



University of Central Florida

Temporary Labor Services

Invitation To Negotiate (ITN)

ITN # 2021-03TCSA

January 27, 2022 02:00 PM EST



Submitted To

Univerysity of Central Florida
Procurement Services Department
12424 Research Parkway, Suite 300
Orlando, FL 32816
POC: Trinh Nguyen



Submitted By

InstantServe LLC
175Strafford Avenue, Suite one# 907, Wayne,
PA 19087
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POC: Simratpal K. Khela, President
Phone: 267-396-1433, Ext. 8007
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COVER LETTER

January 27, 2022

To,
University of Central Florida, FL

Subject: InstantServe LLC (InstantServe) response to ITN #2021-03TCSA – Temporary Labor Services.

InstantServe is pleased to submit its proposal to University of Central Florida (UCF) for ITN # 2021-03TCSA – Temporary Labor Service. To provide staffing services on as needed bases.

Introduction

Established in 2016, InstantServe is a certified Small Business Enterprise (SBE) and Minority Women Owned Small Business Enterprise (M/WBE) Headquarter in Wayne, PA. InstantServe has over 6+ years of experience in Temporary Labor Services to a diverse base of clients across various domains and locations.

Our Understanding

InstantServe understands the UCF's staffing requirements range from Temporary Labor Services requirements etc. We have provided similar services on several projects to our clients at the Local, State, and Federal level.

We are fully capable of fulfilling your needs for full and part-time contracted human resources that will telecommute and/or work locally in technical disciplines for several large projects in 2021. We have established ourselves as a leader in providing highly scalable, cost-effective workforce solutions to a diverse set of customers across various industries in the United States.

Acknowledgments

InstantServe hereby acknowledges that we have read addendum no.1, 2 and understood the ITN issued by UCF.

Simratpal K. Khela, President of InstantServe undersigned the letter and assured us that our response accurately addresses all requirements identified in the ITN. If you have any questions or further requests regarding our proposed solution, or if we can be of assistance to you in any other way, please do not hesitate to reach me at Phone 267-396-1433 Ext-8007 or via e-mail to simrat.k@iserveworld.com.

Sincerely,

A handwritten signature in black ink that reads 'Simratpal K. Khela'.

Simratpal K. Khela,
President InstantServe LLC.

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ACKNOWLEDGMENT FORM

SUBMIT OFFER TO: Via Bonfire Web Portal UNIVERSITY OF CENTRAL FLORIDA Phone: (407) 823-2661 www.procurement.ucf.edu https://ucfprocurement.bonfirehub.com/opportunities/49428 Your submission must be uploaded, submitted, and finalized prior to the closing time on January 13, 2022 @ 2:00pm . We strongly recommend that you give yourself sufficient time and at least ONE (1) day before the closing time to begin the uploading process and to finalize your submission. See Appendix 4 for submittal instructions.		University of Central Florida INVITATION TO NEGOTIATE Contractual Services Acknowledgement Form	
Page 1 of 38 Pages	OFFERS WILL BE OPENED January 13, 2022 @ 2:00pm EST		ITN NO. ITN2021-03
and may not be withdrawn within 120 days after such date and time.			
UNIVERSITY ADVERTISING DATE: November 17, 2021	ITN TITLE: Temporary Labor Services		
FEDERAL EMPLOYER IDENTIFICATION NUMBER 811087691			
SUPPLIER NAME InstantServe LLC		REASON FOR NO OFFER: N/A	
SUPPLIER MAILING ADDRESS C/O Simrat Khela PO Box 2011			
CITY - STATE - ZIP CODE Waco, Texas 76703			
AREA CODE 267	TELEPHONE NUMBER 396-1433	POSTING OF PROPOSAL TABULATIONS Proposal tabulations with intended award(s) will be posted for review by interested parties on the Procurement Services solicitation webpage and will remain posted for a period of 72 hours. Failure to file a protest in accordance with BOG regulation 18.002 or failure to post the bond or other security in accordance with BOG regulation 18.003 shall constitute a waiver of protest proceedings.	
	FAX: N/A		
	EMAIL: Simratpal.K@iserveworld.com		

Government Classifications Check all that apply

- | | |
|--|--|
| <input type="checkbox"/> African American | <input checked="" type="checkbox"/> American Woman |
| <input type="checkbox"/> Asian-Hawaiian | <input type="checkbox"/> Government Agency |
| <input type="checkbox"/> Hispanic | <input type="checkbox"/> MBE Federal |
| <input type="checkbox"/> Native American | <input type="checkbox"/> Non-Minority |
| <input type="checkbox"/> Non-Profit Organization | <input type="checkbox"/> PRIDE |
| <input checked="" type="checkbox"/> Small Business Federal | <input checked="" type="checkbox"/> Small Business State |

I certify that this offer is made without prior understanding, agreement, or connection with any corporation, firm or person submitting an offer for the same materials, supplies, or equipment and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this offer and certify that I am authorized to sign this offer for the Supplier and that the Supplier is in compliance with all requirements of the Invitation To Negotiate, including but not limited to, certification requirements. In submitting an offer to an agency for the State of Florida, the Supplier offers and agrees that if the offer is accepted, the Supplier will convey, sell, assign or transfer to the State of Florida all rights, title and interest in and to all causes of action it may now or hereafter acquire under the Anti-trust laws of the United States and the State of Florida for price fixing relating to the particular commodities or services purchased or acquired by the state of Florida. At the State's discretion, such assignment shall be made and become effective at the time the procurement agency tenders final payment to the Supplier.

GENERAL CONDITIONS

1. SEALED OFFERS: All offer sheets and this form must be executed and submitted as specified in Section 2.6. Offer prices not submitted on any attached price sheets when required shall be rejected. All offers are subject to the terms and conditions specified herein. Those which do not comply with these terms and conditions are either automatically rejected with respect to non-compliance with non-negotiable terms and conditions or may be rejected, at UCF's sole discretion, with respect to any other terms and conditions.

2. EXECUTION OF OFFERS: Offers must contain a manual signature of the representative authorized to legally bind the Respondent to the provisions herein. Offers must be typed or printed in ink. Use of erasable ink is not permitted. All corrections to prices made by the Supplier are to be initialed.

3. NO OFFER SUBMITTED: If not submitting an offer, respond by returning only this offer acknowledgment form, marking it "NO OFFER," and explaining the reason in the space provided above. Failure to respond

without justification may be cause for removal of the company's name from the solicitation mailing list. NOTE: To qualify as a respondent, the Supplier must submit a "NO OFFER," and it must be received no later than the stated offer opening date and hour.



AUTHORIZED SIGNATURE (MANUAL)

Simratpal K. Khela- President

AUTHORIZED SIGNATURE (TYPED), TITLE

EXECUTIVE SUMMARY

InstantServe is a certified **Small Business Enterprise (SBE)** and **Woman-Owned Small Business (WOSB)**, we have established it as a pioneer in providing highly scalable Temporary Labor Services and cost effective solutions to a diverse set of the customer across various industries in the United States.

InstantServe is well positioned to address the requirements as specified in this ITN. As a staffing firm with nationwide presence and vast experience for over 6 years, we have delivered services similar to those sought under this ITN and are aware of the challenges faced and have solutions ready to meet UCF Labor needs. InstantServe specialized in providing a full range of Temporary Labor Services to various federal, state, local governments and commercial clients. We have been providing **on needed bases, contract to hire and project based Non-IT/ IT staffing solutions** that have helped clients turn their staffing challenges into a competitive advantage.

InstantServe has built an extensive track record of successfully enabling our clients to reach their staffing objectives by leveraging our industry expertise and aligning the right candidate expertise with their initiatives and goals. And, as part of our vision to continually challenge our business activities, we have a number of dedicated bench consultants to ensure we focus on the exact UCF needs.

Our Understanding

InstantServe understands the vision for UCF service need and delivery requirements which ranges from *Administrative, Accounting, Support Staff, Information Technology, Professionals, Light Industrial, Technical, Skilled Trades, And General Maintenance* etc. InstantServe consists of experienced industry professionals and have expertise working on all types of skills and job titles as mentioned in ITN. InstantServe agrees to all the terms and conditions mentioned in **Scope of Work of ITN**.

Scope of Work

InstantServe understands that UCF is seeking to establish master agreements/ contracts with several providers who are capable of providing temporary labor services. InstantServe agrees to all the terms and conditions as mentioned in the scope of services of this ITN. InstantServe acknowledged the price quote requested by replying to an email. We can definitely provide temporary staff on as needed bases for a specific period of time.

UCF has full rights to remove the temporary staff member from the assignment if he/she is not performing well and InstantServe provides replacement within 72 working hours. InstantServe will always support UCF with our strong delivery team. We will keep full transparency with UCF hiring manager regarding requisition status. Therefore, our Account Manager will enter the requirements in **Vector (Vendor management tool of InstantServe LLC, which acts as a shared platform with UCF hiring manager to know**

InstantServe's Benefits to UCF

- Core 6+ years of Staffing services and Temporary Labor Staffing solutions.
- Proven expertise in Temporary Labor and Domain specific core Non-IT/ IT onsite.
- Knowledge Sharing and Succession Planning.
- Solid financial standing, high staff retention rates (98.5%), and high incumbent capture rates.
- DCAA approved accounting system.
- Dedicated Account manager and recruiters.
- We conduct regular Performance surveys from our customers.
- Dedicated Onsite project team to provide end-to-end Non-IT/ IT/ IT solutions.
- ISO 9001 process approach.
- Exceptional customer relations and support history.
- ITIL-based IT management approach.
- Team achieved CMMI Maturity Level 3 on DEV and SVC, (ISO) 20000, ISO 27001 and 9001 resulting in repeatable, measurable execution quality.
- World-class technology partners like Microsoft, Oracle OKTA, CISCO, DELL, AWS, SAP and IBM.

the real time status of each requisition.) with all information that include Request Type, Skill Set, Education, Location, Rates, Domain experience and Department etc. That entered request will be received by Recruitment Manager (RM) immediately and she/he will assign the requirement to Recruitment Team (Dedicated recruitment team to provide urgent and emergency temporary staff or replacement of the consultant along with all required and desired information requested by UCF.

InstantServe has the customer knowledge, experience, expertise, and forward-looking approach to help UCF. InstantServe will ensure that all of our gaps are consistently covered and provide additional insight and capabilities such as ad hoc support, methodology compliance, acquisition support, information security, capital planning and investment control, legal support services experience as the need arises.

InstantServe leverages its mature, **ISO 9001** quality-certified processes to provide a variety of standard and Non-IT/ IT solutions and programs to help clients optimize their supply chain and increase time to market the workforce requirements. Through years of experience, we have developed and refined every step of the full lifecycle for Temporary Staffing fulfillment and consultant management practice.

Why InstantServe?

We are focused on temporary staffing services and solutions. InstantServe is headquartered in Wayne, PA and has a presence in 26 states across the nation. We have secured many temporary professional and staffing contracts with various Federal, State, County and Local agencies across the U.S. Over 95% of our consultants are working with different government agencies all over the U.S. Team InstantServe uses a robust recruitment approach designed to assess our customer's needs, identify the right talent, and provide qualified candidates with opportunities to advance their personal and professional lives.

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A. EXPERIENCE AND QUALIFICATIONS OF PROPOSER

InstantServe Experience

At InstantServe, we have extensive experience in providing Non-IT/ IT/IT requirements to various **public sector clients which includes 26 State and 48 Government agencies**. It is our constant endeavor to help our clients in order to accomplish their mission efficiently and effectively.

In our database we have over **8 million profiles segregated according to industries**, skills, experience and locations that match the UCF requirements, and thousands of pre-vetted candidates that match the skill sets required by UCF in our resume pool. We have accumulated these resources by working with several public sector clients including the local government customers.

Having vast experience in staffing clients with temp staffing needs that match the size and scope of the UCF staffing program. InstantServe clearly understands key challenges, issues and risks associated with this ITN. We performed a wide variety of consultant tasks based on combinations of roles similar to the UCF requirement. This helps InstantServe to handle all kinds of challenges in the most efficient manner with long relationship.



Figure 1: Glimpse of our prestigious clients

We have been recognized by public and private sector companies for our exceptional service quality levels and we have been providing talented and committed professionals across various industries. Our industry knowledge, diverse experience and continued commitment are the reasons many clients rely on InstantServe for their placement needs. We have been able to provide top notch professionals because of our rich and huge databases. We have an efficient and responsive recruitment process providing flexible, customized solutions using databases to come up with the right candidates for our clients. We believe in building long-lasting relationships with resources, offering them continuity through successive placements, training, and career development.

InstantServe has great experience with esteemed organizations and had outstanding feedback and reviews with respect to our delivery. InstantServe has provided Temporary Labor Services for several projects in the past but not limited to volume of clients list below:

- Clemson University
- Arizona State University
- Iowa State University
- Atlanta Public Schools
- Georgia State University
- Oregon State University
- Penn University of Pennsylvania
- University of Michigan

Our State Clients: State of Washington, State of Connecticut, State of Colorado, State of Minnesota, State of Texas, State of Virginia, State of North Carolina, Statewide, State of Michigan, State of South Carolina, State of, State of Oregon.

Our Commercial Clients: ADT, Allergan, AMN Healthcare, BIG LOTS, First Republic, Henkel, Houghton Mifflin Harcourt, Johnson Controls, Key Bank, Kraft Heinz, Lilly, Luxottica, Pepsi, Schneider, Sunovion, Teradata, Western Alliance.

Our Federal Clients: Department of Defense, Department of State, Department of Housing, National Archives and Records Administration, Department of Energy, Air National Guard.

We are supporting multiple MSP/VMS programs for the last several years and have an excellent track record with each one of them along with strong references.

MSP We Support



VMS Tools



Figure 3: Managed services provider - We support

InstantServe Experience in Similar Services

InstantServe is the most reliable firm in the Recruitment and Staffing industry. We had extensive experience with several Fortune 500 clients, distinguishing us from other firms. Below past experience in Temporary Labor industries being provided by InstantServe.

