

STATE OF NORTH CAROLINA

AGREEMENT

COUNTY OF UNION

THIS AGREEMENT is made and entered into as of \_\_\_\_\_, by and between UNION COUNTY, a political subdivision of the State of North Carolina, whose address is 500 North Main Street, Monroe, NC 28112, hereinafter "Union," and BLUE ARBOR, INC., a North Carolina corporation, whose address is 5413 Morton Road, New Bern, NC 28562, hereinafter "Blue Arbor."

W I T N E S S E T H

WHEREAS, Union desires that Blue Arbor provide the services of temporary employees to fill Field Technician Assistant positions in its Water & Sewer Department on an as-needed basis; and

WHEREAS, Blue Arbor is willing to provide said services, as described in this Agreement.

NOW, THEREFORE, in consideration of the mutual covenants and agreements hereinafter set forth, the parties hereto do each contract and agree with the other as follows:

1. **JOBS TO BE PERFORMED.** Upon request by the Director of Union's Water & Sewer Department, or his or her duly authorized designee, Blue Arbor shall provide the services of Blue Arbor employees for temporary use. These employees shall work during the dates and times specified in the request in accordance with, and as further described in (i) Union's Request for Proposals No. 2025-050, "Field Technician Water & Sewer Division Temporary Staffing Services," including Addendum No. 1 thereto dated August 14, 2025 (the "RFP"), and (ii) Blue Arbor's proposal (the "Proposal"), which are each attached and incorporated herein by reference. This document (pages 1-6), the RFP, and the Proposal are collectively referred to herein as the "Agreement." In the event of any conflict among these documents, the RFP shall govern over the Proposal, and this document (pages 1-6) shall govern over the RFP and the Proposal. Union is not financially committed by this Agreement to purchase any minimum amount of services.

2. **TERMS OF PAYMENT.** Union shall pay Blue Arbor in accordance with the hourly rates set forth in the attached "Appendix A – Cost Proposal," which is incorporated herein by reference. The rate paid shall be conditioned upon the nature of the services performed by the Blue Arbor employee and the skill required. The requesting Director must approve the hourly rate for each employee utilized. Prior to commencement of any temporary staffing placement, the requesting Director must submit a Purchase Order ("PO") to Union's Finance Department, and each PO shall reference Union's contract number 10051 for this Agreement. All payments shall be conditioned upon appropriation by the Union County Board of Commissioners of sufficient funds for each request for services. Blue Arbor shall invoice Union's Water & Sewer Department by the fifth day of each month for services provided the preceding month. Union shall pay the verified invoice amount within thirty (30) days of receipt of invoice by Union's Finance Department. Prior to payment, Blue Arbor shall provide to Union its federal identification number.

It is agreed that Union shall have the right to offer permanent employment to any Blue Arbor employee that has been placed with Union. There would be no conversion fee for any temporary employee that has fulfilled 600 hours or more with Union.

3. TERM AND TERMINATION. The Effective Date is the date of mutual execution of this Agreement. This Agreement shall have an initial term of three (3) years (the "Initial Term"). Upon completion of the Initial Term, Union may, in its sole discretion, elect to renew this Agreement for up to two (2) additional one (1) -year terms, each a "Renewal Term," upon written notice to the Blue Arbor. Union may terminate this Agreement at any time, without cause, upon provision of ten (10) days' written notice to Blue Arbor. In the event of termination without cause, Blue Arbor shall be paid for services provided through the date of termination.

4. OWNERSHIP OF DOCUMENTS. All deliverables and any other contract documents prepared by Blue Arbor, or any subcontractors or subconsultants under the terms of this Agreement (the "Documents"), shall be the property of Union. Blue Arbor further acknowledges that Union is subject to Chapter 132 of the North Carolina General Statutes, the Public Records Act (the "Act"), and that this Agreement, as well as any of the Documents as defined herein, shall be a public record as defined in such Act, and as such, will be open to public disclosure and copying.

5. INSURANCE. The attached Exhibit A, Insurance Requirements, is incorporated herein by reference.

6. INDEMNIFICATION. Blue Arbor agrees to protect, defend, indemnify and hold Union, its officers, employees and agents free and harmless from and against any and all losses, penalties, damages, settlements, costs, charges, professional fees or other expenses or liabilities of every kind and character arising out of or relating to any and all claims, liens, demands, obligations, actions, proceedings, or causes of action of every kind, including, but not limited to, employment-related claims and/or claims arising out alleged violations of applicable state and/or federal employment law, in connection with or arising out of this Agreement and/or the performance hereof that are due, in whole or in part, to the negligence of Blue Arbor, its officers, employees, subcontractors or agents. Blue Arbor further agrees to investigate, handle, respond to, provide defense for, and defend the same at its sole expense and agrees to bear all other costs and expenses related thereto.

7. DECLARATION BY BLUE ARBOR. Blue Arbor declares that Blue Arbor has complied with all federal, state and local laws regarding the location and operation of Blue Arbor's business and regarding business permits, certificates, and licenses that may be required to carry out the work to be performed under this Agreement.

8. FEDERAL, STATE, AND LOCAL TAXES. Neither federal, nor state, nor local income tax nor payroll tax of any kind shall be withheld or paid by Union on behalf of Blue Arbor or the employees of Blue Arbor. Employees of Blue Arbor shall not be treated as employees with Union with respect to the services performed hereunder for federal or state tax purposes.

9. NOTICE TO BLUE ARBOR REGARDING ITS TAX DUTIES AND LIABILITIES. Blue Arbor understands that Blue Arbor is responsible to pay, according to law, income tax on behalf of its employees.

10. FRINGE BENEFITS. Blue Arbor employees are not eligible for, and shall not participate in, any employee pension, health or other fringe benefit plan of Union.

11. UNION NOT RESPONSIBLE FOR WORKERS' COMPENSATION. No workers' compensation insurance shall be obtained by Union concerning Blue Arbor or the employees of Blue Arbor. Blue Arbor shall comply with the workers' compensation law concerning Blue Arbor and the employees of Blue Arbor.

12. NO AUTHORITY TO BIND UNION. Blue Arbor has no authority to enter into contracts or agreements on behalf of Union. This Agreement does not create a partnership or any form of agency between the parties.

13. ASSIGNMENT. Neither Union nor Blue Arbor shall assign, sublet or transfer any rights under or interest in this Agreement (including, but without limitation, monies that may become due or monies that are due) without the written consent of the other, except to the extent that any assignment, subletting or transfer is mandated by law or the effect of this limitation may be restricted by law. Unless specifically stated to the contrary in any written consent to assignment, no assignment shall release or discharge the assignor from any duty or responsibility under this Agreement.

14. NON-WAIVER. The failure of either party to exercise any of its rights under this Agreement for a breach thereof shall not be deemed to be a waiver of such rights or a waiver of any subsequent breach.

15. HOW NOTICES SHALL BE GIVEN. Any notice given in connection with this Agreement shall be given in writing and shall be delivered either by hand to the party or by certified mail, return receipt requested, to the party at the party's address stated herein. Any party may change its address stated herein by giving notice of the change in accordance with this paragraph.

16. APPLICABLE LAW AND JURISDICTION. This Agreement shall be construed and enforced in accordance with the laws of the State of North Carolina. The parties to this Agreement confer exclusive jurisdiction of all disputes arising hereunder upon the General Courts of Justice of Union County, North Carolina.

17. COMPLETE AGREEMENT. This Agreement contains the complete agreement of the parties regarding the terms and conditions of the Agreement, and there are no oral or written conditions, terms, warranties, understandings or other agreements pertaining thereto which have not been incorporated herein. This Agreement may be modified only by written instrument duly executed by both parties, or their respective successors in interest.

18. SEVERABILITY. The provisions hereof are severable, and should any provision be determined to be invalid, unlawful or otherwise null and void by any court of competent jurisdiction, the other provisions shall remain in full force and effect and shall not thereby be affected unless such ruling shall make further performance hereunder impossible or impose an unconscionable burden upon one of the parties.

19. AUTHORITY. Each party warrants that it has the corporate or other organizational power and authority to execute, deliver and perform this Agreement. Each party further warrants that the execution, delivery and performance by it of the Agreement has been duly authorized and approved by all requisite action of the party's management and appropriate governing body.

20. E-VERIFY. E-Verify is the federal program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program, used to verify the work authorization of newly hired employees pursuant to federal law. Blue Arbor shall ensure that Blue Arbor and any subcontractor performing work under this Agreement: (i) uses E-Verify if required to do so by North Carolina law; and (ii) otherwise complies with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes. A breach of this provision by Blue Arbor will be considered a breach of this Agreement, which entitles Union to terminate this Agreement, without penalty, upon notice to Blue Arbor.

IN WITNESS WHEREOF, the parties hereto, acting under authority of their respective governing bodies, have hereunto set their hands and seals, and have caused this Agreement to be duly executed, this the day and year first above written.

UNION COUNTY

By: \_\_\_\_\_ (SEAL)  
Brian W. Matthews, County Manager

BLUE ARBOR, INC.

By: \_\_\_\_\_ (SEAL)

Approved as to Legal Form RLM

This instrument has been preaudited in the manner required by The Local Government Budget and Fiscal Control Act.

\_\_\_\_\_  
Deputy Finance Officer



**Exhibit A**  
**Insurance Requirements**

**I. BASIC INSURANCE REQUIREMENTS.** At Blue Arbor's sole expense, Blue Arbor shall procure and maintain the following minimum insurances with insurers authorized to do business in North Carolina and rated A-VII or better by A.M. Best, or as otherwise authorized by the Union County Risk Manager.

**A. WORKERS' COMPENSATION**

Statutory (coverage for three or more employees) limits covering all employees, including Employer's Liability with limits of:

\$500,000	Each Accident
\$500,000	Disease - Each Employee
\$500,000	Disease - Policy Limit

**B. COMMERCIAL GENERAL LIABILITY**

Covering all operations involved in this Agreement.

\$2,000,000	General Aggregate
\$2,000,000	Products/Completed Operations Aggregate
\$1,000,000	Each Occurrence
\$1,000,000	Personal and Advertising Injury Limit

**C. COMMERCIAL AUTOMOBILE LIABILITY**

\$1,000,000	Combined Single Limit - Any Auto
-------------	----------------------------------

**D. PROFESSIONAL LIABILITY**

\$1,000,000	Claims Made
-------------	-------------

Blue Arbor shall provide evidence of continuation or renewal of Professional Liability Insurance for a period of two (2) years following termination of the Agreement.

