



Temporary Staffing Support
REQUEST FOR PROPOSAL

Project No.

INFORMATION TECHNOLOGY SERVICES

FINANCE

HUMAN RESOURCES

October 2, 2025

Boston Public Health Commission – Temporary Staffing Support RFP

This Request for Proposal (RFP) from Boston Public Health Commission (BPHC) seeks proposals from staffing agencies, consulting firms or other entities that can provide experienced temporary employees to support BPHC's Human Resources, Finance and Information Technology departments during the implementation of a new ERP system. The winning firm will be responsible for identifying, screening and supplying a list of qualified candidates based on the criteria specified by each department. BPHC will make the final determination about which candidate to hire.

Request for Proposal (RFP) Schedule [Updated]	
October 6, 2025	RFP notice published in The Boston Globe.
	RFP available at www.boston.gov/bid-listings .
October 15, 2025	Vendor questions due by 5:00 PM ET via email to RFR@bphc.org . Each vendor should consolidate questions into a single, emailed submission with the email subject being "Temporary Staffing Support." BPHC will not respond directly to Vendor emails.
October 27, 2025	BPHC responses to Vendor questions posted by 5:00 PM ET at www.boston.gov/bid-listings .
November 3, 2025	Vendor RFP submissions due by 5:00 PM via email to RFR@bphc.org with the email subject being "Temporary Staffing Support RFP Response." BPHC will not respond directly to Vendor emails.
November 17 through December 5, 2025	BPHC notifies vendors of down selection and facilitates Vendor Presentations. While BPHC will work with Vendors to reasonably accommodate scheduling in this period, Vendors are expected to plan on being available during this time.
December 12, 2025	BPHC makes final decision and notifies vendor of award. BPHC has the discretion to extend this timeframe without notice to the bidders.

NOTE: This is the anticipated schedule. While it is BPHC's intention to follow this schedule and conduct activities in a timely manner, unforeseen circumstances may arise that can affect it. If BPHC needs to make schedule changes to Vendor submission deadlines, it will release that updated schedule as an amendment to this RFP at www.boston.gov/bid-listings.

Certified Underrepresented Businesses Enterprise Participation

As part of BPHC's efforts to have an equitable procurement process, BPHC will consider and encourage Certified Unrepresentative Businesses Enterprises (CUBE) that includes; Minority-owned Business Enterprises (MBE), Women-owned Business Enterprises (WBE), Veteran-owned Business Enterprises (VBE), Disability-owned Business Enterprise (DOBE), Lesbian Gay Bisexual Transgender Business Enterprises (LGBTBE), Minority Non-Profit (MNPO), Women Non-Profit (WNPO), Minority Women Non-Profit (MWNPO) and local businesses to apply to this RFP.

Public Records Laws

Certain records and documents created or received in connection with this RFP may be subject to public disclosure under applicable Public Records Laws, including, but not limited to, M.G. L. c. 4, § 7(26) and 950 CMR 32.00. Therefore, BPHC may be required to disclose records pursuant to Public Records Law and as such BPHC will use reasonable efforts to identify and label any information they believe to be proprietary or confidential prior to disclosure.

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Section I – Background Information

This Request for Proposal (RFP) from the Boston Public Health Commission (BPHC) for Temporary Staffing Support is to hire additional manpower which will support the Finance, Human Resources and Information Technology Services departments during the implementation of its new ERP system. Supplementary staffing is required to ensure that the key functions of each department continue without interruption when leadership is focused on its implementation responsibilities. Individuals hired in a temporary capacity will be trained and supervised by BPHC and should be available for the duration of the implementation period. The work schedule for each person may fluctuate depending on the pace and phase of implementation or shifting priorities.

Overview of BPHC

BPHC is the local public health department for the City of Boston and the country's oldest health department. BPHC's mission is to work in partnership with communities to protect and promote the health and well-being of all Boston residents, especially those impacted by racism and systemic inequities.

BPHC has 1,300+ full-time employees, including 800+ employees represented by 8 unions, working in 12 operational offices, 5 public health service centers, and 6 programmatic bureaus and divisions. Additionally, there are 5,400+ active vendors supporting BPHC, including 550+ contingent workers (i.e., 1099 contractors), leading to 14,400+ supplier invoices in FY2024. BPHC's annual city appropriation is \$140m, which combined with grants (annual grant revenue typically ranges between \$60-80m) and other revenue (e.g., third party billing for emergency services, parking and licensing fees) amounts to an annual budget of approximately \$259m.

