

TEAM PERSONA

Staffing Solutions

D3
Extra
Materials

Supervisor Bonilla, Chair Contra Costa County
Board of Supervisors and fellow Members of the Board

November 2, 2009

**RE: November 3rd Board of Supervisor Meeting, Deliberation Item D3
Approval of Temporary Help Service Contracts**

Dear Supervisor Bonilla,

My name is Virginia Velasquez and I am writing on behalf of my company, TeamPersona, a Woman and Minority owned, operated and certified temporary staffing agency headquartered in Walnut Creek. During the September 15th Board of Supervisors meeting I spoke to you about my concerns regarding the results of a recent bid proposal for Temporary Staffing Services.

The current status of this contract is that it has been awarded so far to two vendors:

- Kelly Services, a \$5.5B firm headquartered in Troy, Michigan and
- Apple One, a billion dollar firm headquartered in Glendale, California

and is pending award to two more:

- Ultimate Staffing, subsidiary of Roth Staffing, a half billion dollar firm headquartered in Orange, California and
- Barrett Business Services, a \$65M firm headquartered in Vancouver, Washington.

I continue to believe that the County has not selected the vendors best suited to fill its staffing needs, especially bilingual resources, has not taken advantage of all of the cost reductions available and offered to it, has not complied with the spirit of the County's local, minority and small business policies and has not shown support for local businesses.

In Mr. Cwiek's Report to the Board of Supervisors, dated October 27, 2009 in response to our concerns, he provides one main reason for deselecting our firm, "Lack of communication" and provides three examples which purportedly substantiate this claim:

- 1) History of declining placements due to poor communication from new Account Manager

TeamPersona Response

One can see from Attachment A – Job Order History that the orders received declined severely from 2006-2007 and continued to be low through 2009. As pointed out in my last correspondence, we filled 113% of the requests we were given so if we received less orders, we made less placements. Furthermore, the decline of orders was seen two years in advance of our Account Manager change showing the two are unrelated, and when we questioned the County several times about the decline in orders we were told it was due to reductions in budgets. In fact during this same time period, the County had several hiring freezes and most recently hundreds of layoffs. As mentioned during my September 15th testimony, TeamPersona would have gladly made more placements had we received

TEAM PERSONA

Staffing Solutions

Once again, I would like to reiterate that TeamPersona has been providing temporary staffing services to various commercial and government clients including Visa, PG&E, AT&T, Apple, Sony and over 12 counties including Contra Costa, Alameda and Santa Clara for over 14 years.

We have been proud to be a provider of services for Contra Costa County since 2005 billing approximately \$500,000 each year of the contract. Since the beginning of our contract with the county we have received 88 job orders, submitted 240 candidates for consideration and placed 99 persons with the county including at least 15 bilingual administrative personnel. We have filled 113% of the openings we were asked to fill.

TeamPersona was founded and is owned and operated by myself, a female Hispanic and we specialize in placing bilingual resources, a challenging area for the county to fill as stated in the RFP. I reside in Walnut Creek, in the Tice Valley area, having purchased my home in 1995.

I would also like to reiterate my concerns regarding the outcome of the bidding process for several reasons:

