

University of California, Riverside – Local Procedure

Contracting Out for Services

March 2025

I. Summary

Local procedures on contracting out for services are written to provide guidance on when and how to contract out for services. Whenever possible, the University of California (UC) will prioritize the use of UC employees prior to contracting workers or services outside of the UC to perform work or services. The information contained in this document will provide guidance to the campus on Regent's Policy 5402 and Article 5 of the AFSCME collective bargaining agreements (EX and SX) in relation to Contracting Out for Covered Services.

II. Related Policies and References

- A. [Regents Policy 5402](#)
- B. [UC Implementation Guidelines](#)
- C. [Article 5 - Collective Bargaining Agreement \(SX and EX\)](#)
- D. [Wage & Benefit Parity Appendix](#)

III. Definition

- A. **AFSCME:** American Federation of State, County and Municipal Employees is a labor union that represents two University bargaining units, the Service (SX) unit and the Patient Care Technical (EX) unit.
- B. **AgileOne Integrated Qualified Individual Workforce Solution:** AgileOne is a system that manages Qualified Individual's life cycle which includes onboarding, time tracking, auditing, FTE conversion and offboarding processes.
- C. **Bargaining Unit:** A defined group of employees who are represented by a single labor union (their exclusive representative) for purposes of collective bargaining and representation in the grievance process. For this local procedure, this refers to the AFSCME SX and EX bargaining units, however changes in law may expand the defined groups from time to time.
- D. **Carve Outs:** Are the circumstances listed in Section B of the Regents Policy and Article 5 Section C of the AFSCME Collective Bargaining Agreement where contracting for Covered Services is allowed.
- E. **Covered Services:** Work customarily performed by AFSCME bargaining unit employees at the University, whether in whole or in part, including but not necessarily limited to the following services: cleaning, custodial, janitorial, or housekeeping services; food services; laundry services; grounds keeping; building maintenance (excluding skilled crafts); transportation and parking services; security services, billing and coding services, sterile processing, hospital or nursing assistant services, and medical imaging or other medical technician services.
- F. **Enterprise Access Control System (EACS):** Provides the University of California, Riverside System Access Administrators (SAAs) a single tool to securely control access to a wide variety of campus systems within their scope of responsibility in a completely paperless, automated environment. EACS contrains reports that allow SAAs to view their accountability structure grouped by application or by UCR NetID.

- G. Justification Request:** Is used to request one of the six carve outs from Article 5. The justification request provides the details and approval to utilize an outside vendor to provide the required service.
- H. Qualified Individual (QI):** an individual worker who works for an outside contractor performing the same services at the same UC location and works for 1000 hours in rolling twelve (12) month period, or 35% time over a rolling thirty-six (36) month period, the worker will be deemed a “qualified individual” (QI) for conversion to UC employment.
- I. Service Department:** A department or unit at UCR or at one of its’ leased facilities who would under most circumstances provide AFSCME covered services to the campus.

IV. Policy

In alignment with the Regents Policy 5402: Regents Policy Generally Prohibiting Contracting for Services, that was approved by the Regents on November 14, 2019, this local procedure provides guidance on prioritizing the use of UC Riverside (UCR) employees over contract workers. Whenever possible, contracting for covered services should be used sparingly to address specified operational needs, not as a means to replace UCR employees with lower-wage contract workers, but when used wage parity must also be met.

While this procedure provides guidance, Article 5 of the AFSCME SX and EX Collective Bargaining Agreements (CBAs) take precedence over the Regents Policy 5402: Regents Policy Generally Prohibiting Contracting for Services. If UCR determines that it needs to contract for Covered Services, then the suppliers providing such services must pay their employees rates equivalent to the total compensation received by Bargaining Unit employees performing the same work. Suppliers are required to enroll in the systemwide Qualified Individual (QI) tracking system, which is currently AgileOne.

