operations the following:

Department: _____
Contract #: _____

- H. Insurance procured by Contractor shall not reduce nor limit Contractor's contractual obligation to indemnify, save harmless and defend Union County for claims made or suits brought which result from or are in connection with the performance of this Agreement.
- I. Certificate Holder shall be listed as follows:

Union County
Attention: Keith A. Richards, Risk Manager
500 N. Main Street, Suite #130
Monroe, NC 28112
- J. If Contractor is authorized to assign or subcontract any of its rights or duties hereunder and in fact does so, Contractor shall ensure that the assignee or subcontractor satisfies all requirements of this Agreement, including, but not limited to, maintenance of the required insurances coverage and provision of certificate(s) of insurance and additional insured endorsement(s), in proper form prior to commencement of services.



9.12 INDEMNIFICATION

Contractor agrees to protect, defend, indemnify and hold Union County, its officers, employees and agents free and harmless from and against any and all losses, penalties, damages, settlements, costs, charges, professional fees or other expenses or liabilities of every kind and character arising out of or relating to any and all claims, liens, demands, obligations, actions, proceedings, or causes of action of every kind in connection with or arising out of this agreement and/or the performance hereof that are due, in whole or in part, to the negligence of the Contractor, its officers, employees, subcontractors or agents. Contractor further agrees to investigate, handle, respond to, provide defense for, and defend the same at its sole expense and agrees to bear all other costs and expenses related thereto.

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10 APPENDIX A – PRICE FORM

RFP 2021-037 Temporary Staffing Services

Provide minimum and maximum hourly rates for a temporary contract, a contract to hire and a direct hire contract per the positions indicated below. In addition, provide miscellaneous fees as described.

Positions	Temporary Contract		Contract to Hire		Direct Hire Contract	
Administration	Min Rate	Max Rate	Min Rate	Max Rate	Min Rate	Max Rate
Administrative Support Specialist						
Customer Service Specialist						
Data Entry Operator						
Finance	Min Rate	Max Rate	Min Rate	Max Rate	Min Rate	Max Rate
Accounting Technician/Specialist						
Collection Technician/Specialist						
Information Technology	Min Rate	Max Rate	Min Rate	Max Rate	Min Rate	Max Rate
GIS Technician/Specialist						
Systems Support						
Field Service Work	Min Rate	Max Rate	Min Rate	Max Rate	Min Rate	Max Rate
Utility Technician						
Utility Mechanic						
General Utility Worker						
Field Data Collection Technician/Specialist						
Fleet Service Worker						
Professional Services	Min Rate	Max Rate	Min Rate	Max Rate	Min Rate	Max Rate
Engineer						
*Human Services	Min Rate	Max Rate	Min Rate	Max Rate	Min Rate	Max Rate
Human Services Assistant						
Records Clerk						
Eligibility Technician						
Interpreter						
Social Worker						
Scheduling Clerk						

***Contact Procurement if Grant or Federal Funds are used for these services.**

Miscellaneous Fees	
Conversion Fee - List as Percentage	
*Payroll Service	

*** Union County provides an applicant to Offeror for payroll purposes only.**



11 APPENDIX B - PROPOSAL SUBMISSION

RFP 2021-037 Temporary Staffing Services

This Proposal is submitted by:

Company Legal Name: _____

Representative Name: _____

Representative Signature: _____

Representative Title: _____

Address: _____

County/State/Zip: _____

Email Address: _____

Phone Number: _____

Website Address: _____

It is understood that Union County reserves the right to reject any and all proposals, to make awards according to the best interest of the County, to waive formalities, technicalities, to recover and re-advertise this project. Proposal is valid for 180 days. Proposal is submitted by an executive of the company that has authority to contract with Union County, NC.

Name: _____

Title: _____

Signature: _____

Date: _____

12 APPENDIX C – ADDENDUM AND ANTI-COLLUSION

RFP 2021-037 Temporary Staffing Services

Please acknowledge receipt of all addenda by including this form with your Proposal. Any questions or changes received will be posted as an addendum on www.co.union.nc.us and/or www.ips.state.nc.us. It is your responsibility to check for this information.

Addendum No.	Date Downloaded
_____	_____
_____	_____
_____	_____
_____	_____

I certify that this proposal is made in good faith and without collusion with any other offeror or officer or employee of Union County.

Company Name: _____

Name: _____

Title: _____

Email Address: _____

Signature: _____

Date: _____



13 APPENDIX D – SAMPLE VENDOR PAYMENT NOTIFICATION
RFP 2021-037 Temporary Staffing Services

Informational Purposes Only - Do not submit with proposal.

ATTENTION: ACCOUNTS PAYABLE VENDORS

As part of our Fraud Prevention Program, Union County now prefers two methods for payments to vendor accounts. These methods allow for faster and easier payments to vendors.

The first and preferred method available is to accept a VISA card payment from the County. If you accept payment via VISA, payment is made at the time of the transaction or upon receipt and approval of the invoice.

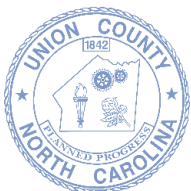
The second method is an Electronic Funds Transfer. (EFT) This means that you will receive payment of invoices due directly into your bank account. With this method, you will get an email confirmation giving you the date, invoice numbers, and total amount paid. Your payment will be available to you on Monday (or the first banking day if Monday is a bank holiday) following receipt of an approved invoice from the County department invoiced.