Clients	Time Performance	Industry	Detail Description
State of North Carolina <ul style="list-style-type: none"> North Carolina Departments and divisions Dept. of Health and Human Services Dept. of Transportation Dept. of Technology 	2017	Labor Staffing Services	InstantServe has been providing Non-IT/ IT Staff Services to the State of North Carolina since 2017. We have successfully placed numerous professionals which are similar to the UCF job categories such as Warehouse Material Handler, Assembler I, Assembler II, Data Center/Systems Administrator, Senior Java Applications Developer, Senior Legal Specialist, Legal Specialist, Compliance Consultant Attorney, Regulatory Affairs, Grievance and Appeals Coordinator, Senior Information Systems Specialist, Applications Consultant- IT Consultant, Office Coordinator, Customer Service Representative I, etc.
Office of the Chief Technology Officer (OCTO) City government office in Washington, D.C.	2018	Labor Staffing Services	InstantServe has been providing Non-IT/ IT Staff Services to the Office of the Chief Technology Officer (OCTO) since 2018. We have successfully placed numerous professionals which are similar to the UCF job categories such as Packer, Production Collaborator, Assembly Technician, Principal Quality Engineer, Quality Assurance Engineer, Data Conversion/Senior Business Analyst, Tax Accountant Forklift Operator, Production Laborer, Computer Operator, Data Verification Operator etc.
State of Colorado <ul style="list-style-type: none"> Information Technology Department 	2016	Labor Staffing Services	InstantServe has been providing Non-IT/ IT Staff Services to the State of Colorado since 2016. We have successfully placed numerous professionals which are similar to the

<ul style="list-style-type: none"> • Dept. of Health and Human Services • Dept. of Transportation 			UCF job categories such as, Production Associates, Forklift Operator, Production Laborer, General Warehouse Worker, Senior Software Developer, Risk Management Specialist, Auditor, Controller, Financial Advisor, Cost Accountant, Financial Planner, Accounts Manager etc.
State of South Carolina <ul style="list-style-type: none"> • Dept. of Health and Human Services • Dept. of Transportation 	2016	Labor Staffing Services	InstantServe has been providing Non-IT/ IT Staff Services to the State of South Carolina since 2016. We have successfully placed numerous professionals which are similar to the UCF job categories such as CNC Operator, Machinery Maintenance, Mechanic Test, Technician Quality, Control Technician, Quality Control Inspector, Order Selector, Chief Financial Officer, Resource Planning Specialist, Internal Audit Project Manager, Accounts Payable, General Warehouse Worker etc.
State of Mississippi <ul style="list-style-type: none"> • Mississippi Department of Agriculture and Commerce. • Mississippi Department of Archives and History. • Mississippi Department of Child Protective Services. • Mississippi Department of Education. • Mississippi Department of Environmental Quality. 	2020	Labor Staffing Services	InstantServe has been providing Non-IT/ IT Staff Services to the State of Mississippi since 2020. We have successfully placed numerous professionals which are similar to the UCF job categories such as Loader/Unloader, Electronic Assembler, Production Operator, Shipping/Receiving Clerk, Inventory Worker, Warehouse Worker, Production Manager, Maintenance Technician, General Industrial/Assembler, Maintenance Tech II, Calibration Technician, Plant Manager, Fabricator, Assembly Technician, Production Associates, Compliance Consultant Attorney, Regulatory Affairs, Grievance and Appeals Coordinator, Compliance Project Consultant etc.

Similar Job Titles

InstantServe qualitative approach and premium services has filled various types of positions including but not limited to Temps, Permanent and Temp to Permanent within various State, City and Counties. We have filled many similar Non-IT/ IT job positions year after year which increased productivity and competitiveness of clients. InstantServe success rate is 99% for filling below job titles in our past experience. This insists clients to pick InstantServe Services for their future progression.

Similar Job Titles			
Data Center/Systems Administrator	Senior Java Applications Developer	Principal Quality Engineer	Quality Assurance Engineer
Senior Information Systems Specialist	Applications Consultant- IT Consultant	Data Conversion/Senior Business Analyst	Senior Software Developer
Risk Management Specialist	Auditor	Controller	Financial Advisor
Chief Financial Officer	Resource Planning Specialist	Cost Accountant	Financial Planner
Accounts Manager,	Controller	Internal Audit Project Manager	Accounts Payable
Tax Accountant	Forklift Operator,	Production Laborer,	General Warehouse Worker
Assembly Technician	Production Associates	Grievance and Appeals Coordinator	Compliance Project Consultant
Compliance Consultant Attorney	Regulatory Affairs	Office Coordinator	Customer Service Representative I
Sr. Executive Assistant	Administrative Assistant II	Computer Operator	Data Verification Operator

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Below given are few of our capabilities and experiences that make us stand out from the competition:

- **In house Applicant Tracking System (ATS) – Ceipal:** Ceipal tool used to expedite and execute our overall hiring and onboarding process. CEIPAL enables us to shortlist candidates with the help of artificial intelligence with an accuracy rate of at least 95% out of database of over **8 million pre-vetted candidates** for different categories, industries, and sectors.
- **Technology Usage:** Effective usage of technology to reduce error and increase productivity. Use of Robotic process automation for sourcing and recruiting of quality candidates.
- **Robotic Interviewer (Our unique features):** Robotic Interviewer adds value by conducting interview with candidates as per their availability and recorded videos are shared with hiring managers.
- **Resource Forecasting:** InstantServe's Project Manager (PM) will maintain a 3-month rolling forecast of Non-IT/ IT staffing requirements that enables us to respond quickly to requirements minimizing lead-time for onboarding staff.
- **Team Participation:** Entire Team (includes Subcontractors and University partners) participates in submitting personnel, ensuring best personnel are staffed to fill positions.
- **Visibility:** Our PM uses our Ceipal Tool to display progress status dashboards that reflect resource qualifications, skill sets, Non-IT/ IT categories, and availability dates.
- **External Recruiting Partners:** Used to facilitate niche and hard to fill requirements. Also, we have filled niche roles in the past through referrals from our consultants.
- **Recruiting Scorecard:** PM has visibility to our recruiting timeline, and our recruiters are held accountable for the number of days it takes to fill a position.
- **InstantServe Process:** Recruiting Process includes a database, and scorecard tools that effectively minimize the lead-time to place resources in support of requisitions. Onboarding process includes orientations, Benefits Portal, quality service focus, standards for behavior; project tailored SDLC training, mentoring, and program documentation.



Figure 4: Our capabilities

1. Describe why your company believes it can provide and is qualified to provide temporary labor services as described in this ITN. Highlight any major features, functions, value-adds, and areas of support that differentiate your service from your competition.

InstantServe provides the best talent, resources, experience and market expertise to its customers. Through more than 6 years of industry experience, we understand in-depth staffing needs in the government sector. InstantServe's entire organizational focus is towards delivering world class Temporary

Labor Services to customers. Therefore, a relentless pursuit of defect eradication is a mission that touches every dimension of InstantServe's business. We specialize in the placement of professionals in direct hire, permanent hire, temp to hire, temp to permanent positions with short and long term contract assignments. Our team has been delivering in a time-efficient, yet highly professional manner and makes us fully capable to provide the required staffing and general staffing services to the UCF as and when required. Our adequate and successful prior experience in staffing, cultivating skills and brilliant teams, will provide our clients an exceptional resource all time.

InstantServe will utilize our ATS to develop and maintain a customized UCF pipeline. By maintaining a pipeline of pre-screened candidates, InstantServe can identify and provide UCF with candidate's best matching your requirements within 48 to 72 hours, on average and depending on type of requirement.

Below attached are major features, functions, value-adds, and areas of support that differentiate our service from others competitor:

- **Major Features and Functions**

Presence in FL: InstantServe had its office in Florida that will help UCF deliver services on time and entertain all the issues and challenges on time. Below are the active USA and Global locations of InstantServe.

USA LOCATIONS	
HQ- Pennsylvania	175 Strafford Avenue, Suite one # 907, Wayne, PA 19087
Florida	17888 67th Court North Loxahatchee, FL 33470
California	5716 Corsa Ave. Suite 110. Westlake Village, CA 91362
Virginia	7288 Hanover Green Drive Mechanicsville, VA 23111
North Carolina	176 Mine Lake Court. Suite 100. Raleigh, NC 27615
Minnesota	11575 E Laketowne Dr, Albertville, MN 55301
South Carolina	317 Ruth Vista Rd, Lexington, SC 29073
Washington	2839 W Kennewick Ave. Kennewick , WA 99336

GLOBAL LOCATION	
India	<ul style="list-style-type: none"> • 4th floor, Plot No. 10, Rajiv Gandhi IT Park, Netsmartz House Building Chandigarh, 160101 • 205 A Bestech Towers, Mohali Punjab 160066
Canada	3456 28 ST NW, Edmonton, AB, T6T2A5

Business partnership: Some of our collaborative partners include:

- Background Check Firm: HireRight and Info cubic
- Applicant Tracking System: Ceipal/ Job Diva.
- Technology Partners: Oracle, AWS, Microsoft
- Dell: Hardware/Software
- AT&T : Wireless
- Microsoft: Software/Cloud

- Pearce Technologies: Managing Network site

Database: In our database we have over **8 million profiles segregated according to industries**, skills, experience and locations that match the Judicial Branch requirements, and thousands of pre-vetted candidates that match the skill sets required by Judicial Branch in our resume pool. We have accumulated these resources by working with several public sector clients including the local government customers.

Account Management Team: InstantServe AM team is the primary POC who manages all communications to prevent confusion at any level via phone, email, and in person. Specifically, the plan addresses the process used to keep all parties informed of pertinent information. We identify stakeholder roles such as Non-IT/ IT personnel, administrative personnel, senior management at InstantServe, and other roles.

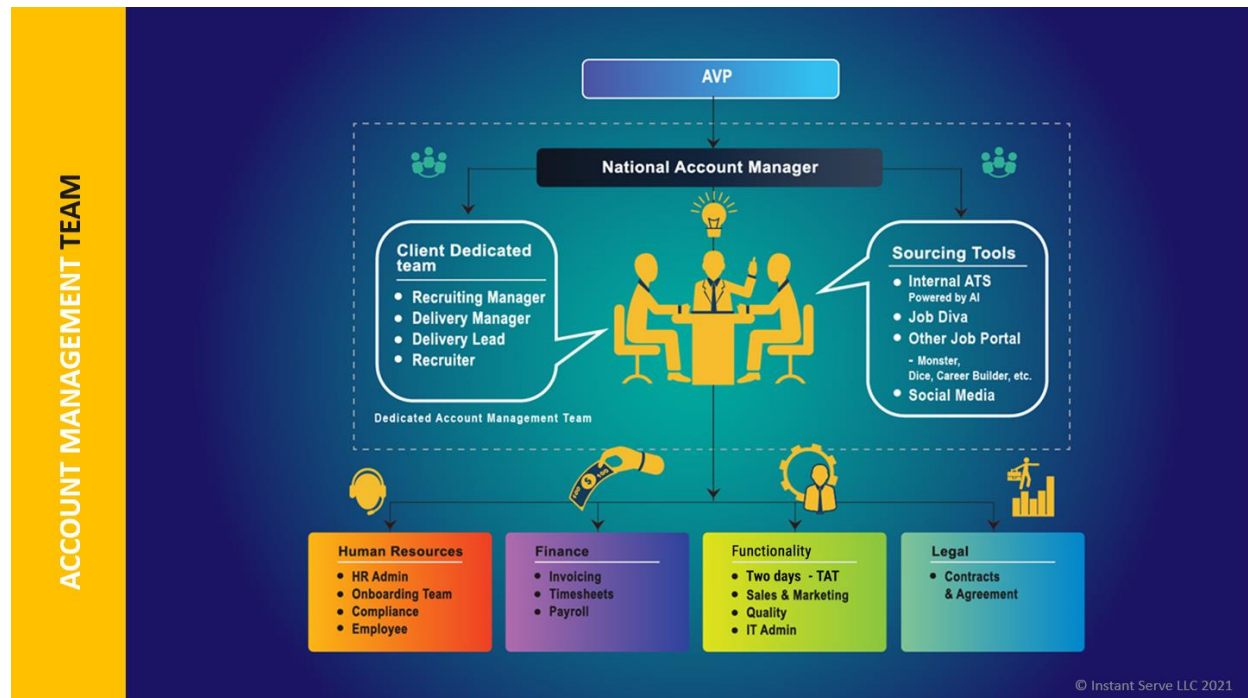


Figure 5: Account management process

Awards and Recognition: InstantServe has over 6+ years of experience in providing staffing services and recruiting services on a nationwide basis for both the government and corporate sector clients. Our list of Awards and Honours that InstantServe received recently from our clients include:

- Nominated as 5 Top vendors by the Department of Information Technology North Carolina for year 2019 – 2020.
- Nominated as 3 Top vendors by Michigan Department Technology (DTMB) for the year 2019.
- Clearly Rated (Inavero's) Best of Staffing- Client & Talent Satisfaction -2019, 2020, 2021.
- 2020,2019,2018,2017 Workforce Logiq Proven Performer.
- 2020 Fast 100 Asian American Business Award.
- Best supplier Award– Computer Aid INC Managed service Provider– 2018, 2020.
- Featured in Silicon Valley magazine for our talent management solution.
- Inc. 500 Fastest growing firms.
- Smart 100 Award.

Financially Stable Company: InstantServe is a debt free and financially stable firm. We have ample cash and unused lines of credit in place to fully execute the work proposed in this solicitation. InstantServe also has an unused existing line of credits from Wells Fargo bank. Apart from this, owners are more than willing to pump more cash if needed. Annual revenue for the year 2018, 2019 and 2020 is given below:

Year	
2018	
2019	
2020	

DUNS & BRAD Report

1/21/22, 1:07 AM

<https://creditbuilder.dnb.com/report/summary?duns=080168869>

INSIGHTS
ALERTS
HELP

Update your information with D-U-N-S® Manager
Report as of: 01-21-2022

Instantserve Limited Liability Company
ACTIVE SINGLE LOCATION
Address: 175 Strafford Ave Ste One # 507, Wayne, PA, 19087, United States

SCORES AND RATINGS

PAYDEX® Score
NO CHANGE
SINCE 2020-06-18

Delinquency Predictor Percentile
IMPROVED
SINCE 2021-09-06

Financial Stress Percentile
IMPROVED
SINCE 2021-05-15

Supplier Evaluation Rating
DECLIN
SINCE 2021-01-18

Monitor in Real-time
to Gain Valuable Insights into Your Business Credit

Monitor & Take Action
to Help Build Your Business Credit File

COMPANY PROFILE

D-U-N-S
08-016-8869
Business Form
Limited Liability Company
State of Incorporation
PA
Ownership
Not publicly traded

Mailing Address
P.O. BOX 2011
Waco, TX 76703
United States
Telephone
(480) 468-0033
Website
www.iservevworld.com

Annual Sales
US\$ 4,500,000
Employees
34
Age (Year Started)
6 (2016)
Named Principal
Simratpal Khela, President
Line of Business
Employment agency

