TEMPORARY STAFFING SERVICES

 GENERAL CONTRACT OVERVIEW

STATE OF IDAHO

Each Contractor will have contract specific overviews created. The information in this document is the generic information provided for all Contractors. Please see each Temporary Staffing Services Contractor Info Sheet for information specific to each Contractor.

CATEGORY DESCRIPTIONS

The ITB was comprised of one (1) Mandatory Use Category and three (3) Optional Use Categories.

1. **Mandatory Use Position Classifications:**

The Contractor must provide temporary staffing services as required and authorized by Ordering Agencies. The Contractor must provide temporary staff possessing the appropriate qualifications, knowledge, skills and abilities to provide professional temporary staffing services in each of the categories listed below. Training for job specific duties may be provided by Ordering Agencies at the discretion of the individual Ordering Agency. The following is a list of anticipated staffing requirements, but other similar classifications may be added during the Contract term and some positions may be cross-trained to better utilize time.

* **Administrative Support**

Classifications in this occupational group perform clerical and administrative work primarily concerned with the preparation, coding, transcription, systematization, preservation, and distribution of documents and records; storage and distribution of materials, and supplies; operation of equipment to produce and duplicate written documents and audio/visual aids; operation of equipment to facilitate communications; collection of fees and debts; and sales transactions. The work involves various degrees of interpretation and application of instructions and guidelines where the primary emphasis is on processing of information, operating equipment to produce data and documents or to facilitate communication, or coordinating office activities, practices, and procedures.

* Office Clerk – Performs basic office/clerical tasks, which can be easily learned on the job and do not require prior training. Close supervision is provided and little or no discretion or independence of action is allowed in performance of assigned tasks. Work is repetitive in nature and well defined by guidelines and established procedures.
* Office Specialist 1 – Performs routine office support duties which require knowledge of office policies and procedures; performs related work of recurring tasks following established guidelines and procedures involving clerical, word processing, or postal work and operate some basic office equipment, including photocopier, fax machine, etc.
* Office Specialist 2 – Provides a variety of office support or secretarial functions involving: clerical, secretarial, or word processing work, more complex computer operation, may perform office support or secretarial duties such as composing correspondence; creating, reviewing, and processing documents and records; identifying and correcting errors and omissions on documents received from staff, States and/or public; and maintaining records. They may schedule appointments or services and make meeting and travel arrangements.
* Technical Records Specialist 1 – Provides a variety of high-level program support functions; reviews and processes documents; determines and explains compliance with laws, rules, regulations and policies and takes appropriate action; maintains a manual or computerized records system; performs related work.
* Technical Records Specialist 2 – Provides technical support for programs and organizational activities to convey information, determine compliance, and resolve controversial situations; acts as a resident expert in the implementation and maintenance of technical program guidelines; performs related work.
* Administrative Assistant 1 – Performs a wide variety of secretarial support functions; apply detailed program knowledge in developing and/or maintaining program records systems and/or in collecting information, preparing reports and providing liaison between management, other organizational units, and external customers; performs related work.
* Administrative Assistant 2 – Performs complex secretarial, office administration, and public relations assignments; expected to handle highly sensitive, confidential, and/or political issues. They are also responsible for the coordination of administrative office functions, committees, and special projects.
* Records Clerk – Performs basic clerical tasks. Files and retrieves documents according to an established filing system. Ensures proper color-coding on file jackets, prints out searches, and verifies authority to receive information according to law. Operates standard office equipment and completes general office work. May sort and distribute incoming mail. May be required to move, lift or carry record boxes. Requires experience using an office computer and the ability to bend, stoop, and move objects weighing up to 35 pounds.
* Secretary/Reception – Performs skilled to complex work requiring typing skills and routine administrative and technical work. Composes routine correspondence, acts as a receptionist, answers incoming calls, and maintains mailing lists and files. Reviews and processing documents and records; identifying and correcting errors and omissions on documents. They may schedule appointments or make meeting arrangements. Requires experience in clerical work and may require a typing speed of up to 55 wpm with a low error rate (keyboarding score may be lower). Also requires experience answering a business telephone using knowledge of business telephone procedures and etiquette.
* Customer Service Representative – Duties may include answering phones, screening and channeling calls and taking messages; scheduling appointments for staff members; producing labels, forms and routine letters; composing and signing routine correspondence; receiving money, making change and issuing receipts, verifying completeness of applications and forms; maintaining record keeping systems by adding deleting, or updating information; compiling data and preparing reports. Experience in tasks such as questioning customers to obtain detailed information in a business setting; explaining policies, procedures, or rules; independently handling complaints and upset individuals in a business setting; answering a business telephone using knowledge of business telephone procedures and etiquette; reviewing documents and records for accuracy and completeness; accessing data using a computerized records system.