An EFT Enrollment Form to enroll in the program is attached for your convenience. You can also visit the Union County website at www.unioncountync.gov at any time to get a new form if your banking information changes. If the banking information changes and you do not notify us, it will delay receipt of payment for invoices.

If you wish to receive payment via the County's VISA card, please contact Alex Whitaker at 704-283-3538 or Christi Climbingbear at 704-283-3543, or send an email to alex.whitaker@unioncountync.gov and you will be added to the list of vendors accepting the VISA card method of payment.

Union County prefers all vendors participate in one of the two methods described above.

Thank you in advance for your participation.



Please return this completed form and supporting documents to:



Union County -Finance Office
Suite 714, 7th Floor, 500 N. Main Street, Monroe NC 28112

Phone: (704) 283-3886 Fax: (704) 225-0664

Email: ap@unioncountync.gov

Authorization for payment via Electronic Funds Transfer (EFT)

Initial Enrollment

Change Information

Today's Date _____

Company Name _____

Street Address _____

City, State, Zip _____

By signing below, I hereby authorize Union County to electronically deposit funds into the account indicated below. I understand that if my banking information changes and Union County is not made aware of this change, then payment may be delayed.

Bank Name _____

Address _____

City, State, Zip _____

Routing/ABA # _____ Bank Acct No. _____

Payment Notification: I hereby authorize the following individual to receive an email notification of payment details for all funds deposited to the above account by Union County.

Name & Title _____

Email Address _____

Phone Number _____

Officer Name & Title _____

Phone Number _____

Signature: _____

FOR ACCOUNT VERIFICATION, PLEASE ATTACH A VOIDED CHECK.

This authorization will remain in effect until Union County has received written notice to discontinue.

Print Form



14 APPENDIX E – JOB DESCRIPTIONS

RFP 2021-037 Temporary Staffing Services

ACCOUNTING TECHNICIAN

General Statement

The Accounting Technician, under general supervision, typically maintains all accounts and general fiscal records involving all or parts of the bookkeeping cycle such as billing, receipts, deposits, expenditures, and ledger postings to include accounts payable processing, analyzing and verifying bookkeeping transactions, reconciling accounts, and reports.

Essential Functions

Processes and maintains the accuracy and completeness of accounts payables and receivables.

Assists with preparation of the annual budget; calculates and analyzes data for budgets; audits program expenditures; and Interprets fiscal policies.

Reconciles accounts and reports.

Prepares and presents reports for management and various meetings.

Generates detailed reports and reconciliations in Excel and creates forms as needed.

Prepares purchase orders, assists with contracts and request for bids.

Completes personnel action forms.

Completes Procurement Card allocations.

Purchases and monitors supplies and equipment.

Answers phone and assists the public.

Analyzes and verifies bookkeeping transactions and documents accordingly.

Applies established bookkeeping procedures and methods in verifying transactions and making adjustments.

Performs related additional duties as required and assigned.

Minimum Qualifications

Education and Experience:

Requires a High School Diploma or an acceptable equivalency diploma (GED) with two (2) years of related (bookkeeping or accounting clerical work) experience; or equivalent combination of education and experience.

ADMINISTRATIVE SUPPORT SPECIALIST II

General Statement

The Administrative Support Specialist II, under general supervision, provides non-routine clerical/administrative support which may include drafting/typing correspondence, reports, charts, graphs, using word processing, spreadsheet, database, or presentation software; basic bookkeeping, screening calls/visitors; preparing agendas, travel and/or meeting/special event arrangements; and managing supervisor's or department's calendar.

Essential Functions

Performs general clerical work including but not limited to answering of phones, greeting and assisting walk-in customers, distribution of mail, and general data entry tasks.

Provides internal and external customer service via phone, email and in person; responds to inquiries, takes messages, and refers inquiries to the most appropriate parties when appropriate.

Keeps appointment calendars and schedules appointments for staff and the general public seeking services.

Maintains and orders office supplies, as assigned and when needed.

Uses computers and word processing software to process letters, forms, reports, schedules, manuals, booklets, requisitions, purchase orders, and related paperwork.

Assists in sending out billings and other mass mailings.

Performs basic research and compiles documents needed for various reports and management-level documents.

Prepares and completes forms and composes letters.

Sets up and maintains specialized paper and electronic office files.

May accept payments for fees, fines, goods or services as required by the department.

Files letters, reports, and related technical information in the prescribed manner.

Performs work at an assigned location during specified business hours.

Performs related additional duties as required and assigned.

Minimum Qualifications

Education and Experience:

Requires a High School Diploma or an acceptable equivalency diploma (GED) with two (2) years of

related experience; or equivalent combination of education and experience.

COLLECTION TECHNICIAN

General Statement

The Collection Technician, under general supervision, performs clerical and public contact work in the Tax Collector's Office. Employee will assist customers by telephone and in person. They will provide general information and appropriate documents to individuals making request for such information; direct calls and inquiries to appropriate personnel or department. Work involves sorting checks and receipts from opened mail into batches for posting payments by type of account in computer. Post payments from walk-in customers. Balances cash drawer against daily receipts in preparation for daily deposit. In addition to tax payments, the employee will be responsible for posting water and sewer payments. Provides general information to the public on tax laws and policies, assisting in maintaining accurate records of delinquent taxes, and performing general clerical duties within the Tax Collector's Office. Employee assist with research and identifies delinquent taxpayers by place of employment, financial institution, and other criteria in order to assist with delinquent collections. Employee is responsible for considerable data entry in computerized files. Employee must exercise initiative and independent judgment in performing assigned tasks and ensuring accurate records. Employee must exercise tact, courtesy and firmness in frequent contact with the general public.

