



October 22, 2025

To: Finance and Administration Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Agreements for Temporary Staffing Services

Overview

On May 12, 2025, the Board of Directors authorized the release of a request for proposals for a firm or firms to provide temporary staffing services. Proposals were received and evaluated in accordance with the Orange County Transportation Authority's procurement procedures for professional and technical services. Board of Directors' approval is requested to select two firms to provide temporary staffing services.

Recommendations

- A. Approve the selection of APR Consulting, Inc. and Tryfacta, Inc. as the firms to provide temporary staffing services, in the aggregate amount of \$3,220,000, to be shared by both staffing firms.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-5-4052 between the Orange County Transportation Authority and APR Consulting, Inc. to provide temporary staffing services for a three-year initial term through October 31, 2028, with two, two-year option terms.
- C. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-5-4312 between the Orange County Transportation Authority and Tryfacta, Inc. to provide temporary staffing services for a three-year initial term through October 31, 2028, with two, two-year option terms.

Discussion

The Orange County Transportation Authority (OCTA) is committed to maintaining a high level of efficiency and productivity. To support this goal, temporary staff are utilized during periods of staff shortages or for special

projects that require additional resources. These temporary positions are used only as needed to ensure deadlines are met and objectives are achieved, and they do not increase the number of approved budgeted positions. Temporary staff are used for administrative (non-union) positions only. OCTA has utilized temporary staffing in this way since 1990.

Historically, most temporary staffing at OCTA has been in clerical or administrative support roles, often due to employee leaves of absence or turnover. Because leaves of absences are typically unplanned, OCTA lacks the internal capacity to cover these vacancies without additional support.

Temporary staff have also been brought in for special or non-recurring projects with defined end dates. Looking ahead, several factors may lead to continued reliance on temporary help, including a competitive and evolving labor market that could impact OCTA's ability to attract high-quality candidates.

While succession planning and retirement forecasting are ongoing priorities, there are instances when vacancies cannot be filled as quickly as needed. In such cases, temporary staffing becomes essential to maintain operations. Currently, 176 administrative employees are eligible for retirement. The ability to bring in temporary personnel during the transition period between an employee's departure and the hiring of a highly qualified replacement is critical to ensuring continuity and organizational stability.

The current contracts for temporary staffing services are set to expire on October 31, 2025. In order to ensure continuity of operations and the ability to bridge the gap during temporary vacancies or for special projects, continued utilization of temporary staff is needed to provide critical support and maintain productivity during these periods of transition.

Procurement Approach

This procurement was handled in accordance with OCTA Board of Directors (Board)-approved procedures for professional and technical services. Various factors are considered in the award for professional and technical services. Award is recommended to the firm offering the most comprehensive overall proposal considering such factors as prior experience with similar projects, staffing and project organization, work plan, as well as cost and price.

On May 12, 2025, the Board authorized the release of Request for Proposals (RFP) 5-4052, which was issued electronically on CAMM NET. The project was advertised in a newspaper of general circulation on May 12 and May 19, 2025. A pre-proposal conference was held on May 20, 2025, with 47 attendees

representing 28 firms. Four addenda were issued to make available the pre-proposal conference registration sheet and presentation, as well as to respond to written questions and to handle administrative issues related to the RFP.

On June 10, 2025, 101 proposals were received. One proposal was deemed non-responsive because the firm did not retract exceptions deemed non-negotiable. An evaluation committee consisting of OCTA staff from Human Resources, Public Outreach, Scheduling and Bus Operations Support, and General Services departments met to review the remaining 100 proposals. The proposals were evaluated based on the following Board-approved evaluation criteria and weightings:

- Qualifications of the Firm 25 percent
- Staffing and Project Organization 20 percent
- Work Plan 30 percent
- Cost and Price 25 percent

Several factors were considered in developing the evaluation criteria weightings. Qualifications of the firm was weighted at 25 percent as the firm had to demonstrate having the resources and capabilities to provide temporary personnel. Staffing and project organization was weighted at 20 percent to ensure the firm proposed an experienced project team. Work plan was weighted highest at 30 percent as the firm had to demonstrate its work plan approach to provide temporary staff, such as screening and background checks, job skills testing, and processing temporary service order requests. Cost and price was weighted at 25 percent to ensure a fair comparison of the proposed rates, and that OCTA receives value for the services provided.