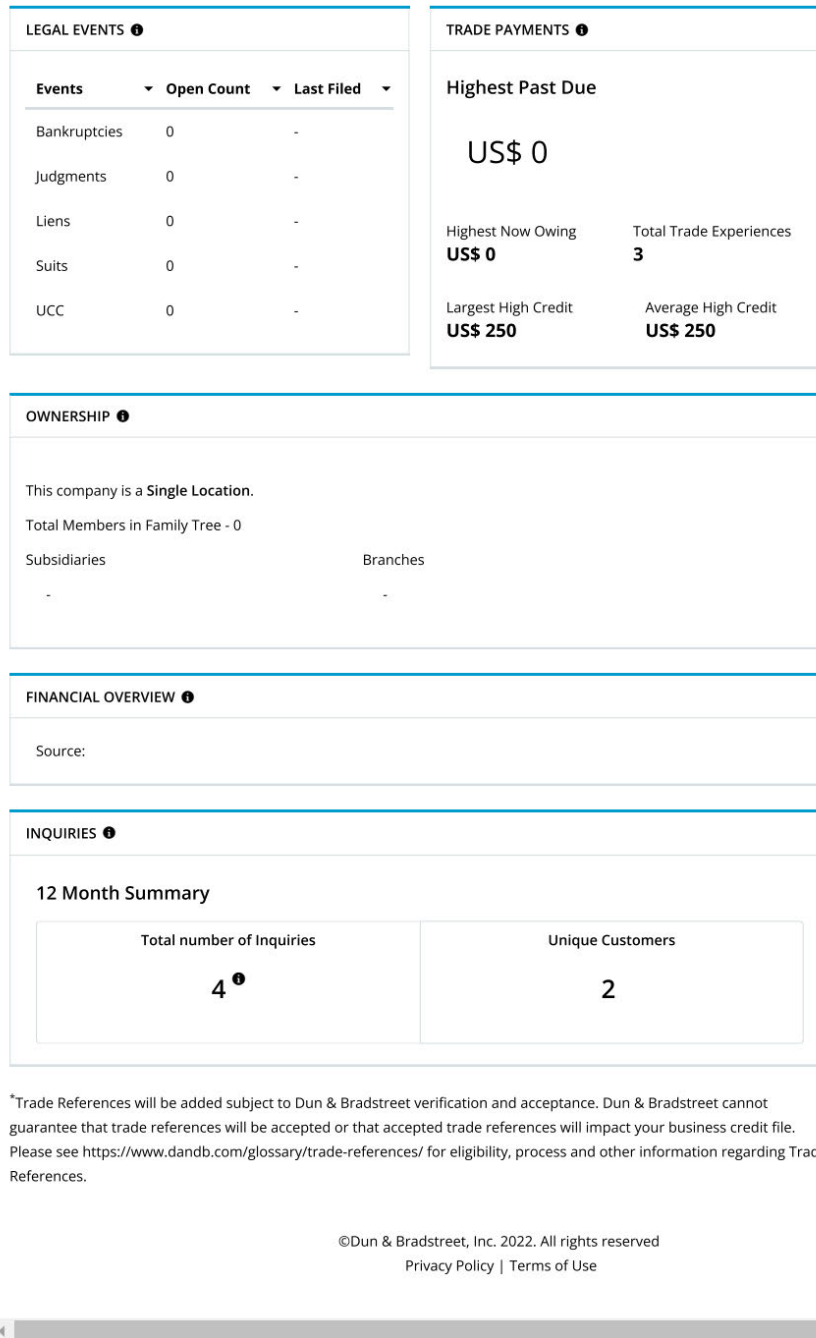
<https://creditbuilder.dnb.com/report/summary?duns=080168869>

1/2

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1/21/22, 1:07 AM

<https://creditbuilder.dnb.com/report/summary?duns=080168869>



<https://creditbuilder.dnb.com/report/summary?duns=080168869>

2/2

Figure 6 :Duns & Brad report

I Did you make any payments in 2020 that would require you to file Form(s) 1099? See instructions ☒ Yes ☐ No
J If "Yes," did you or will you file required Form(s) 1099? ☒ Yes ☐ No

Part I Income

- 1 Gross receipts or sales. See instructions.
Form W-2 and the "Statutory
2 Returns and allowances
3 Subtract line 2 from line 1
4 Cost of goods sold (from line
5 Gross profit. Subtract line 4
6 Other income, including federal an
7 Gross income. Add lines 5 and 6

Part II Expenses, Etc.

- 8 Advertising
9 Car and truck expenses (see
instructions)
10 Commissions and fees
11 Contract labor (see instructions)
12 Depletion
13 Depreciation and section 179
expense deduction (not
included in Part III) (see
instructions)
14 Employee benefit programs
(other than on line 19)
15 Insurance (other than health)
16 Interest (see instructions):
a Mortgage (paid to banks, etc.)
b Other

- 17 Legal and professional service

- 28 Total expenses before expen

- 29 Tentative profit or (loss). Sub

- 30 Expenses for business use of your home. Do not report these expenses elsewhere. Attach Form 8829
unless using the simplified method. See instructions.

Simplified method filers only: enter the total square footage of: (a) your home: _____

and (b) the part of your home used for business: _____. Use the Simplified

Method Worksheet in the instructions to figure the amount to enter on line 30

- 31 Net profit or (loss). Subtract line 30 from line 29.

- If a profit, enter on both Schedule 1 (Form 1040), line 3 and on Schedule SE, line 2. (If you checked the box on line 1, see instructions). Estates and trusts, enter on Form 1041, line 3.
- If a loss, you must go to line 32.

- 32 If you have a loss, check the box that describes your investment in this activity. See instructions.

- If you checked 32a, enter the loss on both Schedule 1 (Form 1040), line 3 and on Schedule SE, line 2. (If you checked the box on line 1, see the line 31 instructions). Estates and trusts, enter on Form 1041, line 3.
- If you checked 32b, you must attach Form 6198. Your loss may be limited.

For Paperwork Reduction Act Notice, see the separate instructions.
DAA

Schedule C (Form 1040) 2020

110128 09/24/2021 2:49 PM

Simratpal K. Khela

Schedule C (Form 1040) 2020

IT Services

Part III Cost of Goods Sold (see instructions)

33 Method(s) used to value closing inventory: a ☐ Cost b ☐ Lower of cost or market c

34 Was there any change in determining quantities, costs, or valuations between opening and closing inventory? If "Yes," attach explanation

35 Inventory at beginning of year. If different from last year's closing inventory, attach explanation

36 Purchases less cost of items withdrawn for personal use

37 Cost of labor. Do not include any amounts paid to yourself

38 Materials and supplies

39 Other costs

40 Add lines 35 through 39

41 Inventory at end of year

42 Cost of goods sold. Subtract line 41 from line 40. Enter the result here and on line 4

Part IV Information on Your Vehicle. Complete this part only if you are claiming car or truck expenses on line 9 and are not required to file Form 4562 for this business. See the instructions for line 13 to find out if you must file Form 4562.

43 When did you place your vehicle in service for business purposes? (month, day, year) ▶ 01/01/18

44 Of the total number of miles you drove your vehicle during 2020, enter the number of miles you used your vehicle for:

a Business 445 b Commuting (see instructions) c Other

45 Was your vehicle available for personal use during off-duty hours?

46 Do you (or your spouse) have another vehicle available for personal use?

47a Do you have evidence to support your deduction?

b If "Yes," is the evidence written?

Part V Other Expenses. List below business expenses not included on lines B-26 or line 30.

Background Checks

Bank Charges

Doc Fees

Hiring Expenses

Payroll Service Fees

PO Box Fee

Portal Fees

Postage & Shipping

State Registration Fees

Website Fees

Membership Fee

Miscellaneous Expense

Internet

48 Total other expenses. Enter here and on line 27a

DAA

Value-Adds Service Provider

- More than 6 Years of combined industry experience.
- We consistently strive to find ways to be more efficient and reduce cost.
- Flexibility-we are nimble, and we can quickly adjust to the changes in your business and your needs.
- Commitment to Customers Business-our President/CEO is directly involved with the implementation of your project.
- Our experience in working with other businesses brings proven solutions to your company.
- Exceptional Customer Service-24/7 Customer Support.
- Competitive Pricing
- Quality Screening and Assessments
- Award Winning Customer Service
- Best Overall Value
- Minority Content
- Satisfaction Guaranteed

Our Commitment

- **To Your Business:** Our primary commitment is to your business. We understand that your success is vital to our success.
- **Responsiveness:** We are there when you need us. A staff member is always accessible, twenty-four hours a day, seven days a week.
- **Flexible:** We can quickly adapt to the needs of your organization.
- **Reliable:** Our Associates are rewarded for being top performers. We strongly encourage punctual and perfect attendance.
- **Quality:** We go the extra mile to ensure our expectations exceed our Clients.
- **Trust:** We believe that trust is vital for relationships and partnerships to work.
- **Customer Satisfaction:** If there is ever a situation where you are not fully satisfied with our service, let us know about it and we will make it right!

2. Provide an overview and history of your company. Describe the organization of your company that includes the organizational structure.

Overview and History

Founded in **2016**, InstantServe is a corporation, headquarter at 175 Strafford Avenue, Suite one # 907, Wayne, PA 19087 and a nationally certified SBE from Department of Administration, State of PA and WBE from Small Business Administration (SBA). We are leading Non-IT/ IT and IT staffing firms in various industries and have deep relationships with labor consultants around the globe. InstantServe has about 6+ years of experience in providing both Temporary & Permanent staffing solutions to our clients across various domains and locations.

Under the skilled guidance of experts, with vast experience in Non-IT/ IT, Technical, Administrative, Clerical, Non-Clerical, healthcare HR, Professionals, Finance, Accounting, and specific staffing projects. InstantServe has taken a progressive step as a committed team with state-of-the-art infrastructure and best practices, ensures the timely delivery of our recruitment solutions much to the delight of our clients. At InstantServe, we strive not just to deliver cutting-edge recruitment solutions, but also to ensure that our services add value to our clients.

InstantServe has managed to acquire staffing master contracts with over 26 States, and we are actively working with over 48 Government agencies providing Non-IT/ IT staffing services.

We at InstantServe connect qualified temp staff as well as other professionals to opportunities at small, medium, and large customers across several industries. Our services, solutions, and methodologies are framed around leading technologies and industry best practices; leading us to provide the best services and solutions to our clients. Our success is directly dependent on the success of our clients, so we strive to use our industry expertise to make the perfect match in staffing, recruiting, and candidate placement.



Figure 7: InstantServe Brief overview and size

Our Mission: InstantServe helps client business to deliver better in a dynamic market environment. With over a decade of recruitment and staffing expertise in the Asian and North American markets, it has earned for itself a reputation for providing professional talent with the skills and expertise your business needs the best to thrive. Our mission will be to deliver result-oriented technology solutions with a quick turn-around time that is efficient as well as cost-effective for clients across the world.

Our Vision: Delving on our varied expertise and domain knowledge, InstantServe offers its clients a wide range of Non-IT/ IT services. Our Primary focus, besides handling project-specific work for some of the biggest companies in the world, is providing full-fledged Non-IT/ IT solutions for small and medium businesses. We've handled the implementation of some significant Non-IT/ IT projects for many fortune 500 companies in the world.

Our Values: Passionate We are passionate about our business and our roles, showing enthusiasm, energy and taking pressure in what we do.

Open, Honest & Reliable: We do what we do with honesty & belief, encouraging the open exchange of ideas and opinions. We do not promise what we cannot deliver.

Adaptable: Open to change & new ideas, challenging the status quo whilst continuing to learn & improve our business & ourselves.

Dedication to every client's success

Innovation that matters for our company and for the world.

Trust and personal responsibility in all relationships.

Organization Structure

We are very well positioned in the East coast to provide requested scope of services under this ITN. InstantServe follows Team-based org structure, below mentioned is the Organization chart of InstantServe. We have a team of over 125+ certified recruiters that are specialized in finding best talent in the local market. They all have average 3+ years of experience as Core Temporary Staffing Recruiters. Apart from above, our team of research analysts is very much spiralizer in sourcing the niche profile and constantly updating our Applicant tracking system (**Ceipal**) which includes over 8 million profiles. We have a strong bench of consultants; those are available to the UCF with 2 weeks of notice.

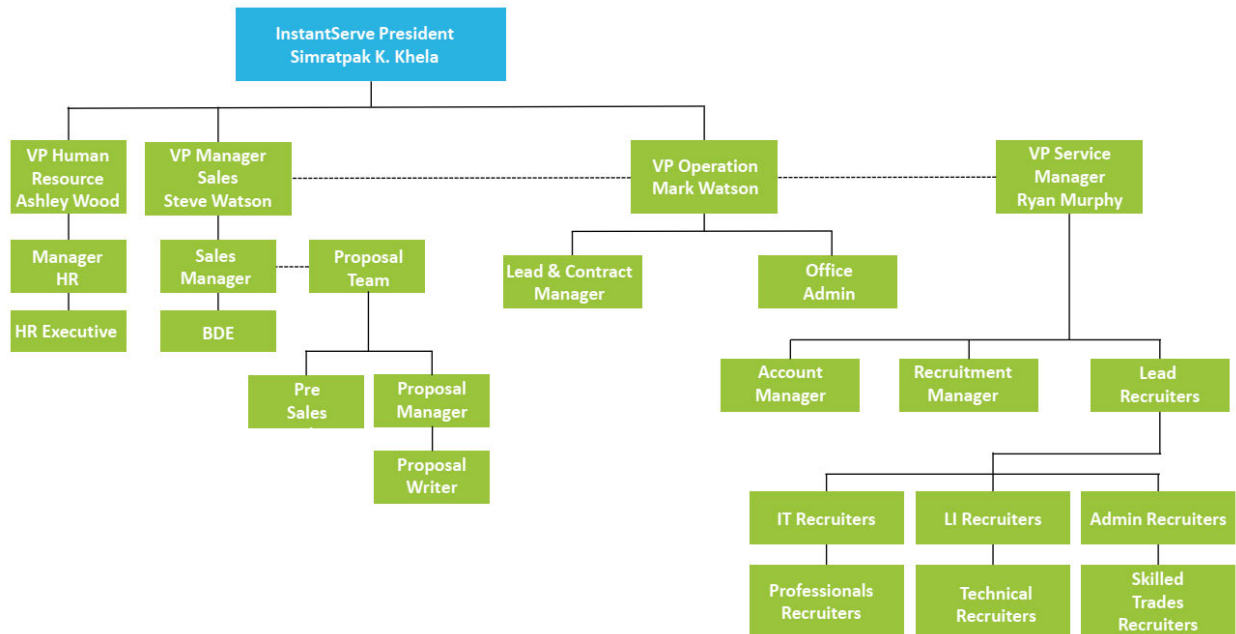


Figure 8 : InstantServe Organization Chart

3. Provide information on your company size, industrial track record, financial stability, and years in business, etc.

Company Size

Company Size: InstantServe is a certified small business, we have **7 offices** nationwide which includes a local office in Florida and **2 offices** in Canada and India. We have over 6 years of staffing experience in providing both Temporary & Permanent staffing solutions to our clients across various domains and locations. We have successfully delivered over **400** projects in the past. We have successfully engaged **500+** Employees with different staffing programs.