Essential Functions

Opens mail and processes payments for taxes, water & sewer, solid waste and miscellaneous utility billing collected in person at the counter or by mail, lockbox, drop box or escheats; Posts payments with accurate entry and records totals daily.

Answers telephone, and greet visitors; assists taxpayers, receives inquiries and provides information based on knowledge of State tax laws and procedures, or refers inquiries to appropriate personnel.

Processes payments received over the counter. Issues receipts or appropriate documentation. Balances cash drawer, checks, receipts and record totals to aid in daily deposit.

Performs research to obtain information pertaining to delinquent accounts; works with the collection of delinquent taxes, water or sewer accounts by means of letters, statements, and garnishments; verifies employment status of delinquent taxpayers; contacts banks regarding account information to be used for garnishments.

Prepares tax accounts statements, which include lengthy, variable computations for current and projected balances with compound interest and additional charges. Prepares correspondence such as collection letters, and overpayment letters.

Processes tax refunds and releases on motor vehicle taxes. Verifies information with individual taxpayers and completion of documentation as necessary.

Mail back receipts and balance due statements.

Issues mobile home permits after taxpayer had paid or prepaid the property tax

Performs clerical and other work as needed.

Generates garnishment or bank attachment release letter to be mailed and/or faxes when taxpayer has paid off their balance due.

Performs other related duties as assigned.

Minimum Qualifications

Education and Experience:

Requires a High School Diploma or an acceptable equivalency diploma (GED), supplemented by special training in cash handling, , data entry, clerical and customer service work, and one (1) year of experience; or equivalent combination of education and experience.

Licenses or Certifications:

Must have a valid driver's license and be able to maintain a safe driving history as defined by the Union County Vehicle Use Policy.

CUSTOMER SERVICE SPECIALIST

General Statement

The Customer Service Specialist performs routine duties which include clerical work, assisting customers' in-person, on the phone, or via email, maintaining customer accounts, data entry, performing clerical work, and processing bills. Employees must exercise good judgment, independent thinking, and personal initiative.

Essential Functions

Assists customers and the general public providing information on services, and other information.

Assists customers with general questions, in person, over the phone and/or by email.

Prepares and/or reviews a variety of memorandums, correspondence, reports, public notices, permits and documents as assigned; completes various forms; prepares and distributes reports for review and use; prepares and maintains a variety of forms used by an assigned department or division.

Performs other related duties as assigned.

Minimum Qualifications

Education and Experience:

Requires a High School Diploma or an acceptable equivalency diploma (GED), and one (1) year of customer service experience involving direct customer contact, high-volume telephone and email traffic, and/or dispute resolution in a service industry or call center environment; or equivalent combination of education and experience.

Special Requirements:

Basic computer skills and familiarity with common software including Microsoft Office products. (MS Outlook, Word, Excel, etc.)

DATA ENTRY OPERATOR

General Statement

The Data Entry Operator, under general supervision, enters information with a high degree of speed and accuracy, inputs large amounts of data into the customer information system and other Public Works software. This position supports the Customer Service Division of Business Operations. The Data Entry Operator must exercise good judgement, independent thinking, and personal initiative.

Essential Functions

Establishes and maintains utility accounts.

Verifies account eligibility and accessibility.

Prepares, distributes, and completes work orders.

Prepares files for mass customer communications.

Assists with mailing billing statements and other notices generated in house.

Scans or retains documents.

Performs monthly audits of incomplete account transfer request.

Enters data into Key Performance Indicator tracking databases.

Performs other related duties as assigned.

Minimum Qualifications

Education and Experience:

Requires a High School Diploma or an acceptable equivalency diploma (GED), and two (2) years of experience as a high volume data entry operator or typist.

ELIGIBILITY TECHNICIAN

General Statement

The Eligibility Technician, under general supervision, is responsible for answering questions and gathering information by telephone or in person from families applying for assistance. This person will prescreen applicants; add families to the waiting list of the appropriate income maintenance program; and schedule appointments. This person will be responsible for keying data in case files, data entry into an automated system, and updating demographic data for families or individuals. Employees must be able to pay attention to detail, type more than 25 words per minute, and have good computer skills. The ability to communicate effectively orally and in writing. Ability to explain program guidelines and provide education on the program. Advise clients of other agency programs and services. Maintain effective working relationships with peers and clients. Provide excellent customer service internal and external. Employees in this position could support the Subsidized Child Care Assistance, FNS, or Medicaid and/or the Work Force Unit and Crisis Assessment Unit.

Essential Functions

Performs all of the following functions; intake, collecting client data, adding and removing clients to the waiting list, scheduling appointments in Compass/NCFast as well as answering phone calls, sending out letters, and putting together packets.

Makes changes to client cases, including transferring cases, updating addresses and phone numbers, changing Primary Care Providers, updating person page information, and documenting contact changes.

Sets up appointments for clients based on Hearing Officer Schedules.

Reserves meeting rooms, prepares documents for hearing, and assists the Hearing Officer and caseworkers as needed.

Gathers information through the interview process for the purpose of determining applicant/client eligibility as well as to inform the client of their rights and obligations as prescribed under program policies.