**II. ADDITIONAL INSURANCE REQUIREMENTS.**

A. The Blue Arbor's General Liability policy shall be endorsed, specifically or generally, to include the following as Additional Insured:

**UNION COUNTY, ITS OFFICERS, AGENTS AND EMPLOYEES ARE INCLUDED AS ADDITIONAL INSURED WITH RESPECT TO THE GENERAL LIABILITY INSURANCE POLICY.**

- B. Before commencement of any work or event, Blue Arbor shall provide a Certificate of Insurance in satisfactory form as evidence of the insurances required above.
- C. Blue Arbor shall have no right of recovery or subrogation against Union County (including its officers, agents and employees).
- D. It is the intention of the parties that the insurance policies afforded by Blue Arbor shall protect both parties and be primary and non-contributory coverage for any and all losses covered by the above-described insurance.
- E. Union County shall have no liability with respect to Blue Arbor's personal property whether insured or not insured. Any deductible or self-insured retention is the sole responsibility of Blue Arbor.
- F. Notwithstanding the notification requirements of the Insurer, Blue Arbor hereby agrees to notify County's Risk Manager at 500 North Main Street, Monroe, NC 28112, within two (2) days of the cancellation or substantive change of any insurance policy set out herein. Union, in its sole discretion, may deem failure to provide such notice as a breach of this Agreement.
- G. The Certificate of Insurance should note in the Description of Operations the following:
  - Department: Water
  - Contract #: 10051
- H. Insurance procured by Blue Arbor shall not reduce nor limit Blue Arbor's contractual obligation to indemnify, save harmless and defend Union County for claims made or suits brought which result from or are in connection with the performance of this Agreement.
- I. Certificate Holder shall be listed as follows:
  - Union County
  - Attention: Risk Manager
  - 500 North Main Street
  - Monroe, NC 28112
- J. If Blue Arbor is authorized to assign or subcontract any of its rights or duties hereunder and in fact does so, Blue Arbor shall ensure that the assignee or subcontractor satisfies all requirements of this Agreement, including, but not limited to, maintenance of the required insurances coverage and provision of certificate(s) of insurance and additional insured endorsement(s), in proper form prior to commencement of services.

## APPENDIX A – COST PROPOSAL

RFP 2025-050

### Field Technician Water & Sewer Division Temporary Staffing Services

Company Name: BLUE ARBOR, INC

Provide minimum and maximum hourly rates for a temporary contract, a contract to hire and a direct hire contract per the positions indicated below. Hourly rates should include all overhead, taxes, and administrative fees unless otherwise noted. In addition, provide miscellaneous fees as described below.

Hourly Rate to be Charged to Union County				
Position	Temporary Contract		Contract to Hire	
	Minimum Rate	Maximum Rate	Minimum Rate	Maximum Rate
Field Technician Assistant	\$21.35	\$26.97	\$21.35	\$26.97

Miscellaneous Fees - List all required fees.	
*Conversion Fee - List as Percentage	\$0 after 600+ hours of hourly service for each employee*
**Payroll Service	32.4% for any employee provided by the County**

\*Union County elects to permanently hire a temporary worker as a full-time County employee

\*\* Union County provides the applicant to Offeror for payroll purposes only.

Blue Arbor would offer our services for 34.4% markup

**\*Any temporary employee that has fulfilled 600 hours or more on an assignment with the County is eligible for permanent hire at NO CONVERSION FEE**

**\*\* Selected employee will need to successfully pass a Drug Test and Background Check**



**Request for Proposals No. 2025-050**  
**Field Technician Water & Sewer Division Temporary Staffing**  
**Services**

**Due Date:** August 21, 2025  
**Time:** 10:00 AM Local Time  
**Submittal Location:** Procurement & Contract Management Department  
*(Note: Follow the submittal instructions listed in this document to electronically upload a proposal package)*

**Procurement Contact**

Corey Brooks, CLGPO  
Senior Procurement Specialist  
704.283.3683  
[corey.brooks@unioncountync.gov](mailto:corey.brooks@unioncountync.gov)

---

---

## Contents

<b>1</b>	<b>Notice of Advertisement.....</b>	<b>4</b>
<b>2</b>	<b>Submittal Deadline and Question Information.....</b>	<b>5</b>
2.1	PROPOSAL SUBMISSION DEADLINE .....	5
2.2	PROPOSAL SUBMISSION REQUIREMENTS .....	5
2.3	PROPOSAL QUESTIONS .....	5
2.4	PROPOSAL ADDENDUM .....	5
2.5	COMMUNICATION.....	6
<b>3</b>	<b>Purpose.....</b>	<b>6</b>
3.1	INTRODUCTION.....	6
3.2	COUNTY .....	6
<b>4</b>	<b>Overview .....</b>	<b>6</b>
<b>5</b>	<b>Specifications and Requirements .....</b>	<b>7</b>
5.1	POSITION TITLE .....	7
5.2	JOB SUMMARY .....	7
5.3	WORK ENVIRONMENT & SCHEDULE.....	7
5.4	QUALIFICATIONS.....	7
5.5	SAFETY RESTRICTIONS & REQUIREMENTS .....	7
5.5.1	<i>Worksite Behavior and Equipment Restrictions.....</i>	<i>7</i>
5.5.2	<i>Personal Protective Equipment (PPE) .....</i>	<i>8</i>
5.5.3	<i>Training Requirements .....</i>	<i>8</i>
5.5.4	<i>Drug Testing and Background Checks .....</i>	<i>8</i>
5.6	ADDITIONAL NOTES .....	8
<b>6</b>	<b>Detailed Submittal Requirements and Instructions .....</b>	<b>9</b>
6.1	TERMS OF SUBMISSION.....	9
6.2	PROPOSAL FORMAT .....	9
6.2.1	<i>Section 1 – Cover Letter .....</i>	<i>10</i>
6.2.2	<i>Section 2 – Company Background and Experience .....</i>	<i>11</i>
6.2.3	<i>Section 3 – Staff Information .....</i>	<i>11</i>
6.2.4	<i>Section 4 – Methodology and Implementation Plan.....</i>	<i>12</i>
6.2.5	<i>Section 5 - References.....</i>	<i>12</i>
6.2.6	<i>Section 6 – Cost Proposal.....</i>	<i>12</i>
6.2.7	<i>Section 7 – Required Forms.....</i>	<i>12</i>
<b>7</b>	<b>Evaluation Criteria and Selection Process.....</b>	<b>12</b>
7.1	SELECTION PARTICIPANTS.....	12
7.2	EVALUATION SELECTION PROCESS .....	13
7.3	AWARD PROCEDURE .....	13
7.4	CONFLICT CERTIFICATION.....	14
<b>8</b>	<b>General Conditions and Requirements .....</b>	<b>14</b>
8.1	TERMS AND CONDITIONS.....	14
8.2	CONTRACTUAL OBLIGATIONS .....	15
8.3	SUB-CONTRACTOR/PARTNER DISCLOSURE .....	15
8.4	EXCEPTION TO THE RFP .....	15
8.5	MODIFICATION OR WITHDRAWAL OF PROPOSAL.....	15
8.6	EQUAL EMPLOYMENT OPPORTUNITY .....	16

8.7	MINORITY AND SMALL BUSINESS PARTICIPATION PLAN .....	16
8.8	LICENSES.....	16
8.9	E-VERIFY .....	16
8.10	DRUG-FREE WORKPLACE .....	16
8.11	INSURANCE .....	17
8.12	INDEMNIFICATION .....	19
<b>9</b>	<b>Appendix A – Cost Proposal.....</b>	<b>20</b>
<b>10</b>	<b>Appendix B – Proposal Submission Form.....</b>	<b>21</b>
<b>11</b>	<b>Appendix C – Addendum and Anti-Collusion Form.....</b>	<b>22</b>
<b>12</b>	<b>Appendix D – Template Contract .....</b>	<b>23</b>
<b>13</b>	<b>Appendix E – Vendor Payment Notification.....</b>	<b>24</b>

## 1 NOTICE OF ADVERTISEMENT

**Union County, North Carolina  
Request for Proposals No. 2025-050  
Field Technician Water & Sewer Division Temporary Staffing Services**

Electronic proposals will be received by the Union County's Procurement & Contract Management Department until **10:00 AM local time on August 21, 2025**. Late submittals will not be accepted.

Union County, North Carolina, through Union County Water, is seeking proposals from qualified Firms to provide Temporary Field Technician Staffing Services in response to this solicitation.

RFP No. 2025-050 may be examined at the Union County Government Center, Procurement & Contract Management Department, 500 North Main Street, Suite 709, Monroe, NC 28112, Monday through Friday between the hours of 8:00 am and 5:00 pm. Copies of the solicitation may be obtained from the locations listed below:

1. Download the Bid Documents from the Union County Web-Site [www.unioncountync.gov](http://www.unioncountync.gov) (Procurement Page, Current Bids).
2. Download the Solicitation Documents from the State of North Carolina eVP website: <https://evp.nc.gov/solicitations/> (Search County of Union)

All questions about the meaning or intent of the Bidding Documents are to be submitted in writing to the Procurement contact person listed on the cover page ([corey.brooks@unioncountync.gov](mailto:corey.brooks@unioncountync.gov)) no later than **5:00 PM Local Time on August 5, 2025**.

Union County reserves the right to reject any or all proposals, to waive technicalities and to make such selection deemed in its best interest. Union County also reserves the right to award to multiple vendors. Service Providers are required to comply with the non-collusion requirements set forth in the Solicitation Documents.

Union County encourages good faith effort outreach to Minority Businesses (HUB Certified) and Small Businesses.

-End of Advertisement-

## 2 SUBMITTAL DEADLINE AND QUESTION INFORMATION

### 2.1 PROPOSAL SUBMISSION DEADLINE

All Proposal Submittals are to be received by the Union County Procurement & Contract Management Department no later than **10:00 AM Local Time on August 21, 2025**, per the instructions below. Any proposals received after this date and time shall be rejected without exception.

### 2.2 PROPOSAL SUBMISSION REQUIREMENTS

The proposal must be submitted electronically using the following link: <https://lfportal.unioncountync.gov/Forms/procurementsubmit>. The proposal must be signed by a person who is authorized to bind the proposing Company. Instructions for preparing the proposal are provided herein.

Select the solicitation drop down arrow and choose this RFP from the list. Complete the form, upload your proposal as one (1) complete document, and select submit. The maximum accepted size is 30 MB. A delivery notification email, from [LF-Forms@co.union.nc.us](mailto:LF-Forms@co.union.nc.us), will be sent as your confirmation of receipt.

#### **Paper submissions and/or email submissions will not be accepted.**

There is no expressed or implied obligation for Union County to reimburse Offerors for any expenses incurred in preparing proposals in response to this request.

Union County reserves the right to reject any or all proposals, to waive technicalities and to make such selection deemed in its best interest, cancel this solicitation and award to multiple vendors.

### 2.3 PROPOSAL QUESTIONS

Proposal questions will be due on or before **5:00 pm Local Time on August 5, 2025**. The primary purpose is to provide participating Offerors with the opportunity to ask questions, in writing, related to the RFP.

Submit questions by e-mail to Corey Brooks at [corey.brooks@unioncountync.gov](mailto:corey.brooks@unioncountync.gov) by the deadline shown above. **The email should identify the proposal number and project title.** All questions and answers may be posted as addenda on the Union County Website or the State of North Carolina eVP Website as indicated on the advertisement page.

### 2.4 PROPOSAL ADDENDUM

Union County may modify the RFP prior to the date fixed for submission of proposals by the issuance of an addendum. Should an Offeror find discrepancies or omissions in this RFP, or any other documents provided by Union County, the Offeror should immediately notify the County of such potential discrepancy in writing via email as noted above.