- Mr. Cwiek states that this service contract does not qualify for small, minority or local selection because it does not meet the exact specifications as outlined in the procedures. While this may be true, I believe it is the intention of the County to encourage small, minority and especially local businesses to compete and hopefully be selected for large contracts as this is the best means by which they grow and prosper. Typically larger contracts are difficult for disadvantaged businesses to compete for and so it makes sense that the County would suggest these size limits so as not to restrict buyers unnecessarily. However, if there exists in the marketplace a proven disadvantaged business these size restrictions don't make sense and in fact, seem to be in contradiction with the purpose for which they were created. A simple remedy to this would be to require references from clients of similar size.
- With regards to local business selection, this is especially disappointing considering the state of the current economy. If this County is unable to support its own local businesses and would prefer to support businesses headquartered not only out of the County but out of the State, then how are we expected to thrive in these challenging times? It does not send a positive message to the local business community.
- One of the stated goals of the bid was to find vendors who excel at finding bilingual resources. As stated prior TeamPersona is a renowned local resource and in fact is the recommended staffing supplier for bilingual resources by the San Francisco Hispanic Chamber of Commerce. Wells Fargo selected us to fill over 350 positions for them based on the SFHCC's recommendation many of which were bilingual positions. They came to us after dismissing a large national company who could not meet their needs. We received straight "As" on our vendor report card. Additionally, as mentioned above, we excelled in placing bilingual resources for Contra Costa County during our tenure.
- Regarding Green polices – Mr. Cwiek states that 3 of the 4 companies awarded have paperless timekeeping. TeamPersona was one of the first companies to implement electronic time reporting at the County and in fact have been advocating further reductions in paper to assist with Green initiatives providing further cost reductions.

ATTACHMENT A - JOB ORDER HISTORY



Number of Jobs Received from
Contra Costa County
during the period 2005-2009

Company Name	Job Title	Date Added
County of Contra Costa	Word Processing Specialist	7-Jul-05
County of Contra Costa	Word Processing Specialist	15-Jul-05
County of Contra Costa	Word Processing Specialist	15-Jul-05
County of Contra Costa	Word Processing Specialist	15-Jul-05
County of Contra Costa	Word Processing Specialist	28-Jul-05
County of Contra Costa	Intermediate Accounting Clerk-Martinez	3-Aug-05
County of Contra Costa	Word Processing Specialist	8-Aug-05
County of Contra Costa	Word Processing Specialist	8-Aug-05
County of Contra Costa	Word Processing Specialist-Concord	22-Aug-05
County of Contra Costa	Word Processing Specialist-Martinez	22-Aug-05
County of Contra Costa	Sr. Secretary-Martinez	22-Sep-05
County of Contra Costa	Word Processing Specialist-Martinez	4-Oct-05
County of Contra Costa	Typist Clerk-Martinez	6-Oct-05
County of Contra Costa	Word Processing Specialist-Martinez	6-Oct-05
County of Contra Costa	AAWPS-Concord	14-Oct-05
County of Contra Costa	Word Processing Specialist-Richmond	26-Oct-05
County of Contra Costa	Sr. Secretary-Martinez	26-Oct-05
County of Contra Costa	Sr. Secretary-Martinez	26-Oct-05
County of Contra Costa	Senior Secretary - Martinez	15-Nov-05
County of Contra Costa	Word Processing Specialist-Martinez	29-Nov-05
County of Contra Costa	Word Processing Specialist-Richmond	15-Dec-05
County of Contra Costa	Word Processing Specialist-Richmond	19-Dec-05
TOTAL 2005		22

County of Contra Costa	WPS/Bilingual-Richmond	4-Jan-06
County of Contra Costa	WPS/Bilingual-Martinez	4-Jan-06
County of Contra Costa	Word Processing Specialist, Pleasant H	27-Jan-06
County of Contra Costa	Word Processing Specialist	31-Jan-06
County of Contra Costa	Typist Clerk, Martinez	31-Jan-06
County of Contra Costa	Sr. Secretary	6-Feb-06
County of Contra Costa	Intermediate Typist Clerk-Martinez	10-Feb-06
County of Contra Costa	Sr. Account Clerk	13-Feb-06
County of Contra Costa	Sr. Account Clerk	13-Feb-06
County of Contra Costa	Word Processing Specialist	13-Feb-06
County of Contra Costa	Senior Secretary	13-Feb-06
County of Contra Costa	Sr Account Clerk	14-Feb-06
County of Contra Costa	Admin Assisant	14-Feb-06
County of Contra Costa	Word Processing Specialist	15-Feb-06
County of Contra Costa	WPS, Pittsburg	23-Feb-06
County of Contra Costa	WPS, Pittsburg	28-Feb-06
County of Contra Costa	WPS, Antioch	6-Mar-06
County of Contra Costa	WPS, Martinez	6-Mar-06

