



August 7, 2023

Subject: Request For Proposals - Temporary Staff Placement, 2024 Elections

In preparation for the 2024 election cycle, The Palm Beach County Supervisor of Elections Office will need highly qualified and motivated personnel to assist in various capacities.

The elections scheduled for 2024 are:

- 1) Presidential Preference Primary Election – 03/19/2024
- 2) Primary Election – 08/20/2024
- 3) General Election – 11/05/2024

The temporary personnel we utilize during this time *must* function well in a fast-paced environment that will be extremely busy, noisy, and at times stressful.

The enclosed "Requirements" information includes specific position requirements, skill requirements, the estimated number of staffing, and projected timing for the positions. Please note that the number of persons and dates listed are our best estimates as of this date and are subject to change as the dates approach. Please indicate either that you are certain that you will be able to timely and fully meet all of our needs or that you are interested in sharing a portion of our needs along with one or more other temp staffing agencies.

You are requested to submit a proposal of your services and associated costs for staffing to fulfill the requirements outlined below. In your proposal, please submit the information listed below and additional information you may identify as pertinent to the selection process.

- Recruiting methodology used to source temporary staff candidates.
- Extent /depth of candidate pool size.
- Description of skill level testing to measure and evaluate candidates'
 - data entry speed and accuracy
 - oral communication capability
 - ability to manage telephone volume
 - capability to handle stressful environment
- Describe the training you will provide your staff in preparation for assignment to our office.
- Attendance and dress policy. We are public facing and require at least business casual dress.
- Turnaround time for replacements.
- Type of background checks conducted prior to personnel placement. We maintain significant levels of confidential information in our offices, and have zero tolerance for *any* compromise of information. We will require that every person placed with us has had a Level 1 background check. If we request a higher level background check we will pay for that at the time.

Wendy Sartory Link Palm Beach County Supervisor of Elections



- Response time to short notice of emergency orders for personnel.
- Insurance coverage, including worker's compensation.
- Post assignment evaluations of personnel.
- Timekeeping and time approval procedures.
- Liaison/contact person(s).
- Onsite representative for initial staffing dates.
- Regular billing rates for the requested positions.
- Weekend rates and overtime billing rates.
- Include your policy if we choose to hire someone from temp to perm, and how many positions you would allow us to hire as permanent employees without a fee.
- Tell us your fees if we provide the staff, but ask you to hire them and handle payroll, etc. (e.g., Field Clerks and Secure Ballot Intake Station [SBIS] Attendants).

Please submit your proposal by end of day August 24, 2023, either by submitting two hard copies to our Main Office address or by emailing your proposal to marktatoul@votepalmbeach.gov (please note that this email address is different than the one used in the past). Upon review and determination of our interest in your proposal, we might wish to schedule an appointment with you to allow for further discussion or we might feel we already have enough information to make a selection of one or more proposals. We will notify each respondent once we have made our final decision.

Please note that we reserve the right to propose an alternative agreement involving multiple staffing agencies, as we did in 2022, in order to alleviate the challenges associated with providing enough appropriate candidates to support our needs.

If you have any questions regarding the submission process, please contact Mark Tatoul using the contact information below. Thank you for your anticipated interest, and we look forward to receiving your proposal.

Mark Tatoul
Audit and Contracts Manager
Email: marktatoul@votepalmbeach.gov
Telephone (office): 561-656-6275



REQUIREMENTS FOR TEMPORARY STAFF PLACEMENT PALM BEACH COUNTY SUPERVISOR OF ELECTIONS

A. Location: SOE Main Office 240 S Military Trail, West Palm Beach,
FL 33415

1. Phone Bank/Call Center staff

a. Phone Bank staff: Main Office

Timing: January 23, 2024 – March 31, 2024

Required number of staff: **30-40**

Timing: July 5, 2024 – November 22, 2024

Required number of staff: **40-50**

Hours required: Monday – Friday 8:30 AM – 5:00 PM, ½ hour lunch.

Overtime during the week and weekends is required.