Any addenda to these documents shall be issued in writing. No oral statements, explanations, or commitments by anyone shall be of effect unless incorporated in the written addenda. Receipt of Addenda shall be acknowledged by the Offeror on Appendix C, Addendum and Anti-Collusion Form.

## 2.5 COMMUNICATION

All communications, any modifications, clarifications, amendments, questions, responses or any other matters related to this Request for Proposals must be made only through the Procurement Contact noted on the cover of this RFP. A violation of this provision is cause for the County to reject a Company's proposal. No contact regarding this document with other County employees is permitted and may be grounds for disqualification.

## 3 PURPOSE

### 3.1 INTRODUCTION

Union County, North Carolina (County), through Union County Water, is seeking proposals from qualified Companies to provide Field Technician Assistant Temporary Staffing Services in Union and surrounding counties.

### 3.2 COUNTY

The County (estimated population 256,452) is located in the central, southern piedmont. The County provides its citizens with a full array of services that include public safety, water/wastewater utilities and sanitation, human services, cultural and recreational activities, and general government administration.

## 4 OVERVIEW

Union County's Water & Sewer Division is seeking temporary staffing services to fill **Field Technician Assistant** positions on an **as-needed basis**. These temporary employees will support field crews responsible for flushing, inspecting, and maintaining water and sewer infrastructure throughout the County.

Assignments will typically run for **up to six months**, but actual duration may vary based on operational needs. Work hours are generally **Monday through Friday, from 8:00 AM to 5:00 PM or 7:00 AM to 4:00 PM**, depending on weather and scheduling.

Proposing firms must demonstrate the ability to recruit and supply qualified candidates with prior experience or aptitude for field work, preferably in public utilities, construction, or environmental services.

Union County reserves the right to:

- Make staffing requests on an as-needed basis,
- Interview candidates before assignment,
- Cancel assignments for any candidate who does not meet County expectations,

- Award contracts to one or more firms, depending on qualifications and pricing.

## **5 SPECIFICATIONS AND REQUIREMENTS**

### **5.1 POSITION TITLE**

**Field Technician Assistant – Water & Sewer Division**

### **5.2 JOB SUMMARY**

Field Technician Assistants support Union County's Water & Sewer Division in field-based operations involving water and sewer line maintenance. These positions are physically demanding and require work in outdoor environments under varying conditions. The role involves working closely with a CDL Driver to perform flushing, inspection, and related tasks.

### **5.3 WORK ENVIRONMENT & SCHEDULE**

- Ride with a CDL Driver to job sites across Union County.
- Safely open manholes using a manhole hook.
- Guide and position flushing hoses during sewer line maintenance.
- Enter and exit vehicles only when stopped, following all safety procedures.
- Maintain communication with drivers and crews to ensure safe, efficient workflows.
- Follow all OSHA safety standards and County protocols.
- Maintain cleanliness and organization of the work area.

### **5.4 QUALIFICATIONS**

- Outdoor work in all weather conditions.
- Physical demands include lifting, bending, standing for extended periods, and handling equipment.
- Typical hours: Monday–Friday, 8:00 AM–5:00 PM or 7:00 AM–4:00 PM depending on weather.
- Assignments will vary in duration but are generally expected to last up to six months.

### **5.5 SAFETY RESTRICTIONS & REQUIREMENTS**

#### **5.5.1 WORKSITE BEHAVIOR AND EQUIPMENT RESTRICTIONS**

- No employee shall enter a manhole at any time.
- Employees are strictly prohibited from removing, attaching, or operating any truck equipment, including valves, latches, and attachments. These tasks are the sole responsibility of the CDL driver.
- Employees must remain inside the vehicle while in transit and may only exit the vehicle when it is at a complete stop and only upon direction from the driver or supervisor.
- Employees may ride inside the vehicle but are not permitted to stand on ladders or hang from any part of the vehicle's exterior.

### 5.5.2 PERSONAL PROTECTIVE EQUIPMENT (PPE)

The following PPE is mandatory and must be worn at all times while on County worksites:

- Hard hat
  - Provided by Union County
- Steel-toe boots
  - **Not** Provided by Union County
- Safety vest
  - Provided by Union County
- Goggles
  - Provided by Union County
- Gloves
  - Provided by Union County

Union County will provide all necessary tools and vehicles for use in the field; however, only County staff are permitted to operate County vehicles. Temporary personnel must be able to ride in a County vehicle but will not be authorized to drive.

### 5.5.3 TRAINING REQUIREMENTS

- All employees must successfully complete a County-approved safety training session prior to the start of their assignment.
- Blood Born Pathogen Training must be provided prior to assignment

Union County reserves the right to immediately remove any temporary worker from a job site if safety rules are violated or if their conduct poses a risk to themselves or others.

### 5.5.4 DRUG TESTING AND BACKGROUND CHECKS

All temporary employees must pass a background check and drug screening prior to assignment. Union County reserves the right to approve or reject any candidate based on these results.

## 5.6 ADDITIONAL NOTES

- Union County reserves the right to interview and approve any temporary worker prior to assignment.
- The County will not be responsible for payment to individual workers.
- The staffing firm shall maintain all required payroll records, tax withholdings, and insurances in compliance with federal, state, and local law.

## 6 DETAILED SUBMITTAL REQUIREMENTS AND INSTRUCTIONS

### 6.1 TERMS OF SUBMISSION

All material received from a person or company (“Respondent”) in response to this solicitation shall become the property of Union County and will not be returned to the Respondent. Any and all costs incurred by a Respondent in preparing, submitting, or presenting submissions are the Respondent’s sole responsibility and Union County shall not reimburse the Respondent. All responses to this solicitation will be considered a public record and subject to disclosure under applicable public records law.

Any material in a response which the Respondent considers a trade secret and exempt from disclosure as a public record under applicable law, including N.C.G.S. §§ 132-1.2 and 66-152, must be properly designated as a trade secret. In order to properly designate such material, the Respondent must: (i) submit any trade secret materials in a separate envelope, or file, from all other submitted material, being clearly marked as “Trade Secret – Confidential and Proprietary Information,” and (ii) stamp the same trade secret/confidentiality designation on each page of the materials therein which contain trade secrets.

To the extent consistent with public records law, Union County will make reasonable efforts to maintain the confidential nature of trade secrets, as determined by Union County and subject to the conditions set forth herein. Respondent understands and agrees by submitting a response to this solicitation, that if a request is made to review or produce a copy of any information in the Respondent’s materials which was properly labeled by the Respondent as a trade secret, Union County will notify the Respondent of the request and the date that such materials will be released to the requestor unless the Respondent obtains a court order enjoining that disclosure. If the Respondent fails to obtain the court order enjoining disclosure prior to that date, Respondent understands and agrees that Union County will release the requested information to the requestor on that date.

Furthermore, the Respondent also agrees to indemnify and hold harmless Union County and each of its officers, employees, and agents from all costs, damages, and expenses incurred in connection with refusing to disclose any material that has been designated as a trade secret by Respondent.

### 6.2 PROPOSAL FORMAT

**The County desires all responses to be identical in format in order to facilitate comparison.** While the County’s format may represent a departure from the vendor’s preference, the County requests adherence to the format. All responses are to be in the format described below.

Offerors should prepare their proposals in accordance with the instructions outlined in this section. Each proposer is required to submit the proposal electronically – Refer to page 5, 2.2. Each section should be identified as described below. Proposals should be prepared

as simply as possible and provide a straightforward, concise description of the proposer's capabilities to satisfy the requirements of the RFP.

The successful Offeror's proposal must include all responses to the requirements contained within this RFP and all appendices (if applicable) must be completed in their entirety.

By submitting a proposal, the successful Offeror agrees to all applicable provisions, terms and conditions associated with this RFP. This solicitation, the successful bidder's submitted proposal, all appendices and attachments (if applicable), and stated terms and conditions may become part of the resulting contract.

Utmost attention should be given to accuracy, completeness, and clarity of content. All parts, pages, figures, or tables should be numbered and clearly labeled. Response information should be limited to pertinent information only. Marketing and sales type information is not to be included.

Omissions and incomplete answers may be deemed unresponsive. Please initial any corrections.

**The proposal should be organized and identified by section as follows:**

- **Section 1** – Cover Letter
- **Section 2** – Company Background and Experience
- **Section 3** – Staff Information
- **Section 4** – Methodology and Implementation Plan
- **Section 5** – References
- **Section 6** – Cost Proposal (Appendix A)
- **Section 7** – Required Forms
  - Appendix B – Compliance (signed)
  - Appendix C – Proposal Submission Form (signed)
  - Appendix D – Addenda Receipt and Anti-Collusion (signed)

**There are seven (7) Sections to this proposal. The instructions for each Section are outlined below.**

Omissions and incomplete answers may be deemed unresponsive. Please initial any corrections.

**6.2.1 SECTION 1 – COVER LETTER**

In your cover letter, provide the following information about your company.

1. Legal Company Name and DBA (if applicable)  
Address  
Telephone Number

Website Address

**2. Name of Single Point of Contact**

**Title**

**Direct Telephone Number**

**Direct Email Address**

**3. Name of Person with Binding Authority**

**Title**

**Address**

**Direct Telephone Number**

**Direct Email Address**

4. Stipulate that the proposal price will be valid for a period of 180 days.
5. Make the following representations and warranty in the cover letter, the falsity of which might result in rejection of its proposal: "The information contained in this proposal or any part thereof, including any exhibits, schedules, and other documents and instruments delivered or to be delivered to the County, is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the County as to any material facts."

**6.2.2 SECTION 2 – COMPANY BACKGROUND AND EXPERIENCE**

This section provides each vendor with the opportunity of demonstrating how its history, organization, and partnerships differentiate it from other entities. Careful attention should be paid to providing information relevant to Union County needs.

Provide a concise profile of the Proposer's organization to include the following:

- A brief history of your company, including the number of years in business under the current name and structure.
- A summary of the services offered by your organization and your experience providing temporary field or utility staffing.
- Assets or resources available to meet Union County's service requirements (e.g., recruiter capacity, candidate pools, safety program support).
- Disclosure of any current or pending litigation that may impact your ability to perform under this contract.
- A description of key differentiators that set your company apart from others in the staffing industry, especially those relevant to field-based public sector assignments.

**6.2.3 SECTION 3 – STAFF INFORMATION**

Provide brief resumes of staff who will be associated with this project and indicate the functions that each will perform. Include copies of certifications and/or licenses.

