



Gaston County

Gaston County
Board of Commissioners
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DHHS - Social Services Division

Board Action

File #: 25-317

Commissioner Keigher - DHHS - Social Services Division - To Authorize Proposal Awards for Temporary Staffing Services, and In-Home Aide Services

STAFF CONTACT

Shannon Myers - Social Services Director - 704-862-6721

BUDGET IMPACT

Funds are budgeted in the FY26 budget for debt payments.

BACKGROUND

The competitive request for proposals (RFP) was conducted for Temporary Staffing Services, and In-Home Aide Services. Due to large turnover and vacancies, temporary services are used to assist with caseload balancing until permanent staff are hired and trained. In-Home Services are used to assist clients with in-home needs that agency staff are not trained to provide.

· Purchase and Service Contracts containing federal funds of any source, type or amount, must follow Uniform Guidance (UG) as codified in 2 C.F.R. Part 200. Per 2 C.F.R. § 200.320(b), Service Contracts of \$250,000 or more (threshold based on total cost of award if multiple awards) can be procured per the Competitive Proposal process when the sealed bid procedure is not appropriate for the service being sought. This competitive RFP process was conducted for Temporary Staffing Services and In-Home Aide Services.

· Both RFP's were publicized on the County's website and on the NC DOA Historically Underutilized Businesses (HUB) site to meet the UG affirmative steps to solicit from M/WBE. Specifications were also broken up to allow maximum M/WBE participation. Both the Temporary Services and In-Home Aide Services were also advertised in the Gazette.

· Six (6) temporary Services proposals were received on 4/28/2025 for RFP#2025-004TSA. Nine (9) In Home Aide Services proposals were received on 4/23/2025 for RFP #2025-001IHA. Proposals were evaluated only on criteria established in the RFP documents.

(Continued on Page 2)

DO NOT TYPE BELOW THIS LINE

I, Donna S. Buff, Clerk to the County Commission, do hereby certify that the above is a true and correct copy of action taken by the Board of Commissioners as follows:

NO.	DATE	M1	M2	JBailey	CBrown	CCLoninger	AFraley	BHovis	TKeigher	SShehan	Vote
2025-208	06/24/2025	BH	JB	A	A	A	A	A	A	A	U

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A=AYE, N=NAY, AB=ABSENT, ABS=ABSTAIN, U=UNANIMOUS

Commissioner Keigher - DHHS - Social Services Division - To Authorize Proposal Awards for Temporary Staffing Services, and In-Home Aide Services
Page 2

· Awards are proposed to the following firms deemed to have the most advantageous proposals considering the evaluation criteria identified in the RFP's. Recommendation for approval are as follows:

Temporary Staffing for Specs #2, #3, #4, #6, #8, #9, #10 - Nesco Resources, LLC - \$330,000

Temporary Staffing for Specs #5, #7, #11, #12 - Vanguard Professional Staffing - \$394,000

Spec #2: Administrative Assistant

Spec #3: Economic Services Caseworker II

Spec #4: Social Worker II (Foster Care)

Spec #5: Social Worker III (Foster Care)

Spec #6: Social Worker II Nutrition (Adult & Aging Services)

Spec #7: Social Worker III (Adult & Aging Services)

Spec #8: Crisis Line Advocate

Spec #9: Bilingual Shelter Advocate

Spec #10: Relief Shelter Advocate

Spec #11: Social Worker IAT

Spec #12: Social Worker IAT (Night Duty)

Scores

(See attached spreadsheet titled Temporary Staffing Proposal Scores)

The In-Home Aide budget of \$800,000 and the Family Caregiver Support budget of \$35,000 will be split between six (6) agencies. Each contract will reference a do not exceed of \$835,000 as we are unable to determine the exact amounts for each agency due to varying client needs. We will only be encumbering the estimated amounts for the first six months once the budget is approved.

Proposers: (9) proposals received, but top (6) ranked scores will be awarded.

CNC Access (All Ways Caring) 100 - Awarded

Brightstar Care of Gastonia - 100 - Awarded

Complete Care - 100 - Awarded

Touched by Angels - 100 - Awarded

Opulence - 95.6 - Awarded

Harmony - 89 - Awarded

A Primary Care - 86.3

Senior Helpers - 65.3

Gracious Hearts - 0

POLICY IMPACT

N/A

ATTACHMENTS

Temporary Staffing Proposal Scores

Temporory Staffing Assignments

RFP # 2025-004

Spec #1: ACCESS Dispatcher BUDGET CUT

Spec #2: Administrative Assistant

Spec #3: Economic Services Caseworker II

Spec #4: Social Worker II (Foster Care)

Spec #5: Social Worker III (Foster Care)

Spec #6: Social Worker II Nutrition (Adult & Aging Services)

Spec #7: Social Worker III (Adult & Aging Services)

Spec #8: Crisis Line Advocate

Spec #9: Bilingual Shelter Advocate

Spec #10: Relief Shelter Operator

Spec #11: Social Worker (IAT)

Spec #12: Social Worker (IAT Night Duty)

Scores

Proposers	Spec #1	Spec #2	Spec #3	Spec #4	Spec #5	Spec #6	Spec #7	Spec #8	Spec #9	Spec #10	Spec #11	Spec #12
Vanguard Professional Staffing AWARDED	NO BID	NO BID	87/100	NO BID	87/100	NO BID	87/100	NO BID	NO BID	NO BID	87/100	87/100
Nesco Resource AWARDED	BUDGET CUT	86.07/100	86.07/100	86.07/100	86.07/100	86.07/100	86.07/100	86.07/100	86.07/100	86.07/100	86.07/100	86.07/100
Health Advocates Network	BUDGET CUT	84.41/100	84.41/100	84.41/100	84.41/100	84.41/100	84.41/100	84.41/100	84.41/100	84.41/100	84.41/100	84.41/100
Lancesoft	BUDGET CUT	80/100	80/100	80/100	80/100	80/100	80/100	80/100	80/100	80/100	80/100	80/100
Staffmark	BUDGET CUT	60.35/100	60.35/100	60.35/100	60.35/100	60.35/100	60.35/100	60.35/100	60.35/100	60.35/100	60.35/100	60.35/100
Abacus	BUDGET CUT	74.28/100	74.28/100	74.28/100	74.28/100	74.28/100	74.28/100	74.28/100	74.28/100	74.28/100	74.28/100	74.28/100

Proposer #1	Proposer #2	Proposer #3	Proposer #4	Proposer #5	Proposer #6			
Vanguard	Nesco	Health Advocates	Lancesoft	Staffmark	Abacus			
96/100	86/100	87/100	83/100	46/100	58_/100			
78/100	89/100	88/100	79/100	60/100	68.5/100			
____/100	90.5/100	88/100	85/100	56.5/100	79/100			
____/100	101/100	93/100	78/100	57/100	74.5/100			
____/100	94/100	91/100	86/100	77/100	83/100			
____/100	80/100	59.5/100	84/100	62/100	88_/100			
____/100	62/100	____/100	65/100	64/100	69/100			
____/100	____/100	____/100	____/100	____/100	____/100			
____/100	____/100	____/100	____/100	____/100	____/100			
____/100	____/100	____/100	____/100	____/100	____/100			

Average Score	87/100	86.07/100	84.41/100	80/100	60.35/100	74.28/100			
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* Even though Vanguard has a slightly higher score for Spec #3, the agency has chose to award this service to Nesco due to them providing similar positions in prior years, lower price differential, prior experience with the agency, and ease of transitioning current staff to their agency.