

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 SAHG STAFFING INC. D/B/A ATWORK PERSONNEL, a North Carolina corporation, whose address is 9305 Monroe Road, Suite E, Charlotte, NC 28270, hereinafter "AtWork Personnel."

W I T N E S S E T H

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

WHEREAS, AtWork Personnel 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, AtWork Personnel shall provide the services of AtWork Personnel 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) AtWork Personnel's proposal (the "Proposal"), which are each attached and incorporated herein by reference. (Any reference to SAGH Staffing on the Proposal shall refer to SAHG Staffing Inc. d/b/a AtWork Personnel.) 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 AtWork Personnel 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 AtWork Personnel 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 10052 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. AtWork Personnel 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, AtWork Personnel shall provide to Union its federal identification number.

It is agreed that Union shall have the right to offer permanent employment to any AtWork Personnel employee that has been placed with Union; provided, however, Union agrees to pay AtWork Personnel an amount equal to fifteen percent (15%) of the employee's first year salary as a conversion fee. There would be no conversion fee for any temporary employee that has fulfilled 520 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 AtWork Personnel. Union may terminate this Agreement at any time, without cause, upon provision of ten (10) days' written notice to AtWork Personnel. In the event of termination without cause, AtWork Personnel shall be paid for services provided through the date of termination.

4. OWNERSHIP OF DOCUMENTS. All deliverables and any other contract documents prepared by AtWork Personnel, or any subcontractors or subconsultants under the terms of this Agreement (the "Documents"), shall be the property of Union. AtWork Personnel 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. AtWork Personnel 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 AtWork Personnel, its officers, employees, subcontractors or agents. AtWork Personnel 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 ATWORK PERSONNEL. AtWork Personnel declares that AtWork Personnel has complied with all federal, state and local laws regarding the location and operation of AtWork Personnel'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 AtWork Personnel or the employees of AtWork Personnel. Employees of AtWork Personnel shall not be treated as employees with Union with respect to the services performed hereunder for federal or state tax purposes.

9. NOTICE TO ATWORK PERSONNEL REGARDING ITS TAX DUTIES AND LIABILITIES. AtWork Personnel understands that AtWork Personnel is responsible to pay, according to law, income tax on behalf of its employees.

10. FRINGE BENEFITS. AtWork Personnel 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 AtWork Personnel or the employees of AtWork Personnel. AtWork Personnel shall comply with the workers' compensation law concerning AtWork Personnel and the employees of AtWork Personnel.

12. NO AUTHORITY TO BIND UNION. AtWork Personnel 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 AtWork Personnel 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. AtWork Personnel shall ensure that AtWork Personnel 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 AtWork Personnel will be considered a breach of this Agreement, which entitles Union to terminate this Agreement, without penalty, upon notice to AtWork Personnel.

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

SAHG STAFFING INC.  
D/B/A ATWORK PERSONNEL

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 AtWork Personnel's sole expense, AtWork Personnel 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
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**D. PROFESSIONAL LIABILITY**

\$1,000,000	Claims Made
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AtWork Personnel 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 AtWork Personnel'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, AtWork Personnel shall provide a Certificate of Insurance in satisfactory form as evidence of the insurances required above.
- C. AtWork Personnel 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 AtWork Personnel 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 AtWork Personnel's personal property whether insured or not insured. Any deductible or self-insured retention is the sole responsibility of AtWork Personnel.
- F. Notwithstanding the notification requirements of the Insurer, AtWork Personnel 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 #: 10052
- H. Insurance procured by AtWork Personnel shall not reduce nor limit AtWork Personnel'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 AtWork Personnel is authorized to assign or subcontract any of its rights or duties hereunder and in fact does so, AtWork Personnel 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: SAGH Staffing DBA Atwork Personnel

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	28.31	29.80	28.31	29.80

Miscellaneous Fees - List all required fees.	
*Conversion Fee - List as Percentage	0% after employee works 520 hrs or 15% of the first year salary
**Payroll Service	47% markup on payroll services for Field Tech employees
	37% markup on payroll services for administrative employees

\*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.



**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)

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## 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
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D. PROFESSIONAL LIABILITY

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

\$1,000,000	Claims Made
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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**

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#### **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

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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?

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**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.