#### **6.2.4 SECTION 4 – METHODOLOGY AND IMPLEMENTATION PLAN**

Provide a detailed description of the approach and methodology to be used to provide Field Technician Temporary Staffing Services to Union County including, but not limited to the following:

- A detailed implementation plan to satisfy the requirements of this solicitation;
- Project management and implementation strategies;
- Detailed description of efforts your firm will undertake to achieve client satisfaction;
- Detailed description of specific tasks you will require from County staff;

#### **6.2.5 SECTION 5 - REFERENCES**

Provide three (3) references for projects similar to this solicitation and include the following:

- Company Name
- Contact Name and Title
- Address
- Phone Number
- Email Address

#### **6.2.6 SECTION 6 – COST PROPOSAL**

Complete and submit Appendix A – Cost Proposal

#### **6.2.7 SECTION 7 – REQUIRED FORMS**

Offerors must include signed copies of the following documents:

- Appendix B– Proposal Submission
- Appendix C – Addenda Receipt and Anti-Collusion

### **7 EVALUATION CRITERIA AND SELECTION PROCESS**

#### **7.1 SELECTION PARTICIPANTS**

1. Maintaining the integrity of the RFP process is of paramount importance for the County. To this end, please do not contact any members of Union County or its staff regarding the subject matter of this RFP until a selection has been made, other than the County's designated contact person identified in the introduction to this RFP.
2. Representatives of Union County will read, review, and evaluate the RFP independently based on the evaluation criteria. Union County reserves the right to conduct interviews with a shortlist of selected Offerors. Failure to abide by this requirement shall be grounds for disqualification from this selection process.



3. The Owner will establish an RFP Evaluation Team to review and evaluate the RFPs. The RFP Evaluation Team will evaluate the RFPs independently in accordance with the published evaluation criteria. Union County reserves the right to conduct interviews with a shortlist of selected respondents.
4. At its sole discretion, the Owner may ask written questions of Offerors, seek written clarification, and conduct discussions with Offerors on the RFPs.
5. The County reserves the right to determine the suitability of proposals on the basis of a proposal meeting scope and submittal criteria listed in the RFP. Evaluation criteria and other relevant RFP information will be used to assist in determining the finalist vendor.

## 7.2 EVALUATION SELECTION PROCESS

A weighted analysis of the evaluation criteria will be utilized to determine the vendor that represents the best value solution for the County.

In the evaluation and scoring/ranking of Offerors, the Owner will consider the information submitted in the RFP as well as the meetings (if applicable) with the respect to the evaluation criteria set forth in the RFP.

The initial evaluation criteria/factors and relative weights listed below will be used to recommend selection of the Proposed Offeror or for the purpose of selecting Short-Listed Offerors. The County may choose to award without engaging in interview discussions.

RFP Criteria	Weights
Company Background and Experience	40%
Project Approach and Implementation Plan	35%
Cost Schedule	15%
Compliance with Submittal Requirements	10%

After identification of Short-Listed Offerors, the Owner may or may not decide to invite Short-Listed firms to interviews. If interviews are scheduled with the Short-Listed Offerors, previous evaluation and rankings are not carried forward. For the purpose of selecting a Preferred Offeror, the evaluation criteria will be given the following relative weights:

Interview Criteria	Weights
Proposed Approach, Implementation and Staff	65%
Price, Quality and Relevance of Interview as it Relates to the Scope of the RFP	35%

## 7.3 AWARD PROCEDURE

Union County has the right to reject any or all proposals, to engage in further negotiations with any Company submitting a proposal, and/or to request additional information or



clarification. The County is not obligated to accept the lowest cost proposal. The County may accept the proposal that best serves its needs, as determined by County officials in their sole discretion.

The County reserves the right to make an award without further discussion of the proposals received. Therefore, it is important that the proposal be submitted initially on the most favorable terms.

A proposal may be rejected if it is incomplete. Union County may reject any or all proposals and may waive any immaterial deviation in a proposal.

More than one proposal from an individual, Offeror, partnership, corporation or association under the same or different names, will not be considered.

The County reserves the right to enter into negotiations with the top ranked Offeror. However, negotiations with the top ranked Offeror does not signify a commitment by Union County to execute a contract or to continue discussions.

The County reserves the right to terminate negotiations at any time and for any reason.

The County may select and enter into negotiations with the next most advantageous Proposer if negotiations with the initially chosen Proposer are not successful.

The award shall be made in the best interest of the County. This Request for Proposal is not subject to any competitive bidding requirements of North Carolina law. The County reserves the right to accept other than the most financially advantageous proposal.

The award document will be a Contract incorporating, by reference, all the requirements, terms and conditions of the solicitation and the Offeror's proposal as negotiated.

#### **7.4 CONFLICT CERTIFICATION**

The Offeror must certify that it does not have any actual or potential conflicts of interest with, or adversarial litigation against the County or any of its officers or employees. During the course of the contractual relationship formed pursuant to this solicitation, any such conflict of interest, whether newly arising or newly discovered, must be disclosed to the County in writing.

## **8 GENERAL CONDITIONS AND REQUIREMENTS**

### **8.1 TERMS AND CONDITIONS**

The contract award may have an initial term of three (3) years with a two (2) one-year renewal option at the County's discretion, pending annual budget approval.

All payroll taxes, liability and worker's compensation are the sole responsibility of the Offeror. The Offeror understands that an employer/employee relationship does not exist under this contract.

All proposals submitted in response to this request shall become the property of Union County and as such, may be subject to public review.

## **8.2 CONTRACTUAL OBLIGATIONS**

The contents of this Proposal and the commitments set forth in the Proposal shall be considered contractual obligations, if a contract ensues. Failure to accept these obligations may result in cancellation of the award. All legally required terms and conditions shall be incorporated into final contract agreements with the selected Service Provider(s).

## **8.3 SUB-CONTRACTOR/PARTNER DISCLOSURE**

A single Company may propose the entire solution. If the proposal by any Company requires the use of sub-contractors, partners, and/or third-party products or services, this must be clearly stated in the proposal. The Company submitting the proposal shall remain solely responsible for the performance of all work, including work that is done by sub-contractors.

## **8.4 EXCEPTION TO THE RFP**

An "exception" is defined as the Service Provider's inability or unwillingness to meet a term, condition, specification, or requirement in the manner specified in the RFP. All exceptions taken must be identified and explained in writing and must specifically reference the relevant section(s) of this RFP. Other than exceptions that are stated in compliance with this Section, each proposal shall be deemed to agree to comply with all terms, conditions, specifications, and requirements of this RFP. If the Service Provider provides an alternate solution when taking an exception to a requirement, the benefits of this alternate solution and impact, if any, on any part of the remainder of the Service Provider's solution, must be described in detail.

## **8.5 MODIFICATION OR WITHDRAWAL OF PROPOSAL**

Prior to the scheduled closing time for receiving proposals, any Offeror may withdraw their proposal. After the scheduled closing time for receiving proposals, no proposal may be withdrawn for 180 days. Only written requests for the modification or correction of a previously submitted proposal that are addressed in the same manner as proposals and are received by the County prior to the closing time for receiving proposals will be accepted. The proposal will be corrected in accordance with such written requests, provided that any such written request is in a sealed envelope that is plainly marked "Modification of Proposal" – with solicitation number and name on the front of the envelope. Oral, telephone, or fax modifications or corrections will not be recognized or considered.

## **8.6 EQUAL EMPLOYMENT OPPORTUNITY**

All Firms will be required to follow Federal Equal Employment Opportunity (EEO) policies. Union County will affirmatively assure that on any project constructed pursuant to this advertisement, equal employment opportunity will be offered to all persons without regard to race, color, creed, religion, national origin, sex, and marital status, status with regard to public assistance, membership or activity in a local commission, disability, sexual orientation, or age.

## **8.7 MINORITY AND SMALL BUSINESS PARTICIPATION PLAN**

It is the policy of Union County that Minority Businesses (MBEs), Disadvantaged Business Enterprises (DBEs) and other small businesses shall have the opportunity to compete fairly in contracts financed in whole or in part with public funds. Consistent with this policy, Union County will not allow any person or business to be excluded from participation in, denied the benefits of, or otherwise be discriminated against in connection with the award and performance of any contract because of sex, race, religion, or national origin.

## **8.8 LICENSES**

The successful Firm(s) shall have and maintain a valid and appropriate business license (if applicable), meet all local, state, and federal codes, and have current all required local, state, and federal licenses.

## **8.9 E-VERIFY**

E-Verify is the federal program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program, used to verify the work authorization of newly hired employees pursuant to federal law. Offeror/Firm shall ensure that Firm and any Subcontractor performing work under this contract: (i) uses E-Verify if required to do so; and (ii) otherwise complies with applicable law.

## **8.10 DRUG-FREE WORKPLACE**

During the performance of this Request, the Firm agrees to provide a drug-free workplace for his employees; post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the workplace and specify the actions that will be taken against employees for violations of such prohibition; and state in all solicitations or advertisements for employees placed by or on behalf of the firm that the Firm maintains a drug-free workplace.

For the purposes of this section, “drug-free workplace” means a site for the performance of work done in connection with a specific contract awarded to a Contractor/Firm in accordance with this chapter, the employees of whom are prohibited from engaging in the

unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the Request.

## 8.11 INSURANCE

One or more of the following insurance limits may be required if it is applicable to the project. The County reserves the right to require additional insurance depending on the nature of the agreement.

At Contractor's sole expense, Contractor shall procure and maintain the following minimum insurances with insurers authorized to do business in North Carolina and rated A-VII or better by A.M. Best or as otherwise authorized by the Union County Risk Manager.

A. WORKERS' COMPENSATION

Statutory (coverage for three or more employees) limits covering all employees, including Employer's Liability with limits of:

\$500,000	Each Accident
\$500,000	Disease - Each Employee
\$500,000	Disease - Policy Limit

B. COMMERCIAL GENERAL LIABILITY

(for any agreement unless otherwise waived by the Risk Manager)  
Covering Ongoing and Completed Operations involved in this Agreement.

\$2,000,000	General Aggregate
\$2,000,000	Products/Completed Operations Aggregate
\$1,000,000	Each Occurrence
\$1,000,000	Personal and Advertising Injury Limit

C. COMMERCIAL AUTOMOBILE LIABILITY

(for any agreement involving the use of a contractor vehicle while conducting services associated with the agreement)

\$1,000,000	Combined Single Limit - Any Auto
-------------	----------------------------------

D. PROFESSIONAL LIABILITY

(only for any agreement providing professional service such as engineering, architecture, surveying, consulting services, etc)

\$1,000,000	Claims Made
-------------	-------------

Contractor shall provide evidence of continuation or renewal of Professional Liability Insurance for a period of two (2) years following termination of the Agreement.

E. POLLUTION LIABILITY INSURANCE

(for any agreement involving the clean-up or transportation of pollutants)

\$1,000,000 Claims Made

Contractor shall provide evidence of continuation or renewal of Pollution Liability Insurance for a period of two (2) years following termination of the Agreement.

F. NETWORK SECURITY & PRIVACY LIABILITY (CYBER)  
(for any agreement involving software applications)

\$1,000,000 Claims Made

Contractor shall provide evidence of continuation or renewal of Technology Errors & Omissions Insurance for a period of two (2) years following termination of the Agreement.

G. Builder's Risk  
(for any agreement involving above ground construction projects)  
Amount of Contract

#### ADDITIONAL INSURANCE REQUIREMENTS

- A. The Contractor's General Liability policy shall be endorsed, specifically or generally, to include the following as Additional Insured:

**UNION COUNTY, ITS OFFICERS, AGENTS AND EMPLOYEES ARE INCLUDED AS ADDITIONAL INSURED WITH RESPECTS TO THE GENERAL LIABILITY INSURANCE POLICY.**

Additional Insured status for Completed Operations shall extend for a period of not less than three (3) years from the date of final payment.