**Optional Use Position Classifications:**

The following Sections are Specialty Positions Agencies have the option to utilize. These Position Classifications are Optional Use for Agencies to utilize. The following is a list of anticipated staffing requirements, but other similar classifications may be added during the Contract term and some positions may be cross-trained to better utilize time.

* **Commercial/Industrial Worker Positions:**
* Custodial- Personnel that are physically able to perform duties associated with commercial cleaning including but not be limited to: offices, classrooms and common areas. Available to work Dawn/Day/Evening/Swing shift schedules as assigned. Special projects such as moving staff office furniture, setting up rooms for conferences, meetings and presentations. Delivery, moving, set up and, stacking and central storing of heavy items, i.e. chairs, tables and, bleachers. Changing of light bulbs, Cleaning floors (emergency basis), Checking restrooms, Completing appropriate housekeeping, General housekeeping/custodial services (rest room cleaning, light bulb replacement, restroom sanitizing. Other forms of custodial cleaning, i.e. walls, floors, wastebaskets, classrooms, halls, furniture, window cleaning, carpet care, and trash disposal. Operation industrial type cleaning equipment (high speed buffer and vacuum cleaners). Cleaning restrooms, bath facilities, locker rooms, swimming pools and similar facilities. Repairing equipment and related devices.
* Maintenance / Laborer - Personnel must be physically able to perform the below duties including but not be limited to: Perform light and medium maintenance, moves of furniture and equipment, Repetitive lifting and carrying items up to 60.lbs, Standing & walking for an eight-hour shift, Bending, stooping, climbing stairs and ladders, and Operating lifts. Must be available to work Dawn/Day/Evening/Swing shift schedules as assigned.
* Janitorial/Housekeeping Positions All services in the specifications shall include all areas in the buildings, unless specifically noted otherwise. General job duties are: trash pickup, recycle collection & sorting as directed, Stands blow down, spill & stain removal, trash pickup (suites, seating, and common areas), trash bagged & removed to designated dumpsters, recycle collection & sorting as directed, vacuum carpet, spot removal on carpet, clean restrooms, and snow removal (must be capable of performing cleaning operations in foul weather conditions.)
* Handyman – This position requires lifting and carrying items weighing approximately ninety (90) pounds, and may include bending, stooping, shoveling, and climbing ladders. Work may be required in indoors or outside environments. May work in all weather conditions and move in and around confined spaces. These positions are maintenance oriented.
* **Healthcare Staffing Service Positions:**
* Program Specialist– Staff person will research, develop and interpret rules, policies and procedures; make recommendations for program design and improvement; performs related work.
* Professional Services – Staff persons are responsible for the coordination and delivery of specific professional services, projects, and/or program development. Staff persons function with considerable independence. These positions independently coordinate activities requiring complex arrangements, develop processes, conduct research, analyze problems and create solutions on own initiative or from general instructions. Incumbents have specific professional skills and use these to interpret, apply and explain complex information such as regulations, policies or services.
* Professional Project Coordinator – Conduct research and analysis into needed programs to serve the needs of clients; analyze existing programs to evaluate effectiveness and appropriateness in meeting needs; provide technical assistance and training on program assessment and implementation of best practices; provide leadership to enhance local level partnerships in service planning, development, and delivery; identify and provide for continuing needs relevant to service planning, development, and delivery; serve as liaison between agency and client groups.
* Health And Safety Specialist - Conduct audits of health facilities including healthcare and food safety; investigate provision of services including complaints of unsafe conditions, resident rights violations and inadequate care; recommend enforcement actions; take immediate action as necessary to eliminate hazards; review federal and state regulations to ensure program consistency; investigate incidents and accidents to identify potential non-compliance and recommend corrective action; review incident reports to identify problem areas and incident trends; monitor progress and effectiveness of remedial and corrective measures; prepare inspection and program reports; review facility policies, procedures and corrective action plans; provide technical assistance to facilities on compliance and best practices; confer with and advise facility staff on quality of care, resident rights and safety issues; develop and deliver training courses and classes; prepare and distributes training materials. The applicant must complete the Ordering Agencies application process for a Criminal History and Background Check and receive a clearance within twenty-one (21) days from date of job placement with the Ordering Agency. (Refer to IDAPA 16.05.06 https://adminrules.idaho.gov/rules/2001/16/0506.pdf).