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*End of Addendum No. 1*

## **SECTION 1 – COVER LETTER**

### **SAGH Staffing, dba AtWork Personnel**

9305 Monroe Rd Suite E, Charlotte, NC 28270

Telephone: (704) 948-7913

Website: <https://www.atwork.com/locations/charlotte-east/>

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

To Whom It May Concern:

On behalf of **SAGH Staffing, LLC, doing business as AtWork Personnel**, I am pleased to submit our proposal in response to **RFP 2025-050** for Field Technician Temporary Staffing Services with Union County's Water & Sewer Division.

#### **1. Company Information:**

- **Legal Name:** SAGH Staffing, LLC
- **DBA:** AtWork Personnel
- **Address:** 9503 Monroe Rd Suite E Charlotte, NC 28270
- **Telephone:** (704) 948-7913
- **Website:** <https://www.atwork.com/locations/charlotte-east/>

#### **2. Single Point of Contact:**

- **Name:** Amanda Simpson
- **Title:** Branch Manager
- **Direct Telephone:** (704) 948-7913
- **Email:** asimpson@atwork.com

#### **3. Person with Binding Authority:**

- **Name:** Amanda Simpson
- **Title:** Branch Manager
- **Address:** 9305 Monroe Rd Suite E Charlotte, NC 28270

- **Direct Telephone:** (704) 948-7913
  - **Email:** asimpson@atwork.com
4. We confirm that our proposal price shall remain valid for a period of **180 days** from the date of submission.
  5. We further represent and warrant the following:  
*"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."*

We appreciate the opportunity to partner with Union County and look forward to the possibility of supporting your team with qualified and reliable field technicians.

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

### **Company Overview:**

AtWork Personnel is a nationally recognized staffing franchise with over 30 years of experience delivering workforce solutions across a variety of industries. SAGH Staffing, began operating as an AtWork Personnel franchise on September 5, 2024, serving the greater Charlotte, NC region. While our local branch is relatively new, our leadership team brings a combined 25 years of hands-on experience in staffing and recruitment, specifically focused on industrial, construction, and professional sectors.

### **Staffing Services & Relevant Experience:**

Our services include temporary staffing, temp-to-hire, and direct hire placements tailored to meet the needs of public and private sector employers. We specialize in identifying skilled talent for manufacturing, construction, utility, and administrative roles. Currently, our team is actively providing field technician staffing support to Union County's Water and Sewer Division, which includes worksite visits and close collaboration with County supervisors. This direct engagement has allowed us to gain a clear understanding of field expectations, safety requirements, and performance standards relevant to the County's needs.

### **Resources to Support Union County:**

- **Recruitment Capacity:** Our team is comprised of 5 experienced staffing professionals trained to quickly source and screen field-ready candidates.
- **Established Talent Pools:** We maintain a robust and actively managed database of pre-screened candidates experienced in outdoor, physical, and skilled utility work.
- **On-Site Engagement:** Our team regularly visits worksites to monitor placement success and stay aligned with operational needs.
- **Safety Program:** AtWork Personnel enforces a strict safety-first culture, providing all associates with pre-assignment safety orientation and access to industry-specific PPE guidelines and materials.

**Litigation Disclosure:**

SAGH Staffing, and AtWork Personnel have no outstanding or pending litigation that would impact on our ability to perform under this contract.

**Key Differentiators:**

- **Field-Proven Performance**

We are already successfully staffing Field Technicians for Union County and understand the real-world demands, pace, and expectations of the role.

- **Safety-Driven Model**

Our staffing model was developed in collaboration with Union County's internal team, ensuring compliance and mitigating workers' compensation risk.

- **Retention and Continuity**

We prioritize technician retention, reducing operational disruption, retraining costs, and turnover risk.

- **Local, Hands-On Support**

Our branch team is actively engaged—conducting worksite walkthroughs, tracking associate performance, and maintaining direct communication with County leads.

- **Franchise Strength + Local Expertise**

We leverage AtWork's national infrastructure and compliance systems, while delivering personalized, community-focused support.

- **Rapid Response and Flexibility**

Our nimble, high-touch team can fill openings quickly without compromising on candidate quality or safety compliance.

We are confident that our local experience, strategic resources, and strong partnership-oriented mindset uniquely position us to continue delivering value to Union County under this engagement.