- B. Before commencement of any work or event, Contractor shall provide a Certificate of Insurance in satisfactory form as evidence of the insurances required above.
- C. Contractor shall have no right of recovery or subrogation against Union County (including its officers, agents and employees).
- D. It is the intention of the parties that the insurance policies afforded by contractor shall protect both parties and be primary and non-contributory coverage for any and all losses covered by the above-described insurance.
- E. Union County shall have no liability with respect to Contractor's personal property whether insured or not insured. Any deductible or self-insured retention is the sole responsibility of Contractor.
- F. Notwithstanding the notification requirements of the Insurer, Contractor hereby agrees to notify County's Risk Manager at 500 N. Main Street # 130, Monroe, NC 28112, within two (2) days of the cancellation or substantive change of any insurance policy set out herein. Union, in its sole discretion, may deem failure to provide such notice as a breach of this Agreement.

- G. The Certificate of Insurance should note in the Description of Operations the following:

Department: \_\_\_\_\_  
Contract #: \_\_\_\_\_

- H. Insurance procured by Contractor shall not reduce nor limit Contractor's contractual obligation to indemnify, save harmless and defend Union County for claims made or suits brought which result from or are in connection with the performance of this Agreement.

- I. Certificate Holder shall be listed as follows:

Union County  
Attention: Risk Manager  
500 N. Main Street, Suite #130  
Monroe, NC 28112

- J. If Contractor is authorized to assign or subcontract any of its rights or duties hereunder and in fact does so, Contractor shall ensure that the assignee or subcontractor satisfies all requirements of this Agreement, including, but not limited to, maintenance of the required insurances coverage and provision of certificate(s) of insurance and additional insured endorsement(s), in proper form prior to commencement of services.

## 8.12 INDEMNIFICATION

Contractor agrees to protect, defend, indemnify and hold Union County, its officers, employees and agents free and harmless from and against any and all losses, penalties, damages, settlements, costs, charges, professional fees or other expenses or liabilities of every kind and character arising out of or relating to any and all claims, liens, demands, obligations, actions, proceedings, or causes of action of every kind in connection with or arising out of this agreement and/or the performance hereof that are due, in whole or in part, to the negligence of the Contractor, its officers, employees, subcontractors or agents. Contractor further agrees to investigate, handle, respond to, provide defense for, and defend the same at its sole expense and agrees to bear all other costs and expenses related thereto.

## 9 APPENDIX A – COST PROPOSAL

RFP 2025-050

### Field Technician Water & Sewer Division Temporary Staffing Services

**SUBMIT WITH PROPOSAL**

Company Name: \_\_\_\_\_

Provide minimum and maximum hourly rates for a temporary contract, a contract to hire and a direct hire contract per the positions indicated below. Hourly rates should include all overhead, taxes, and administrative fees unless otherwise noted. In addition, provide miscellaneous fees as described below.

Hourly Rate to be Charged to Union County				
Position	Temporary Contract		Contract to Hire	
	Minimum Rate	Maximum Rate	Minimum Rate	Maximum Rate
Field Technician Assistant				

Miscellaneous Fees - List all required fees.	
*Conversion Fee - List as Percentage	
**Payroll Service	

\*Union County elects to permanently hire a temporary worker as a full-time County employee

\*\* Union County provides the applicant to Offeror for payroll purposes only.

## 10 APPENDIX B – PROPOSAL SUBMISSION FORM

RFP 2025-050

Field Technician Water & Sewer Division Temporary Staffing Services

**SUBMIT WITH PROPOSAL**

***This Proposal is submitted by:***

Company Legal Name: \_\_\_\_\_

Representative Name: \_\_\_\_\_

Representative Signature: \_\_\_\_\_

Representative Title: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Website Address: \_\_\_\_\_

**It is understood that Union County reserves the right to reject any and all proposals, to make awards according to the best interest of the County, to waive formalities, technicalities, to recover and re-proposal this project. Proposal is valid for 180 calendar days from the Proposal due date and is submitted by an executive of the company that has authority to contract with Union County, NC.**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## 11 APPENDIX C – ADDENDUM AND ANTI-COLLUSION FORM

RFP 2025-050

Field Technician Water & Sewer Division Temporary Staffing Services

**SUBMIT WITH PROPOSAL**

Please acknowledge receipt of all addenda by including this form with your Proposal. Any questions or changes received will be posted as an addendum on [www.co.union.nc.us](http://www.co.union.nc.us) and/or [www.ips.state.nc.us](http://www.ips.state.nc.us). It is your responsibility to check for this information.

Addendum No.	Date Downloaded
_____	_____
_____	_____
_____	_____
_____	_____

**I certify that this proposal is made in good faith and without collusion with any other offeror or officer or employee of Union County.**

Company Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## 12 APPENDIX D – TEMPLATE CONTRACT

RFP 2025-050

Field Technician Water & Sewer Division Temporary Staffing Services

**DO NOT SUBMIT WITH PROPOSAL**

*Information Purposes Only*

### 13 APPENDIX E – VENDOR PAYMENT NOTIFICATION

RFP 2025-050

Field Technician Water & Sewer Division Temporary Staffing Services

**DO NOT SUBMIT WITH PROPOSAL**

*Information Purposes Only*



**Finance Department**

500 North Main Street Suite #714  
Monroe, NC 28112 T. 704-283-3813  
[www.unioncountync.gov](http://www.unioncountync.gov)

**ATTENTION: ACCOUNTS PAYABLE VENDORS**

As part of our Fraud Prevention Program, Union County now prefers two methods for payments to vendor accounts. These methods allow for faster and easier payments to vendors.

The first and preferred method available is to accept a VISA card payment from the County. If you accept payment via VISA, payment is made at the time of the transaction or upon receipt and approval of the invoice.

The second method is an Electronic Funds Transfer. (EFT) This means that you will receive payment of invoices due directly into your bank account. With this method, you will get an email confirmation giving you the date, invoice numbers, and total amount paid. Your payment will be available to you on Monday (or the first banking day if Monday is a bank holiday) following receipt of an approved invoice from the County department invoiced.

An EFT Enrollment Form to enroll in the program is attached for your convenience. You can also visit the Union County website at [www.unioncountync.gov](http://www.unioncountync.gov) at any time to get a new form if your banking information changes. If the banking information changes and you do not notify us, it will delay receipt of payment for invoices.

If you wish to receive payment via the County's VISA card, please contact Heather Howey at 704-283-3539, or send an email to [ap@unioncountync.gov](mailto:ap@unioncountync.gov) and you will be added to the list of vendors accepting the VISA card method of payment.

Union County prefers all vendors participate in one of the two methods described above.

Thank you in advance for your participation.



## **Request for Proposals 2025-050**

### **Field Technician Water & Sewer Division Temporary Staffing Services**

.....

#### **ADDENDUM No. 1**

**ISSUE DATE: August 14, 2025**

Responding Offerors on this project are hereby notified that this Addendum shall be made a part of the above named RFP document.

The following items add to, modify, and/or clarify the RFP documents and shall have the full force and effect of the original Documents. This Addendum shall be acknowledged by the Offeror in the RFP document.

## **Question/Answer**

1. **Question:** Is this a new contract or a re-compete?

**Answer:** This is a new contract

2. **Question:** If this is a re-compete, who is (are) the incumbent(s)?

**Answer:** Refer to Question/Answer section, Item #1

3. **Question:** If it is a re-compete, can you provide us the current awarded contract(s), or would we have to file a FOIA?

**Answer:** Refer to Question/Answer section, item #1

4. **Question:** Is there an MBE, WBE, small business requirement?

**Answer:** No. There is no requirement for MBE, WBE, or small business participation for this RFP. However, as stated in Section 1 – Notice of Advertisement, Union County encourages good faith effort outreach to Minority Businesses (HUB Certified) and Small Businesses.

5. **Question:** How many technicians are you anticipating to onboard?

**Answer:** The number is based on vacancies however we are anticipating three (3).

6. **Question:** Who is the incumbent for these services?

**Answer:** Refer to Question/Answer section, item #2.

7. **Question:** How long have they had the contract?

**Answer:** Refer to Question/Answer section, Item #1.

8. **Question:** What is the current markup for past contracts?

**Answer:** Refer to Question/Answer section, Item #1.

9. **Question:** What is the anticipated annual and total spend for this contract?

**Answer:** The anticipated annual spend for this contract is estimated at approximately \$150,000. This figure is based on projected staffing needs and may vary from year to year depending on vacancies, operational requirements, and actual hours worked.

10. **Question:** If government-mandated costs or expenses are enacted during the contract term, will respondents be allowed to request rate increases to cover these higher rates? i.e. Minimum wage?

**Answer:** Rate adjustments for government-mandated costs may be considered at the County's discretion if documentation is provided

11. **Question:** How many awards does the customer anticipate making?

**Answer:** The County anticipates making one (1) or two (2) awards for this contract. The final number of awards will be determined based on the proposals received, overall qualifications, pricing, and the County's operational needs.

12. **Question:** Is RFP tied to Davis Bacon Act?

**Answer:** No, this contract is not subject to the Davis-Bacon Act.

13. **Question:** How will orders be released for this award? Who places orders?

**Answer:** Ordering will be done by UC Water

14. **Question:** Does the County use employee incentives, like payroll deductions difference for wellness compliance?

**Answer:** No. The County does not offer employee incentives such as payroll deduction differences for wellness compliance under this contract. Temporary Field Technician Assistants will be engaged solely for the scope of work outlined in Section 5 of the RFP and will not participate in County employee benefit or incentive programs.

15. **Question:** Is ordering done from HR only via email released or in a portal?

**Answer:** Refer to Question/Answer section, Item #13

16. **Question:** Do the employees need to be OSHA 10 certified or just trained?

**Answer:** Employees are not required to hold an OSHA 10 certification. However, as outlined in Section 5.5.3 of the RFP, all temporary staff must complete County-approved safety training prior to assignment, including Bloodborne Pathogen Training, and must follow all applicable OSHA safety standards while on the job.

17. **Question:** Do we supply the payroll service fee?

**Answer:** Refer to Appendix A – Cost Proposal (page 20 of RFP) where payroll service is listed; answer: "Yes, if applicable, list in Miscellaneous Fees on Appendix A

18. **Question:** Who is the incumbent for these services?

**Answer:** Refer to Question/Answer section, Item #2

19. **Question:** How long have they had the contract?

**Answer:** Refer to Question/Answer section, Item #1.

20. **Question:** What is the current markup for past contracts?

**Answer:** Refer to Question/Answer section, Item #1.

21. **Question:** What is the anticipated annual and total spend for this contract?

**Answer:** Refer to Question/Answer section, Item #9.

22. **Question:** Does the county provide the safety and blood born pathogen training, or do we have to provide?

**Answer:** It is the expectation that our firm arrange for training however we will pay for the Hep A and B Vaccine. First day safety orientation then badge issued and assigned to Crew Leader.

- a. **Question:** If we provide, can those costs be passed on to the county?