Industrial Track Record

InstantServe Industrial Track Record

InstantServe has an experience of providing Temporary Labor Services to various government clients across the US. Our team is composed of experienced and certified engineers with areas of expertise ranging from administrative, accounting, training, support staff, information technology, professionals, light industrial, technical, skilled trades, and general maintenance etc. We have a strong legacy in the Labor consulting space, with over 6 years of experience in rolling out and managing candidates. We have been providing similar scope of services to below mentioned Universities and educational institution which includes but not limited to:

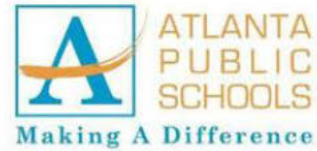


Figure 9: InstantServe Education Experience

Below are some case studies where we have provided Temporary Labor Staffing Services with huge client satisfaction.

Case Study: Clemson University Columbia, South Carolina	
Overview	InstantServe provided a complete range of Non-IT/ IT support services to Clemson University in establishing, implementing, and maintaining candidate pools. We provided labor support to improve external processes and maintain the quality system and basic services. InstantServe has been receiving up to a 4 days deadline to fulfill the positions and InstantServe has been successfully able to fill all key positions within 4 calendar days. InstantServe was able to retain Clemson University by providing excellent temporary labor resources.
Job Category	<p>Clemson University has been a contracted client with InstantServe through MSP TAPFIN where they needed candidates for the positions including, but not limited to administrative, accounting and training.</p> <ul style="list-style-type: none"> • Administrative: Technical Assistant, General Accountant, Accounting Supervisor, Business Analyst, Project Accountant, Accounting Manager, Accounting Officer, Staff Accountant, Office specialist, Human Resources Assistant. • Accounting: Staff Accountant, Director- Audit, Consultant, Financial Analyst, Senior Financial & Operational Auditor, Information Security- Risk Advisor, Category Manager, Actuarial Analyst III, Principal Financial Advisor.

Case Study:	Georgia State University – Atlanta, Georgia
Overview	InstantServe has been providing information technology and light industrial services to Georgia State University since 2019. We have successfully placed numerous professionals which are similar to the Labor job categories as mentioned in ITN.
Job Category	<p>Georgia State University has been a contracted client with InstantServe where they needed candidates for the positions including, but not limited to information technology and light industrial.</p> <ul style="list-style-type: none"> • Information Technology: System Analysis Analyst - Oracle EBS Analyst, .Net Architect, Senior Consultant-SAP Functional & SAP Finance, Policy QA Analyst, Unix Developer, QA Tester, Data Architect/Lead Applications Developer (Non-Hadoop), SAP APO Business User Expert. • Light Industry: Medical Assembler, Warehouse Material Handler, Assembler I, Assembler II, Packer, Production Collaborator, Assembly Technician, Production Associates, Forklift Operator, Production Laborer, General Warehouse Worker, General Industrial/ Assembler, Maintenance Tech II, Calibration Technician, Plant Manager.

It is our constant endeavor to help our customers in order to accomplish their mission efficiently and effectively. Our staff augmentation services allow you to side step those consuming tasks and place top professionals in the positions you need to fill - saving you time and money, while putting you in the best position to take on new business opportunities.

Resource Support Features	
In house Applicant Tracking System (ATS)- Ceipal	Ceipal tool used to expedite and execute our overall hiring and onboarding process. CEIPAL enables us to shortlist candidates with the help of artificial intelligence with accuracy rate of at least 95% out of a database of over 8 million pre - vetted candidates for different categories, Industries, and sectors.
Technology Usage	Effective usage of technology to reduce error and increase productivity. Use of Robotic. Process automation for sourcing and recruiting of candidates.
Robotic Interviewer (Our unique features)	Robotic Interviewer adds value by conducting interviews with candidates as per their availability and recorded videos are shared with hiring managers.
Resource Forecasting	InstantServe's Project Manager (PM) will maintain a 3-month rolling forecast of staffing requirements that enables us to respond quickly to requirements minimizing lead-time for Onboarding staff.
Team Participation	Entire Team (includes Subcontractors and University partners) participates in submitting personnel, ensuring best personnel are staffed to fill positions.

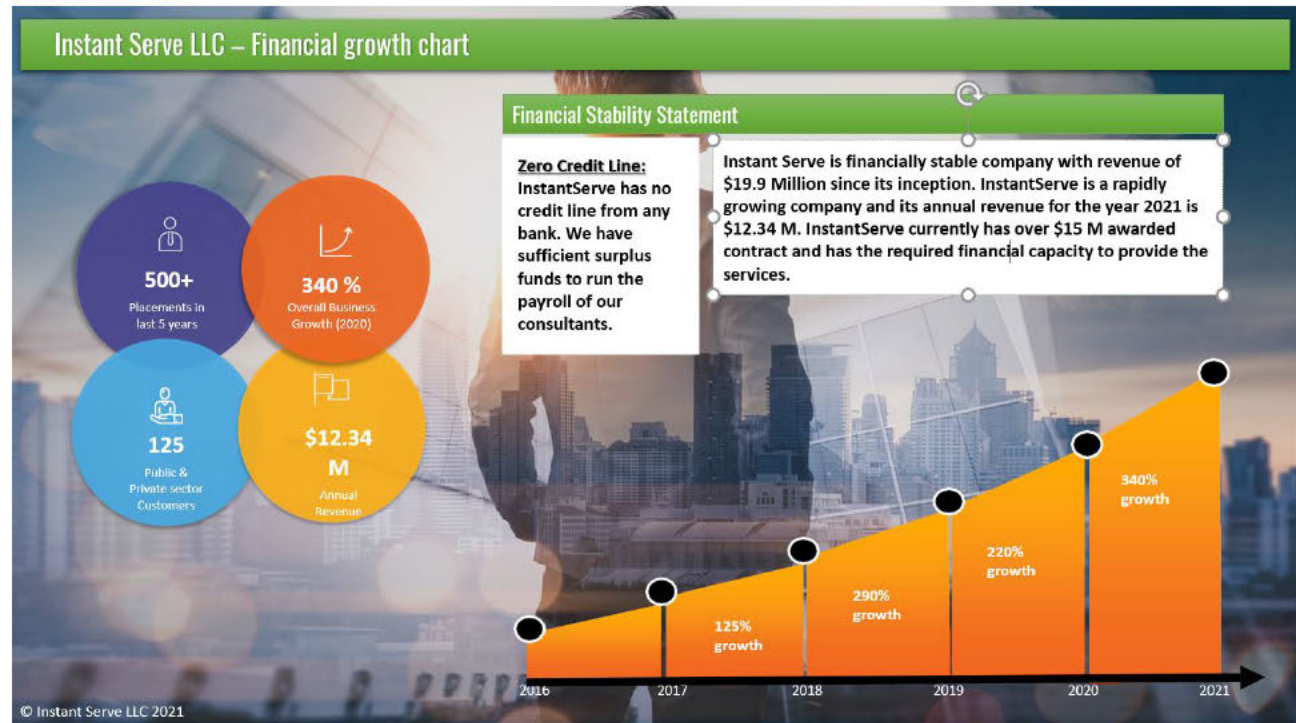
Resource Database	Ceipal used to maintain a recruitment repository of over 250,000 qualified candidates.
Visibility	Our PM uses our Ceipal Tool to display progress status dashboards that reflect resource qualifications, skill sets, Labor categories, and availability dates.
External Recruiting Partners	Used to facilitate niche and hard to fill requirements. Also, we have filled niche roles in the past through referrals from our consultants.
Recruiting Scorecard	PM has visibility to our recruiting timeline, and our recruiters are held accountable for the number of days it takes to fill a position.
InstantServe Process	Recruiting Process includes a database, dashboard, and scorecard tools that effectively minimize the lead-time to place resources in support of requisitions. Onboarding Process includes orientations, Benefits Portal, quality service focus, standards for behavior; project tailored SDLC training, mentoring, and program documentation.

Financial Stability

We are a financially stable company with revenue of more than \$8M since its inception. We are continuing growing and achieving Year-on-Year consecutive financial growth. Financial growth consecutively. InstantServe is a financially stable, well-funded and a self-sufficient company. We have ZERO debts. Though we have never used, we also carry adequate bank limits as additional sources of funds. We have attached our revenue graph and Year-on-Year (Y-O-Y) financial information since Years 20018 to 2021 for UCF consideration.

Year	
2018	
2019	
2020	
2021	

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Years in Business

InstantServe has successfully provided nationwide Temporary Staffing Services for the past 6 years. We have resources implementing critical projects at various locations such as Florida, California, Maryland, Washington DC, Virginia, South Carolina, North Carolina, Iowa, Montana, Texas, Virginia, Tennessee, Washington, New York, and New Jersey.

4. List a minimum of three accounts that have similar needs to UCF. University and/or College accounts would be a plus.

Proposers to include:

- Company/University name and address
- Services rendered and length of service
- Contact information for reference at UCF discretion

Reference 1	
Client Name	Clemson University (as sub-contractor to prime).
Address	105 Sikes Hall, Clemson, SC 29634, USA
Services Rendered	<p>InstantServe LLC has provided Temporary Labor Services to Clemson University – through as Sub- contractor to prime. Which includes below mentioned roles: -</p> <p>Information Technology</p> <ul style="list-style-type: none"> • Help Desk support • Network Architect • Project Manager • Business Analyst <p>Administrative</p> <ul style="list-style-type: none"> • Administrative Assistant • Clerk I, II & III

	<ul style="list-style-type: none"> • Admin Executive • Office Assistant • Receptionist • Company Secretary • Front Desk • Office Administrator • Facility Admin • Facilities Manager • Data Entry • Word Processing • Office Support • Records Management • Document Control Accounting <ul style="list-style-type: none"> • Accountant • Finance Manager • Audit Consultant • Finance Manager • Portfolio Manager • Investment Manager • Financial Analyst • Accounting Clerk • Tax Associate • Financial Auditor • treasury Support • Credit Controller
Length of service	Jan 2021- Present
Contact Information	Name: Naveen Kumar Phone: 703-672-7390 Email: naveen@intellectsolutions.com

Reference 2	
Client Name	Iowa state University (as sub-contractor to prime)
Address	E262 Lagomarcino Hall 1901 Stange Rd. Ames, IA 50011
Services Rendered	InstantServe LLC has provided Temporary Labor Services to Iowa State University – through as Sub-contractor to prime. Which includes below mentioned roles: Information Technology: <ul style="list-style-type: none"> • Application Developer • Network Engineer • Project Manager • Business Analyst Administrative <ul style="list-style-type: none"> • Administrative Assistant

	<ul style="list-style-type: none"> • Clerk I, II & III • Admin Executive • Office Support • Records Management • Document Control Accounting <ul style="list-style-type: none"> • Finance Manager • Audit Consultant • Finance Manager • Portfolio Manager
length of service	March 2020 – Present
Contact Information	Name: Ryan Murphy Phone: 202-796-0820 Email: Ryanmurphy@tharseoit.com

Reference 3	
Client Name	Michigan State University
Address	426 Auditorium Road, Rm 250 East Lansing, MI
Services Rendered	<p>InstantServe LLC has provided Temporary Labor Services to Georgia State University – through as Sub-contractor to prime. Which includes below mentioned roles:</p> <p>Information Technology:</p> <ul style="list-style-type: none"> • Application Developer • Business Analyst <p>Administrative</p> <ul style="list-style-type: none"> • Administrative Assistant • Records Management • Document Control <p>Accounting</p> <ul style="list-style-type: none"> • Finance Manager • Portfolio Manager
length of service	Feb 2021 - Present
Contact Information	Name: Yog Sharma Phone: 631-572-3871 Email: YogS@ipcs.net

B. PROJECT STAFF QUALIFICATIONS/EXPERIENCE

1. List the total number of employees, include job titles and experience of individual(s) who will be assigned to the UCF account; include resume(s).

InstantServe Team: We currently have a 550+ member recruiting staff consisting of professionals with very strong industry/domain knowledge. We will interact regularly with the UCF contract manager for timely feedback and any issue resolutions. The average industry experience of recruitment and Non-IT/ IT/ IT consulting services. InstantServe had provided a detailed resume of a dedicated team.

InstantServe is proposing Ms.Haley Meredith as the Project Manager and Mr. Naveen Kumar as the Recruitment Manager in our proposed team of full-time staff available to the UCF during the project. Below chart identifies all the resources assigned to the UCF for support.

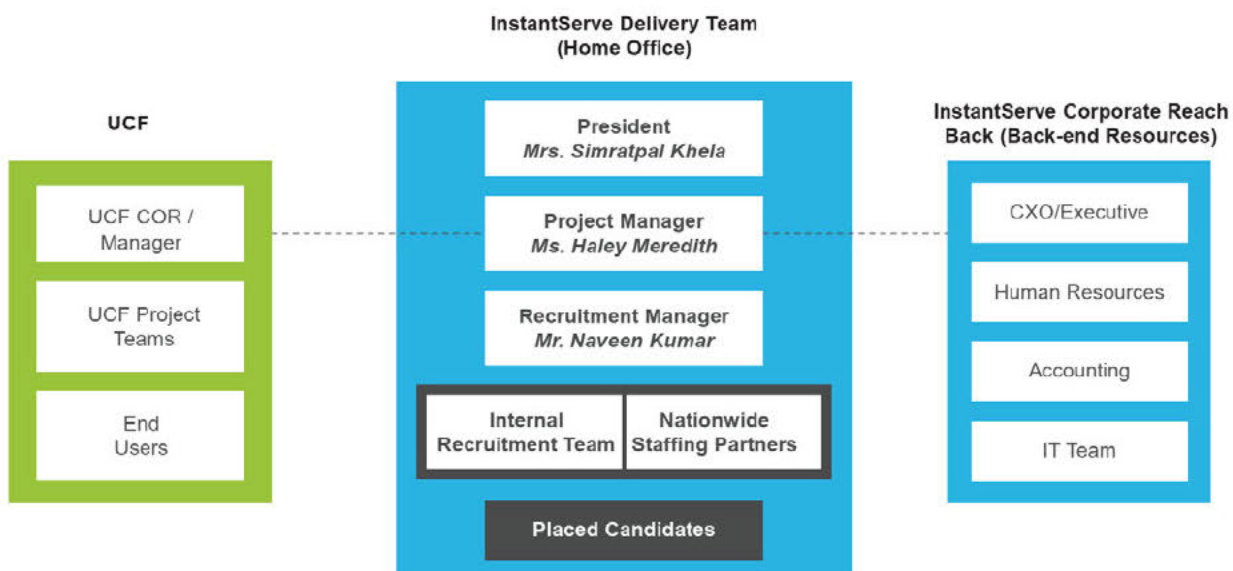


Figure 10: InstantServe's UCF delivery team

Name	Title/Role	Experience	Availability to UCF
Ms. Haley Meredith	Project Manager	20 years	100 %
Mr. Naveen Kumar	Recruitment Manager	13 years	100 %
Ms. Ashley	Finance Manager	17 Years	100 %
Ryan Murphy	Account Manager	11 Years	100 %

Project Manager: Ms. Haley Meredith will serve as the primary POC for all communication, issues, and risks and has more than 20 years of experience managing similar contracts. She is well-versed with the processes, including on-boarding training, Timesheet tracking, invoicing, and off-boarding that involve placing the candidates in the UCF. She has worked with several Universities hiring managers in the past. She is well versed with the process to fill roles fast for UCF. She will set up a Kick- off meeting with UCF staff to gather and share the knowledge once we will get the award.