* Health Facility Surveyor – Requires a registered nurse. Inspect health care facilities for compliance with Medicare, Medicaid, and State Licensure requirements; conduct health facility fire/life safety surveys across multiple programs; consult with health care providers regarding compliance with related laws and standards; investigate complaints; performs related work. May travel extensively throughout the state and may be gone 50% or more of their work time, including overnight stays. Compliance reviews may create adversarial situations with health care providers. (The Registered Nurse must be licensed as a Professional Registered Nurse in Idaho as defined by Idaho Code 54-1408 <https://legislature.idaho.gov/statutesrules/idstat/title54/t54ch14/sect54-1408/> and must complete Ordering Agency’s application process for a Criminal History and Background Check and receive clearance within twenty-one (21) days from date of job placement with Ordering Agencies. Refer to IDAPA 16.05.06.
* Client Services Technician – Instructs clients’ in homemaking, daily living and job attainment skills. Monitors client follow-though and achievement of goals and agreements; ensures client access to services; take progress notes; participates in interdisciplinary team meetings; may serve as client advocate in meetings and with service providers; may act as a role model and monitor family and child visits and report observations; may provide child care in emergency situations; teaches skills such as money/budgeting, parenting, personal hygiene, and social skills. This position involves the ability to lift and carry items weighing approximately fifty (50) pounds and to perform physical work such as moving furniture and setting up and dismantling rehabilitative equipment. Staff persons may be required to be trained in Cardiopulmonary Resuscitation (CPR) and first aid.
* Certified Nursing Assistant – Performs personal nursing care for elderly patients; performs related work. This work involves assisting in lifting and transferring impaired adult patients. Prior to hire applicants are required to have completed competency testing and be eligible for placement on the Idaho State Nurse Aide Registry. The applicant must complete the Ordering Agency’s application process for a Criminal History and Background Check and receive a clearance within twenty-one (21) days from date of job placement with the Ordering Agency. (Refer to IDAPA 16.05.06).
* Certified Nursing Assistant, Senior – Provides orientation and leadwork to Nursing Assistants; trains patients and families in personal care procedures; performs personal nursing care for geriatric patients; performs related work. This work involves assisting with lifting and transferring impaired adult patients. Prior to hire applicants are required to have completed competency testing and be eligible for placement on the Idaho State Nurse Aide Registry. The applicant must complete the Ordering Agency’s application process for a Criminal History and Background Check and receive a clearance within twenty-one (21) days from date of job placement with the Ordering Agency. (Refer to IDAPA 16.05.06).
* Licensed Practical Nurse – Performs practical nursing care or assists a registered nurse or physician in routine to complex situations in clinics, private homes, state institutions, or other environments; performs related work. The Licensed Practical Nurse must be licensed as a Professional Registered Nurse in Idaho or state licensure as a Practical Nurse pursuant to the Nurse Licensure Compact, as defined by Idaho Code 54-1418 (<https://legislature.idaho.gov/statutesrules/idstat/title54/t54ch14/sect54-1418/>), in one of the compact states and must complete the Ordering Agency’s application process for a Criminal History and Background Check and receive a clearance within twenty-one (21) days from date of job placement with the Ordering Agency. (Refer to IDAPA 16.05.06).
* Registered Nurse – Performs professional nursing that may include client assessment, plan development, health education, clinical activities, case management, and provides direct nursing care; performs related work. The Registered Nurse must be licensed as a Professional Registered Nurse in Idaho or state licensure as a Practical Nurse pursuant to the Nurse Licensure Compact, as defined by Idaho Code 54-1418, in one of the compact states and must complete the Ordering Agency’s application process for a Criminal History and Background Check and receive a clearance within twenty-one (21) days from date of job placement with the Ordering Agency. (Refer to IDAPA 16.05.06).
* Registered Nurse, Senior – Performs lead professional nursing within a specialized program with either a staff or program oversight role; provides liaison with staff and the community; performs related work. The Registered Nurse – Senior must be licensed as a Professional Registered Nurse in Idaho or state licensure as a Practical Nurse pursuant to the Nurse Licensure Compact, as defined by Idaho Code 54-1418, in one of the compact states and must complete the Ordering Agency’s application process for a Criminal History and Background Check and receive a clearance within twenty-one (21) days from date of job placement with the Ordering Agency. (Refer to IDAPA 16.05.06).
* Medical Assistant – Performs basic patient care functions to assist the nursing/clinical staff in a medical clinic with the examination or treatment of patients; performs related work. The applicant must complete the Ordering Agency’s application process for a Criminal History and Background Check and receive a clearance within twenty-one (21) days from date of job placement with the Ordering Agency. (Refer to IDAPA 16.05.06).
* **Professional Services Positions:**
* Training Specialist - May research and conduct need assessments to identify training needs, determine training objectives, develop classroom or online training content, prepare course outlines and lesson plans, present classroom training, evaluate classroom training, and/or coordinate training by other temporary staff.  Development of classroom or online training is often collaborative with stakeholders and/or subject matter experts and may require knowledge of specific software programs such as Lectora or Camtasia or technical expertise with video production.