Refers to eligibility manuals and utilizes agency procedural guidelines in accomplishing the work.

Provides information to clients on program requirements based upon the information provided in the unit's manual. Information contained in these regulations is clear but must be explained to clients with varying levels of understanding.

Collects, processes, scans, and distributes incoming mail and faxes.

Ability to develop and maintain cooperative and courteous relationships with division employees, staffers, and managers in other divisions, representatives from organizations, and the general public so as to maintain goodwill toward the division and project a good division image.

Performs other related duties as assigned.

Minimum Qualifications

Education and Experience:

Requires a High School Diploma or an acceptable equivalency diploma (GED), and six (6) months public contact experience.

Licenses or Certifications:

None Specified.

Special Requirements:

Typing 25 wpm or more.

ENGINEER

General Statement

The Engineer, under limited supervision, performs professional and technical civil engineering work for Union County Public Works (UCPW). Work involves managing complex tasks and projects associated with water and wastewater utilities. Work also involves interpreting and enforcing policies and procedures and making and communicating recommendations to relevant parties. Employee must exercise considerable initiative and independent judgment while complying with industry, County, State, and Federal regulations. Employee must also exercise tact and courtesy in contact with government officials at various levels, consultants, engineers, vendors, and the general public.

Essential Functions

Manages complex tasks and projects associated with the planning, design, and construction of water and wastewater infrastructure.

Prepares and/or reviews of engineering drawings and specifications, legal descriptions, invoices, and pay applications

Performs construction inspection activities, gathering and verification of field data, and other activities as necessary to ensure that goals and objectives are accomplished on schedule and within budget.

Prepares or directs the preparation of complex plans, specifications, and agreements; prepares and evaluates engineering studies of large projects, performs difficult technical research, and analyzes complex engineering problems, evaluating alternatives, and recommending and implementing effective courses of action.

Applies engineering principles to define problems, collect data, establish facts, and draw valid conclusions.

Participates in the development of requests for qualifications, interviewing and selection of consultants, and contract negotiations for engineering services related to planning, design, and construction.

Maintains project files as required and in accordance with County records retention policy.

Proficiency with software applications such as GIS, AutoCAD, and standard office products.

Trains, mentors, and manages the workload of Assistant Engineers and Associate Engineers as appropriate.

Interprets, applies, and enforces the provisions of the County's engineering policies and procedures and other applicable federal, state and local codes, laws, rules, regulations, specifications, standards, policies and procedures to staff, developers, and the public.

Makes recommendations and provides technical assistance to County staff and the general public.

Ability to effectively and efficiently communicate findings, recommendations, and decisions to the general public, engineers, developers, attorneys, planners, and other County departments.

Coordinates with professional and technical personnel in the implementation, modification, and enforcement of various plans, programs, and ordinances.

Provides excellent customer service to internal and external customers.

Coordinates utilization of professional, technical, and support staff, either directly or indirectly in support of task and project goals and objectives.

Stays abreast of industry standards and local, state and federal regulations; supports the County's efforts to comply with requirements of local, state, federal, and environmental agencies.

Refers to manuals, texts, drawings, documents, etc., such as state and federal regulations and manuals.

Minimum Qualifications

Education and Experience:

Requires a Bachelor's Degree from an accredited university in Civil or Environmental Engineering, and four (4) years of experience in civil engineering or related field; or equivalent combination of education and experience.

Licenses or Certifications:

Possession of a North Carolina Professional Engineer License.

Must have a valid Driver's License and be able to maintain a safe driving history as defined by the Union County Vehicle Use Policy.

FIELD DATA COLLECTION TECHNICIAN

General Statement

The Field Data Collection Technician, under general supervision, collects and records characteristic data for residential zoned land, residential buildings and other residential real property improvements for tax appraisal purposes. Work involves contacting property owners; sketching layouts of structures; and determining the size, type of construction, structural elements, and other related appraisal data needed to arrive at the market value. Employee must exercise tact, courtesy and firmness in frequent contact with property owners, other departments and the general public.

Essential Functions

Collects and records data to facilitate the appraisal of residential dwellings and ancillary improvements. Determines buildings structure type, exterior dimensions of buildings, dimensions of auxiliary areas, type of foundation, type of exterior wall, type of roofing, type of heating and air conditioning, type and number of fireplaces, and number of bathrooms. Employee uses judgment to insure data is collected in an accurate and equitable manner.

Assembles the pertinent data for the appraisal of each property in Union County and places it in the proper format for entry into computerized records.

Assists interested persons and other governmental departments in obtaining data concerning property locations and ownership, assessed value of property and other information.

May perform routine clerical duties, typing correspondence, forms, procedure manuals, etc., as requested.

Performs other related duties as assigned.

Minimum Qualifications

Education and Experience:

Requires a High School Diploma or an acceptable equivalency diploma (GED).

Licenses or Certifications:

Possession of a valid North Carolina Driver's License and be able to maintain a safe driving history as defined by the Union County Vehicle Use Policy.

FLEET SERVICE WORKER PT

General Statement

The Fleet Service Worker PT, under general supervision, performs routine tasks in washing, scrubbing, polishing, and inspecting the interiors and exteriors of transportation vans to protect their appearance. Car wash attendants may work alone or as part of a team.

Essential Functions

Cleans and maintains vehicle interiors, including dashboards and consoles.

Vacuums carpet and seats.