Special Carve-Out provisions are allowed, but are limited to the guidance in Article 5. They may include (refer to the Implementation Guidelines or Regents Policy Generally Prohibiting Contracting for Services for indepth guidance):

- an actual emergency (e.g., strike replacement)
- insufficient quantity, level of expertise, technical or specialized nature, equipment
- services are incidental to purchase/lease of property
- urgent, temporary or occasional, UCRs regular or ordinary hiring process or difficulties in utilizing UCR employees would frustrate UCR goals
- registry personnel staffing needs – Student Health Services (SHS)
- required by law, federal contract or court order

V. Procedures

A. Concept Approval is the initial step to contract for services with a non-UCR employee.

1. All Contracting Out for Services requests must begin with concept approval. Failure to submit a timely request or attempt to circumvent this process will cause your request to be delayed or denied.
 - a. Concept approval submission requires the requestor to submit an HR Service Request (also known as Service Now (SNOW)) ticket.
 - b. Visit the Central Human Resources (CHR) website at hr.ucr.edu. You will find a button titled ‘[HR SERVICE REQUEST](#)’. The HR Service Request page provides requestors with job aids and videos on how to submit a request for covered

services. After reviewing the job aid and/or video, [submit a request for concept approval](#).

2. The concept approval must include the following information about the service request:
 - a. Event Information
 - date
 - time
 - location
 - name of the department sponsoring the event
 - The department should verify that the proposed contract is an AFSCME type service as listed in the definition of Covered Services (refer to section III. Definition).
 - b. Vendor/supplier name
 - cost estimate (e.g., suppliers quote)
 - service being requested from the vendor/supplier
 - if the service can be performed by a UC employee (e.g., facilities or dining services) the requesting department will need to identify who the servicing department is and confirm the work cannot be performed by a UCR employee
 - description of task
 - suppliers wage parity information (e.g., the hourly rate of pay for their employee(s) who will conduct the work)
 - c. Justification Communication
 - Email from the department that would normally provide the service to the campus authorizing permission or explaining why they are unable to provide the service to the campus on the event/requested day and time.
3. Upon receipt of the concept approval request, the Central Human Resources (CHR) Workforce Compliance Analyst or designee will review the request. Upon review by the analyst or designee, a requestor should receive a response within three (3) business days. Therefore, it is important for requestors and departments to plan accordingly and submit requests with sufficient time to review.
4. The analyst or designee will:
 - determine if the request is subject to Policy 5402 or Article 5
 - verify if the vendor has:
 - a contract with the UC or UCR
 - been entered into AgileOne
 - Wage parity
 - Job description
 - assess if the request is over \$100,000.00 or if it triggers the \$100,000.00 rule requirement to notify the union

If approved, requestors will be advised to move forward to the HRMS Contract Out Module entry process. If denied, information for the denial and next steps will be provided. If approved or denied, instructions will be sent via email.

5. If a request is over \$100,000.00 or services have reached or will exceed \$100,000.00 in the current year with the requested vendor, a notification to the union is required. Employee and Labor Relations (ELR) will send AFSCME a notice of the request.

- AFSCME will have 14 days from the notice date to request a meet and confer. If necessary, ELR will coordinate the meeting and represent the requesting department in discussions.
- UC has an obligation to respond within 45 days of the meet and confer request or AFSCME written response. If necessary, UCR ELR will assist UC with coordinating a response.
- At the end of the notice process, a grievance may be filed. If a grievance is filed, it may delay the request. The department should consider this possibility, if a meet and confer is required, and take steps to mitigate the impact of grievances.
- ELR will be responsible for closing out the request and notifying the CHR Workforce Compliance Analyst, the department and procurement of the outcomes.

Note: contracts over a \$100k require final approval via the HRMS Contracting Out module by the Associate Vice Chancellor of HR and Vice Chancellor of Planning, Budget, and Administration.

B. HRMS Contract Out Module (System of Record)

1. Requestor received concept approval from the CHR Workforce Compliance Analyst or designee to proceed with entering a request to contract out for services into the HRMS Covered Service Module.
2. The HRMS Contract Out Module is UCR's online repository of contracts initiated for contracts for service. Based on an individual's Enterprise Access Control System (EACS) role(s), using the HRMS Contract Out Module users may be able to initiate, edit, approve, view, and search contract actions.
 - a. Requestors will initiate the request in the module at: <https://hrms.ucr.edu/app/>. If the requestor does not have access to the module, they should notify their department to gain access.
 - b. In the module, users will see various tabs, which are steps to approve a request. Those tabs include:
 - 1) **Initiate New Contract:** This allows the user to initiate a new contract (only for Departmental Coordinator role)
 - 2) **My WIP Contracts:** This allows the user to see all contracts initiated in their queue.
 - 3) **All Open Contracts:** This allows users to see all "open" contracts with their account structure.
 - 4) **Completed Contracts:** This allows the user to see all contracts which are approved or denied by procurement and also which are cancelled.
 - 5) **Contract Out Search Engine:** This allows all users (Requesting Dept., Coordinator, Service Dept., Coordinator, Workforce Compliance Analyst, Compensation, Procurement, Central HR, Dept., CAO/CFAO, Dept., Chair/Head/Dean, Talent Acquisition, and Planning and Budget) to search contracts and run reports.