## **SECTION 3 – STAFF INFORMATION**

### **Paul Herrera – Co-Owner, AtWork Personnel | Charlotte East**

Paul is the Owner of AtWork Personnel backed by over 15 years of leadership experience in operations, strategy, and business development. Prior to launching his staffing business, Paul held senior roles including Chief Operating Officer and Senior Product Manager, where he led high-performing teams, scaled organizations, and delivered workforce solutions for major clients such as IBM, Google, and YouTube. He holds an MBA in Strategic Management and Entrepreneurship and brings a data-driven, client-focused approach to staffing. Fluent in English, Spanish, and French, Paul is committed to providing tailored, efficient staffing services that meet the diverse and evolving needs of public and private sector clients.

### **Jocelyne Gutierrez – Co-Owner, AtWork Personnel | Charlotte East**

Jocelyne Gutierrez brings a strategic, operations-focused mindset to staffing. A Certified Staffing Professional® with a background in project management and business intelligence, she blends operational discipline with data-driven decision-making to deliver high-quality, reliable staffing solutions. Her approach streamlines hiring, enhances performance, and supports compliance — positioning her team to effectively serve Union County’s Water Division with skilled, dependable workers.

### **Amanda Simpson – Branch Manager, AtWork Personnel**

Amanda is an experienced staffing professional with over seven years of leadership in the industry, currently serving as a Branch Manager. She holds a degree in Human Resources and is CSP (Certified Staffing Professional) certified, demonstrating her deep knowledge of employment law, compliance, and best practices in workforce management. Amanda has a proven track record of successfully partnering with clients across manufacturing, light industrial, administrative, and skilled trades sectors to deliver tailored staffing solutions. Known for her strategic approach and commitment to service excellence, she consistently drives results that support client goals and workforce development initiatives.

**Ella Binyamin – Recruiter, AtWork Personnel**

Ella is an accomplished Talent Acquisition Partner with over 10 years of experience in recruiting and human resources, both in the U.S. and internationally. She has successfully led full-cycle recruitment for a wide range of roles—including executive, technical, sales, and operational positions—across 33 locations nationwide. Ella brings deep expertise in candidate sourcing, hiring strategy, onboarding, and employer branding. Her experience spans corporate HR leadership at Caesarstone North America and agency recruiting in Israel, supported by an MBA in Social Psychology and fluency in English, Hebrew, and Russian.

**Nancy Larsen – Recruiter, AtWork Personnel**

Nancy is an experienced Recruiting and Business Development professional with over 20 years of success in the staffing industry. She has led full-cycle recruitment across a wide range of roles, combining deep expertise in candidate sourcing, screening, onboarding, and client relationship management. Before joining AtWork, Nancy was a top performer at Cornerstone Staffing Solutions, where she also supported sales and operational strategy. Her background includes national training program development for brands like Jacuzzi and Moen, as well as leadership roles in HR, payroll, and office management. Based in Charlotte, Nancy brings a strategic and people-first approach to every search.

**April Tubbs – Business Development Manager, AtWork Personnel**

April is a results-driven Business Development Manager with over seven years of experience in the staffing industry, specializing in light industrial, construction, and clerical placements. She has a strong track record of exceeding sales goals and building long-term client partnerships through a consultative approach and in-depth knowledge of workforce needs. April has held roles with firms including GoodWork Staffing, Workforce Unlimited, Hire Dynamics, and CoWorx Staffing Services.

Complete resumes and copies of relevant certifications of our staff attached.

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

### **Approach Overview:**

AtWork Personnel, operated locally by SAGH Staffing, is currently providing staffing services to Union County's Water & Sewer Division for Field Technician roles. Our approach is built on proactive engagement, safety-first screening, and clear communication, ensuring the County receives qualified, reliable talent who meet the physical, technical, and compliance requirements of the role.

### **Implementation Plan:**

We have already established a successful staffing process with Union County, and our implementation plan is structured to maintain and scale that support as needed:

#### **1. Client Onboarding & Job Analysis:**

- Completed initial job site tour and field observation.
- Gained firsthand knowledge of required duties, environmental conditions, and safety expectations.
- Confirmed and documented job requirements and reporting structures with County staff.