Cleans door trims and hinges and windows.

Washes exterior of fleet vans weekly (21 vans) and periodically waxes fleet.

Applies tire dressings as needed.

Ensures all cleaning tools are put away and area left clean.

Ensures vehicles are secure and ready for pick up when completed.

Keeps work area and grounds clean.

Oversees any vendors doing Saturday work on Transportation vehicles.

Ensures that all equipment is in good working condition and correctly stored.

Willing to work in all types of weather.

Must be willing to work with and provide supervision to Community Service workers when they are available.

Performs other related duties as assigned.

Minimum Qualifications

Education and Experience:

Requires sufficient education to interpret and follow oral and written instructions; some experience in general automotive care. High School diploma is desired; or equivalent combination of education and experience.

Licenses or Certifications:

Must be at least 18 years of age or older

Requires pre-employment drug and/or alcohol testing.

Must have a valid Driver's License and be able to maintain a safe driving history as defined by the Union County Vehicle Use Policy.

Special Requirements:

Must be available to work on Saturdays as fleet is not available for cleaning during weekdays.

GENERAL UTILITY WORKER

General Statement

Under general supervision, maintains support services within Business Operations at Union County Human Services' building.

Essential Functions

Attends to all deliveries at the dock to include tracking packages.

Greets and accompanies all vendors to support safety within restricted areas.

Completes monthly inspections on fleet vehicles and coordinates with designee for required and incidental maintenance.

Coordinates with event planners set ups and take downs.

Maintains office supplies and equipment in universal interview rooms, work rooms and the Central Supply.

Develops and maintains cooperative and courteous relationships with division employees, staffers and managers in other divisions, representatives from organizations, and the general public so as to maintain good will toward the division and project a good division image.

Records and delivers information, to explain procedures and follow oral/written instructions.

Performs under occasional stress and when confronted with persons acting under stress.

Maintains effective and efficient output of all duties and responsibilities.

Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Utilizes mathematical formulas; to add and subtract; multiply and divide; and utilize decimals and percentages.

Performs other related duties as assigned.

Minimum Qualifications

Education and Experience:

Requires a High School Diploma or an acceptable equivalency diploma (GED), and two (2) years of experience; or equivalent combination of education and experience.

GIS TECHNICIAN

General Statement

The GIS Technician, under general supervision, performs GIS related tasks such as maintaining data layers, creating polygons, points, lines, and completing associated metadata. Incumbents are responsible for entering, editing, collecting, and verifying GIS data.

Essential Functions

Assists county personnel, GIS users, professionals, community and the general public in the proper use of the GIS system in locating and acquiring information and interpreting digital maps and other records.

Interacts and communicates with individuals and groups such as city, county and state employees, lawyers, surveyors, paralegals, realtors, department of transportation employees, public utilities, appraisers, taxpayers, or the general public, etc.

Utilizes supplies and materials such as computer printers and plotters, drafting supplies, clerical supplies, replacement parts, etc.

Assists staff and public users of the GIS system.

Performs other related duties as assigned.

Minimum Qualifications

Education and Experience:

Requires an Associate's Degree and two (2) years of experience in cartography, surveying, GIS/ARC/INFO software, and/or mapping; or equivalent combination of education and experience.

HUMAN SERVICES ASSISTANT

General Statement

The Human Services Assistant, under general supervision, provides paraprofessional services which will enable families who have children to remain together and to enable those families who have been separated to reunite. This position will strive to help these families become more conscious of safety issues, more self-sufficient, and independent.

Essential Functions

Observes, interviews and plans family interventions.

Consults with families at the office and in their homes.

Works in partnership with the social worker assigned case responsibility and the family to identify family strengths and needs.

Works along with the family, as well as in conjunction with the social worker and various community resources, to educate the family regarding resources and to counsel them about how to access these resources.

Participates in the shared parenting meetings with the social worker, parents, and foster parents, when out-of-home placement is involved.

Assists the social worker in assuring the plans set forth are carried through by parents and foster parents.

Provides transportation for parents and children who may need such services and who are receiving either in-home or out-of-home services.

Provides transportation to and from meetings or treatments the children may be attending, they may also be required to attend/be present in such meetings.

Documents all work, which include family contacts, collateral contacts, and contacts with resources and will become a part of the case narrative and an important piece of the planning and Family Services Agreement development.

Completes cover letter, stating where children are placed, and an ICPC for out of state home studies done.

Trains Life Books classes for our foster parents, to help keep the memories for the foster children, help with child care for adoption team.

Attends agency staff meetings, services staff meetings, team meetings, Child and Family Team Meetings, Permanency Outcome Review Team reviews, and weekly unit meetings.

Testifies in court at times.

Obtains 24 hours of in-service training each calendar year.

May have to be flexible with the work schedule to include evening and perhaps some weekend work in order to complete tasks.

Performs other related duties as assigned.

Minimum Qualifications

Education and Experience:

Requires a High School Diploma or an acceptable equivalency diploma (GED), and three (3) years working with the general public; or equivalent combination of education and experience.

Licenses or Certifications:

Must have a valid Driver's License and be able to maintain a safe driving history as defined by the Union County Vehicle Use Policy.

INTERPRETER

General Statement

The Interpreter, under general supervision, assists the Department of Human Services to expand the capacity to deliver effective oral interpretation between Limited English Proficient clients and Human Services employees. Employee also provides written translation services to the divisions within the Department of Human Services and may occasionally be asked to interpret for calls that come through the main government center switchboard.