Position Description – Answer telephone calls in a polite and articulate manner; transfer calls as necessary.

Position Requirements – Must have excellent English communication capability, Spanish and/or Creole desirable, ability to manage heavy telephone call volume, speedy and accurate data entry skills with attention to detail, and ability to handle stressful conditions.

b. Vote By Mail (Absentee) Ballot Call Center Staff

Timing: January 8, 2024 – March 19, 2024

Required number of staff: **30**

Timing: June 10, 2024 – November 5, 2024

Required number of staff: **30**

Hours required: Monday – Friday 8:30 AM – 5:00 PM, ½ hour lunch.

Some overtime may be required.

(Hours required may change due to decreased activity between Primary and General elections.)

Position Description – Receive telephone and mail requests for Vote By Mail (Absentee) ballots from the voting public and provide appropriate support to ensure accurate and timely processing of Vote By Mail (Absentee) ballot requests.



Position Requirements - Excellent English oral communication capability, ability to speak Spanish and/or Creole desirable, speedy and accurate data entry skills with attention to detail, ability to handle stressful conditions, and legible handwriting.

2. General Clerical Personnel

Timing: January 15, 2024 – March 22, 2024; possibly through April 2, 2024

Number of staff: **10**

Timing: July 1, 2024 – November 5, 2024

Number of staff: **10** (number required may vary during decreased activity between Primary and General elections)

Hours required: Monday – Friday 8:30 AM – 5:00 PM, ½ hour lunch.

Overtime during week and weekends is required.

Position Description – Answer telephone calls in polite and articulate manner; transfer calls as necessary.

Position Requirements – Must have excellent English communication capability, Spanish and/or Creole desirable, ability to manage heavy telephone call volume, speedy and accurate data entry skills with attention to detail, and ability to handle stressful conditions.

3. Poll Worker Department

a. Office Staff

Timing: January 15, 2024 – March 20, 2024

Number of staff: **7**

Timing: June 24, 2024 – November 6, 2024

Number of staff: **7** (number required may vary during decreased activity between primary and general elections)

Hours required: Monday – Friday 8:30 AM – 5:00 PM, ½ hour lunch.

Some overtime may be required.

Position Description – Manage telephone and mail activity for poll worker recruitment, training and precinct assignments. Provide timely and essential support to ensure sufficient trained poll workers are in place for election days.

Position Requirements - Excellent oral communication capability, accurate data entry skills, excellent attention to detail, legible handwriting and ability to handle stressful situations.



b. Field Clerks

Timing: February 12, 2024 – March 20, 2024

Number of staff: **30-35**

Timing: July 15, 2024 – August 21, 2024

Number of staff: **30-35**

Timing: September 30, 2024 – November 6, 2024

Number of staff: **30-35**

Hours required: Monday – Friday 9:00 AM – 2:00 PM in the Office of the Supervisor of Elections. Site visits to polling locations after 2:00 PM and/or on weekends may be required.

(Hours required may change due to decreased activity between primary and general elections.)

Position Requirements – The Field Clerk’s function is to assist with the Election Day process and provide direct assistance to the Poll Worker Department by working with precinct clerks, training staffing and other SOE staff. The field clerk will perform a variety of specialized tasks in preparation for Election Day.

Because of the nature of the position, the Field Clerks are experienced poll workers and will be identified by the Supervisor of Elections. They will be hired and paid by the selected staffing agency, including testing and training as required by the staffing agency of its employees.



B. Location: SOE Service Center 7835 Central Industrial Drive, Riviera Beach, FL 33404

1. Vote By Mail (Absentee) Ballot Processing

Timing: February 5, 2024 – March 19, 2024

Required number of staff: **10**

Timing: July 8, 2024 – August 20, 2024

Required number of staff: **10**

Timing: September 23, 2024 – November 5, 2024

Required number of staff: **10**

Hours required: Monday – Friday 8:30 AM – 5:00 PM, ½ hour lunch.
Some overtime may be required.

Position Description – Assist in the processing and mailing of outbound and inbound Vote By Mail (Absentee) ballots.