CONTRACT INFORMATION:

* **Temporary Staffing Services General Requirements**

The Contractor must make every effort to provide State of Idaho agencies and political subdivisions (Ordering Agencies) with temporary staff who are seeking placement for the length of time specified in each request. Ordering Agencies will not always know the length of time needed for certain positions, and therefore, reserves the right to request temporary staff for a minimum amount of time and to request additional temporary staff to relieve currently working temporary staff to prevent the occurrence of overtime. Ordering Agencies must approve of all overtime hours for each individual temporary staff on a case by case basis prior to the occurrence of the overtime. Ordering Agencies also reserve the right to give the Contractor a blanket approval for overtime allowed on specific projects, specific work locations or specific temporary staff for a specified period of time.

* + The State and Ordering Agencies require temporary staff on an “as needed” basis for the duration of this Contract.
	+ All temporarily assigned temporary staff will be appropriately dressed for the assignment and must maintain a professional demeanor. Dress code policy is established by the Ordering Agency. Temporary staff must dress according to the requirements of the Ordering Agency requesting the assignment. Any required specific attire will not be provided by or reimbursed unless specified by the Ordering Agency.
	+ Temporarily assigned staff should be available for the entire length of the assignment; however, if a replacement is required, a qualified replacement must be provided within twenty-four (24) hours of notification, including weekends and holidays.
	+ The Ordering Agency reserves the right to reduce the length of the temporary assignment and will provide the Contractor with as much notification as possible.
	+ Qualifications, knowledge, skills, and abilities required of temporary staff must meet the minimum requirements for each position as outlined in **Sections 6.10 & 6.11**, Nature of Work to be Performed. The temporary staff must have the ability to work on an “as needed” basis, including overtime and on holidays when required, from one (1) up to seven (7) days per week, as defined in each individual Agency request.
	+ The State will require temporary staff on an “as needed” basis for the duration of this Contract.
	+ Temporary staff may be hired as a permanent employee of the Ordering Agency if, the Ordering Agencies and Contractor’s hiring processes have been complied with and if the temporary staff elects to accept employment with the Ordering Agency. The Contractor must have a procedure for transitioning temporary staff to an Ordering Agency’s permanent employee in the event the Ordering Agency desires to hire the temporary staff placement.
	+ The Ordering Agency will not be responsible for the Contractor’s temporary staff who voluntarily leave the Contractor’s employment or engages in employment with another company.
	+ Ordering Agencies have the right to refer qualified potential applicants to the Contractor(s) for screening and assignment to fulfill the Ordering Agency’s needs.
	+ Ordering Agencies maintain the right to interview all temporary staff referred by the Contractor(s) and to reject any applicant not deemed suitable for the current position.
	+ **Contractor** must have the ability to provide temporary staff to Agencies throughout the Region they are awarded. Bidders can choose to bid on all six (6) Regions or on individual Region(s) as identified below and further detailed in **APPENDIX 2 – Statewide Region Map,** as follows:
		- **Region # 1****:** This Region consists of Benewah, Bonner, Boundary, Kootenai, and Shoshone Counties.
		- **Region # 2:** This Region consists of Clearwater, Latah, Lewis, Nez Pierce, and Idaho Counties.
		- **Region # 3:** This Region consists of Ada, Adams, Canyon, Elmore, Gem, Owyhee, Payette, Valley, and Washington Counties.
		- **Region # 4:** This Region consists of Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka, and Twin Falls Counties.
		- **Region # 5:** This Region consists of Bannock, Bear Lake, Bingham, Caribou, Franklin, Oneida, and Power Counties.
		- **Region # 6:** This Region consists of Bonneville, Butte, Clark, Custer, Freemont, Jefferson, Lemhi, Madison, and Teton Counties.
		- Request’s for temporary staffing fulfillment may be in the form of e-mail, facsimile, or telephone call from the Ordering Agency. The Contractor must follow the Ordering Agencies order placement processes.
* **Contractor’s Responsibilities**