**Answer:** Training costs should be included in the hourly rates provided in Appendix A unless otherwise agreed upon in writing by the County prior to the training

23. **Question:** Could Union County provide an estimate of the average number of temporary staff needed per month/quarter, based on historical data or projected needs?

**Answer:** Refer to Question/Answer section, Item #5

24. **Question:** Are there specific peak seasons or periods where the need for temporary staff is historically higher?

**Answer:** No. The need for temporary staff is driven by vacancies and operational requirements rather than seasonal fluctuations. Requests for staffing may occur at any time throughout the year based on workload and personnel changes.

25. **Question:** While assignments typically run for up to six months, could Union County provide more insight into the typical actual duration of assignments?

**Answer:** The actual duration of each assignment is based on the length of the vacancy and operational needs. While assignments can run for up to six (6) months, many align with the time required to fill the position permanently or to complete specific project



work. As a result, some assignments may be shorter, while others may extend to the maximum duration allowed.

26. **Question:** Are most assignments closer to a few weeks, two months, or do they frequently extend towards the six-month maximum?

**Answer:** While assignment lengths vary, most placements fall within a two (2) to six (6) month range. The actual duration is determined by the length of the vacancy, operational requirements, and the County's staffing needs. Some assignments may conclude sooner if the position is filled internally or project work is completed ahead of schedule.

27. **Question:** Are there target response times for submitting candidates once a request is made?

**Answer:** The County's target timeframe for candidate submittals is generally within two (2) to four (4) weeks from the initial request. Shorter turnaround times may be required for urgent staffing needs, and vendors are encouraged to identify qualified candidates as quickly as possible to minimize operational disruptions.

28. **Question:** Beyond "prior experience or aptitude for field work," are there specific types of public utilities, construction, or environmental services experience that Union County finds most valuable or relevant for these positions?

**Answer:** While there is no requirement for specialized licensing or certification, candidates with prior experience in public utilities, construction, or environmental services that involve outdoor, physically demanding work are preferred. Skills such as safe use of basic hand tools (e.g., shovels, hammers, weed trimmers), working in and around active utility sites, and familiarity with water and sewer infrastructure support tasks are valuable. Candidates must also be able to ride in County vehicles to job sites and work effectively as part of a field crew under varying weather conditions.

29. **Question:** If provided by the county, what is the typical schedule/availability of these training sessions?

**Answer:** N/A

30. **Question:** Are there any specific types of hand tools or basic equipment that Field Technician Assistants are expected to be familiar with or be able to use upon starting an assignment?

**Answer:** Basic Hand Tools like hammer, shovel, and Weed Trimmers.

31. **Question:** Is there a specific vendor or process we must use for background checks and drug testing, or can we utilize our own reputable screening vendors as long as they meet the county's minimum standards?

**Answer:** The selected firm may use its own reputable background check and drug screening vendors, provided the process meets or exceeds the County's minimum standards outlined in Section 5.5.4 of the RFP. All candidates must successfully pass both screenings prior to assignment, and Union County reserves the right to approve or reject any candidate based on the results.

32. **Question:** Will Union County accept candidates with prior non-violent misdemeanor records, or is a clean record strictly required?

**Answer:** Candidates will be evaluated individually; final acceptance subject to background check results and County approval.

33. **Question:** Are temporary staff expected to report to a central location each day, or will they be assigned directly to various field sites?

**Answer:** Yes, Union County Water Operation Center (Yes 4600 Goldmine Road, Monroe NC 28110).

34. **Question:** Could Union County elaborate on the onboarding process for temporary staff once they are approved (e.g., initial orientation, badge issuance, etc.)?

**Answer:** Upon approval, temporary staff will report to the Union County Water Operations Center for onboarding. On their first day, they will complete County-approved safety orientation, including required Bloodborne Pathogen Training, as outlined in Section 5.5.3 of the RFP. After completing orientation, they will be issued a County identification badge and assigned to a Crew Leader for worksite direction and daily supervision.

35. **Question:** Could Union County clarify the circumstances under which the "Payroll Service" fee (where the County provides the applicant for payroll purposes only) would be applicable?

**Answer:** Refer to Appendix A for clarification. This applies when the County identifies a candidate, and the vendor places them on payroll for administrative purposes only

36. **Question:** Is this for specific internal candidates or other scenarios?

**Answer:** Primarily for County-identified candidates who require payroll processing through the staffing vendor

37. **Question:** Are overtime hours or weekend work anticipated, and if so, how should that be priced?

**Answer:** No. Overtime hours and weekend work are not anticipated under this contract. The standard work schedule for Field Technician Assistants is Monday through Friday

Page 6 of 8

during the hours outlined in Section 5.3 of the RFP. In the event that overtime or weekend work is required due to unforeseen operational needs, the County will coordinate with the vendor in advance to determine applicable rates in accordance with the terms of the contract.

38. **Question:** For the payroll-only service model, does the County have volume expectations or a flat administrative fee cap?

**Answer:** No specific volume or cap is established; vendors should provide proposed rates/fees in Appendix A

39. **Question:** Are there any incumbents currently providing temporary staff support.

**Answer:** No current incumbent, this is a new contract

40. **Question:** Can Union County provide an estimated number of Field Technician Assistant positions required annually?

**Answer:** Refer to Question/Answer section, Item #5

41. **Question:** Does Union County plan to evaluate vendors based solely on the Field Technician Assistant position, or might other roles be added in the future under this contract?

**Answer:** Yes.

42. **Question:** How many positions are expected per year?

**Answer:** The County anticipates filling approximately three (3) Field Technician Assistant positions per year under this contract. Actual numbers may vary depending on vacancies, operational needs, and project requirements.

43. **Question:** After the six-month duration, is there potential for permanent employment?

**Answer:** Yes. While assignments are typically temporary and last up to six (6) months, the County may, at its discretion, offer permanent employment to a temporary worker. In such cases, any applicable conversion fees will be handled in accordance with Appendix A – Cost Proposal of the RFP.

44. **Question:** Please disclose the pay range of the CDL truck operator.

**Answer:** This RFP is for Field Technician Assistant positions only and does not cover CDL Truck Operator positions. Therefore, the County does not maintain or disclose pay ranges for CDL Truck Operators within the scope of this solicitation.

45. **Question:** Once a request is made, how long will the contractor have to fill the request?

Page 7 of 8

**Answer:** The County's target timeframe for candidate submittals is generally within two (2) to four (4) weeks from the initial request. For urgent staffing needs, the County may request a shorter turnaround, and vendors are encouraged to submit qualified candidates as quickly as possible to minimize operational disruptions.

---

*End of Addendum No. 1*



**RFP 2025-050**  
**Field Tech Water & Sewer Division**  
**Temporary Staffing Services**



**Due August 21, 2025 by 10:00am**

**Submitted by:**

**Blue Arbor, Inc.**  
PO Box 12780  
New Bern, NC 28561  
CORPORATE OFFICE

Woman-owned, small business  
NC HUB Certified  
LOCAL OFFICE:  
101 S. Elm St, Suite 86  
Greensboro, NC 27401

POC: Lucine Moffett  
[Lmoffett@bluearbor.com](mailto:Lmoffett@bluearbor.com)  
800-633-9715 X399  
Cell: 252.514.5380  
Fax: 252.638.5087



Union County – Water & Sewer Division  
c/o Corey Brooks, CLGPO  
Senior Procurement Specialist

August 15, 2025

**Re: RFP #2025-050 / Temporary Staffing Services**

Blue Arbor, Inc. would like to submit our response to your request for proposal to provide our services for temporary staffing to the Union County Water & Sewer Division.

Founded in 1981 by NC native Lucine Moffett, Blue Arbor is a staffing, screening, and contracting company with over 40 years of experience. As an **SBA certified Woman Owned Small Business**, Blue Arbor is industry unique: we are not a franchise, a local staff member will always answer your call, and we remain owned and operated by our Founder. Blue Arbor is a Full-Service Staffing Firm where all processes (from recruiting, screening, onboarding all the way through payroll services) remain “in house” for quality control, consistency, and transparency. **Blue Arbor is also NC HUB certified.** Leveraging innovative staffing-specific technology for efficiency, ease, and 24/7 access, we are 100% electronic (and “old-school” capable/adaptable for inclusion).

Our legal name and address:

**Blue Arbor, Inc**

Mailing: PO Box 12780, New Bern, NC 28561

Physical: 5413 Morton Rd., New Bern, NC 28562

Toll-free: 800-633-9715

Direct: 252-638-3036

Website: <https://bluearbor.com>

**POINT OF CONTACT:**

Jaime Gossin

Vice President

Cell: 910-297-3930

Email: [JGossin@bluearbor.com](mailto:JGossin@bluearbor.com)

**BINDING AUTHORITY:**

Lucine Moffett

President

Cell: 252-513-5380

Email: [LMoffett@bluearbor.com](mailto:LMoffett@bluearbor.com)

Blue Arbor affirms that our proposal price will be valid for a period of 180 days.

Blue Arbor affirms that the information contained in this proposal or any part thereof, including any exhibits, schedules, and other documents and instruments delivered or to be delivered to the County, is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the County as to any material facts.



## **COMPANY BACKGROUND and EXPERIENCE**

Blue Arbor has over 40 years of temporary staffing experience! We challenge our team, and they challenge us to stay on top of current trends affecting our business, industry laws and practices, technology advances and client inquiries and concerns.

We offer our clients a wide range of services to maximize their staffing investment and to assist in promoting a safe and drug-free work environment. Blue Arbor is a full-service staffing company that provides employees for the following general job classifications: clerical, administration, industrial, construction, professional and technical. Blue Arbor offers temporary staffing, temporary-to-hire staffing, facility staffing, payroll services. Blue Arbor's employee screening services include drug and alcohol testing (pre-employment, post-accident, random, on-site) and background verifications (criminal background checks, credit history checks, motor vehicle reports and/or skills testing).

The most important contribution to our method of operation that distinguishes Blue Arbor from other staffing agencies is our staff which is led by Lucine Moffett, and the service that we provide. Blue Arbor takes a team approach to all staffing contracts, thereby utilizing staff in any location to assist in fulfilling immediate staffing needs and providing an outstanding level of customized service. The foundation of our successful client relationships depends on our:

- **EXPERIENCE**
- **COMMITMENT**
- **VALUE**

Our goal is always to exceed expectations.

Blue Arbor serves a wide range of clients from small companies to major manufacturing plants, and currently provides services to city, county, state and federal agencies. Due to the wide range of customers that we have provided service to over the years, we have become adept at adapting to clients individual needs.

We provide services on several military bases throughout the southeast and conduct business in multiple states, including North and South Carolina, Florida, Georgia, Alabama, Louisiana, Mississippi and Tennessee. Blue Arbor continues to actively expand its geographical service area.

Our GSA Contract allows us the ability to provide staffing services to the US Department of Justice, the US Attorney's Offices and we are familiar with Service Contract Act Wage Determinations, Davis Bacon Wages Determinations, and providing certified payroll reports for government contracts.



We currently provide similar services to the **City of Greensboro Water Resources** and are familiar with the expectations of Field Technicians. If you choose, we can provide an electronic test for potential candidates to complete for Bloodborne Pathogens – Infection Control; a requirement for this position. Our current employees at the City of Greensboro include Meter Technicians, Maintenance Technicians, Water Supply Technicians and Water Reclamation Technicians. We have a firm understanding of what the County will need for successful Field Technicians.