Position Requirements – Focused and disciplined; attention to the details extremely critical to ensure accurate Vote By Mail (Absentee) ballot processing and mailing. Must be able to lift and move materials up to 50 pounds.

2. Vote By Mail (Absentee) Ballot Opening

Timing: 3-4 separate days during March 4, 2024 - March 19, 2024

Required number of staff: **40**

Timing: 3-4 separate days during August 5, 2024 - August 20, 2024

Required number of staff: **40**

Timing: 3-4 separate days during October 21, 2024 - November 5, 2024

Required number of staff: **40**

Hours required: Monday - Friday 8:30 AM - 5:00 PM, ½ hour lunch.
Some overtime may be required.

Position Description – To assist in the opening of Vote By Mail (Absentee) ballots in preparation of voting results tabulation.

Position Requirements – Focused to handle Vote By Mail (Absentee) ballots; maintain integrity and organization of information.



3. Service Center / Warehouse

Timing: February 12, 2024 - March 19, 2024

Required number of staff: **4**

Timing: July 15, 2024 – November 20, 2024

Required number of staff: **4**

NOTE: During this period, there will be two one week periods (in July and October) in which we will require one additional staff person for a total of five (5) people.

Hours required: Monday – Friday 8:30 AM – 5:00 PM, ½ hour lunch.
Some overtime may be required.

Position Description – Warehouse workers to assist in voting equipment operations, prepare voting cabinets for delivery to precincts, including the assembly of precinct materials for inclusion in cabinets. Additional duties include the loading and unloading of delivery trucks for equipment.

Position Requirements – Physically challenging positions, must be able to lift 50 pounds.

4. Voting Tabulation

Timing: March 5, 2024 – March 19, 2024

Required number of staff: **20**

Timing: August 5, 2024 – August 20, 2024

Required number of staff: **20**

Timing: October 21, 2024 – November 5, 2024

Required number of staff: **20**

Hours required: Monday – Friday 8:30 AM – 5:00 PM, ½ hour lunch.
Some overtime may be required.

Position Description – Assist in the tabulation of voted ballots.

Position Requirements – High caliber personnel, focused and attentive to details required to ensure accurate voting tabulation duties as required. Must be able to lift and move materials up to 50 pounds.



5. Admission Clerks / "Gate Keepers"

Timing: February 16, 2024 – March 29, 2024

Required number of staff: **8**

Timing: July 19, 2024 – August 30, 2024

Required number of staff: **8**

Timing: October 4, 2024 – November 15, 2024

Required number of staff: **8**

Hours required: Monday – Friday 8:30 AM – 5:00 PM, ½ hour lunch.
Some overtime may be required.

Position Description – General clerical and data entry skilled personnel.

Position Requirements – Must have excellent communication skills and be able to manage stressful situations, and visitors that come to the offices.



C. SOE Branch Offices – 345 S Congress Ave, Suite 103, Delray Beach, FL 33445
3188 PGA Blvd, Suite 2401, Palm Beach Gardens, FL 33410

1. General Clerical Personnel

Timing: January 8, 2024 – March 19, 2024

Required number of staff: **3 total**

An additional person might be required for the Glades office.

Timing: July 1, 2024 – November 5, 2024

Required number of staff: **3 total**

An additional person might be required for the Glades office.

Hours required: Monday – Friday 8:30 AM – 5:00 PM, ½ hour lunch.

Some overtime may be required.

Position Description – General clerical and data entry skilled personnel.

Position Requirements – Must have excellent communication skills and be able to manage stressful situations, heavy call volume, and voters that come to the offices.

2. Public Inspection (1 temp staff at each of 3 Branch Offices plus the Main Office)

Timing: February 12, 2024 – March 21, 2024

Required number of staff: **4**

Timing: July 16, 2024 – August 22, 2024

Required number of staff: **4**

Timing: September 24, 2024 – November 7, 2024

Required number of staff: **4**

Hours required: 3-5 Weekdays each week, 9:30 AM – 4:00 PM, ½ hour lunch.