Recruitment Manager: Naveen Kumar will be our Recruitment Manager for this contract. He will manage the complete recruitment cycle, from assigning the requisition to ensuring successful and smooth onboarding. He brings in over 13 years of total experience, out of which eight years were dedicatedly worked on managing Temporary Labor Services and delivery contracts. He has excellent team

management and business communication skills and has led projects for over 25 Government agencies in the last eight years. He has worked with several Universities hiring managers in the past. He has been working closely with Clemson University and Iowa State University hiring from past 3 years. Therefore, he is well versed with the Universities on-going manpower need as Stated in the ITN.

Corporate Resources: Program Manager and Recruitment Manager will be supported by the highly experienced program and corporate resources, to include dedicated recruiters, contracts, Human Resources (H.R.), Accounting/Finance, and IT personnel. Our internal technical SMEs will also be available to conduct prescreening and face-to-face interviews of each candidate so that we can present only the best for your consideration.

Below are the Key personnel describing their experience and skills that will be assigned to UCF.

Ms. Haley Meredith (Project Manager)	
Experience	<p>Ms. Haley Meredith has over 20 Years of experience in Project Management. InstantServe provided a range of labor consulting services to our clients on an as needed basis. We provide our clients with the flexibility of obtaining temporary labor resources quickly and efficiently.</p> <p>Work Experience:</p> <ul style="list-style-type: none"> • More than 20 years of experience focused on preparing and managing contracts to ensure regulatory compliance. Extensive experience in decision-making and analytical skills along with legal knowledge related to contracts. • 12+ years of progressive administration experience with an emphasis in project management and contracting. • Assisted in placing purchase orders against previously established contracts with consideration to quality, reliability, and urgency of need. • Developed contract document requirements with end users and support the contract administration function from request for proposal (ITN) development through closeout. • Followed up with suppliers regarding order status and obtains certification when orders are delivered. • Responsible for the planning, organizing, and performing of specialized administrative and/or technical duties in support of scheduled tasks in order to achieve successful completion of project goals and deliverables.
Skills	<ul style="list-style-type: none"> • Key person for managing staffing needs of the UCF requisitions. • Oversees all the program operations, management, and execution. • Builds and maintains relationships with the UCF and its customers. • Identifies and resolves performance, process, or technology issues to ensure we meet all the UCF's SLAs. • Ensures proper documentation, funding approval, an agreement for all position requirements by working closely with the authorized contract users. • Provides status reports to the UCF as per the requirements. • Conducts regular touch points with the UCF personnel to gather feedback on resource performance. • Holds frequent touch points with resources to share feedback received from the managers employing our candidates.

	<ul style="list-style-type: none"> • Monitor's performance of the resources and resolve issues that may arise, including replacement of resource. • Performs essential functions throughout staff lifecycle, including requisition review, candidate screening and submission to the UCF, interview coordination, project onboarding / off-boarding, timesheet processing.
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Mr. Naveen Kumar (Recruitment Manager)	
Experience	<p>Mr. Naveen Kumar has 13 Years of experience in Recruitment Management. InstantServe manage strategic technology initiatives utilizing project management concepts and technical tools including implementation of effective scheduling, tracking and problem management and the transition of projects to the appropriate operational area within Information Technology for most of our clients.</p> <p>Work Experience:</p> <ul style="list-style-type: none"> • He was Project Manager with Cognizant Technologies CT office (USA). • Key person for managing staffing need of the UCF requisitions. • Ensuring and track the staffing requirements of the UCF. • Setting up milestone of each activity to complete the city submittal within 2 business days. • Training and skill enhancement to existing & new recruiters on the state staffing requirements. • Arranging/managing interview schedules between UCF & consultants. • Have hands on experience with client like <ul style="list-style-type: none"> ▪ Clemson University ▪ Arizona State University ▪ Iowa State University ▪ Atlanta Public Schools ▪ Georgia State University ▪ Oregon State University ▪ Penn University of Pennsylvania ▪ University of Michigan
Skills	<ul style="list-style-type: none"> • He will act as a bridge between in house recruitment team and UCF Manager. • Will track and analyze UCF contract requirements. • Will educate recruitment team about with UCF contract requirements. • Will attend meeting with UCF personnel in person and telephonic. • Will conduct meeting quarterly meetings with UCF personnel to monitor InstantServe contract performance. • Weekly meeting with Back Office Staffing Operation & Employee Care Team to give update on InstantServe performance and upcoming activities. • Ensuring that Monthly Compliance Reports are being submitted in time to the UCF and sending weekly dashboard reports to Management.

Ms. Ashley (Finance Manager)	
Experience	<p>Ms. Ashley has 17 Years of experience in Human Resource Management. InstantServe successfully performed the required services by placing the top-notch professionals. We were able to provide Temporary Labor Services solutions with related categories as mentioned in ITN.</p> <p>Work Experience:</p> <ul style="list-style-type: none"> • Experience in progressively responsible human resource roles. • Experience in Labor Relations and Employee Relations. • Experience in a supervisory role. • PHR/SPHR certification preferred
Skills	<ul style="list-style-type: none"> • Monitor the day-to-day financial operations within the UCF (payroll, invoicing, and other transactions). • Prepare monthly and quarterly management reporting. • Participate in strategic data analysis, research, and modelling for senior company leadership. • Support project analysis, validation of plans, and ad-hoc requests. • Manage the company's financial accounting, monitoring, and reporting systems. • Ensure compliance with accounting policies and regulatory requirements.

Ryan Murphy (Account Manager)	
Experience	<p>Ryan Murphy has 11 Years of experience in Account Management. InstantServe assisted many clients to attain reliable and skilled employees for particular project in 30 days. We collaborated with many big clients and successfully closed positions.</p> <p>Work Experience:</p> <ul style="list-style-type: none"> • Had proven account management or other relevant experience. • Experience in delivering client-focused solutions based on customer needs. • Ability to manage multiple projects at a time while paying strict attention to detail. • Excellent listening, negotiation and presentation skills. • Excellent verbal and written communications skills. • Ability to prioritize among competing tasks. • Excellent time and project management skills. • Expert at Microsoft Office Suite, Google Apps, Salesforce and help desk support software.
Skills	<ul style="list-style-type: none"> • Analytical skills to review Client data. • Customer service experience to handle clients and customers from different industries and backgrounds. • Problem-solving abilities to help meet customer challenges. • Organizational ability and attention to detail to manage multiple accounts at one time. • Time management and multitasking skills to transition among client accounts easily.

	<ul style="list-style-type: none"> • Negotiation skills for creating and settling contracts. • Knowledge of the most common and most recent industry best practices. • Exceptional verbal and written communication skills to converse with clients.
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Resumes of Key Personnel

Haley Meredith - Project Manager

Highly professional and knowledgeable Contract and Project Administration. More than 20 years of experience focused on the preparing and managing contracts to ensure regulatory compliance. Extensive experience in decision-making and analytical skills along with legal knowledge related to contracts. 12+ years of progressive administration experience with an emphasis in project management and contracting.

Designation:

Company	Title	Duration
InstantServe LLC	Project Manager	Jan 2020 - Present
Mission Support Alliance Prime contract (Hanford site (Department of Energy), Richland, WA)	Contract Specialist	Apr 2019 – Jan 2020
City of Pasco	Contract Specialist	Mar 2016 – Apr 2019
Fastenal	Outside Sales	May 2015 – Mar 2016
Target - Executive Team Lead	Logistics	Apr 2014 – Mar 2015
Energy Northwest	Technical Support Specialist	Feb 2013 – Jun 2013
Project Coordinator	OS & Office 2010 Upgrade Project	Dec 2010 – Feb 2011
Washington Closure Hanford	Human Resource Administrative Assistant	Sept 2009 – Nov 2010
Wave Architects, Inc.	Administrator/Office/Contra cts Manager	Sept 2008 – May 2009
Stripe Rite Inc.	Assistant Manager/Contract Manager	May 2006 – Aug 2008
Translate Asphalt & Paving	Contract Manager	Sept 2005 – Mar2006
Pavement Surface Control	Contract Administrator/Project Manager	Jul 1999 – Oct 2005

Responsibilities:

- Well versed with the staff augmentation tasks that includes, but not limited to, on-boarding training, Time sheet tracking, Invoicing and off-boarding.
- Support department with contractual interpretations in compliance with contract requirements and delivery of contract deliverables.
- Serve as team lead for staffing group by monitoring workload and assignments and provide direction and knowledge to 2 junior specialists.
- Assisted in placing purchase orders against previously established contracts considering quality, reliability and urgency of need.

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- Developed contract document requirements with end users and support the contract administration function from request for proposal (ITN) development through closeout.
- Followed up with suppliers regarding order status and obtains certification when orders are delivered.
- Responsible for planning, organizing, and performing specialized administrative and/or technical duties in support of scheduled tasks to achieve successful completion of project goals and deliverables.
- Provided leadership of logistics processes, including planning and communication, receiving processes, freight flow and replenishment, in-store sales floor transitions, productivity results and backroom inventory management.
- Assisted in developing and monitoring budget including reviewing historical data; determined service levels and required equipment, supplies, etc.
- Provided timely recommendations and tracking of expenditures to ensure compliance with established budgetary guidelines.
- Analyzed and evaluated operations to develop and implemented corrective actions to resolve problems. Planned, organized and oversaw assigned work programs, including monitoring work schedules and evaluating the work of subordinates.

Education:

Ashford University - B.A., Business Administration specialized in Project Management

Columbia Basin College - Pasco, WA - A.A., Business Administration

Naveen Kumar - Recruitment Manager

Over 13 years of total experience, ten years were dedicatedly assigned to managing staffing contracts. Has excellent team management skills and business communication skills and has led projects for over 25 Government agencies in the last ten years. He worked as a Recruitment Manager with Cognizant Technologies CT office (USA) from 2005 to 2009.

Designation:

Company	Title	Duration
InstantServe LLC	Recruitment Manager	Oct 2018 - Present
Ask I.T. Consulting Inc.	Recruitment Manager	Mar 2013 – Jan 2018
Cognizant Technologies Inc.	Project Manager	Jan 2005 – Apr 2009

Responsibilities:

- Key person for managing staffing need of the UCF requisitions.
- Ensuring and track the staffing requirements of the UCF.
- Setting up milestone of each activity to complete the UCF submittal within 2 business days.
- Training and skill enhancement to existing & new recruiters on the UCF staffing requirements.
- Arranging/managing interview schedules between UCF & consultants.

Education:

- Arizona State University - Master's in Information Technology, Tempe, AZ

Certifications:

- PMP Certified

Have 17+ years of success designing and implementing successful accounting systems that align business and financial objectives and deliver rapid results. Highly analytical accounting professional who combines experience in managing accounts receivable, accounts payable, account reconciliation, billing, other accounting functions. Technically proficient in automated systems such as PeopleSoft, MSX (cash receipts system) and all Microsoft applications. Earned distinguished reputation among peers for analytical problem-solving and critical thinking aptitudes to keenly analyze situations, formulate strategies, and resolve complex situations.

Designation:

Company	Title	Duration
InstantServe LLC	Accountant Specialist/ Manager	Jan 2016 – Present
Georgia Department of Juvenile Justice — Decatur, GA	Accountant, Paraprofessional	Mar 2007 -May 2008
Georgia Department of Revenue — Atlanta, GA	Accounting Clerk	Dec 2000 – May 2008

Responsibilities:

- Monitor the day-to-day financial operations within the UCF (payroll, invoicing, and other transactions).
- Prepare monthly and quarterly management reporting.
- Participate in strategic data analysis, research, and modelling for senior company leadership.
- Support project analysis, validation of plans, and ad-hoc requests.
- Manage the company's financial accounting, monitoring, and reporting systems.
- Ensure compliance with accounting policies and regulatory requirements.

Education:

- BOROUGH OF MANHATTAN COMMUNITY COLLEGE — NEW YORK CITY, NY
- Accounting concentration, Attended: 1976-1977

Ryan Murphy - Account Manager

Around 11 years of experience in the Temporary Staffing projects, management of staffing, consulting and vendor management services and has been with InstantServe for around 2 years. Expertise in mapping project deliverables against project scope and provide direction to developers to align to technical solutions. Exceptional ability of project management, systems analysis and design expertise skills. Effectively communicate between stakeholders and managers across multiple business lines to coordinate system requirements and deliver projects on time and within budget with an aim to deliver to business outcomes.

Designation:

Company	Title	Duration
InstantServe Consulting Inc., PA	VP Service Manager (National Account Specialist)	Mar 2016 – Present

- Account Manager will lead point of contact for the UCF's Account Manager matter.
- Build and maintain strong, long-lasting client relationships.
- Take care for Negotiate contracts and close agreements.
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives.
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external team members.
- Prepare reports on account status.
- Collaborate with sales team to identify and grow opportunities within organization.
- Assist with challenging client requests or issue escalations as needed.

Education

- Bachelor of Technology in Computer Science. State college PA

Certifications

PMP Certified

2. Clearly identify the skill sets your staff is capable of providing, and clearly indicate if subcontractors or sub-consultants will be used. Identify special projects they have staffed, any membership in professional organizations relevant to the performance of this contract. Also indicate how the quality of staff over the term of the agreement will be assured.

InstantServe Skill Sets for Staffing: InstantServe is providing the staffing for over 1000+ diverse skill classifications from various domains that include Labor, Information Technology, Engineering, Professionals, Accounting and Finance, Industrial, Office Support, Healthcare, Telecom and Supply chain etc. Following table demonstrates our staffing capabilities by providing highly skilled resources for various services:



Areas of Expertise in Labor: InstantServe have expertise in their skills areas which makes them comfortable and fully capable to provide services under any domain related to their skill set.

Job Titles	Performance	Job Titles	Performance
Assemblers	✓	Production/Assembly	✓
Distribution personnel	✓	Electronic Assembler	✓
Forklift operators	✓	Material Handler	✓
Warehouse Workers	✓	Production Worker	✓
Pallet Jack Operators	✓	Warehouse Associate	✓
Heavy Equipment Operator	✓	Welder	✓
Floor Assembler	✓	Plant Operator	✓
Processing Worker	✓	Wafer Processing Technician	✓
Structural Metal fabricator	✓	Facilities Manager	✓
Safety Technician	✓	Inventory Specialist	✓
Waste Treatment Plant	✓	Plant managers	✓
Operator	✓	Sorters	✓
Logistics staff	✓	Pickers/Packers	✓
Manufacturing workers	✓	Manager Maintenance	✓
Pick & pack staff	✓	Installation Manager	✓
Manufacturing Line Personnel	✓	Fabricator	✓
Machine Operator	✓	Packaging Engineer	✓
Mechanical Technician	✓	Master Scheduler Cutter	✓
Distribution Manager	✓	Manufacturing Engineer	✓

INDUSTRIES we are catering

- Light Industrial & Logistics
- E-Commerce
- Call Centre
- Supply Chain
- General Staffing
- Warehouse & Light Industrial
- Clerical & Administrative
- Professional
- Skilled Trades
- Internal Careers at Integrity

Subcontractor Support: InstantServe is not opting of any subcontractor support services to execute work under this ITN. Whereas, we have list of over 70 subcontractors, out of which 5 are local sub-contractors with average Size of up to 200 to 300 employees. If it is required to meet surge of requirements, we will take permission prior from UCF before engaging for this ITN.