#### **2. Candidate Sourcing & Screening:**

- Maintain a rolling pool of qualified Field Technician candidates, prescreened for job-readiness and safety awareness.
- Candidates undergo phone and in-person interviews, work history validation, and safety screening prior to client submission.
- Drug screens and background checks are completed per Union County specifications.
- Blood Borne Pathogen training is provided to associates.
- Immunizations are offered to associates at no cost to Union County.

#### **3. Onboarding & Placement:**

- Upon selection, candidates are given County-specific safety briefings, proper PPE guidance, and a clear outline of worksite expectations.
- Timecards, scheduling, and attendance are coordinated directly through the Branch Manager.
-

#### 4. **Performance Monitoring & Retention:**

- Ongoing performance feedback is gathered through site visits and direct County feedback.
- Immediate corrective action or replacement is offered if performance standards are not met.
- We promote assignment continuity by staying engaged with placed associates.

#### **Project Management & Communication:**

The **Branch Manager (Amanda Simpson)** serves as the **single point of contact** for all staffing activity, including:

- Approval of timecards and resolving payroll questions
- Managing new requests and status updates
- Escalating issues or safety concerns
- Providing weekly or as-needed reporting

All communication is streamlined to eliminate delays and ensure accuracy. Our approach is responsive and adaptable, with the capacity to scale quickly as workload demands increase.

#### **Client Satisfaction Strategy:**

To ensure client satisfaction, we commit to the following:

- **Responsiveness:** We respond to all new requests and provide same-day updates whenever possible.
- **Transparency:** All placements are tracked, documented, and shared upon request.
- **Consistency:** Candidates are consistently briefed, monitored, and supported for success.
- **Partnership:** We consider Union County an active partner in this process and maintain an open dialogue to anticipate future needs.

**Tasks Required from Union County Staff:**

To support successful ongoing service delivery, we request the following tasks from Union County staff:

- Timely submission of staffing requests and updated job descriptions as needed
- Timecard approval (weekly or per pay period)
- Prompt feedback on candidate performance
- Notification of any worksite safety changes or incidents

## **SECTION 6 – COST PROPOSAL**

While our markup reflects our investment in higher-quality placements, our results speak to the long-term cost savings your department already experiences in reduced risk, stronger retention, and faster onboarding. Please see **Appendix A** for cost proposal.

## **SECTION 7 – REQUIRED FORMS**

Please see **Appendix B and C** attached to this proposal.

## 9 APPENDIX A – COST PROPOSAL

**RFP 2025-050**

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

**SUBMIT WITH PROPOSAL**

Company Name: SAGH Staffing DBA Atwork Personnel

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.

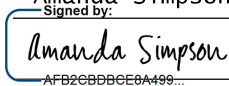
Hourly Rate to be Charged to Union County				
Position	Temporary Contract		Contract to Hire	
	Minimum Rate	Maximum Rate	Minimum Rate	Maximum Rate
Field Technician Assistant	28.31	29.80	28.31	29.80

Miscellaneous Fees - List all required fees.	
*Conversion Fee - List as Percentage	0% after employee works 520 hrs or 15% of the first year salary
**Payroll Service	47% markup on payroll services for Field Tech employees
	37% markup on payroll services for administrative employees

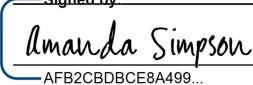
\*Union County elects to permanently hire a temporary worker as a full-time County employee

\*\* 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:	SAGH Staffing DBA AtWork Personnel
Representative Name:	Amanda Simpson
Representative Signature:	 AFB2CBDBCE8A499...
Representative Title:	Branch Manager
Address:	9305 Monroe Rd Suite E
City/State/Zip:	Charlotte, NC 28270
Email Address:	asimpson@atwork.com
Phone Number:	704-948-5798
Website Address:	<a href="https://www.atwork.com/locations/charlotte-east/">https://www.atwork.com/locations/charlotte-east/</a>

**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:	Amanda Simpson
Title:	Branch Manager
Signature:	 AFB2CBDBCE8A499...
Date:	8/1/2025



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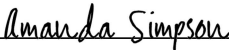
**I certify that this proposal is made in good faith and without collusion with any other offeror or officer or employee of Union County.**

Company Name: SAGH Staffing DBA Atwork Personnel

Name: Amanda Simpson

Title: Branch Manager

Email Address: asimpson@atwork.com

Signed by:  
Signature: 

Date: AFB2CBDBCE8A499...  
8/1/2025