NORTH SLOPE BOROUGH SCHOOL DISTRICT

MEMORANDUM

TO: Madeline Hickman, President
Members of the Board

THROUGH: Dr. Caitlin Santos, Superintendent

THROUGH: Megan Williams, Director of Finance

FROM: Dr Bobby Bolen, Deputy Superintendent

DATE: November 2, 2026

SUBJECT: **Contract $50K and Over – UrgentOps**

Memo No. SB27-072
(Action Item)

NSBSD Policy Manual:

Board Policy 3312, Contracts: The Superintendent or designee may enter into contracts and memoranda of agreement (MOA's) on behalf of the District. All contracts and MOA's with a dollar value of $50,000 or greater must be approved by the School Board.

NSBSD Strategic Plan Summary:

Staff Support & Professional Development
Goal 6: Build and sustain a thriving workforce aligned with the mission of this District

Issue Summary:

Since 2022, NSBSD has employed five Human Resources (HR) Directors. The department is currently without a Director and two other full-time positions. Despite utilizing 3rd party and internal recruiting services for the past 3 years, the District has been unable to attract and retain a full staff compliment for effective HR Operations. The current vacancies are resulting in workplace stress for remaining HR staff, operational inefficiencies and unreasonable workload on other Administrative staff who are tasked with picking up the load. This situation is having an impact on day-to-day services and retention of other staff.

Administration has identified a suitable ASO (Administration Services Organization), **UrgentOps**, who can step in immediately to support HR and restore systems and structures while providing daily personnel services including investigations, staff compliance training and professional improvement support.

This would be a minimum 3-month contract to restore systems and 're-boot' operations. The contract will include an option to extend to a month-by-month arrangement if it was assessed by administration to be providing operational stability and service improvement. Any extension beyond the initial three months would be brought to the Board for approval. Administration will continue to search for permanent staff for all current vacant positions.

Since July 1, 2026 the HR Department budget is underspent by approximately $500,000. This contract would have no impact on the FY26-27 budget.

Background:

The labor market on the Slope is challenging for all organizations on the Slope and is increasingly competitive with less people available or suitable to perform available jobs. Due to more competitive rates and benefits, NSBSD continue to lose staff to the North Slope Borough.

HR outsourcing options for mid to large sized organization like NSBSD include PEO's (Professional Employer Organizations) and ASO's (Administration Services Organizations). PEO's act as co-employers of staff and are involved in payroll and benefits. This is not an arrangement that suits NSBSD. ASO's provide services from staff employed by them in a traditional contractor arrangement. This allows the NSBSD to keep full control over our staff employment status, sponsor our own benefit plans, maintain our own tax ID, and have an internal HR staff that utilizes the administrative and/or technological backup provided by the ASO.

NSBSD Administration met with 5 Administration Services Organizations (ASO's) to ascertain market suitability for this option.

Length of Contract:

November 16, 2026 – February 15, 2027

Funding Source and Contract Amount:

Profession & Technical Services account code under the Human Resources Budget 100.200.551.000.410 in an amount of $67,650.

Compliance with BP 3311.

N/A. Administration evaluated multiple providers to identify the most suitable provider. Additionally, the proposed contract is below the threshold requiring competitive bidding.

Proposed Motion:

"I move that the NSBSD Board of Education authorize administration to finalize the contract terms and to enter into a contract with UrgentOps in the amount not to exceed $67,650 as described in this memo."

Moved by_____Seconded by_____

Vote_____