



Request for City Council Committee Action from the Department of 911/311

Date: March 11, 2009

To: Chair of Ways & Means / Budget Committee
Referral to: Full Council

Subject: Request for approval of the 911/311 department's selection of Temporary Staffing providers for the 311 Contact Center from the proposals received subsequent to the City of Minneapolis Request for Proposal (RFP) process.

Recommendation: That the proper city officials be authorized to enter into contract with the top 3 selected temporary staffing agencies in accordance with the City RFP process.

Previous Directives: Authorization to issue the Request for Proposals for temporary staffing in the Minneapolis 311 Contact Center during seasonal peak call volumes. Approved on 1/9/09

Department Information

Prepared by: Dawn Misencik, Office Support Specialist II, 673-5975
Approved by: Don Stickney, 311 Assistant Director, 673-3117
Presenters in Committee: Don Stickney, 311 Assistant Director, 673-3117

Signature:

Reviews

- Permanent Review Committee (PRC): Approval Date: 11/13/08
- Civil Rights Approval Approval Date: 1/09/09
- Policy Review Group (PRG): Approval Date _____

Financial Impact

- No financial impact – This will be managed within the existing budget guidelines.
Amount: \$500,000/ 3 year contract
- Action is within the Business Plan

Community Impact

- Other – Providing access to City Services and Information for all.
- Small & Underutilized businesses were included in the RFP process and in the selection.

Supporting Information

Twelve (12) responses were received as a result of the Request for Proposals. Of these proposals, a team comprised of the 311 Assistant Director, 3 Supervisors, Office Support Specialist II, and Human Resources Representative; thoroughly reviewed and ranked all proposals. Rankings were based on Quality/Thoroughness and Clarity of Proposal, Scope of Services to meet departmental needs, Qualifications and Experience of Staff, Financial Responsibility and capacity of company, Organization and Management approach, Small & Underutilized business, Cost of Services, Warranty, Insurance, and any extras services offered.

Our final recommendation is to enter into contract with Masterson Personnel, Aerotek, and Nexpro Personnel (a certified small and woman owned business).