Public Health is responsible for preparedness activities in the event of a natural disaster, disease outbreak, and other threats to the health of the public. Employees in this classification participate in preparedness response activities which may include mass vaccination clinics, sheltering, and/or other needed response activities as directed.

Essential Functions

Conveys communication between the provider and client, while accurately converting the exchange from one language into another. The interpreter works in all program areas and in a variety of settings including homes and community sites. Interpreters act as accurately as possible, given the idiomatic difference between languages, while keeping the spirit and letter of the original communication. Communicates possible misunderstandings by the client to the provider.

Assists the provider in understanding the client's culture. This includes nonverbal communication, health practices, and social relationships. The interpreter does not attempt to give explanations other than what is communicated by the professional. Maintains strict confidentiality regarding any and all client-provider information. Refrains from inserting own opinion or judgment when communicating with clients.

Provides translation of written letters and simple written informational and instructional material, being very careful to translate as literally as possible, given the idiomatic differences between languages.

Performs work during emergency/disaster situations.

Performs clerical and other related duties as assigned.

Has knowledge of office practices and procedures.

Performs appropriately under stress and when confronted with persons acting under stress.

Maintains high standards of accuracy in exercising duties and responsibilities.

Communicates clearly and effectively in person and by phone; uses tact, courtesy, and decorum to project a favorable image for the agency.

Assists health care professionals with medical exams to include setting up exam rooms, obtaining and recording patient vital signs, performing vision and hearing tests, acting as a chaperone during exams as

needed, demonstrating proper handling of specimens. Maintains clinic supplies to include monitoring supply levels and stocking rooms with supplies and other duties as assigned.

Minimum Qualifications

Education and Experience:

Requires a High School Diploma or an acceptable equivalency diploma (GED), and two (2) years of experience as a medical interpreter and translator; or equivalent combination of education and experience.

Special Requirements:

The candidate must possess a high level of skill directly related to translating and interpreting from Spanish into English and from English to Spanish.

RECORDS CLERK

General Statement

The Records Clerk, under general supervision, performs a wide variety of general clerical and specialized tasks in the registration and processing of vital record legal documents as mandated by law; examines and categorizes information from vital records and enters appropriate types of information into a computer system. Employee is responsible for the initiation and maintenance of patient medical records and release of information processes according to organizational, State and HIPAA guidelines. Employee must exercise tact, courtesy, and good judgment in contact with county employees, outside organizations and government officials at a variety of levels, and the general public. Employee must also establish and maintain effective relationships as necessitated by work assignments.

Essential Functions

Performs a wide variety of general clerical and specialized tasks in the registration and processing of vital records and patient medical records and releases of information.

Reviews all birth, death and fetal death certificates for completeness and accuracy pursuant to local, state and federal mandates, codes and medical certification requirements.

Reviews, processes and records birth certificates and fetal death events; forwards original certificates to State Vital Records via the Vital Records Automated System and forwards required copy of certificates to the Register of Deeds office.

Coordinates the accurate input of death and fetal death certificates with the public, hospitals, physicians, funeral directors, midwives, State Vital Records and the Coroner's office; properly codes and reviews cause of death on certificate; and processes according to State guidelines. A copy is forwarded to the Register of Deeds office and original certificate to State Vital Records.

Provides customer service over the phone, by mail and in person.

Processes amendments, issues disinterment/re-interment permits and burial transit permits, Declaration of Paternity (Affidavit of Parentage) and out-of-hospital birth registration.

Compiles and maintains a list of County resident births and deaths that have occurred within and outside the County.

Complies with State and County regulations concerning birth and death issues; prepares appropriate forms and explanation letters in reply to inquiries regarding certificates, amendments and pending coroner cases; processes and files Supplemental Cause of Death certificates.

Processes Affidavits of Parentage for any child born out of wedlock in North Carolina and Home Birth Registrations for a children born in Union county.

Initiates and maintains patient medical records.

Ensures that records are in correct alphabetical order by the patient's last name(s).

Ensures that files are neat and orderly (correct year label, correct spelling of name, repairing rips or tears, etc.)

Ensures that all charts are available for daily clinic appointments, including paper and Laserfiche.

Updates Maternity records on patients for labor and delivery and takes to hospital.

Pulls and signs out records for audits as needed.

Correctly files records back onto shelves or carts.

Processes incoming and outgoing release of information in a timely and efficient manner, per confidentiality and HIPAA policies and guidelines.

Performs data entry and processing of newborn assessments.

Scans charts and documents on to Laserfiche,

Purges, boxes and logs medical records to be imaged.

Shifts records on the shelves to increase shelf space in areas when needed.

Reviews and prints off imaged and microfilmed medical records upon request.

Provides records and data to Nursing Director for Child Fatality Committee.

Assists in the process of Subpoena or Court Orders for medical records.

Maintains and creates adoption medical records.

Notarizes "Authorization to Consent for a Minor" forms as needed.

Orders and stocks necessary forms; supplies forms to funeral homes, coroners and other agencies upon request.

Responsible for making sure Vaccine Information Sheets (VIS) are updated and keeping adequate supply.

Provides front desk coverage on a rotating basis, answers the switchboard and assists with other business services duties as assigned.

Checks the faxes on a daily basis and distribute them to the appropriate person.

Performs other related duties as assigned.