BPHC's six bureaus represent how BPHC executes its mission every day:

- **Boston Emergency Medical Services (BEMS):** Compassionately delivers excellent pre-hospital care, provides expedited transportation to hospitals or Urgent Care facilities, and protects the health and safety for the public. Boston EMS is one of three public safety agencies that respond to 9-1-1 calls.
- **Child, Adolescent, & Family Health Bureau (CAFHB):** Addresses the physical, emotional, and mental health needs of Boston children and families. The Bureau offers programs where residents live, learn, work, and play, including: in and out of school programming for adolescents; initiatives to prevent and respond to violence; and support for families with young children before, during, and after birth.
- **Community Initiatives Bureau (CIB):** Addresses health issues affecting Boston citywide. The Bureau offers community and home-based services. The Bureau supports BPHC's commitment to: addressing environmental health hazards; chronic disease prevention and management; healthcare access; and health homes and businesses.
- **Infectious Disease Bureau (IDB):** Works with diverse populations to reduce the impact of infectious diseases, prevent death associated with these diseases, and create healthier

lives for the residents of Boston. The Bureau's work includes: disease surveillance; HIV / AIDS-related services; investigation of cases and outbreaks; and community and provider education.

- Homeless Services Bureau (HSB): Oversees programs that address complex needs associated with adults experiencing homelessness. This includes: emergency shelter; health and behavioral health services; job readiness and training; and housing navigation services.
- Recovery Services Bureau (RSB): Provides a coordinated continuum of substance use care from prevention to treatment to recovery, with an emphasis on vulnerable populations. Bureau services include: prevention; harm reduction; outreach, engagement, and access to care; and outpatient and residential treatment.

BPHC services also include research and data analysis, mental and behavioral health initiatives, training and support of Community Health Workers, public health preparedness, legislative advocacy for public health priorities, violence prevention, and other programming to address health equity.

BPHC's Pursuit of a Modernized ERP System

Over the past few years, public health challenges have intensified and the demands on BPHC have grown. Boston has seen a growing need for a strong public health infrastructure as the health and wellness of Boston residents has been impacted by so many challenges. Added to COVID-19 and other emerging infectious diseases, increased mental and behavioral health needs, the enduring and growing opioid epidemic, greater strain on our healthcare systems, stark racial and ethnic disparities in health outcomes, and increased cost of living have made it difficult for individuals and communities across Boston to address basic and more complex needs. In large part because of competing priorities and limits in capacity, the foundational capabilities of BPHC's HR and Finance offices have remained essentially at pre-COVID levels.

BPHC's 2024-2027 Strategic Plan set an objective of enhancing its enterprise systems to improve BPHC work and programs by the end of 2027. To that end BPHC began an enterprise-level initiative focused on the following:

1. Implement a software solution that will collectively serve the needs of BPHC including the following integrated core functions:
 - a. *Human Resource / Human Capital Management*: With the ability to manage the entire employee lifecycle (i.e., from talent acquisition through separation), including payroll.
 - b. *Financial Management*: With the ability to manage budgeting and forecasting, procure-to-pay (P2P, i.e., procurement and accounts payable), contract management, expense management, accounts receivable, grants management, banking, asset management, financial accounting, and capital expenditures.

2. Acquire the ability to use automation to administer requirements for eight unique unions with different job profiles, compensation plans, step progression, and negotiating periods.

BPHC has completed a Request for Proposals for a new ERP software system. The results of that work informed the procurement of Workday based on the requirements across these areas:

- Human Resources/Human Capital Management (HCM)
 - Benefits Management
 - Hiring & Onboarding
 - Offboarding
 - Performance Management
 - Recruiting
 - Talent & Learning Management
 - Time & Absence Management
 - Union & Non-Union Compensation & Payroll Management
- Financial Management (FIN)
 - General Accounting
 - General Ledger Structure & Maintenance
 - Accounts Receivable
 - Asset Management, including Capital Project Management
 - Banking Management
 - Budget Management
 - Expense Management
 - Financial Forecasting
 - Financial Reporting
 - Grant Management, including Pre-Award and Post-Award
 - Inventory Management
 - Procurement & Payables
 - Contract Management

With BPHC's selection of Workday, it is now releasing this RFP to procure additional manpower on a temporary basis which will enable existing staff within the Finance, HR and ITS departments to focus on the implementation of the new ERP system.

