

Summary of Scope

HCAD is seeking one or more staffing agencies to quickly source, screen, and provide qualified temporary personnel for seasonal administrative needs. Key duties include:

- Clerical processing and data entry
- Technical assistance
- Preparing and scanning hearing evidence, exemptions, and protests
- Taxpayer navigation (e.g., guiding taxpayers to hearing rooms)

Proposal Specifications

1. Employment, Compensation, & Compliance

- **Employer of Record:** All temporary staff are solely employed by the staffing agency. The vendor is fully responsible for all salaries, wages, bonuses, Social Security, federal/state unemployment insurance, liability insurance, employee benefits, payroll taxes, and shall provide worker's compensation for its personnel.
- **Legal Compliance:** The vendor is solely responsible for adhering to all applicable labor laws (wage/hour laws, safety, health requirements, and collective bargaining laws).
- **Licensing & Certification:** If state, federal, or local laws/policies require special licenses or certifications for a role, the vendor must provide proof of these credentials to HCAD upon request.

2. Sourcing, Screening, & Testing

- **In-Person Interviews:** The vendor must conduct in-person recruitment interviews to verify that candidates possess the exact knowledge, skills, experience, and abilities required for the specific job classification.
- **Background & Pre-Employment Screening:** The vendor must conduct thorough background checks and pre-employment screenings before placing any staff. These records must be kept on file and made available for HCAD's review upon request.
- **District Testing:** HCAD reserves the right to perform its own pre-placement competency testing.
- **Candidate Documentation:** Upon request, the vendor must supply HCAD with staff references, resumes, and/or skills test scores.

3. Placement Operations & Service Level Agreements (SLAs)

- **3-Day Placement SLA:** The vendor must secure and confirm a suitable candidate placement within **three (3) business days** of a job order.
- **Extensions & Right to Alternate Sourcing:** The vendor may request extra time beyond the 3-day window. However, if the vendor cannot commit to the request, HCAD reserves the right to source the candidate from other agencies.

- **Client Referrals:** HCAD has the right to refer candidates directly to the vendor for priority placement within the District. The temporary agency will provide a discount on the markup of these temps.
- **Punctuality & Attire:** Temporary staff must arrive on time and in professional, appropriate attire. If a candidate fails to do so, HCAD may request an immediate replacement or cancel the request to source from another vendor.
- **Conversion to Permanent Staff:** HCAD reserves the right to negotiate or waive any conversion fees if a placed temporary worker is subsequently hired as a permanent HCAD employee.
- **Dedicated Account Manager:** The Bidder shall assign a dedicated Account Manager to serve as HCAD's primary point of contact throughout the contract. The proposal shall describe the Bidder's account management procedures, including: (a) roles and responsibilities of the Account Manager; (b) normal business hours and after-hours contact procedures; (c) process for receiving and responding to staffing requests; (d) procedures for resolving employee performance issues, attendance concerns, and replacement requests; (e) frequency and method of communication with HCAD regarding staffing activities, open requisitions, and contract performance; and (f) escalation procedures for urgent staffing needs or service issues.
- **Employee Orientation and Assignment Preparation:** The Bidder shall describe its orientation process for temporary employees assigned to HCAD. At a minimum, the proposal shall include procedures for: (a) preparing employees for their assignment before their first day of work; (b) reviewing job duties, work schedules, attendance expectations, and workplace conduct; (c) communicating dress code, professional behavior, and customer service expectations; (d) instructing employees on confidentiality requirements and proper handling of sensitive information; (e) informing employees of HCAD reporting procedures, timekeeping requirements, and workplace policies; and (f) ensuring employees understand assignment expectations before reporting to HCAD.
- **Employee Replacement Procedures:** The Bidder shall describe its procedures for responding to employee absences, resignations, performance issues, or requests for replacement personnel, including expected response times and the process for providing qualified staff.

4. Performance & Quality Control

- **Right of Refusal:** HCAD can reject or deem any temporary staff member unacceptable at any time. The vendor must immediately remove the individual and promptly arrange a suitable replacement.
- **Performance Evaluations:** Depending on the assignment type and duration, HCAD may request resumes/interviews prior to placement and reserves the right to reject any individual whose skills do not match the job specifications.
- **Timekeeping & Billing:** The vendor must provide timecards to all staff. Hours must be signed off daily or weekly by an HCAD supervisor. **HCAD only pays for actual hours**

worked—no other travel, administrative, or overhead expenses will be paid unless explicitly authorized in writing.

5. Confidentiality, Security, & IT Use

- **Data Security & Restrictions:** Temporary staff may access only the data and systems explicitly authorized for their specific job duties. They are strictly prohibited from attempting to access unrelated or unauthorized information.
- **Non-Disclosure:** Staff must not disclose any confidential or proprietary HCAD information (including verbal, fax, email, voicemail, or data sharing). This confidentiality obligation remains in effect both during and after the contract term.
- **Acceptable Computer Use:** Temporary staff are fully responsible for their professional conduct on HCAD computers, including internet and email usage.

Breach Penalties: The vendor acknowledges that unauthorized data disclosure can cause irreparable harm to HCAD. Violations of confidentiality rules may result in legal remedies and immediate contract termination