C. Entering A Request into the HRMS Contract Out Module

1. The requesting department will upload the documentation submitted during the initial concept approval into the HRMS Contracting Out Module, which should include but is not limited to a copy of the supplier's quote for services and the supplier's wage-parity information.

2. Once complete, the request will be routed via the HRMS Module for additional review and approvals.

VI. HRMS Contract Out Module EACS Roles and Responsibilities

A. Requesting Department Coordinator

1. Responsible for:
 - a. Initiating the request for services within their accountability structure to be performed with current UCR employees.
 - b. Ensuring the request was discussed with Central Human Resources (CHR) Workforce Compliance Analyst before initiating the request in HRMS.
 - c. completing the information located on the Justification, Supplier and Service Information tabs.
 - d. Check out the request for approval before submitting it to the service department for review and approval.
 - e. ensuring proper procedures for review and approval at the department level are met.
 - 1) canceling requests while in their queue, whenever necessary to keep the information and request accurate and current.
 - 2) entering comments and adding attachments.

B. Department Security Access Administrator (SAA)

Responsible for:

- a. reviewing the requests within their accountability structure and determining if contract services can be performed with current UCR employees within the requested timeframe.
- b. answering the questions located on the Service Department Response tab.
- c. checking out the request and returning the request to the Requesting Department as needed.
- d. accepting or rejecting contracting out requests.
- e. entering comments and adding attachments.
- f. Use the following link to help find your department SAA,
<https://impact23.ucr.edu/access-requests#review-your-role-assignments>

C. HR Classification Analyst

Responsible for:

- a. reviewing each request and ensuring the correct classification is assigned to the request
 - provide wage-parity for each AFSCME-type position
- b. completing the information located on the Wage Parity tab
 - review the wage-parity appendix (refer to appendix A, which may change from time to time) for compliance with AFSCME-type positions
- c. accepting or rejecting contract out request.
- d. checking out and returning requests to requesting department coordinators, as needed.
- e. entering comments and adding attachments, as needed.

D. Department CAO/CFAO

Responsible for:

- a. reviewing each request and approving each contracting out request within their accountability structure.
- b. accepting or rejecting contract out request.
- c. checking out and returning requests to requestors, as needed.
- d. entering comments and adding attachments, as needed.

Note: Contracting out requests that are categorized as emergency are not routed to this role for approval; this role is copied on the notification to the Workforce Compliance Analyst and if necessary, CHR Labor Relations.

E. Department Chair/Head/Dean

Responsible for:

- a. reviewing each request and approving each contracting out request within their accountability structure.
- b. accepting or rejecting contract out request.
- c. checking out and returning requests to requestors as needed.
- d. entering comments and adding attachments, as needed.

Note: Contracting out requests that are categorized as emergency are not routed to this role for approval; this role is copied on the notification to the Workforce Compliance Analyst and if necessary, CHR Labor Relations.

F. CHR Workforce Compliance Analyst

Responsible for:

- a. reviewing each concept approval, contracting out request and approving each contracting out request within their accountability structure.
- b. conducting Agile One and HRMS training upon request or as needed.
- c. acting as point of contact for all things related to contracting out for services and distributing the request to the appropriate person to resolve or mitigate.
- d. accepting or rejecting contracting out request.
- e. checking out and returning requests to requestors as needed.
- f. entering comments and adding attachments, as needed.
- g. consulting with ELR and ELR will submit a notification to AFSCME when the request exceeds the \$100,000 threshold.
- h. validating justification, wage, and parity, and ensuring vendor is registered into AgileOne:
 - 1) evaluating each transaction in AgileOne to ensure the request does not go over \$100k, which would trigger a notification to the union.
 - 2) upon receipt of the notification that a temporary employee is approaching or exceeding their 1000 hours of employment, will work with the department HRBP and Talent Acquisition to ensure the temporary staff is converted as a career employee.
 - 3) attending meetings concerning AgileOne and Contracting Out for Covered Services

G. HR Talent Acquisition (only if the request is at or over \$100,000.

Responsible for:

- a. reviewing each request and approving each contracting out request where the request is categorized as non-emergency.
- b. accepting or rejecting contracting out requests.
- c. checking out and returning requests to requestors as needed.
- d. entering comments and adding attachments, as needed.
- e. reviewing request associated with temporary staffing to evaluate the campus' ability to provide the service through various departments.
- f. ensuring if the temporary staffing request is approved, the appropriate steps are taken to register the vendor with Agile One.