BPHC's goal is to begin implementation by early calendar year 2026 and finish implementation in calendar year 2027, with a potential deployment of all modules by the start of BPHC's fiscal year on or around July 1, 2027.

Section II – Request for Proposal Instructions

BPHC's objective for this RFP is to select and work with a staffing agency or professional services firm that can provide experienced candidates to assist with essential Finance, HR and IT tasks.

RFP Schedule

Vendor questions and RFP response submissions should be completed per the instructions in this RFP and sent to RFR@bphc.org by the deadlines below.

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NOTE: This is the anticipated schedule. While it is BPHC’s intention to follow this schedule and conduct activities in a timely manner, unforeseen circumstances may arise that may affect it. BPHC has discretion to modify these dates as necessary, including the timeframe for notification of award.

BPHC Contact Information

Any questions regarding this RFP and the eventual proposal submissions should be sent to RFR@bphc.org specifically noting “Temp Staffing Support Questions” or “Temp Staffing Support Proposal” in the subject line, respectively. BPHC will not respond directly to Vendor emails and any question submitted to that BPHC email address will be included in the distributed RFP Vendor Q&A document.

Vendor Requirements

Staffing agencies, consulting firms or professional service firms are invited to submit proposals regarding their ability to supply candidates for the following roles:

DEPARTMENT	ROLE
Finance	P2P Manager (50-100%) - Assist the P2P Director with the oversight of the Payables team with the goal of ensuring efficient, timely, and accurate payment of all BPHC vendor payments. Also assist the P2P Director with the oversight of BPHC Procurement Team, ensuring that all goods and services procured meet BPHC and federal policies and guidelines. Assist with employee and vendor training. Great Plains and Contract

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	<p>Management experience required, ReQlogic experience preferred.</p> <p>Controller (100%) – Assist the CFO with managing the Finance Departments; Accounting, Procure-to-Pay, Post-Award Grants, Revenue and Budget Office and assist with various analyses, reviews, policy writing, cash management, Gift Card Management, P-Card administration and approvals. Also assist the Director of Accounting with general ledger (GL) maintenance, monthly closes, payroll postings, financial reporting, fixed asset management, financial analyses, internal controls, compliance, and year-end audit preparation. Great Plains experience required. MBA and/or CPA Preferred.</p> <p>Revenue Manager (50-100%) – Assist the Director of Revenue with all 3rd party billing activities, Accounts Receivable invoicing, Cash receipt applications and collections, and provide detailed analyses and reports for management. Familiarity with Medicare, Medicaid, third party payers, and EMS CPE preferred. CareLogic Third Party Billing experience required.</p>
Human Resources	<p>Talent Operations Coordinator – Handles daily talent operations such as onboarding, employee data, and staffing logistics to keep public health programs running smoothly.</p> <p>Benefits Manager or Specialist - Manages health, day-to-day functions for the full benefit life cycle, ensuring employees have access to programs that support their wellbeing while keeping the department in compliance.</p> <p>Payroll Manager and Payroll Specialist - Ensures staff, contractors, union and non-union employees and grant-funded employees are paid accurately and on time, while maintaining compliance with wage laws and funding requirements.</p>

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	<p>Assistant HR Manager or Director - Provides leadership across HR functions in a complex, unionized public health environment. Oversee employee relations, compliance, and workforce planning while supporting both day-to-day needs and long-term strategy.</p> <p>Employee Relations Specialist - Serves as the point person for workplace issues, grievances, and investigations. Helps maintain positive relationships with union and non-union staff while ensuring policies are applied fairly and consistently.</p>
ITS	<p>Enterprise Application Administrator - Responsible for the day-to-day administration, support, and configuration of Microsoft Dynamics GP and ReQlogic systems. This role ensures the reliability and usability of the finance applications, working closely with finance and IT teams to support business operations.</p> <p>Software Developer and Data Engineer - Maintains the stability and accessibility of core software platforms that support BPHC program and bureau operations. Provides administrative and technical support for enterprise applications used by BPHC staff. Troubleshoots and resolves application issues, escalating to technical services or vendors as needed.</p>

Vendor Questions

Vendors can submit their questions regarding this RFP by sending an email to RFR@bphc.org before October 15, 2025, at 5:00 PM ET.