The Contractor(s) must:

* + Obtain the information as described in **Section 6-Scope of Work** and any other information necessary to determine what job category satisfies each service request.
	+ Follow individual Ordering Agencies required fulfillment timeframes, which will be provided by the Ordering Agency.
	+ Confirm with the Ordering Agency the arrival of its temporary staff by telephone within thirty (30) minutes after scheduled arrival time.
	+ Communicate with its temporary staff the Ordering Agency’s requirements regarding hours of work, duration, location, expectations, dress code and other information concerning the assignment.
	+ Validate that persons holding positions requiring the use of personal vehicles have a valid driver’s license and automobile insurance as required by law. Ordering Agencies reserve the right to require documentation from the Contractor that this has been verified.
	+ Maintain a pool of tested, qualified, and available temporary staff in order to assure adequate and timely staffing, available to Ordering Agencies upon notification, including at times an “as soon as possible” timeframe.
	+ Not place temporary staff outside of applicable job classification. Periodic checks of requests and assignments will be performed by the Ordering Agency to ensure this does not occur.
	+ Conduct periodic quality assurance checks with the Ordering Agency’s point of contact to verify the Ordering Agency’s requirements are being fulfilled by the temporary staff. At a minimum, these checks must be completed at the end of the first week of any assignment. Ordering Agencies may request quality assurance checks at any interval during the term of the temporary staff’s placement.
	+ Ensure temporary staff agree to be bound by the State security regulations, policies, and standards as required by the Ordering Agency (e.g., Department of Corrections). This will vary based on the individual Ordering Agency’s requirements.
	+ Ensure the hours worked by temporary staff are tracked and recorded on a project log. Ordering Agencies may choose to provide an agency specific project log. This project log will be signed off on by a supervisor. Ordering Agencies are not responsible for collecting or submitting these forms back to the Contractor(s). Ordering Agencies will use the supervisor approved project log for verification of hours billed on each invoice.
	+ Collect personal vehicle mileage logs from positions that require the use of personal vehicles and reimburse the persons at the State Mileage Reimbursement Rate (See **Section 6.5** Below) established by the State of Idaho Board of Examiners. The Contractor(s) will be allowed to pass along these mileage costs to Ordering Agencies; however, the Contractor(s) must not be allowed to charge a mark-up rate on mileage reimbursements. The Contractor(s) must track, record and invoice temporary staff mileage reimbursements separately. Contractor(s) must submit copies of the mileage logs in accordance with Ordering Agencies invoicing requirements to validate amounts invoiced.
	+ Provide temporary staff with an accident protocol including emergency Contractor contact information. The Contractor may provide Ordering Agencies with the temporary staff accident protocol for posting at work sites or to have on file.
	+ The Ordering Agency may require assurance that all temporary staff provided to their Agency under this Contract are drug free and may require the Contractor(s) to complete a Contractor’s Affidavit Concerning Alcohol and Drug-Free Workplace, before use of the Contract.
	+ Be available to Ordering Agencies between the hours of 8:00 AM and 5:00 PM MST, Monday thru Friday. The Contractor(s) must also provide a 24/7 emergency number that is available to Ordering Agencies outside of the regular hours for emergency staffing requests.
	+ Prohibit temporary staff who have conflicts of interest from performing certain services under this Contract. For purposes of this Contract, a conflict of interest is (a) the performance of direct supervisory or lead duties at an establishment where a close relative is employed; the temporary staff person or a close relative has a financial interest (this does not include holdings in a widely held mutual fund or regulated investment company that does not specialize in a particular commodity, and has no managerial control or directorship that is exercised by the employee); or the temporary staff person's interest or relationships with temporary staff or organizations might appear to be in conflict with his or her duties under the Contract; and/or (b) as defined by **Idaho Code Section 74-403(4)**. Temporary staff must disclose real or potential conflicts to the Contractor during the hiring process or immediately upon recognizing a real or potential conflict. The Contractor must then provide to the Ordering Agency’s Human Resources contact all disclosed real or potential conflicts. The Agency will make all final determinations as to the presence or absence of prohibited conflicts of interest for the purpose of fulfilling the services anticipated under this Contract.