On July 16 and July 17, 2025, the evaluation committee reviewed the proposals based on the evaluation criteria and short-listed the eight most qualified firms listed below in alphabetical order:

Firm and Location

22nd Century Technologies, Inc.
Headquarters: McLean, Virginia
Project Office: Los Angeles, California

APR Consulting, Inc, (APR)
Headquarters: Diamond Bar, California
Project Office: Irvine, California

Athena Consulting, LLC
Headquarters: Gaithersburg, Maryland
Project Office: Trabuco Canyon, California

Compunnel, Inc.
Headquarters: Princeton, New Jersey
Project Office: San Jose, California

Infojini
Headquarters: Columbia, Maryland
Project Office: Los Angeles, California

Manpower
Headquarters: Milwaukee, Wisconsin
Project Office: Fullerton California

Talantage, LLC
Headquarters: Atlanta, Georgia
Project Office: Los Angeles, California

Tryfacta, Inc. (Tryfacta)
Headquarters: Pleasanton, California
Project Office: Santa Ana, California

On July 22 and July 23, 2025, the evaluation committee conducted interviews with the eight short-listed firms. The interview consisted of a presentation to demonstrate the firms' understanding of OCTA's requirements. The firms' project managers and key team members had an opportunity to present each team's qualifications and respond to the evaluation committee's questions. Questions were asked relative to the firms' response time and time-to-fill process, candidate database, recruitment methods, and screening process. In addition, each team was asked specific clarification questions related to their proposal.

At the conclusion of the interviews, a request for a best and final offer (BAFO) was sent to the short-listed firms to provide additional information regarding their candidate database in order to better assess each firm's candidate pool and offer the opportunity to adjust pricing for the required services.

Based on the evaluation of the written proposals and information obtained from the interviews and BAFOs, the evaluation committee is recommending APR and Tryfacta for consideration of the award. The following is a brief summary of the proposal evaluation results.

Qualifications of the Firm

APR is an incorporated and licensed business in California founded in 1980 with three locations, including offices in the cities of Diamond Bar and Irvine. The firm has 35 employees and has an average of 700 temporary staff on assignment nationwide. APR specializes in providing temporary staffing services for administrative and clerical positions for clients such as the Alameda Contra Costa Transit District, County of Los Angeles, County of San Bernardino, Orange County Superior Court, and Jet Propulsion Laboratory/National Aeronautics Space Administration. APR currently supports OCTA by providing temporary staff. The firm also maintains a strong financial position and top security clearance, enabling it to serve high-compliance government clients. Positive feedback was received from client references.

Tryfacta is an incorporated business founded in 1996 with ten California locations, including offices in the cities of Santa Ana, Los Angeles, and Pasadena. The firm has over 2,130 employees and has an average of 15,000 temporary staff on assignment nationwide. Tryfacta is currently providing staffing services to transportation and public sector clients in California, including the Bay Area Rapid Transit District, Transportation Corridor Agencies, Metrolink, County of Orange, and City of Anaheim. The firm provided examples of the positions they are currently supporting for these clients, demonstrating its consistency in meeting staffing needs that align with OCTA requirements.

The other short-listed firms demonstrated experience providing temporary staffing services for public sector clients, including some within the transportation sector. The firms were established ranging from 1947 to 2018 reflecting a broad spectrum of organizational maturity. Although the firms demonstrated relevant experience, some of them lacked recent, detailed examples of California transportation experience to demonstrate their ability to provide local staffing to OCTA, or leaned heavily on out-of-state engagements. Some firms also had a short operational history and limited long-client performance data, such as lacking specific examples of contract outcomes or metrics that would demonstrate their ability to meet OCTA's temporary staffing needs.

Staffing and Project Organization

APR proposed an experienced team dedicated to meeting OCTA's needs, with several team members having previously supported OCTA. The proposed lead account manager and project manager have over 17 and 25 years of industry experience, respectively. Additionally, several members of the project team have previously supported OCTA. The proposed client relationship manager and the point of contact has over 17 years of experience supporting and placing

candidates in numerous labor categories including administrative, clerical, and business professional roles. APR also proposed a recruiter and human resources specialist with over six years of experience. The firm's proposed staffing structure clearly identified roles, levels of escalation, and stated the project manager and lead account manager are available around the clock. During the interview, the project team clearly demonstrated familiarity with OCTA's current need for temporary positions and handling procedures.