Minimum Qualifications

Education and Experience:

Requires a High School Diploma or an acceptable equivalency diploma (GED), and two (2) years of clerical experience in a health care setting; or equivalent combination of education and experience.

SCHEDULING CLERK

General Statement

The Scheduling Clerk, under general supervision, provides clerical support services for client scheduling and fee collections for the Union County Human Services division. Employee must be knowledgeable of fee and eligibility criteria for all Transportation programs. Work includes greeting visitors, scheduling client flow, and assessing client needs. Work in this position requires constant contact with the public and considerable tact and judgment. Work environment is constantly changing based upon client flow. Employee must be very flexible in job duties.

Essential Functions

Schedules client flow for Transportation clients and maintains a collaborative relationship with other Transportation agencies.

Assists clients by determining needs, scheduling or canceling appointments, or referring to correct staff person.

Monitors and updates schedule within Route Match, for trip availability; maintains contact with UC Transportation and clients, notifying both of any scheduling changes.

Provides information to Human Services according to the Policies and Procedures; transfers calls as needed; works with all Human Service reception to ensure adequate phone coverage at all times.

Welcomes and greets patients/clients/visitors to the department in a manner that is helpful and friendly; determines purpose of call and directs clients to appropriate person or department(s).

Screens clients relevant ridership information: new address, new phone numbers, or update registration and informs client of adequate information to be presented at time of transport.

Exercises problem-solving and conflict resolution skills when handling client complaints; refers client complaints to appropriate designated personnel.

Adheres to all Transportation policies on safety and security of the client and county staff.

Provide excellent customer service for clients; practices confidentiality and privacy protocols in accordance with policies.

Informs client of any existing balance noted in computer and request client be prepared for any payment due at time of transport.

Makes necessary calls to clients for confirmation and cancellation of scheduled transport.

Verifies method of payment for service and collects data and/or payment as appropriate.

Performs all duties in support of successful, efficient, Transportation and Human Service scheduling and bilingual Service provision agency wide.

Collaborates with other scheduler and dispatcher to verify next day and same day trips can be accommodated.

Ability to develop and maintain cooperative and courteous relationships with division employees, staffers and managers in other divisions, representatives from organizations, and the general public so as to maintain good will toward the division and project a good division image.

Attends scheduled department staff meetings.

Cover dispatching duties as needed.

Organizes supplies for weekend cleaning crew.

Performs other related duties as assigned.

Minimum Qualifications

Education and Experience:

Requires a High School Diploma or an acceptable equivalency diploma (GED), and one (1) year of office assistant or secretarial experience; or equivalent combination of education and experience.

Licenses or Certifications:

Must have a valid Driver's License and be able to maintain a safe driving history as defined by the Union County Vehicle Use Policy.

SOCIAL WORKER

General Statement

The Social Worker, under general supervision, provides professional social work services to clients in a variety of settings including local human service agencies, correctional facilities, hospitals, schools, medical facilities, patient/client homes, etc. Work involves evaluating the client's situation and his/her ability to deal with it, developing a social history, psychosocial assessment, service plan and/or treatment plan and follow-up. Services may include placement in a residential facility, basic counseling, support, intervention and reinforcement in areas such as death and dying, employment, vocational, medical, health, or behavioral issues. Employee addresses such problems as adjustment to illness or disability, placement into an institution, rest home or nursing facility, financial concerns, pregnancy care management, socialization issues of the socially handicapped or those debilitated by age or illness. They may provide information to and confer with schools, medical professionals, natural parents and foster parents on rehabilitation plans, behavior management, and other problem areas or needs.

Employee may be involved in recruitment, evaluation, and training of foster parents and other care providers; and may develop community or service resources and/or develop volunteer programs. In certain treatment settings worker participates on rehabilitation/treatment teams and provides the social work perspective. Positions at this level combine difficult services performed under supervisory guidance with relatively conventional services performed under more relaxed supervision. Work is differentiated from Social Worker I by the range of cases, the difficulty of personal contacts and the theoretical knowledge required to perform the work.

Performs other related duties as assigned.

Minimum Qualifications

Education and Experience:

Requires a Bachelor's Degree from an accredited university and two (2) years of experience in social work; or equivalent combination of education and experience.

OB/CC4C/Pregnancy Care Management Only

Bachelor's Degree in Social Work from an accredited university and one (1) year of experience.

Licenses or Certifications:

Must have a valid Driver's License and be able to maintain a safe driving history as defined by the Union County Vehicle Use Policy.

SYSTEMS SUPPORT

General Statement

The Senior Systems Support, under general supervision, performs routine to complex technical work installing, maintaining, and troubleshooting computer software, hardware, and network systems including CAD. analyses of information systems and coordinates with contractors, vendors, and users in the purchasing, installation, and maintenance of systems hardware and applications.

Essential Functions

Provides Help Desk support and responds to end user calls for assistance.

Assists with resolving network issues.

Troubleshoots system problems including documenting anomalies, reviewing error logs, working with vendors on resolution of issues, and tracking open cases/tickets.

Writes user documentation and reference guides.

Assists with hardware and software maintenance on PCs and mobiles as requested.

Attends and participates in user group meetings.

Formulates database queries and designs reports to provide statistical analysis and department management reports as requested. Installs, troubleshoots, and maintains hardware and software for end-user PC's, servers, and network appliances.

Obtains quotes for equipment, software, and services.

Sets up and tests new equipment prior to installation.