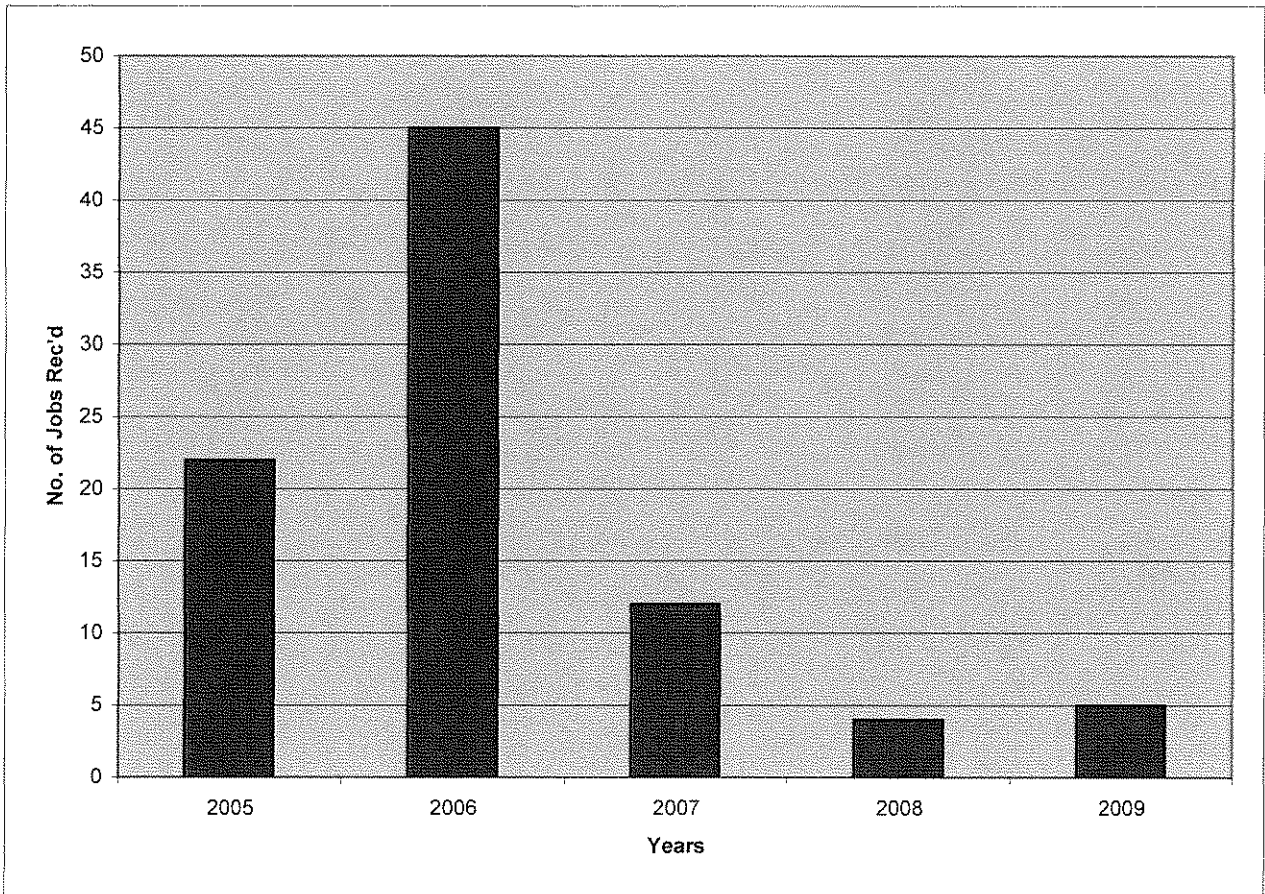
ATTACHMENT A - JOB ORDER HISTORY



Number of Jobs Received from Contra Costa County during the period 2005-2009

County of Contra Costa	Word Processing Specialist Martinez	2-Jan-08	
County of Contra Costa	Administrative Assistant Richmond	22-Apr-08	
County of Contra Costa	Executive Secretary	6-Aug-08	
County of Contra Costa	Administrative Assistant	12-Aug-08	
TOTAL 2008			4