Some overtime may be required.

Position Description – General clerical and data entry skilled personnel.

Position Requirements – Must have excellent English written and verbal communication skills. Must be able to manage stressful situations, pay attention to



detail, and follow instructions. Must be able to sit or stand for extended periods of time.



D. Staff selected by SOE Office for Temp Staffing Agency to hire and handle payroll, etc. (this is in addition to the Field Clerks listed above).

1. Attendants for "Secure Ballot Intake Stations" (SBIS) at SOE Main Office & Branches:

240 S. Military Trail, West Palm Beach, FL 33415

345 S Congress Ave, Suite 103, Delray Beach, FL 33445

3188 PGA Blvd, Suite 2401, Palm Beach Gardens, FL 33410

2976 State Road 15, Belle Glade, FL 33430

Timing: February 4, 2024 – March 19, 2024

Required number of staff: **32**

Timing: July 7, 2024 – August 20, 2024

Required number of staff: **32**

Timing: September 22, 2024 – November 5, 2024

Required number of staff: **32**

Hours required: 3-6 days ea. wk, 5.5 hrs per shift, 8:15 AM–1:45 PM or 1:45–7:15 PM

(Coverage every day during the date range, 2 shifts per day, each shift is 5.5 hours, 2 Attendants on each shift, 4 locations)

3. Supervised Voting Personnel (based at Main Office in West Palm Beach)

Timing: January 22, 2024 – March 1, 2024

Required number of staff: **30**

Timing: June 24, 2024 – August 2, 2024

Required number of staff: **30**

Timing: September 9, 2024 – October 18, 2024

Required number of staff: **30**

Hours required: Monday – Friday 8:30 AM – 5:00 PM, ½ hour lunch.

Some overtime may be required.



Palm Beach County Supervisor of Elections
Vendors' Frequently Asked Questions – 2024 Proposal Request
(See responses in blue)

1. Who is the incumbent(s) and how long were they in service of the contract?
We do not award ongoing contracts. Our process is to secure bids for the impending election year cycle. The proposal request you have recently received is for the 2022 Election year and the subsequent year if needed.
2. When does the County plan to make the award?
In the next two-to-three weeks, we plan to finalize the selection.
3. How many contract awards will be made?
Depending on the capability of the proposers to provide adequate staffing, we wish to award to either one, two, or three agencies.
4. What is the County's historical usage and yearly spend of this contract?
We contract every other year, and the spending depends on the staffing requirements.
5. Are proposers required to bid on all positions (an all or nothing bid)?
It is not an all or nothing proposal, but we prefer that the proposal is for all positions. If you are not able to provide the staffing of all positions, please indicate as such.
6. What is required of background checks and drug screening?
We require at least a statewide background check and E-Verify. We will require a copy of the background check for each candidate who works for us.
7. Will proposers be allowed to pass through the costs for background screenings (at no additional markup) to the County? *No.*
8. Are Proposers allowed to submit exceptions to the County? If so, would Proposers be disqualified or adversely impacted during the evaluation process? *Exceptions for what reason? Please clarify.*
9. What are the County's current billing rates? *(n/a)*
10. If government-mandated costs or expenses are enacted during the contract term, will proposers be allowed to request rate increases to cover these higher rates? *Submit information and the associated costs for consideration.*
11. With respect to Affordable Care Act (ACA) costs, would the County prefer these charges as a separate line item on the invoices, or instead incorporated directly into each proposer's billing rates? *As a separate line item.*
12. Are there any surety/bid/performance bonds required for this contract? *No.*
13. Could the County provide a list detailing the laws, regulations, statues and ordinances that regulate the performance of the resultant contract (i.e., Living Wage Ordinance, Prevailing Wage, SCA, ACA, etc.)? *No.*



14. Who is the designated procurement officer for this contract? Would it be Ms. Wendy Sartory Link or Mr. Mark Tatoul? [Supervisor of Elections Wendy Sartory Link](#) is the authorized signer for this office, whereas Mark Tatoul serves as the point of contact, to address operational questions and issues.