Note: Contracting out requests that are categorized as emergency are not routed to this role for approval in the HRMS module.

H. Central HR (AVC) or Designee (only if the request is at or over \$100,000.

Responsible for:

- a. reviewing each request and approving each contracting out request where the request is categorized as non-emergency.
- b. accepting or rejecting contracting out requests.
- c. checking out and returning requests to requestors as needed.
- d. entering comments and adding attachments, as needed.

Note: Contracting out requests that are categorized as emergency are not routed to this role for approval in the HRMS module.

I. Planning, Budget, and Administration (VC) (only if the request is at or over \$100,000.

Responsible for:

- a. reviewing each request and approving each contracting out request where the request is categorized as non-emergency.
- b. accepting or rejecting contracting out request.
- c. checking out and returning requests to requestors as needed.
- d. entering comments and adding attachments, as needed.

Note: Contracting out requests that are categorized as emergency are not routed to this role for approval in the HRMS module.

J. Procurement

Responsible for:

- a. approving the final request.
- b. attaching the final contract and Purchase Order (PO)

- c. ensuring the appropriate documentation was submitted and attached to the purchase order for the covered services.
- d. confirming the vendor is registered in AgileOne and has the correct Wage and Benefit Parity rate embedded in the terms of their contract and PO.
- e. the CHR Workforce Compliance Analyst, Procurement, and ELR input PO's and contracting out for services accrual cost by contract in the UCOP systemwide SmartSheet.
- f. entering the information into UCOP Smartsheet
- g. providing timely information, if asked as part of an audit or review, by request from AFSCME, by random Procurement spot checks, or UCOP to obtain proof of wage and benefit parity payment compliance from the supplier.

K. Threshold Notified

This role is issued to users who do not have any other role in the HRMS Contract Out module. The user will be:

- a. copied on notifications with their accountability structure where wage parity dollar amounts => \$100,000.
- b. given read-only access to all details of Work-in-Progress (WIP), posted, and completed requests, including search functionality.

VII. Agile One Integrated Qualified Individual Workforce Solution

AgileOne will be responsible for:

- a. Program and Supplier Management
 - 1) Supplier management for all Article 5 covered service contract suppliers of inputting the suppliers into the QI tracking tool and ensuring they are meeting the requirements of the program
 - 2) Point of contact for supplier outreach, Q&A, set-up and training
 - 3) Manager/Analyst and supplier support
- b. Hour Reporting
 - 1) Manage hour reporting requirements for AFSCME Article 5
 - 2) Provide covered service suppliers with access to report employee hours worked for covered service contracts on a specified frequency
 - 3) Monitor hours entry and former worker status
- c. Policy Compliance
 - 1) Communicate policy and reporting requirements to the suppliers and supplier employees
 - 2) Ensure compliance and timely responses from all suppliers and supplier employees according to Article 5 guidelines
- d. Qualified Individual Management
 - 1) Manage the Qualified Individual lifecycle vetting and onboarding process
 - 2) Review creation of QI requisition
 - 3) Track employee interest acknowledgement and conversion status
- e. Reporting

- 1) Provide compliance dashboards and reporting for all covered service contracts subject to Article 5
- f. Wage and Benefit Parity
 - 1) Ensure compliance with independent audit requirements with verifying UC policy requirements for independent auditors to verify wage rates.
 - 2) Audit of WBP rates, screening attestations, notice of qualification

VIII. UC Employment Conversion Process for Qualified Individuals

B. Summary

UCR will exercise its best efforts to determine employees who meet the criteria to become qualified individuals. At any time, an employee who believes they meet the requirements to become a qualified individual (QI) as defined may request that they be converted to a UC employee. In general, the QI can submit a written request to Central Human Resources.

UCR shall offer the QI a career UC position that the individual is qualified for, though it may not be in the same title and/or the same department as the contracted position the QI worked in. The UC career position shall be at the same location or within ten (10) miles of that location.