County of Contra Costa	Intermediate Typist Clerk	27-Mar-09	
County of Contra Costa	Administrative Assistant	19-May-09	
County of Contra Costa	Pharmacy Clerk	11-Jun-09	
County of Contra Costa	Administrative Assistant	12-Jun-09	
County of Contra Costa	Administrative Assistant	19-Jun-09	
TOTAL 2009			5



Placement #1170:



Date Added: 4/7/09 5:30 PM
Job: #5828 Intermediate Typist Clerk
Account Manager: Jen Haden
Company: County of Contra Costa (Active)
 Show Address

Contact: Shideh Atai
 Directions
 (925)370-5200 ext#4 phone

Candidate: Connie Baltrip
Recruiter: Jen Haden
Status: Placed
SSN:
Date of Birth:
Date Available: NA
Source: Monster

Address:
 2970 Greenwood Drive
 San Pablo, CA 94806
 510-213-9270

General Candidate Comments:

Edit

Staff Information:

Employment Type: Contract
Sales Executive: TeamPersona
Account Manager: Jen Haden
Recruiter: Jen Haden

Current Billing Information:

Timekeeping: TP Online
Cost Center/PO Number: 36402-90
Base Pay Rate: \$12.32
Total Hourly Pay: \$12.32
Burden: \$2.46
Total Hourly Cost: \$14.78
Base Bill Rate: \$15.77
Total Bill Rate: \$15.77
Net Margin: \$0.99
Current Over-time Pay Rate: \$18.48
Current Over-time Bill Rate: \$22.08




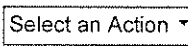


Permanent Placement Information:

Contract Information:

Start Date: 4/23/09
Scheduled End: 7/27/09
Actual End Date: 6/30/09
Contract Type: Ours
Employee Type: W2

 **Inbox:**

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 Reply  Forward  Delete  Select an Action  Spam  Print

From: Beth Hill [beth.hill@teampersona.com] (Internal)
To: Shideh Atai (Contact);
Cc: <DDavis-Russell@hsd.cccounty.us>;
Sent: Mar 26, 2009 03:15:43 PM
Subject: RE: immediate request for another clerk for our rewrite clinic

Hi Dr. Atai,

I just spoke with Dee Dee and we are working on this now - thank you!

Beth

Beth Hill
Managing Director

TeamPersona
Staffing Solutions
We're passionate about service excellence

bhill@teampersona.com
925.932.9500 x102 tel
415.358.4358 fax
866.982.TEMP (8367) toll free
<http://www.TeamPersona.com>

-----Original Message-----

From: sataii@hsd.cccounty.us
To: "Beth Hill" ;
Cc: "DDavis-Russell@hsd.cccounty.us" ;
Sent: Mar 26, 2009 03:04:56 PM
Subject: immediate request for another clerk for our rewrite clinic

Beth

I would like for you to communicate with Dee Dee ASAP to have a good clerk sent to our outpt pharmacy. If you are not the right person and another person needs to be contacted have them call me or Dee Dee at 335-7474 x 4022. My # is cited below. we need someone immediately, thank you
sa

Shideh Atai, Pharm.D.
Director of Pharmacy Services
Contra Costa Regional Medical Center and Clinics
2500 Alhambra Avenue
Martinez, CA 94553
Phone: 925-370-5601
Fax: 925-370-5251
e-mail: sataii@hsd.cccounty.us

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