Tryfacta proposed a knowledgeable, well-rounded team with ample support to ensure that OCTA's temporary staffing needs are met in a timely manner. The proposed project manager and backup project manager have over 22 and 29 years of experience, respectively. The firm's key staff demonstrated experience by providing a list of transportation sector and local California clients they serve. The firm's proposed staff had clear roles and responsibilities, proposing 100 percent availability and included additional support of more than 250 recruiters with four local recruiters. During the interview, the project team presented well and provided thorough responses to the evaluation committee's questions.

The other shortlisted firms proposed project teams that included staff with relevant experience, including supporting public sector clients. However, several of the proposed project managers had low tenure with the firms and some of the firms proposed a lean project team or low availability, raising concerns about their ability to meet OCTA's temporary staffing needs, especially on urgent requests.

Work Plan

APR demonstrated a clear understanding of the project requirements and detailed their approach to the scope of work. The firm provided a detailed eight step workflow to showcase their solicitation, recruitment, and placement plan. The firm also addressed hard-to-fill roles and developed strategies such as partnering with specialized suppliers and utilizing subject matter experts from LinkedIn or Indeed. To ensure quality control, APR proposed utilizing a client-specific scorecard tool that measures performance on a monthly to quarterly basis. During the interview, APR demonstrated that they are up to date on current employment laws and stated they have partnerships with local universities such as California State University, Fullerton, to expand its talent pipeline.

Tryfacta presented a comprehensive work plan that addressed all elements of the scope of work. The firm proposed a step-by-step recruitment workflow with the corresponding system they would use and discussed recruiting methods and

strategies to have quick responses to requests. The firm stated in the interview when asked about its recruiting strategy that they would review labor categories immediately and start harvesting candidates into the pipeline so they could be readily available. Tryfacta addressed quality control by proposing 13 key performance indicators to track performance, which would be performed at OCTA's discretion.

The other shortlisted firms demonstrated a clear understating of the scope of work in their work plans. However, several firms did not include key performance indicators to track performance. During the interview, a question was asked regarding the firms' pool of candidates and how often their database is refreshed with one of the firms indicating that its database is refreshed every 90 days, which may not accurately reflect its current candidate pool. Additionally, some of the shortlisted firms' search results of local candidates produced a low number of candidates compared to the other firms, which may indicate difficulty filling positions in a timely manner to meet OCTA's requests.

Cost and Price

Pricing scores were based on a formula which assigned the highest score to the firm with the lowest average hourly billable rate for the most used salary grade levels and scored the other proposals' average hourly billable rates based on their relation to the lowest average hourly billable rate. Although APR and Tryfacta did not propose the lowest average hourly billable rates, their pricing is comparable to what OCTA currently pays for these services.

Procurement Summary

Based on the evaluation of the written proposals, the firms' qualifications, as well as the information obtained from the interviews and BAFO, the evaluation committee recommends the selection of APR and Tryfacta as the top-ranked firms to provide temporary staffing services. APR and Tryfacta delivered a thorough and comprehensive proposal, interview, and BAFO that were responsive to all the requirements of the RFP. When OCTA has a temporary staffing assignment, both firms will be requested to submit candidates and OCTA will select the best qualified candidate for the assignment. In the event that the chosen candidate is submitted by both firms, then the firm who submitted the candidate first will be awarded the assignment.

Fiscal Impact

The final approved contracts for temporary staffing services grants spending authority only and does not have a direct impact on the overall budget. The approved temporary staffing services contracts allow for contract authority only in the aggregate to be shared by both staffing firms. Temporary staffing is used on an as-needed basis, based on the specific requirements and needs of each department. Accordingly, anticipated costs are either included in each department's budget or offset by salary savings within the department's existing budget. These expenditures are incorporated into OCTA's Fiscal Year 2025-26 Budget and will be funded with local funds.

Summary

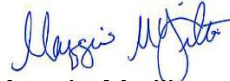
Staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-5-4052 with APR Consulting, Inc. and Agreement No. C-5-4312 with Tryfacta, Inc. to provide temporary staffing services, in an aggregate amount of \$3,220,000, for a three-year initial term, with two, two-year option terms.

Attachments

- A. Review of Proposals, RFP 5-4052 Temporary Staffing Services
- B. Proposal Evaluation Criteria Matrix (Short-Listed Firms), RFP 5-4052 Temporary Staffing Services
- C. Contract History for the Past Two Years, RFP 5-4052 Temporary Staffing Services

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