Assists with performance of backups and disaster recovery.

Manages network users and groups.

Prepares various reports such as technical documents on equipment, scripts for servers, training guides, etc.

Refers to Internet, vendor support, technical documentation, colleagues, etc.

Uses Windows and Linux operating systems, Microsoft Office suite, Microsoft Exchange, VMware VCenter, etc.

Interacts and communicates with various groups and individuals such as Commissioners, division directors, vendors, end users, and the general public.

Attends meetings as required.

Assists with the planning of records management, imaging practices, and document retention strategies.

Assists with strategies for determining electronic document lifecycle and disposal.

Supports development and implementation of policies within the context of the County's overall technology plans.

Supports the documentation of workflow and functional requirements for new and existing systems.

Maintains inventory of personal computers, monitors, mouse, and keyboards.

Performs general clerical duties as required, including preparing reports, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, etc.

Performs other related duties as assigned.

Minimum Qualifications

Education and Experience:

Requires an Associate's Degree in Computer Science, Business Administration, Communications or a related field, and two (2) years of experience in voice communication equipment, web development and design / systems support; or equivalent combination of education and experience.

UTILITY MECHANIC

General Statement

The Utility Mechanic I, under general supervision, maintains and repairs the mechanical equipment associated with the operation of water treatment plants, wastewater treatment plants, raw water pump stations, remote distribution pump stations, and sewage lift stations. This is accomplished by performing preventive maintenance; assisting with rebuilding/repairing equipment; learning new techniques and technology to improve equipment performance; maintaining maintenance records; and ensuring all safety policies are followed. Other duties include attending training and providing assistance to other areas as needed. This position is the entry level of the mechanic series.

Essential Functions

Performs preventive maintenance on all equipment by visually checking equipment for signs of improper operation; checking oil levels, vibration, noise, leaks, and "touch;" taking appropriate action depending on results of inspections; performing scheduled PM's; starting and stopping pumps and motors; operating emergency generators; lubricating chains and sprockets; servicing air release valves; pulling inspection covers; replacing v-belts; checking sumps; conducting monthly inspections of vehicles, power tools, fork lift, crane truck, stationary cranes, and safety retrieval systems; painting; and recording all PM's in CMMS including hours worked, chemicals and materials used.

Assists with the rebuilding, repairing, or replacing equipment by working with other mechanics to troubleshoot equipment; gathering proper tools and parts; performing more basic mechanical repairs and/or parts of repairs; painting equipment after repair as needed; and cleaning up worksite and tools.

Develops and maintains technical knowledge by attending instructor-led safety training, bearing, pump, and v-belt classes; by attending backflow and/or ISO 14001 certification classes, as required by the specific job assignment; reviewing equipment manuals; and talking with supervisor, other mechanics, vendors, contractors, engineers, and operations staff.

Operates and maintains equipment including vehicles, trucks, booms/cranes, power tools, fork lifts, safety systems, tractors, excavators, backhoes, skid steers, etc.

Performs work requiring confined space entry.

Utilizes proper safety precautions related to all work performed including trench safety, confined space entry, PPE, etc.; attends all required safety training.

Serves on a regular roster rotation for "on-call" duty.

Performs work in emergency situations as required.

Performs other related duties as assigned.

Minimum Qualifications

Education and Experience:

Requires a High School Diploma or an acceptable equivalency diploma (GED).

UTILITY TECHNICIAN I

General Statement

The Utility Technician I, under general supervision, performs entry-level maintenance and repair within Union County Public Works (UCPW) Department. Work involves installing and repairing water/sewer taps, emergency and routine system repairs, locating water/sewer lines, fire hydrant flushing and maintenance, valve exercise and maintenance/repair, cleaning and maintaining sewer lines, utility right-of-ways maintenance including mowing, and operating various types of heavy equipment and pumps. Other duties may require attending training and providing assistance to other areas as needed.

Essential Functions

Assist in performing preventative maintenance on all equipment and facilities as appropriate. Conducting routine inspections and scheduled PM's. Records PM's, asset maintenance records, and work order completion in the work order system.

Exercises valves ensuring proper operation, repair broken valve boxes and valves, conducts investigation into water pressure and water quality issues, assists customers with complaints taking necessary actions and precautions, conduct water sampling to ensure water quality and regulatory compliance, flush and maintain hydrants.

Operates and maintains equipment including vehicles, trucks, booms/cranes, power tools, fork lifts, safety systems, tractors, excavators, backhoes, skid steers, etc.

Enters and works in permit required confined space as necessary.

Conducts and assists with water/sewer line construction and repair, locate water/sewer lines, and install and repair water/sewer taps, landscaping areas after pipe installation or repair work, repair broken meter boxes, replace faulty meters.

Maintains and cleans water/sewer lines ensuring proper system operation, maintains water/sewer right-of-ways including mowing and inspections, operate Closed Circuit Television (CCTV) inspection equipment and vacuum/hydraulic jetter equipment.

Maintains pump and booster stations.

Utilizes proper safety precautions related to all work performed and participates in monthly safety meetings, attending all required safety training.

Serves on a regular roster rotation for on call duty.

Performs work in emergency situations as required.

Performs other related duties as assigned.

Minimum Qualifications

Education and Experience:

Requires a High School Diploma or an acceptable equivalency diploma (GED), and six (6) months of related experience; or equivalent combination of education and experience.

Special Requirements:

Pre-employment drug testing is required for this position.