<https://legislature.idaho.gov/statutesrules/idstat/title74/t74ch4/sect74-403/>

* + Ensure all communication and approval regarding the Contractual terms of this Contract will go solely through the point of contact designated by the Ordering Agency. The Ordering Agency will provide a main point of contact to the Contractor(s) at time of order placement.
* **AGENCY USE OF EXISTING CONTRACTS**

State Agencies (as defined in the State Procurement Act, Idaho Code 67-9201 et seq.) are required to utilize any current active contracts their Agency has in place until that contract expires (exempt State Agencies and other Ordering Agencies may begin using the new contract(s) upon execution).

<https://purchasing.idaho.gov/governing-laws-and-policies/>.

* **Ordering Agency’s Responsibilities**

Prior to contacting the Awarded Contractor(s), the Ordering Agency is responsible to define details of the request to include, but not be limited to:

* + Number of temporary staff needed;
	+ Job duties;
	+ Equipment to be used;
	+ Knowledge, skills and education and/or experience;
	+ Computer software to be used;
	+ Hours of work;
	+ Expected length of assignment;
	+ Job related attire;
	+ Position location;
	+ Procuring Agency contact person; and
	+ Other pertinent job-related information.
	+ Depending on the amount of detail required, it is recommended the Ordering Agency submit this information in writing via e-mail or facsimile to reduce the possibility of an inappropriate temporary assignment.
	+ Each Ordering Agency will provide a listing of position classifications to the Awarded Contractor(s); however, the listing is not meant to be all-inclusive. Individual Ordering Agencies may request other temporary positions by way of providing the Awarded Contractor(s) with the employee pay rate, position classification/title and description of duties.
* **Work Hours**

The exact work hours for temporary staff will be determined by the Ordering Agency. Generally, work hours begin at 8:00 a.m. and end at 5:00 p.m. Monday through Friday excluding State of Idaho observed holidays. <https://www.idaho.gov/government/state-holidays/>

* + Temporarily assigned temporary staff will not be paid for their lunch hour.
	+ Agencies have the right to request temporarily assigned temporary staff for holiday, evening/night, weekend or shift work.
	+ Work hours may vary by Ordering Agency and by job duty.
	+ The Ordering Agency reserves the right to request a replacement of any individual. If for any reason a replacement is required within the first eight (8) hours of service, there will be no charge to the Ordering Agency. Any time beyond the initial eight (8) hours of service, the temporarily assigned individual is determined to be unsatisfactory; the Contractor agrees to issue a credit invoice to the Ordering Agency for the total charges from the point the Ordering Agency notifies the Contractor to request a replacement.
	+ The Contractor agrees to replace an unsatisfactory individual within one (1) business day; however, the Ordering Agency has the option to contact a different Awarded Contractor for the service.
	+ The Ordering Agency must be the sole judge as to whether a temporarily assigned individual is satisfactory and is fulfilling the Ordering Agency’s requirements.
* **Travel**

In the event a temporary staff’s duties require travel, the reimbursable travel costs will be reimbursed in accordance with the applicable Idaho Board of Examiners Travel Policies and rates upon submission of a detailed account of travel expenses and supporting documentation. Mark-up rates must not be added to travel costs. <https://www.sco.idaho.gov/web/sbe/sbeweb.nsf/pages/trvlpolicy.htm>

* + Travel authorizations must be given before travel occurs per Ordering Agency’s internal policies.
	+ Travel expenses submitted for reimbursement must follow Ordering Agency’s internal policies.
	+ The temporary staff and the Ordering Agency’s contact person must sign the travel expense form.
	+ The form must be submitted with the Contractor’s invoice for services with the travel expense as a separate line item on the invoice in order to be reimbursed by the Ordering Agency.
	+ The type of position requiring travel will vary based on the individual Ordering Agency’s requirements.
* **Placement**
	+ Agencies may refer a temporary staff to be hired to the Contractor to sign up to perform specific services needed or may request the Contractor to recruit and provide the temporary staff. The Ordering Agency will not pay a placement or conversion fee for temporary staff who are a direct referral from the Ordering Agency.
	+ The Ordering Agency reserves the right to interview the temporary staff to determine their qualifications for the required position (but this does not negate the Contractor’s responsibility of qualifying temporary staff(s)).
	+ The Ordering Agency may reject and/or remove any temporary staff who does not meet the requested experience or is deficient in the performance of the assignment.
	+ Ordering Agencies may select Contractor(s) within their geographic region based on the preference of the Ordering Agency.
	+ Multiple Contractors may be contacted to fill the same position.
* **Background Checks**

The Contractor(s) must conduct background and reference checks on potential temporary staff prior to any assignments and must be prepared to conduct more extensive background investigations when required by the Ordering Agency. Contractor(s) must send notification to the Ordering Agencies of the compliance of the background and reference checks. Failure to provide notification of compliance will be considered a violation of the contract and may result in rejection of the temporary staff and may jeopardize future placements by offending Contractors’.