Special Projects: Having profound experience in servicing clients with Temporary Labor Staffing needs that are highly comparable to the size and scope of UCF Staffing program. InstantServe clearly understands the dynamics of account, its environment and any associated potential issues and risks. Having a well-crafted recruitment process built on years of profound global recruitment experience, gives InstantServe the competitive edge in providing top class resources to its clients in the shortest possible

turn-around times. A perfect blend of unique recruiting methods and technologies, coupled with advanced recruitment techniques, has enabled InstantServe to grow as one of the most sophisticated Contingent Workforce (CW) Providers.

InstantServe has extensive experience in recruiting from Junior, mid to senior level roles in Non-IT/ IT/IT. We have been recruiting across all 48 states of US for about 6+ years, and our local offices gives us a thorough understanding of local market trends and needs.

We have worked for various customers from labor Industry in the past five years. Our services to these esteemed organizations have been a great experience and also achieved an outstanding feedback with respect our delivery. Below is the list of few customers from labor industry.

Clients	Detail Description
University of Michigan	InstantServe has been providing Non-IT/ IT Staff Services to the University of Michigan since 2017. We have successfully placed numerous professionals which are similar to the UCF job categories such as Medical Assembler, Warehouse Material Handler, Assembler I, Assembler II, Software Architect, Salesforce Developer, Citrix Administrator, Senior Information Systems Specialist, System Analysts/Testers, Applications Systems Specialist, Quality Engineer, Policy QA Analyst, .NET Enterprise Developer etc.
Penn University of Pennsylvania	InstantServe has been providing Non-IT/ IT Staff Services to the Penn University of Pennsylvania since 2018. We have successfully placed numerous professionals which are similar to the UCF job categories such as Packer, Production Collaborator, Assembly Technician, Production Associates, Forklift Operator, Business / Financial Analyst, SAP Functional Developer, Data Center/Systems Administrator, Data Integration Engineer - Hadoop Python, Oracle DBA, Software/System Engineer - System Analysis, Unix Developer, Data Stage/ SAP ABAP Developer etc.
Oregon State University	InstantServe has been providing Non-IT/ IT Staff Services to the Oregon State University since 2016. We have successfully placed numerous professionals which are similar to the UCF job categories such as Production Laborer, General Warehouse Worker, General Industrial/ Assembler, Maintenance Tech II, IT Bus Systems Analyst, QA Tester, Analyst - Oracle EBS Analyst, Senior Software Engineer, Quality Assurance CCOM, IT System Design, Data Conversion/Senior Business Analyst, Senior Java Applications Developer, Quality Assurance Analyst, MDR - Quality Engineer etc.
Georgia State University	InstantServe has been providing Non-IT/ IT Staff Services to the Georgia State University since 2016. We have successfully placed numerous professionals which are similar to the UCF job categories such as Calibration Technician, Plant Manager, Fabricator, CNC Operator, Machinery Maintenance, Mechanic Test, Technician Quality, Control Technician, Quality Control Inspector, Order Selector, UAT/QA Testing Analyst, Architect, Senior Principal Quality Engineer, Senior Software Developer, ORION Project Analyst, Cisco Network Administrator, Business Data Analyst, Infrastructure Transformation Architect etc.
Atlanta Public Schools	InstantServe has been providing Non-IT/ IT Staff Services to the Atlanta Public Schools since 2020. We have successfully placed numerous







	professionals which are similar to the UCF job categories such as Loader/Unloader, Electronic Assembler, Production Operator, Shipping/Receiving Clerk, Inventory Worker, Warehouse Worker, Production Manager, Maintenance Technician, Quality Assurance (QA) Specialist, SAP APO Business User Expert, Senior Consultant-SAP Functional & SAP Finance, Java Engineer, MS SQL DBA (Con, SCON, TL), QA/QC Inspector, IA - DHS - IT Security Engineer, Quality Assurance Engineer, Senior SAS Programmer Analyst, Business / Financial Analyst etc.
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Through our qualitative approach, InstantServe has established itself as a pioneer in providing premium professionals and filled various types of positions including both Temps, Permanent to Freelancers in various companies globally.

InstantServe has provided a wide array of professionals who are involved in Non-IT/ IT Sector. With the extensive expertise we possess and the experience we have attained over the years, we fill all the positions on job groups mentioned by clients contributing to client's increased productivity and competitiveness with excellent results.

InstantServe's success rate is 98% for filling similar orders with less than 2% of obstacles being faced in shortlisting quality professionals to fulfil client's stringent requirement for Freelancers work from home professionals in past one year. To overcome this, we tend to use our domain specific recruiting team based out at our different local branch offices in all the states that helps in conducting in person interviews which helps us picking the best fit for the client.

Membership in professional organizations: InstantServe has buildup strong business relationship and partnership with various premier organizations. Such partnerships are always help our staff to stay up-to date with all latest and emerging technologies. All listed partners below in table provide us with all latest industrial updates and also train our staff with updated technologies and that always support us in staffing following certifications with professional organizations as given below:

Partnership	Organization
Hire Right and Info cubic	 & 
Applicant tracking system and Vendor management system	 
Oracle, AWS, Microsoft	 

	
Dell: Hardware/Software	
AT&T: Wireless	
Pearce Technologies: Managing Network site	

Assurance of Quality of Staff

Our Account Manager, will also serve in the capacity of Quality Manager. The Account Manager will continuously monitor staff performance, project progress and service-level goals. All candidates' performance, project deliverables, including monthly reports, will be read and approved by the Account Manager and issues arising in the quality of deliverables will be monitored and proactively resolved by the Account Manager. InstantServe will maximize the use of performance monitoring, trend analysis, monthly progress reporting, and resource management to communicate effectively contract-related information to UCF staff to support their strategic planning and decision-making activities.

These performance monitoring, trend analysis, and resource management processes will be ongoing; detect potential and actual problem areas; and allow the Account Manager maximum lead-time to reallocate resources and re-establish priorities to resolve issues in a timely manner. These processes also affect financial contract performance, work completed, work in progress, challenges, and overall project progress. All these project components play a role in UCF strategic planning and decision-making. The processes that InstantServe will implement will provide the real-time data needed for effective, efficient, and timely planning and decision-making. InstantServe recognizes that the key to management of quality services begins with clear articulation and development of quality processes and procedures for project execution.

InstantServe is an **ISO 9001:2008, 20000 & 27001** quality approach and is currently maintaining Standard Operating Procedures (SOPs) for the management and update of their regional office policies and procedures. InstantServe has the expertise to develop and maintain quality SOPs. At task order inception, we will begin developing and maintaining quality SOPs to guide task order execution. When changes occur, documentation will be updated throughout the organization and appropriate notification will be issued to impacted parties. The benefits associated with our approach to documentation management include:

- Increased efficiency through faster identification of potential solutions, thereby increasing the problem solving capacity of resources.
- Allowing reuse of existing knowledge and solutions.
Enabling self-service for easy-to-access solutions to end user via the Web.
- Accelerating ramp-up time for new hires through delivery of web-based training methodologies and standardization of help desk policies and procedures.
- Controlling costs by using the information in the knowledge database to standardize and develop repeatable processes to ensure accuracy.

C. OVERALL RESPONSIVENESS OF PROPOSAL TO SATISFY SCOPE/PROJECT APPROACH

1. Describe your company's capacity in providing services in all temporary labor areas, including non-management, management and technical categories. Also, how do you propose to deliver these services to UCF in a timely manner?

InstantServe Capacity providing Temporary Labor Services

InstantServe has the capacity to support all UCF's temporary staffing initiatives that includes, but are not limited to technical, managerial and non-managerial professionals. We will utilize our proven best practices, dedicated recruiting and account teams, as well as a database of over 8 million candidates that is supplemented with over 5,000 new resumes on a weekly basis.

Over the past 6 years, InstantServe has placed over 500+ professionals to more than 125+ clients nationwide with a current overall retention rate of 95%.

Group	Placements
Technical	175 +
Non-Technical	265 +
Managerial	60 +

Past Experience with similar Labor Categories

We have tremendous experience in recruiting for various roles in Temporary Staffing industry, including those who specialize in administrative, accounting, training, support staff, information technology, professionals, light industrial, technical, skilled trades, and general maintenance etc.

InstantServe's success rate is 98% for filling similar job positions with less than 2% of obstacles being faced in shortlisting quality professionals to fulfil client's stringent requirement for Freelancers work from home professionals in past one year. To overcome this, we tend to use our domain specific recruiting team based out at our different local branch offices in all the states that helps in conducting in person interviews which helps us picking the best fit for the client.

Our experts work with companies of all sizes to fill open Temporary Labor jobs in the areas but not limited to:

RECURRING REQUIREMENTS				
CLERICAL JOB TITLES				
Sr. Executive Assistant	Office Coordinator.	Customer Service Representative I	Computer Operator	Administrative Assistant II
Data Verification Operator	Admin Assist III	Health Coordinator	Clinical Coordinator	Project Coordinator
Project Assistant	Plan Relations Representative	Office Supervisor	Office Administrator	Office Clerk.
Front-Desk Assistant.	Data Entry Clerk.	Data Entry Specialist.	Receptionist	File Clerk
Junior Administrative Assistant	Administrative Aide	Scheduler	Staff Assistant	Administrative Specialist

Secretary	Unit Assistant	Service Administrator	Personal Assistant	Senior Executive Assistant
Mail Clerk	Office Support Supervisor	Word Processor	Medical Receptionist	Office Manager
Bookkeeper	Account Collector	Cashier	Customer Support	Client Service Specialist
LEGAL JOB TITLES				
Associate General Counsel, Business Support	Manager Legal Admin Services	Associate General Counsel – Employee Benefits	Associate General Counsel – Policy	Senior Legal Specialist
Legal Specialist	Compliance Consultant	Attorney, Regulatory Affairs	Grievance and Appeals Coordinator	Compliance Project Consultant
Bilingual Customer Service Advocate	Customer Service Advocate I	Contract Administration Manager	Legal analyst	Paralegal
Chartered Legal Executive	Regulatory Specialist	Intellectual Property Specialist	Legal Contract Administrator	Legal Administrative Professional
Senior Corporate Paralegal	Associate Attorney	Administrative Law Paralegal	Business Attorney	Health Law Attorney
Senior Tax Counsel	Patent Attorney	Legal Assistant	In-House Legal Counsel	Contract Negotiator
FINANCIAL/ACCOUNTING/ACTUARIAL JOB TITLES				
Staff Accountant	Director- Audit	Consultant, Financial Analyst	Senior Financial & Operational Auditor	Information Security- Risk Advisor
Category Manager	Actuarial Analyst III	Principal Financial Advisor	Sr. Risk Advisor	Manager, Financial Accounting and Reporting
Contract Negotiator	Billing & Accounting Analyst	Portfolio Manager	Portfolio Analyst II	Sr. Corporate & Auditor
Financial Coordinator	Senior Financial Analyst	Corporate Auditor	Senior Account Representative	Sr. Statistician
Treasury Analyst	Certified Public Accountant	Stop Loss Accounting Analyst	Financial Clerk	Credit Clerk
Actuarial Assistant	Senior Accountant	Accounting Assistant	Accounts Payable Specialist	Accounting Technician
Cost Accountant	Accounting Manager	Financial Counsellor	Risk Management Specialist	Auditor
Controller	Financial Advisor	Chief Financial Officer	Resource Planning Specialist	Financial Planning & Risk Management

Financial Consultant	Program Manager, Treasury	Credit Analyst	Revenue Analyst	Accounting Assistant
SCIENTIFIC/ENGINEERING JOB TITLES				
Project Control Specialist	Chemical Engineer	Coordinator-Maintenance	Engineering Support Specialist	Industrial Engineer
Production Engineer	Design Technician-civil	Land Use Specialist	Electrical Engineer	Engineering Technician
Right-of-Way Specialist	Power Systems Engineer	CAD Technician	Environmental Engineer	Commissioning Engineer
Drafting Technician	Field Service Engineer	I&C Engineer	Maintenance Engineer	Design Engineer
Technical Support	Support Specialist - Eng. & Operations	Cost Engineer	Compliance Engineer	Coordinator-Maintenance
Civil Engineer, Design	CAD technician	Operations Specialist	Civil Engineer, Design	Performance Analyst
Field Engineer	Operations Technician	Protection Systems Team Engineer	Utilities Engineer	Operations Training Engineer
Associate Development Eng.	Plant Instructor	Unit Supervisor	Equipment Operator	CAD Engineer
Plant Engineer	Operator	Program Administrator, Instrumentation	Coordinator- Outage Maintenance	Supervisor, Maintenance Services
LIGHT INDUSTRIAL JOB TITLES				
Medical Assembler	Warehouse Material Handler	Assembler I	Assembler II	Packer
Production Collaborator	Assembly Technician	Production Associates	Forklift Operator	Production Laborer
General Warehouse Worker	General Industrial/Assembler	Maintenance Tech II	Calibration Technician	Plant Manager
Fabricator	CNC Operator	Machinery Maintenance Mechanic	Test Technician	Quality Control Technician
Quality Control Inspector	Order Selector	Loader/Unloader	Electronic Assembler	Production Operator
Shipping/Receiving Clerk	Inventory Worker	Warehouse Worker	Production Manager	Maintenance Technician
HEALTHCARE/MEDICAL JOB TITLES				
Medical Record Coordinator	Medical Information Specialist	Health Care Associate	Rating & Underwriting Analyst	Health Care Manager

