

Executive Summary

Board of Governors Meeting, June 25, 2025

Contingent Workforce Staffing Services

Topic

This Consent Item requests approval to enter into contracts with four (4) vendors, identified below, for Contingent Workforce Staffing Services. The initial contract term is for five (5) years with three (3) optional one (1) year renewal terms. Citizens does not guarantee any volume of work and pricing fluctuates based on position and skill level needed. Based on current projections, estimated spend is \$12,000,000.00 for the base and renewal terms. However, this estimate does not include unpredicted catastrophic events or market fluctuations which can affect contract utilization.

History

Contingent Workforce Staffing Services offer scalable support to Citizens allowing for fulfillment of flexible staffing support required to meet specific business needs. Citizens current contracts for these services will expire December 20, 2025.

In anticipation of expiration, Invitation to Negotiate 24-0007 procured the replacement of these services and resulted in the awarding new contracts to:

- Appleone, Inc. dba AppleOne Employment Services;
- Randstad North America, Inc. dba Randstad;
- Tad PGS, Inc. dba Akkodis GS; and,
- Vaco LLC dba Vaco.

Through a rigorous solicitation and negotiation process, Citizens staff successfully negotiated pricing under the new contracts that will be consistent with the pricing under the current contracts. Throughout the contract term, spend will align with the annual budget approved by the Board. There are no contract minimums and Citizens will only pay for contingent hours worked.

Recommendation

The recommendation is listed in the Consent Item.

Contingent Workforce Staffing Services

ACTION ITEM

- New Contract
- Contract Amendment
- Other

CONSENT ITEM

- Contract Amendment
- Existing Contract Extension
- Existing Contract Additional Spend
- Previous Board Approval

Action Items: Items requiring detailed explanation to the Board. When a requested action item is a day-to-day operational item or unanimously passed through committee it may be moved forward to the board on the Consent Index.

- Move forward as Consent:** This Action item is a day-to-day operational item, unanimously passed through committee or qualifies to be moved forward on the Consent Index.

Consent Items: Items not requiring detailed explanation to the Board of Governors. Consent items are contract extensions, amendments or additional spending authorities for items previously approved by the Board.

Purpose/Scope	<p>This Consent Item requests approval to enter into contracts with four (4) vendors, identified below, for Contingent Workforce Staffing Services.</p> <ul style="list-style-type: none"> Appleone, Inc. dba AppleOne Employment Services Randstad North America, Inc. dba Randstad Tad PGS, Inc. dba Akkodis GS Vaco LLC dba Vaco <p>Contingent Workforce Staffing Services offer scalable support to Citizens allowing for fulfillment of flexible staffing support required to meet specific business needs.</p>
Contract ID	<p>Contingent Workforce Staffing Services</p> <ul style="list-style-type: none"> Appleone, Inc. dba AppleOne Employment Services: 24-0007-XX Randstad North America, Inc. dba Randstad: 24 -0007-XX Tad PGS, Inc. dba Akkodis GS: 24-0007-XX Vaco LLC dba Vaco: 24-0007-XX
Budgeted Item	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>Spend is aligned with the Annual Operating Budget for each Business Unit and will be on an 'as used' basis.</p>

Contingent Workforce Staffing Services

Procurement Method	On September 05, 2024, Citizens issued an Invitation to Negotiate (ITN) 24-0007 for Contingent Workforce Staffing Services. Eighty-eight vendors submitted replies. Citizens' Evaluation Committee reviewed and scored the proposals. The Evaluation Committee recommended awarding contracts to four vendors on April 08, 2025.
Contract Amount	The contract amount for contingent workforce staff will be approved through the Annual Operating Budget. Based on current projections, estimated spend is \$12,000,000.00 for the base and renewal terms. However, this estimate does not include unpredicted catastrophic events or market fluctuations which can affect contract utilization.
Contract Terms	Five (5) year initial term, and three (3), one (1) year renewal options.
Board Recommendation (DOES NOT go through Committee)	Staff recommend the Board of Governors: <ul style="list-style-type: none"> a) Approve the Contingent Staffing Workforce Services contract (Agreement 24-0007); and, b) Authorize staff to take any appropriate or necessary action consistent with this Consent Item.
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