* + Some Ordering Agencies, such as Disability Determination Services (DDS), may have stricter requirements and some temporary staff will be required to pass a federal background check and to become Homeland Security Presidential Directive 12 (HSPD-12) certified. The Contractor(s) must be able to provide such requirements when required by the Ordering Agency.
	+ The costs of the background checks must be included in the fully burdened Mark-Up Rate by Region. At a minimum, criminal and driving record background checks must be analyzed by the Contractor(s) in accordance with applicable laws and guidance. At a minimum, the background check information must contain the same information from iCourt and the Idaho Supreme Court Data Repository for criminal records and the Idaho Transportation Department’s Driver License Record Search for driving records, or the equivalent for each state. All convictions and pending charges found to have occurred in the previous seven (7) years must be communicated to the Ordering Agency’s Human Resource staff in writing for analysis and approval prior to placing temporary staff. Ordering Agencies will provide the contact information for their Human Resources point of Contact.
	+ State agrees to keep all background check results strictly confidential and will only use such results in accordance with applicable laws and solely for employment purposes.
* **Termination**

If the Contractor(s) fail to deliver, or fail to deliver on time, or if there is a discrepancy in the quality and/or quantity of contract personnel received, or a default on any other Contract provisions in the Contract, Ordering Agencies will notify the Contractor. In the event of unsatisfactory response from the Contractor, Ordering Agencies will file a fully-documented complaint with DOP.

* + DOP will verify the complaint, note the same in the Contract file, and take the appropriate action. If the condition is not timely cured, DOP shall have the discretion to do any and all of the following:
	+ Demand performance of the Contract
	+ Modify or cancel the Contract
	+ Pursue any other legal remedies available

# BILLING PROCEDURE

Invoices must be provided by the Contractor(s) in weekly increments. For invoicing purposes, a week is defined as running from Sunday through Saturday. Contractor(s) must submit each week’s invoice within two weeks of each given week’s end. No invoice will be accepted or paid without receipt of any required documentation. Invoices submitted without the Ordering Agency’s required documentation will be returned to the Contractor for resubmission.

* **Contractor(s) must use the following invoice procedures:**
	+ Must be submitted on Contractor letterhead.
	+ Show total number of hours, with regular and overtime listed separately, for each individual temporary staff for that week, include the job description (See **Section 6.1**) for work performed.
	+ Hourly rate billed (including mark-up) and total amount billed for each individual temporary staff, based upon the corresponding hours for that week.
	+ List the total amount of allowable miles reimbursed for each applicable temporary staff for that week.
	+ List the total amount billed in mileage reimbursements for each individual temporary staff for that week. Ordering Agencies require copies of the mileage logs submitted with the weekly invoices to validate amounts invoiced.
	+ Invoices that contain errors will be returned to the Contractor for correction.
	+ The Contractor will have two (2) weeks to correct the invoices and resubmit to Ordering Agencies.
* In addition to the requirements outlined above, the Contractor must provide the following information with each invoice:
	+ IPRO PO/Contract number.
	+ Identification of the Ordering Agency’s location that each contracted personnel is working.
	+ Identification of the week being billed (i.e., beginning and ending date range of week being billed).
	+ Grand total amount billed for all temporary staff for that week.
	+ Name of authorized individual and contact information for Contractor.
	+ Ordering Agencies may have additional requirements, the Contractor(s) must follow individual Ordering Agency’s internal policies.
* **POINT OF CONTACT**

The Contractor must provide at least one (1) Point of Contact for Temporary Staffing order placement for the Contract. If the Contractor provides more than one (1) Point of contact, each must be assigned to specific Agencies or Areas of the State. The Contractor must provide a written list of their Point of Contacts to DOP within fifteen (15) business days of the Service Start Date of the Contract, including name(s), contact information, and assigned Agencies or Areas, and must provide timely updates to DOP throughout the Contract term in the event the Point of Contact (or contact information) change.