C. General Process

1. UCR will use a streamlined version of its standard hiring practices to ensure barriers to UC employment are not imposed.
2. The QI will need to meet the requirements to become a QI and background check.
 - a. If the QI is disqualified for the initial position, they may be considered for another position at the same location.
3. If the QI is hired into a position performing the same duties they have performed as a contract worker for twelve (12) continuous months, then the QI will receive three (3) months credit toward satisfaction of the standard probationary period.
 - a. An employee's probationary period may only be extended by mutual agreement.
 - b. Employment time with the outside contractor will not be credited to UC service.

D. QI Streamlined Conversion Process

1. The department manager/HR representative and AgileOne will notify the qualified individual (contractor) of their eligibility to convert to a career position in accordance with the Article 5 Policy, UC Employment Conversion process for Qualified Individuals. An email notification is required for documentation of the process.
2. The department manager/HR representative will provide the qualified individual (contractor) with an employment offer for the same job at the same location or at a location within ten miles of the original location. It is recommended that the department provides a complete description of the job title, responsibilities, schedule, compensation, and benefits.
3. The qualified individual (contractor) will have the opportunity to review and provide a response to the employment offer within three (3) business days to the department

manager/HR representative. A written response to the offer is the best practice for the purpose of documentation.

4. If the qualified individual (contractor) accepts the employment offer, the department manager/HR representative will open a classified job description for the position within the Human Resources Management System (HRMS).
5. If the qualified individual (contractor) declines the employment offer, the department manager/HR representative is required to document the response in writing.
6. The department manager/HR representative will create an Internal Recruitment waiver (PPSM 20) via DocuSign to document the conversion process for the contractor.
7. The qualified individual (contractor) will have to complete the UC background process following PPSM 21.
8. The UCR QI Streamline Conversion Process must be documented and reported to UCOP quarterly.
9. The department manager/HR representative can confer with the Talent Acquisition Director and the CHR Workforce Compliance Analyst on the UCR QI Streamline Conversion Process

IX. Contacts

Contact	E-Mail Address
Employee & Labor Relations	labor.relations@ucr.edu
CHR Workforce Compliance Analyst	coveredservices@ucr.edu
Compensation and Classification	compensation@ucr.edu
Procurement	Gae.purvis@ucr.edu
Talent Acquisition	talent@ucr.edu

Appendix A – Sample Wage and Benefit Parity Appendix



**UNIVERSITY
OF
CALIFORNIA**

**Wage and Benefit Parity
Appendix**

This Appendix is entered into between The Regents of the University of California (UC) and Supplier.

Job Title	Location	[2023] Wage and Benefit Parity Pay Rate
Groundskeeper [8133]	Riverside	\$29.55
Tree Trimmer [8083]	Riverside	\$31.92

In connection with the services between Supplier and The Regents of the University of California, Supplier agrees to the UC Contracting for Covered Services Article 39 in the Terms & Conditions. As per this Article, Supplier is required to pay the equivalent of UC wages and benefits to employees providing services to UC under this agreement. By signing this appendix, Supplier agrees to pay the wage and benefit parity rates listed above to Supplier's employees, and employees of Sub-Suppliers at any tier, performing work at a UC location.

An exception to the Covered Services Article 39 is if the services provided fall under the DIR Prevailing Wage requirements, and Prevailing Wage rate is higher than the Covered Services rate. The DIR Prevailing Wage rate will need to be provided.

I declare that the foregoing statement is true and correct, and I am aware that if I present any material matter as true which I know to be false, the agreement may be subjected to termination.

All other terms, conditions and provisions of the Agreement shall remain in full force and effect.

This Amendment is signed by the parties' duly authorized representatives, and shall be effective as of June 1, 2023.

LIBERTY LANDSCAPING INC.

**THE REGENTS OF THE
UNIVERSITY OF CALIFORNIA**
ON BEHALF OF ITS RIVERSIDE CAMPUS/MEDICAL CENTER

By: Elizabeth Zuniga
Name: Elizabeth Zuniga
Title: Administrative Assistant
Date: 12/8/2023

DecSigned by:
Gae Purvis
15788739E933445
Gae Purvis
Procurement Analyst IV
12/8/2023 | 8:55 AM PST

Wage and Benefit Parity Appendix Template 2/27/2020