Physician Consultant	Associate Dental Consultant	(RN) Medical Reviewer	Pharmacy Account Manager	Sr. Manager, Pharmacy Initiatives
Policy Manager, Medicare	Claims Operations Manager	Quality Engineer	Production Chemist I	Quality Technician
Healthcare Consultant	Certified Pharmacy Technician	Case Manager	Benefits Consultant	Drug Safety Associate I
HEDIS Reviewer	Pharmacy Tech I	Registered Nurse	Clinical Data Assistant	Microbiologist-I
Utilization Management Nurse Consultant	Quality Management Nurse Associate 3	Healthcare Manager	Medical Assistant	Life Scientist II
Nursing Assistant.	Dental Assistant	Pharmacist	Health Facilities Surveyor	Scientist-I
Clinical Informaticist	Health Care QM Analyst	Senior Claim Benefit Specialist	Healthcare Consultant 3	Drug Safety Coordinator I
Clinical Care Associate	Manager, Clinical Research	Process Operator II	Clinical Research Coordinator	Medical Physicist III
Sr., Clinical Development	Sr. Associate, Clinical Trial Management	Clinical Trial Manager, Senior	Medical Information Analyst	Verification Test Tech
Clinical Trial Associate	Chemist III	Clinical Trial Assistant	Laboratory Technician II	Lab Associate II
Clinical Packaging Specialist	QA Complaint Specialist	Clinical Coordinator II	Production Technician I	QC Technician
ADMINISTRATION				
Technical Assistant	General Accountant	Accounting Supervisor	Business Analyst	Project Accountant
Accounting Manager	Accounting Officer	Staff Accountant	Office specialist	Human Resources Assistant
Development Services Specialist	Administrative Aide	Data Entry Clerk	Mail Clerks	Accounts Manager
	Cost Accountant	Financial Planner	Controller	Internal Audit Project Manager
Accounts Payable	Tax Accountant	Accounting Coordinator	Accounting supervisor	Accounting Analyst
Staff accountant	Auditor	Personal Tax Specialist	Accounting Assistant	Staff accountant
Accounting Technician	Accounting Payroll	Budget Analyst	Banking Product Manager	Fund Reporting Specialist
Billing Analyst	Financial Advisor	Tax Analyst	Accounts Receivable Clerk	Cashier
SAP Accountant	Payroll Manager	Controller	Relationship Manager	Tax Compliance Associate

Finance Manager	Accounts Receivable	Accounting Clerk	Senior Office Specialist	Senior Consultant
Administrative Assistant	Executive Assistant	Administrative Support	Credit Specialist	Financial Crimes Investigator
Service Desk Operator	Quality Analyst	Technical Writers	Claim Specialist	Financial Service Supervisor
INFORMATION TECHNOLOGY				
Citrix Administrator	Business / Financial Analyst	MDR - Quality Engineer	UAT/QA Testing Analyst	Business / Financial Analyst
Salesforce Developer	SAP Functional Developer	Quality Assurance Analyst	Architect	Senior SAS Programmer Analyst
Software Architect	Data Center/Systems Administrator	Senior Java Applications Developer	Senior Principal Quality Engineer	Quality Assurance Engineer
Senior Information Systems Specialist	US Applications Consultant- IT Consultant	Data Conversion/Senior Business Analyst	Senior Software Developer	IA - DHS - IT Security Engineer
System Analysts/Testers	Data Integration Engineer - Hadoop Python	IT System Design	ORION Project Analyst	QA/QC Inspector
Applications Systems Specialist	NE208 - Technologist	Quality Assurance CCOM	Cisco Network Administrator	MS SQL DBA (Con, SCON, TL)
Quality Engineer	Oracle DBA	Senior Software Engineer	Business Data Analyst	Java Engineer
Product Quality Surveillance Senior Specialist - Commercial Complaint	Software/System Engineer - System Analysis	Analyst - Oracle EBS Analyst	.Net Architect	Senior Consultant- SAP Functional & SAP Finance
Policy QA Analyst	Unix Developer	QA Tester	Data Architect/Lead Applications Developer (Non-Hadoop)	SAP APO Business User Expert
NetSuite Administrator	DataStage/ SAP ABAP Developer	IT Bus Systems Analyst	Infrastructure Transformation Architect	Quality Assurance (QA) Specialist
.NET Enterprise Developer	Java / J2EE Lead	QC Analyst	Network Management Operations Design Architect	RPA Developer
Senior PeopleSoft Analysis/Designer - Expert Level	PL/SQL Developer	PeopleSoft Database Administrator (DBA)	CT-Analyst - Systems/Architecture	EAP Consultant

Linux Build, Integration, Triage and Debug Engineer	Sr Business Objects Developer	Java SOA	Senior Manager, Enterprise Data Architect	QA Specialist
Network Control Tech	VMWARE/IBM AIX ADMIN	AS400 programmer	Sr. Integration Architect	Citrix Administrator
Senior Database Administrator (Linux DBA/ Hadoop)	Desktop Engineer	Specialist COOSP Support	J2EE Architect	ACS Migration Specialist
Data Architect (Non-Hadoop)	Implementation Specialist	Quality Assurance Analyst - Advanced	Lead Enterprise Solution / Information Architect	Analyst, Business Process
Senior Bio stat Programmer	VBA Developer	SQL DB	Senior Architect	Business Analyst - ATG
Supplier Quality Engineer	Java Coherence Programmer	Sr. Test Engineer	Technical Architect	Angular 2 UI developer
Project Analyst	Hyperion Admin	Business Data Analyst	Analyst - Oracle EBS Analyst	Business Analyst (Professional)
Bio stat Programmer	Business Continuity Project Manager	Business Analyst/Web Applications	Clinical Programmer Analyst, Sr.	.Net Developer

InstantServe has the requisite experience, marketplace knowledge, and clear understanding of UCF to provide Temporary Labor Staffing Services. InstantServe has mastered a wide array of Technical and Management and has successfully used them to develop state of the art solutions for our clients.

Proposed method to deliver the services to UCF in timely manners:

We have extensive experience in providing the Temporary Staffing Services. At InstantServe, our recruiters are trained in the art of locating the necessary talent for our clients and every task will be handled in a professional manner by our team. Each recruiter has been trained extensively on all skill sets and they have gained additional training in the skill sets of the clients that they will be servicing. Our recruiters have been trained to fully and completely understand the requirements that are requested by our clients. By understanding the requirements (skills, education, and technical language) they can interview the candidate thoroughly to determine the candidate's capabilities to perform the tasks.

We have been providing temporary staffing services similar to those required under this ITN over the past 6 years. InstantServe has both a regional and national presence and access to a large pool of skilled resources. This gives us a unique advantage to bring on board experienced and diverse professionals with specific skill sets to meet project requirements on short notice. We have a goal to place and achieve a workforce of qualified diverse candidates. We are able to successfully achieve this goal by attracting a variety of employees by offering an elite benefit plan. We invest in the benefits of our employees, as well as, the work environment, career training and award recognition.

Once a job order is received, InstantServe will analyze the job duties, skills/training required, work hours, location, and estimated duration of assignment. The assigned Project Manager(s) will issue this to the appropriate recruiters. All requirements will be assessed, such as, qualifications, skills, background, experience, work history, dependability, and the appropriateness of the candidate. We implement and welcome a diverse pool of candidates. It is found that achieving our business goal to submit an ideal

candidate relies on our ability to achieve workforce diversity. To ensure that diversity is implemented, our recruiters and officials that select the ideal candidates are required to work closely with UCF and human resources. This emphasis is placed on the recruiting process. To ensure that our recruiters are able to reach a diverse pool of applicants, we perform the following activities:

- Post jobs with a variety of networks.
- Search for ideal candidates by networking online and with professionals.
- Obtain employee referrals.
- Attend Career fairs.
- Obtain information about quality candidates at Conferences.
- Accessing the sources of professional associations.

Our recruiters are dedicated to finding the best talent. Their dedication has allowed us to successfully fill difficult positions for our current clients. In order to ensure that only the top talent that is qualified for the position reaches our hiring managers, we established the following steps:

- We ask knock-out questions that would allow us to wade out the candidates that aren't necessarily fit for the position. Such as, questions that would require them to explain their experience and skills in an in-depth manner.
- Phone interviews are established from our team of recruiters to elaborate on their qualifications, education, and their past experience in regard to the position.
- Feedback loops are refined in the search between the manager and the recruiter.

The recruiters that have completed our so designed on-site programs and online courses to ensure that our recruiters are trained in the process of interviewing accurately implement these steps. In the event that an assignment ends for any reason, we will conduct an exit interview with the candidate in order to not only provide information to UCF on the work environment but also to ensure continuous improvement of our recruiting and retention programs. **The goal at InstantServe is to submit qualified professionals to all job orders within 24 to 48 hours.** We believe that we have successfully completed this goal by the experience of our managerial staff and the training that we provide to our recruiters. It is an honor to successfully complete the requested needs of our clients. We value the relationships that we establish with our clients, and we believe in satisfying their requests. Our team is prepared to begin this assignment with minimal notice, as long as the notice satisfying results. Our goal is to deliver the 'right person', at the 'right price' and 'right will allow our team to successfully begin the project in an adequate amount of time to deliver now'. In addition to locating the 'right person' for the UCF, we perform screenings on each candidate to help determine that the ideal candidate is selected for the position.

Recruitment Management

Our PMO includes full-time, professionally trained, and supervised our corporate recruiters. Working with the HR personnel of our teammates, the recruiting team will use a structured recruiting and screening methodology to attract the best-of-the-best personnel to meet project needs. Our processes focus on early identification and recruitment of cleared professionals before a vacancy occurs. As a result, we mitigate the long lead-time that most companies face when filling vacancies on an average, it takes a week or less to screen and provide qualified candidates for all open positions.

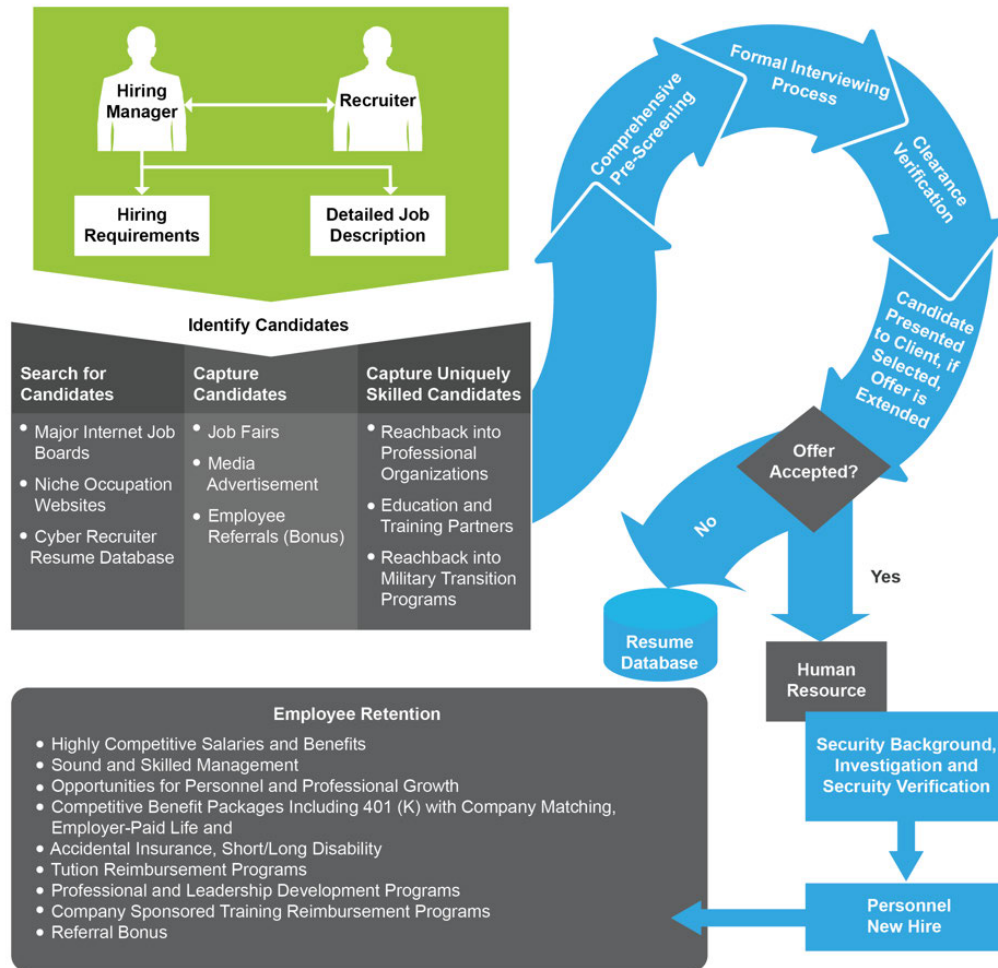


Figure 11: Recruitment Management Process

To ensure continued responsiveness to meet our customer needs, we have invested in several tools to better provide top tier candidates and have resources at their disposal for collaboration, storing, retrieving, and managing recruiting information. Additional resources used are Monster.com and other Internet job sites, local advertising, employee referrals, Internet and industry user groups, professional recruiting firms, military transition programs, associations, colleges, universities, and job fairs. Where appropriate, we will always work with the Government to augment our staff by capturing the desired incumbent staff and providing them with targeted incentives.

Leveraging our ability to staff, this contract successfully and efficiently is our resume database that allows online and ready access to all qualified resumes to fill open positions quickly. Our resume database, which contains resumes from all teaming partners, career sites, Federal and job fairs, universities, and all prospective candidates who respond to outreach activities. Our recruiters use this database because it has personnel categorized by UCF technical, professional and Labor occupational categories and provides sophisticated keyword searches for an unlimited number of search criteria. Matching skills to requirements can be accomplished by performance area, scope of work, or place of performance. Our recruiters have 24-hour access to resumes and candidate information, and our recruiting and management teams can collaborate more effectively using this tool.

In our experience, the Employee Referral Bonus Program is one of the most effective tools to recruit dedicated, qualified staff and to retain them for a long duration. As part of our Employee Referral Bonus Program, employees referring candidates are eligible to earn a cash award of \$3,000 for exempt positions and \$1,000 for non-exempt positions once the preferred candidate is hired and successfully completes 120 days of employment. Another method of identifying and hiring qualified staff is through the direct submission of candidates by our customers through our Project Manager. These candidates are given top priority in filling vacancies within our programs; every effort is made to accommodate our customers' preferences in hiring recommended and referred candidates.

Once our team confirms the UCF Temporary Staffing Service's needs (requisition and vacancy requirements), we follow our streamlined recruiting process to present you with the right-fit candidate. We offer a well-defined, mature, and repeatable process for candidate recruitment. The description of each phase is explained below.

Recruitment Process		Responsibility
Identifying the Hiring Needs		
<ul style="list-style-type: none"> Identify the job vacancy and define the qualities of an ideal candidate. InstantServe will write a clear job description to enable candidates to understand the job and to assess whether they are the right fit for clients. We will create an outline detailing the qualities needed in an ideal candidate, which will also help later during the candidate selection process. 		Account Manager will work closely with UCF Hiring manager to take a note of the requirement and timelines to fill the roles.
Job Description		
<p>InstantServe will know exactly what client need in terms of knowledge, skills and experience, than we determine the duties and responsibilities of the job. We prepare a comprehensive job description (JD) that help clients to know about their potential employees roles. More importantly, we provide clients prospects with a checklist or a list that employees can compare themselves to before applying.</p> <p>A job description include all of the following and can be as comprehensive as Client want:</p> <ul style="list-style-type: none"> Company Name & Description Core Values Benefits Offered Location Job Title Department Industry Pay Description of Duties Demand (specific skill set, knowledge, experience or training required for the job) 		Account Manager will draft job description and will share with the recruitment team.