Blue Arbor is adept at remote hiring. As one example, we provide staffing services to multiple locations for the NC DOT Rail Division, all done remotely. York County, SC is an excellent example of our ability to provide staff from our NC corporate headquarters. We provide remote staffing services to several counties in Florida, SC, NC and in states where we do not have an office location.

We use a cloud-based software program which will include the following features:

- Electronic onboarding
- New job board and social media integrations for job advertising
- Communication improvements: mass text or call
- Documentation and reporting can be completed electronically
- Timesheets can be completed and verified online if you choose (preferable)- currently Water Resources has chosen to use Online Webcards which seem to be successful.

Blue Arbor's client management process is based on the client's specific requirements as well as the volume of services provided. We customize the processes based on individual client's needs. In all cases, Blue Arbor has consistent follow up procedures for all Blue Arbor clients.

Upper management regularly reviews placements made to ensure that our standards are always maintained. In addition, the Blue Arbor management team communicates daily with staff employees and always works to positively motivate and assist staff employees.

All hiring is done in total compliance with applicable State and Federal laws. All personnel records are maintained in complete confidentiality and in compliance with all applicable State and Federal laws. With our current state-of-the-art cloud-based software, we are on our way to a paperless environment.





### **WHY BLUE ARBOR?**

We provide the highest quality service possible through personal attention and effective communication with all of our clients, employees, and applicants. In addition, we hold our employees and clients alike to some of the highest safety and performance standards. Whether you are a job seeker or employer, we hope that your experience and time with us promotes growth and development. We keep an open line of communication and continue **“Setting the Standard for Service.”**



## **STAFF INFORMATION:**

### **Blue Arbor Team**

Our strength begins with our people. Blue Arbor's staff is comprised of seasoned industry professionals who not only bring exceptional technical expertise but are also committed to delivering the highest quality customer experience.

We have been trusted to execute — and have successfully fulfilled — contracts for organizations such as the City of Greensboro, NCDOT, Escambia County (Pensacola, FL), the City of Mobile (Mobile, AL), and York County, SC, among others. These contracts have included smoothly transitioning existing employees and managing new staffing placements through every stage of the onboarding process — from recruiting and screening to submission, selection, and hiring.

Recruiting quality employees is an ongoing commitment for us. Our ability to quickly provide qualified staff stems from maintaining an extensive, continuously updated database of potential employees, ensuring rapid response to vacancies or new requirements. Every candidate in our database is thoroughly screened, enabling us to offer clients a diverse range of skilled, vetted professionals.

Our recruiting program leverages multiple resources — including print, broadcast, internet, and social media — to attract top talent.

The resumes included represent key members of our Contracting Team:

**Lucine Moffett**, President and Owner, oversees all operations across our offices.

**Jaime Gossin**, Vice President, is involved in daily operations and contracts and will directly oversee the Union County contract.

**Cindy Simmons** and **Serena Bryant** will manage day-to-day communications with Union County representatives, as well as recruiting and onboarding candidates.

This team has successfully launched new branch locations, transitioned employees, recruited and vetted temporary staff, and managed projects of all sizes. They utilize a state-of-the-art, web-based software platform, supported by the full Blue Arbor staff, to ensure efficiency and accuracy.

**Clear, consistent communication is central to our success — and remains a cornerstone of our client partnerships.**



<b>President/Owner:</b>	<b>Lucine Moffett</b>
<b>Director of Operations:</b>	<b>Kate Cleland</b>
<b>Vice President:</b>	<b>Jaime Gossin</b>
<b>Corporate Officer:</b>	<b>Kelli Henthorn</b>
<b>Corporate Officer:</b>	<b>Michael Moffett</b>
<b>Director of Screening:</b>	<b>Pam Kornegay</b>
<b>Contract Specialist:</b>	<b>Cindy Simmons</b>
<b>Florida Branch Manager:</b>	<b>Tracy Beach</b>
<b>Staffing Specialist:</b>	<b>Serena Bryant</b>



### **METHODOLOGY and IMPLEMENTATION:**

All employees provided by Blue Arbor are considered Blue Arbor employees and not employees of Union County. If you find that an employee that we have provided does not measure up to your standards or is just 'not working out' – we will let the employee know that their assignment has ended and will provide a new temp as quickly as possible.

**Building a strong applicant base will help to fulfill your needs quickly and efficiently. When our candidate pool is strong, and we have the perfect opening for the perfect candidate – your position could be filled as soon as the Drug Screen and Background Report are completed.**

Some positions may require recruiting or further testing which may delay filling a spot. Blue Arbor understands that 'time is of the essence' and will make it our priority to fill your position.

### **RECRUITMENT:**

Recruiting quality employees is an on-going process at Blue Arbor. You can be certain Blue Arbor will be able to find qualified staff by virtue of our maintaining an extensive data base of potential employees thus ensuring quick response to a vacancy or a new requirement. We continually update and maintain our candidate database with qualified, thoroughly screened employees to enable us to offer our clients a vast variety of skilled and qualified candidates. Our recruiting program includes the effective use of all print, broadcast, internet and social media resources.

Our cloud-based software allows us to communicate, recruit, receive applications and complete onboarding quickly, safely and electronically.

**EQUAL OPPORTUNITY EMPLOYER** - All employees and applicants are treated equally according to their individual qualifications, abilities, experience, and other employment standards. We do not discriminate because of race, color, religion, national origin, sex, sexual orientation, age, or physical or mental disabilities, handicaps, or military service as a Vietnam Era Veteran. Blue Arbor will ensure that any potential applicant can speak and understand English.

Blue Arbor participates with **100% of our employees being e-Verified** within three days of their start date with us. At the recommendation of our worker's comp agent, we also require a Post Offer Medical Questionnaire. This ensures that we will not be putting our employee in jeopardy if they have a prior injury, etc that may require a doctor's release. If you would like them to be rescreened prior to continuing on our payroll, we would be happy to do so.



## **SECURITY:**

Security has become a hot topic these days and we have taken every precaution to protect our employees' information. The software we use has an encrypted website that is only accessible using unique and intricate passwords. The employee will create their own password and it is not viewable by our staff. Should an employee forget their password, we are only allowed send the secure information directly through program software after identification protocols have been met.

All Information is secure using a **Tier 4 Data Center** which includes:

- Firewall Security: All servers operate behind a firewall device designed to prevent unauthorized access.
- Data Encryption: including 128-bit SSL Certification and 1024 Bit RSA public keys.
- User Authentication: User access controlled with a valid username and password combination, which is encrypted via SSL while in transmission.
- IP Systems Security: Internal IP systems are protected by network address translation, port redirection and non-routable IP addressing schemes.
- Operating System Security: System accounts are protected with strong passwords. Operating system patches and security updates are applied regularly.
- Each server is "hardened" by disabling and/or removing any unnecessary users, protocols and processes.
- Database Security: Database access is controlled at the database connection level. Access to production databases is limited to a distinct number of points.
- Data Management: All data entered into the application by a customer is owned by that customer. Our employees do not have direct access to the production equipment, except where necessary for system management, maintenance, monitoring, and backups.

## **TRAINING AND TESTING**

Blue Arbor is committed to providing employees who have the knowledge, skills and abilities to perform the requested position. Our **ability to test for skills or software knowledge**, etc will identify the right candidate for you. We can even test for Map Reading Skills! Any employee placed under this contract will demonstrate, at the very least, the minimum training requirements for the specific position. We offer electronic testing through SHL/Kenexa and is also available electronically. Once awarded, we can discuss what testing is most appropriate to request prior to selection for evaluation. There are tests available for Maintenance and Map



Reading or general Math or Computer skills. We have found that testing can provide a great way to find a 'diamond in the rough'!

Vetting candidates is an essential part of our staffing process. Matching a qualified candidate with the appropriate position requires a system of verification. Education, employment history, testing, personality, and attitude all contribute to 'getting it right.' Should there come a time where the City is not completely satisfied with the candidate provided, we would be happy to provide a replacement. Communication will be our greatest tool. Learning the nuances of each job and department will help us to provide the perfect candidate ever time.

**Building a strong applicant base will help to fulfill your needs quickly and efficiently. When our candidate pool is strong, and we have the perfect opening for the perfect candidate – your position could be filled as soon as the Drug Screen and Background Report are completed.**

Some positions may require recruiting or further testing which may delay filling a spot. Blue Arbor understands that 'time is of the essence' and will make it our priority to fill your position. The City may choose to Interview Candidates for their temporary positions or they may ask us to fill the position with the best qualified candidate of our choosing. We are happy to facilitate the scheduling process for an interview in person or electronically. Once a candidate has been chosen, we would run their comprehensive background and have them complete a drug test. These tests can add unexpected delays depending on how long their background takes to return.

Blue Arbor understands that the **Water Resources Dept will train the chosen temporary workers.**

Prior to offering any potential employee a position, we validate his/her knowledge and work experience through interviews and appropriate testing, thus ensuring only the most qualified individuals are offered a position. **Specifically for the Field Technician hires, special attention will be given to the applicant skills for Map Reading, physical abilities to bend and stoop and lift and most importantly – the ability to work outside in all weather conditions.** The Staffing Specialist makes the final overall assessment of the applicant and determines if the candidate is qualified for placement as a Blue Arbor employee. Union County would have the opportunity to Interview and meet any employee that they choose. The specific hours for each temporary position would be made known to all potential candidates. Any candidate chosen to work will be required to successfully complete the Bloodborne Pathogens – Infection Control testing through our testing partner – SHL Aspiring Minds website.



Newly hired employees receive information and training to cover Blue Arbor policies & procedures as well as those of the customer. Job appropriate dress, personal conduct, general work performance and job specific performance goals & objectives are stressed. Job requirements are reviewed including hours and shift times, lunch and break times, timesheet execution and attendance policies. General safety training will be provided upon hire. We understand that Union County will provide onsite training that is necessary to perform the tasks of these positions.

### **INTERVIEW AND ORIENTATION:**

Prior to offering any potential employee a position, we validate his/her knowledge and work experience through interviews and appropriate testing, thus ensuring only the most qualified individuals are offered a position. Specifically for the Transit Authority hires, special attention will be given to the applicant skills for politeness, telephone etiquette and speaking clearly. The Staffing Specialist makes the final overall assessment of the applicant and determines if the candidate is qualified for placement as a Blue Arbor employee. The specific hours for each temporary position would be made known to all potential candidates.

Newly hired employees receive information and training to cover Blue Arbor policies & procedures as well as those of the customer. Job appropriate dress, personal conduct, general work performance and job specific performance goals & objectives are stressed. Job requirements are reviewed including hours and shift times, lunch and break times, timesheet execution and attendance policies. General safety training will be provided upon hire. We understand that the City of Greensboro will provide any training that is necessary to perform the tasks of these positions.