* **CONTRACT MONITORING**

The State will monitor the Contract utilizing any one (1) or more of the following methods:

* + In-person or telephonic meeting to discuss performance of the Contract;
	+ Survey of the Contractor and Agencies;
	+ Additional reports submitted from the Contractor; or
	+ Any other means the State chooses to employ to accurately monitor the Contract.
* **REPORTING REQUIREMENTS**

Quarterly Usage Reports are required as outlined in **Section 5** of the State of Idaho Standard Contract Terms and Conditions. The SBPO Summary Usage Report can be found on the State of Idaho Purchasing website <https://purchasing.idaho.gov/information-for-vendors/>.

* **ADMINISTRATIVE FEE**

Each Contract is subject to **Section 5** of the State’s Standard Terms and Conditions as outlined below:

* Application of Administrative Fee: All Statewide Blanket Purchase Orders (SBPO) shall be subject to an Administrative Fee of one and one-quarter percent (1.25%), based on orders placed against the Contract (unless the SBPO is exempt), as follows:
	+ The prices to be paid by the State (the price BID by Contractor) shall be inclusive of a one and one-quarter percent (1.25%) Administrative Fee. On a quarterly basis, Contractor will remit to State of Idaho, Attn: Division of Purchasing, PO Box 83720, Boise, Idaho 83720-0075 an amount equal to one and one-quarter percent (1.25%) of Contractor’s net (sales minus credits) quarterly Contract sales. For Example: If the total of Contractor’s net sales to the Agency for one quarter = $10,000, Contractor would remit $10,000 x 0.0125 = $125 to the Division of Purchasing for that quarter, along with the required quarterly usage report.
	+ Contractor will furnish detailed usage reports as designated by the State. In addition to any required detailed usage reports, Contractor must also submit a summary quarterly report of purchases made from the Contract to purchasing@adm.idaho.gov, utilizing the State’s Summary Usage Report Form.
	+ Reporting Time Line (Fiscal Year Quarters): Fee and Report Due:
		- 1st Quarter July 1 - Sept 30 October 31st
		- 2nd Quarter Oct 1 - Dec 31 January 31st
		- 3rd Quarter Jan 1 - Mar 31 April 30th
		- 4th Quarter Apr 1 - Jun 30 July 31st
* A Contractor’s failure to consider the Administrative Fee when preparing its Solicitation response shall not constitute or be deemed a waiver by the State of any Administrative Fees owed by Contractor to the State as a result of an Award issued through IPRO.
* Payment of Administrative Fee:

Contractor must remit the Administrative Fee to the Division of Purchasing, PO Box 83720, Boise, Idaho 83720-0075, as follows:

* + SBPOs: Contractor must remit the Administrative Fee and Report for the prior quarter based on the schedule outlined in Paragraph 5.A.1.c., above.
* Refund of Administrative Fee

In the event that a Contract is cancelled by the State through no fault of the Contractor, or if item(s) are returned by the State through no fault, act, or omission of the Contractor after the sale of any such item(s) to the State, the State will refund the Contractor any Administrative Fees remitted. Administrative Fees will not be refunded, or STATE OF IDAHO STANDARD CONTRACT TERMS AND CONDITIONS January 1, 2017 returned when an item is rejected or returned, or declined, or the Contract cancelled by the State due to the Contractor’s failure to perform or comply with specifications or requirements of the Contract. If, for any other reason, the Contractor is obligated to refund to the State all or a portion of the State’s payment to the Contractor, or the State withholds payment because of the assessment of liquidated damages, the Administrative Fee will not be refunded in whole or in part.

* Failure to Remit Administrative Fees

If a Contractor fails to remit the Administrative Fee, as provided above, the State, at its discretion, may declare the Contractor in default; cancel the Contract; assess and recover re-procurement costs from the Contractor (in addition to all outstanding Administrative Fees); seek State or federal audits, monitoring or inspections; exclude Contractor from participating in future solicitations; and/or suspend Contractor’s IPRO account.

**STATEWIDE REGION MAP**



* + - **Region 1**: Benewah, Bonner, Boundary, Kootenai, and Shoshone Counties.
		- **Region 2**: Clearwater, Latah, Lewis, Nez Pierce, and Idaho Counties.
		- **Region 3**: Ada, Adams, Canyon, Elmore, Gem, Owyhee, Payette, Valley, and Washington Counties.
		- **Region 4**: Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka, and Twin Falls Counties.
		- **Region 5**: Bannock, Bear Lake, Bingham, Caribou, Franklin, Oneida, and Power Counties.
		- **Region 6**: Bonneville, Butte, Clark, Custer, Freemont, Jefferson, Lemhi, Madison, Teton Counties.