Vendors should consolidate questions into a single, emailed submission with the subject being “Temp Staffing Support Questions.” BPHC will not respond directly to Vendor email questions and any question submitted to that BPHC email address will be included in the eventually distributed RFP Q&A document.

BPHC will refine and post its final responses to Vendor questions by October 27, 2025, at www.boston.gov/bid-listings.

If Vendor questions cause a change to any part of this RFP BPHC will release an addendum to the RFP along with its responses to Vendor questions. It is Vendors’ responsibility to review the updated

documents to ensure their proposal submissions are compliant with the latest instructions and requirements.

Vendor Proposal Responses

Interested Vendors must submit a written proposal response in PDF including all requested information in an email sent to RFR@bphc.org before November 3, 2025, at 5:00 PM ET.

BPHC requests that each response is thorough, complete, and addresses and is compliant with all the specific instructions noted below.

The written RFP response must be submitted as a PDF and include the following information within the page limits noted below.

1. Vendor Profile (*no more than 1 page*), including:
 - a. Vendor name
 - b. Vendor official address
 - c. Vendor proposal manager, including their contact information (e.g., email, phone number)
 - d. If applicable, identify any relevant company statuses or certifications (e.g., Certified Underrepresented Business Enterprise [CUBE] status) of the proposed team, including any proposed subcontractors.
2. Understanding of Requirements (*no more than 3 pages*)
 - a. Demonstrate a thorough understanding of the scope of work for this solicitation.
 - b. Demonstrate a thorough understanding of BPHC's staffing requirements and ability to adapt to changes to manpower needs as they arise.
3. Staffing Plan (*no more than 5 pages, including 1-page bios of key personnel*)
 - a. Describe how the Vendor will recruit, screen and provide qualified candidates for the positions identified by each office, estimated total hours required to perform each task, a description of how those hours will be allocated, and a timeline for filling each position.
 - b. The titles and responsibilities of all project personnel assigned to develop and manage the staffing plan.
 - c. Include 1-page bios for the project personnel highlighting their relevant experience.
4. Past Performance (*no more than 2 pages per engagement*)
 - a. Provide past performance profiles for at least three staffing engagements. There is a preference for government and public health organizations of similar size to BPHC.
 - b. Each past performance profile must include a specific point of contact and their title and contact information (i.e., email, phone number) for BPHC to contact.

Vendor Presentations

Based on its evaluation of submitted Vendor proposals, BPHC will select several vendors to move forward in the procurement process and deliver presentations further detailing their proposal.

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BPHC will send more detailed guidance about Vendor presentations upon down-selection. BPHC anticipates that the presentations will provide more detail on the Vendor's proposal.

BPHC currently plans to hold these meetings virtually the week of November 17 through December 5, 2025. While BPHC will work with Vendors to reasonably accommodate scheduling in this period, Vendors are expected to plan to be available during this time.

RFP Response Evaluations

BPHC will use the following criteria to evaluate Vendor responses and the down-selected Vendor presentations and demonstrations.

RFP Evaluation Criteria	
Temporary Staffing Proposal	<p>Whether the Vendor's proposal demonstrates understanding of BPHC's staffing requirements</p> <ul style="list-style-type: none">• Understanding of BPHC Needs – Understanding of BPHC operations and the ability to provide experienced temporary staff that can assist with essential functions in Finance, Human Resource and Finance.• Approach & Methodology – How Vendor will identify and supply skilled manpower to support the daily operations of the departments involved with the ERP implementation. The ability to adapt and show flexibility if manpower needs changes during the engagement is critical. The amount of time a person is brought on to assist may ebb and flow depending on the pace of implementation.• Challenge & Risk Management – Understanding of challenges and risks BPHC will likely face in relying on temporary staff during the ERP implementation and appropriate mitigation and monitoring strategies.• Schedule – Realistic approach and schedule outlining proposed phasing, milestones, and resource breakdown• Staffing Plan – How Vendor will staff project with key personnel• Staffing & Resource Management – Proposed key personnel with experience delivering successful staffing solutions for organizations like BPHC, and ability to bring in additional resources and skillsets if/as project needs change
Cost	Overall cost of supplying qualified candidates and the rates charged for the services of the individuals chosen by BPHC.
Past Performance & References	Vendor's experience providing temporary staff to public sector organizations like BPHC.
Responsiveness to RFP	Whether Vendor was compliant in response to this RFP and follow-on instructions (e.g., presentation instructions).