All employees are provided with a Blue Arbor handbook that explains expectations and policies including:

- Work performance expectations
- Health and Safety issues
- Absenteeism and Tardiness
- Consequences of misconduct
- Sexual Harassment Policies
- Drug and Alcohol Policies
- Worker's compensation and work-related injuries
- Timesheet reporting / compensation
- Grounds for termination



## **BACKGROUND / SCREENING:**

---

It is Blue Arbor's policy to conduct background checks on all applicants registered for placement by our agency. Blue Arbor, through our staffing software, is linked into a Background screening service which provides an array of background checks based on the applicants address history, social security number. ALL background checks include a sex offender check.

Blue Arbor, Inc. requires a comprehensive Criminal Background Check of Felony and Misdemeanor courts, State Administrative Office of the Courts, State Department of Corrections, 50 State Sex Offender Registries and the District of Columbia, and criminal records from targeted single county search results. Criminal records are updated daily for accurate accounting.

Blue Arbor is a member of the National Association of Professional Background Screeners and can proficiently conduct statewide, nationwide, and international criminal background checks as well as credit background checks and Motor Vehicle Reports if requested. Any employee that will be driving a City vehicle will be required to have a positive Motor Vehicle Report without points for speeding or accident.

## **DRUG TESTING:**

As a member of the Drug and Alcohol Testing Industry Association (DATIA) based in Washington, DC, our staff members are fully trained in proper procedures for performing DOT and non-DOT drug testing. We have a Certified Professional Collector Trainer {certified by DATIA} on staff that trains and supervises all specimen (urine/oral fluids) collectors. Continual training is conducted to ensure that staff members are aware of the latest testing requirements and techniques and are also current in their knowledge of materials and adulterants.

**Blue Arbor is the “employer of record” for all temporary placements.** This is made clear during the hiring process. Any questions or issues should be directed to our corporate office Staffing Specialist – Serena Bryant. She can be reached at 800-633-9715 x223. Blue Arbor will address issues involving conduct, payroll, benefits, etc. Our main office is also available to answer questions at: 800-633-9715 \* M – F \* 8am-5pm

If one of our temporary workers were to be injured while ‘on the job’; Blue Arbor should be the first phone call. Our owner, Lucine Moffett is available 24/7 at 252-514-5380. We will be able to address the issues, paperwork and direct our employee with the appropriate action to follow. We can also provide the County with details of our approved medical facility, etc. We require





post-accident Drug and Alcohol testing and will provide our employee with these details if an occurrence happens. This testing occurs regardless of fault.

Blue Arbor, Inc requires a drug test prior to placement and agrees to provide the County with the test results if requested. A DOT drug test would be required for all candidates where a CDL license is required. The Field Technician Assistant does not require a CDL.

### **ONBOARDING PROCESS:**

Our onboarding is done electronically using our secure cloud-based software. It is easy for potential employees to complete at home or at their leisure. Our software notifies us of any new applicant or employee activity, ensuring we can track their progress through the application and onboarding processes. Our initial phone interview helps us determine the next step for them. It allows us to hear how they present themselves, as well as it gives us the opportunity to delve deeper into their resumes and work history. All paperwork can be completed 100%

online with electronic signatures. Tax papers and documents are all safely signed and securely completed and uploaded to the candidate profile by them. Timesheet can also be completed weekly online if you choose this method.

### **TIMESHEETS:**

Our employees are paid on a **weekly basis by direct deposit**. We can provide direct deposit to everyone – even if they do not have a bank account, using a Blue Arbor issued debit card. Timecards will be authorized electronically for ease.

All overtime must be approved and is not expected to occur without prior approval. Overtime is described as time worked over 40 hours in a week and will be paid at 1.5 x hourly rate. Our employees are required to complete their timesheet and submit it to their supervisor for signature/approval and then send it to our payroll department or drop it at our local office. Blue Arbor can provide **electronic timesheets** (recommended) enabled for direct online acceptance, verification, and submittal to our payroll department by City representatives via our secure online portal. If online timesheets are not utilized, we will **customize submission requirements to your preference** where possible.

### **PERSONAL PROTECTIVE EQUIPMENT (PPE)**

Blue Arbor understands the importance of PPE and will ensure that all employees will wear their proper PPE for this Contract. EVERY employee is required to have Steel toe Boots of their own. Additional PPE as follows:

- Hard Hat (provided by County)
- Safety Vest (provided by County)



- Goggles (provided by County)
- Gloves (provided by County)

### **CONFLICT RESOLUTION**

We prioritize open communication as the foundation for addressing workplace issues. When concerns arise involving our employees, we are committed to working collaboratively toward fair and effective resolutions.

#### **Progressive Disciplinary Measures**

1. Verbal and Written Warnings When informal coaching or verbal guidance does not produce the necessary improvement, or when more significant policy violations occur, formal written documentation will be issued and placed in the employee's personnel file. The written notice will specify improvement expectations and establish a reasonable timeframe for compliance.
2. Suspension For repeated violations following prior warnings, or for offenses of moderate severity, temporary suspension may be implemented. Suspensions are unpaid and scheduled during regular work days only. Suspended employees may not substitute vacation time, work alternative shifts, or use overtime to offset lost wages during the suspension period.

When circumstances require investigation into employee conduct or the severity of an incident, administrative suspension may be implemented pending completion of the review. Depending on investigation findings, this may result in reinstatement or termination. Administrative suspensions may be paid or unpaid based on the situation.

3. Termination Employment may be terminated for serious first-time violations, repeated offenses despite progressive discipline, or conduct that cannot reasonably be corrected. Before initiating termination proceedings, the department director must consult with the Human Resources Director and conduct a comprehensive review of the employee's personnel record.

### **EMPLOYEE BENEFITS:**

**Blue Arbor** offers a choice of Medical Plans, including Vision, Dental and Short-Term Disability and Life insurance. The employee is charged a premium that is deducted from their pay each week. Blue Arbor also offers a Minimum Essential Coverage (MEC) plan. Both plans are offered through Essential Staffcare, an insurer that specializes in providing medical coverage for temporary employees.



All employees are provided with a handbook that explains in detail all requirements and expectations related to being a temporary employee. Including the following:

- Expectations of work performance
- Health and Safety Issues
- Absenteeism and Tardiness
- Consequences of Misconduct
- Sexual Harassment Policies
- Drug and Alcohol Policies
- Worker's Compensation / Work-related injuries
- Time reporting / compensation / direct deposit of paychecks
- Health Insurance Options, including an ACA compliant option

**DAY TO DAY MANAGEMENT:**

Upon award of contract:

1. We would discuss all open and available positions at length with the proper Department Representative(s) to determine their needs and expectations.
  - a. Verifying job description
  - b. Attire expected, personal appearance and physical ability to perform the job
  - c. Job location, hours, etc
  - d. Discuss assignment challenges
  - e. PPE requirements (provided by County except for Steel toed boots)
2. Advertise for available positions throughout Union County
  - Utilize Indeed.com and ZipRecruiter
  - Local Facebook groups and websites
  - Notify local colleges for recruiting college students for temp work
  - Reach out to Union NCWorks Career Center
4. We will arrange for Interviews with appropriate County staff if desired.



**INVOICING:**

Invoicing would occur weekly and include the following:

- Division that employee is assigned to
- Specific Purchase Order Number
- Name of Employee and hours rate of pay
- Signed and verified timesheets of employee(s) (and overtime approval – if needed)
- Bill rate/Markup to Union County
- Total cost associated with invoice

*Invoices can be either emailed or mailed and customized for your needs.*

**COST/MARKUP TO COUNTY**

Blue Arbor has provided a competitive bill rate percentage inclusive of:

- a. Social security taxes
- b. Medicare taxes
- c. State and Federal Unemployment Insurance
- d. Worker's Compensation Insurance
- e. Liability Insurance
- f. Advertising
- g. Recruiting Costs
- h. Background checks
- i. Drug testing
- j. Administrative Costs (payroll, admin, etc)

The County will determine contractor payrates depending on skills and prior experience, etc

## 9 APPENDIX A – COST PROPOSAL

RFP 2025-050

### Field Technician Water & Sewer Division Temporary Staffing Services

**SUBMIT WITH PROPOSAL**

Company Name: BLUE ARBOR, INC

Provide minimum and maximum hourly rates for a temporary contract, a contract to hire and a direct hire contract per the positions indicated below. Hourly rates should include all overhead, taxes, and administrative fees unless otherwise noted. In addition, provide miscellaneous fees as described below.

Hourly Rate to be Charged to Union County				
Position	Temporary Contract		Contract to Hire	
	Minimum Rate	Maximum Rate	Minimum Rate	Maximum Rate
Field Technician Assistant	\$21.35	\$26.97	\$21.35	\$26.97

Miscellaneous Fees - List all required fees.	
*Conversion Fee - List as Percentage	\$0 after 600+ hours of hourly service for each employee*
**Payroll Service	32.4% for any employee provided by the County**

\*Union County elects to permanently hire a temporary worker as a full-time County employee

\*\* Union County provides the applicant to Offeror for payroll purposes only.

**Blue Arbor would offer our services for 34.4% markup**

**\*Any temporary employee that has fulfilled 600 hours or more on an assignment with the County is eligible for permanent hire at NO CONVERSION FEE**

**\*\* Selected employee will need to successfully pass a Drug Test and Background Check**

## 10 APPENDIX B – PROPOSAL SUBMISSION FORM


### RFP 2025-050 Field Technician Water & Sewer Division Temporary Staffing Services

**SUBMIT WITH PROPOSAL**

***This Proposal is submitted by:***

Company Legal Name: BLUE ARBOR, INC

Representative Name: Lucine Moffett

Representative Signature: 

Representative Title: President

Address: PO Box 12780 / 5413 Morton Rd

City/State/Zip: New Bern, NC 28562

Email Address: LMoffett@bluearbor.com


Phone Number: Cell: 252-513-5380 Tollfree: 800-633-9715

Website Address: <https://bluearbor.com/>

It is understood that Union County reserves the right to reject any and all proposals, to make awards according to the best interest of the County, to waive formalities, technicalities, to recover and re-proposal this project. Proposal is valid for 180 calendar days from the Proposal due date and is submitted by an executive of the company that has authority to contract with Union County, NC.

Name: Lucine Moffett

Title: President

Signature: 

Date: 8/18/25

## 11 APPENDIX C – ADDENDUM AND ANTI-COLLUSION FORM

RFP 2025-050

Field Technician Water & Sewer Division Temporary Staffing Services

**SUBMIT WITH PROPOSAL**

Please acknowledge receipt of all addenda by including this form with your Proposal. Any questions or changes received will be posted as an addendum on [www.co.union.nc.us](http://www.co.union.nc.us) and/or [www.ips.state.nc.us](http://www.ips.state.nc.us). It is your responsibility to check for this information.

Addendum No.	Date Downloaded
1	08/18/2025

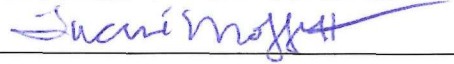
I certify that this proposal is made in good faith and without collusion with any other offeror or officer or employee of Union County.

Company Name: BLUE ARBOR, INC

Name: Lucine Moffett

Title: President

Email Address: LMoffett@bluearbor.com

Signature: 

Date: 8/20/2025