<ul style="list-style-type: none"> Qualities that are nice to have and would be an added advantage A conversational CTA 	
Talent Search	
<p>InstantServe list job that is advertised internally to generate referrals as well as externally on popular social networking sites and preferred job boards. Our recruiters conduct job fairs and promote openings in leading industry publications to cast a wider net. We broadly, use two sources of recruitment that can be tapped for a talent search:</p> <ul style="list-style-type: none"> Internal Sources of Recruitment: Transfer, Promotion, Demotion, Existing Employees, Retired Employees, Previous Applicants. External Sources of Recruitment: Advertisements, Job Portals, Company's Careers Site, Social Networking Platforms, Placement Agencies, Job Fairs, Campus Placements, Professional Bodies. 	<p>Team of recruiter will be assigned with requisition on immediately. Recruitment team will start heading on urgent basis.</p>
Screening and Shortlisting	
<ul style="list-style-type: none"> We screen applications on the basis of minimum qualifications. Next, sort resumes that have the preferred credentials by looking at their certifications, relevant experience, domain expertise, technical competencies and other specific skills that are required for the role. Then we, shortlist candidates who have both the preferred credentials and the minimum qualifications. Finally, flag any concerns or queries in the resume so they can be clarified during the interview. 	<p>Recruitment manager/ SMEs will shortlist the best candidate among all the submissions from the recruiters and will submit the best match for the role to the Account manager.</p>
Interviewing	
<p>The shortlisted applications will now move through the interview process prior to receiving an offer letter or a rejection note. Depending on the size of the hiring team and unique recruitment needs, several interviews may be scheduled for every candidate.</p> <ul style="list-style-type: none"> Telephonic Screening/Video Interviewing. Psychometric Testing. Face-to-Face Interviewing. 	<p>Account manager will coordinate with Hiring manager to schedule an interview with the candidate.</p>
Candidate Selection and Offer	
<ul style="list-style-type: none"> Extending an offer to the selected candidate(s). Completing necessary documentation with the candidate(s) and client. 	<p>Hiring Manager will extend an offer and our account manager will coordinate with on-boarding team to bring candidate onboard.</p>
Background Check	
<ul style="list-style-type: none"> We conduct a background check of shortlisted candidate(s). Checking criminal history, credit history, and other required background screening before issuing an offer. 	<p>On-boarding team will conduct all the background check, which includes but not limited to drug, criminal, education, professional reference check etc.</p>

Joining	
<ul style="list-style-type: none"> Assisting candidate(s) for a smooth joining process and understanding of the work environment. Handling relocation needs (if required). Coordinating with the Hiring Manager for first-day reporting. 	On-boarding team and Account manager will work closely to ensure timely joining of the candidate.
Ongoing Support and Training	
<ul style="list-style-type: none"> Ongoing candidate(s) performance and training assessment Update PDP (Personal Development Plan) of each candidate. 	Account manager will provide an on-going support to the UCF team, Whereas HR team will stay in touch with candidate to provide ongoing support and provide required trainings to upskill the skills set of the candidate.

2. Describe how urgent requests are handled.

InstantServe has experience and well defined process to handle the urgent request. We have experience many situations where we handled and fulfilled unexpected and urgent temporary personnel requests made by our clients during the execution of the projects. Based on our past experience on similar situations, we understand the requirement of urgent requests due to unplanned circumstances. These may be due to reasons including but not limited to additional manpower requirement due to enhanced scope, replacement of manpower. Our Account Manager is always available online and is telephonically accessible. If under any circumstances, he is unable to respond to the UCF communication immediately, he will contact the UCF personnel within four hours from the time, and a communication is delivered to the UCF personnel.

- Candidate will notify us of their absence due to unforeseen circumstances.
- Our dedicated account manager immediately inform the UCF's contracting officer.
- We use email, phone and our internal web based system to notify.
- We ensure uninterrupted services by filling the position temporarily.

Immediately upon notification of urgent request from UCF, Our Account Manager (AM) or Account Executive (AE) will acknowledge the UCF with for recipient of the request. AM will enter the requirements in **US-RECRUIT** (An Applicant tracking and Talent Management Tool) with all information that include Request Type, Skill Set, Education, Location, Rates, Domain experience and Department etc. That entered request will be received by Recruitment Manager (RM) immediately and he/she will assign the requirement to Recruitment Team (Dedicated recruitment team to provide urgent and emergency temporary staff or replacement of the consultant along with all required and desired information requested by UCF. Recruit Team for UCF account consist Recruitment Lead (1), Sr. Recruiters (1), Recruiters/Sourcers (2)). Our AM will provide resumes for urgently requested requirements to UCF within Five (5) business hours; facilitate candidate interview with UCF Manager and initiate the joining process.

USITSOL will follow our standard approach and methods as explained below, to full fill the UCF's request immediately.

- In house Applicant Tracking System (ATS) – Ceipal:** Ceipal tool used to expedite and execute our overall hiring and on boarding process. CEIPAL enables us to shortlist candidates with the help of artificial intelligence with accuracy rate of at least 95% out of database of over 8 million pre-vetted candidates for different categories, industries, and sectors.

- **Technology Usage:** Effective usage of technology to reduce error and increase productivity. Use of Robotic process automation for sourcing and recruiting of quality candidates.
- **Robotic Interviewer (Our unique features):** Robotic Interviewer adds value by conducting interview with candidates as per their availability and recorded videos are shared with hiring managers.
- **Resource Database:** Ceipal used to maintain a recruitment repository of over 250,000 qualified candidates.

Well Defined Timeline: Our Account Manager, supported by Recruitment Team, is responsible for ensuring the timely fulfillment of UCF's temporary staffing needs. InstantServe will assign a dedicated Account Manager to handle the UCF account. On receiving the requirement from UCF, the Account Manager will prepare a skill matrix of the specific job requirement for position(s) from UCF. Most of the time, we present qualified resumes within one business day as our Recruitment Team work over the span of 14 hours and cover early morning and late evening hours of all US time zones to reach the candidates. The steps and timeline to fulfill the job requirements are shown in the table below:

Process	Day	Hours 3-5 days in Total
Client Requisition	Day 1	2 hours
Requirement Analysis	Day 1	2 hours
Requirement Allocation	Day 1 and Day 2	8 - 16 hours
Pre-Screening & Security Pre-Screening and Interview	Day 2 and Day 3	8 - 16 hours
Status update to courts	Day 1 and Day 2	24- 40 hours
Evaluation	Day 2 and Day 3	4 hours
Consultant Presentation and Setting Up Client Interview	Day 3 to Day 5	Depends upon the department to review the skills
Background Check	Will be started after candidate is finalized and they accept the job offer.	5 - 10 working days
On-boarding	7- 14 days	7- 14 days
Performance Evaluation	3 times a year	First evaluation is after 90 days of on-boarding
Ongoing Support and Training	We provide 2 to 3 weeks training to all our resources from our Sr consultants	-
Timesheet Management	We pay our consultants Bi-weekly, but work hours are tracked on daily basis and approved by the resource management.	5-10 mins on daily basis – in total 10 working days
Maintain pool of candidates	Going activity 1 to 7 days	Going activity 1 to 7 days

3. Provide an explanation of how background checks will be processed.

Instant Serve partner with Infocubic (<https://infocubic.com/>) and hire right (<https://www.hireright.com/apac/>) to conduct the background checks. These two firms are the business leaders in United States to conduct background check and well-known names in third party verifications. They have the most accurate, user friendly and secured systems in place step to conduct all kind of background check for Federal, State and many more customers.

InstantServe will assign dedicated onboarding team that will run a sequence of procedures that help the candidates in fulfilling the formalities and paperwork at the client end. We make sure prior to an offer made by InstantServe for employment, InstantServe's onboarding team conduct various checks that include but are not limited to:

- Complete background verification.
- Education verification.
- Previous employment checks.
- Reference checks.
- Credit Reports.
- Driver's Report/DMV Checks.
- Social Security Trace/Validation.
- Work Permit Checks (Form I-9).
- Drug Screening to test the candidates for the use of illicit/illegal drugs InstantServe offers a 5 and 10 panel drug screening with additional panels available upon request to our customers.
- Work eligibility verification – Use E-Verify to ensure each candidate is eligible to work.
- Criminal background checks.

Criminal Background Check Process

InstantServe has well defined Criminal Background verification Procedure. Our Team is capable to verify all criminal records of candidate within 3-5 days. Checks include that includes review of commercial, legal, employment, and/or financial records for any wrong doing which could be detrimental to the needs of the client. We also keep on file a copy of each of the candidate's resume including work history, professional references, and education and all the details related to the candidate's checks conducted to represent and warrant the candidate to our clients.

Here are the checks we usually perform to evaluate candidature that include but are not limited to:

- **Criminal history:** InstantServe always go in deep to check and know about past criminal history of an employee. In this check we see if any employee has been engaged in any activities in past that can be harmful for organization.
- **Motor vehicle records:** We check the driving record of employees who may have to operate an organizational vehicle or drive personal/rental vehicles on company business. InstantServe focus on license status, license class, end date, traffic violations, and arrests, convictions for driving under the influence, and license suspensions or cancellations. This checks reduce the risk of clients.
- **Public records:** InstantServe can access national crime database checks, local police information and available court records and/or criminal history by any law enforcement agency (as permitted by law).
- **Past reference checks:** InstantServe team pays special attention to verify the experience and personality traits of the candidate(s). After the candidates go through the series of screening procedures, InstantServe further conducts a review process to verify and validate the accuracy of their resume information. We also conduct various types of background checks like Previous Employment Checks, Visa Check, Photo Identity verification, Education Verification and Reference Checks (2 to 3 references) from our end to verify the accuracy of resume data.

****Instant Serve will meet all the background check requirements for UCF (if any additional from the above give list)**.**

4. Describe your process of vetting employees to meet the needs of the university; including professional appearance, reliability and workplace skills.

InstantServe is dedicated to interview methodology is short-listing of qualified resumes by Technical Recruiters. At this stage, the Technical Recruiters conduct first level Technical Screening by just posting a Job Description with our exhaustive Question Bank. The InstantServe proprietary Question Bank includes thousands of questions across technologies, skill set and domains. The below figure demonstrate our Screening Process.

Our Screening Ability

It is duty of our Technical Recruiter to verify the contents of a resume for authenticity by conducting reference checks and a thorough HR evaluation by virtue of an interview. Following this, a Resourcing Manager conducts resume and candidate assessment. Depending on the skill set and level of experience, he calls upon the Technical Screening Experts to conduct a thorough Technical Interview of the candidates in line with our understanding of a client requirement. Once a candidate is cleared by the Technical Screening Experts, the Resourcing Manager conducts a final round of discussion with the candidate before forwarding his resume to the Professional Recruiter.

The Professional Recruiter then conducts his own assessment of the candidate's fitment vis-à-vis a client requirement - taking into consideration the feedback (which is documented in prescribed formats – at all levels) he receives from the Technical Recruiter, Resourcing Manager, and the Technical Screening Expert. It is only once the Account Manager is completely satisfied with a resume that it is presented to the client.

Depending on the SLA and UCF's requirements, we will proactively begin reference and background checks to expedite the on boarding process in anticipation of candidate selection. The goal is to have a deep evaluation of each candidate sourced by a minimum of two practitioners on the InstantServe team and to identify the top five applicants who meet all must have requirements within 72 hours.

On receiving the requisition request from the Client, Our Program Manager will contact the UCF's requirements to ensure he has a clear understanding of each position's requirements as mentioned in scope of work. Our recruiters will work throughout the course of the program to find talent fit for the position by applying the following pre-screening and detailed screening methods:

Written Tests: InstantServe conduct written test of all the candidates to demonstrate their grasp on the basic knowledge required for a specified role. There are few fundamentals that need to be taken care. We have some set of questions that are used during interviewing candidates for different positions, which gives InstantServe and the client a common objective performance baseline.

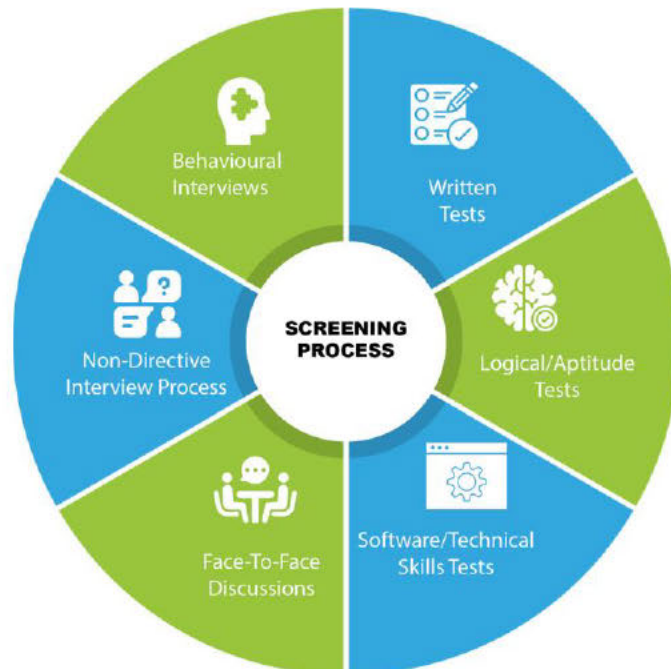


Figure 12: Screening Process

Logical/Aptitude Tests: InstantServe evaluates candidates' skills by taking logical and aptitude tests in order to gauge the individual personality traits. This assist InstantServe to short – list the candidates by seeing ability or aptitude to reason logically. However obtaining correct results from the test we standardized the format for each position types.

Software/Technical Skills Tests: InstantServe using many tools to analyze the Software and technical skills of candidates. We are using skill base screening and interviewing tools that help identifying that candidates have good software tester analytical skills and technical skills. It also provides a view into candidate's software knowledge, personality attributes, behavioral traits and technical scorecards which is used to identify top-performing applicants and probe deeper into personalized results.

Face-To-Face Discussions: InstantServe do thorough screening of candidate to evaluate the face-to –face interaction or how he/she comprising web/video conferencing interview depending on as per the client needs. Our recruiters stringently test the domain knowledge and experience of clients in order to shortlist best candidate for clients.

Non-Directive Interview Process: InstantServe also follow a non-directive interview process - generally, a less formal process to assess the candidate's skills and personality attributes.

Behavioural Interviews: InstantServe conduct situational based and behavioural interviews, to evaluate candidates on their past behaviour and experience and the candidate's judgment ability and knowledge that may be required for the job. Also InstantServe conduct group discussions to compare the soft skills of the short-listed candidates to make the best selection.

Technical Screening

- Execute a comprehensive face-to-face or Skype interview that drills into a candidate's experience related to the need and likelihood of success.
- Conduct technical and hard skills evaluation (verbal and written). InstantServe SMEs who are practitioners of the required discipline (+e.g., Oracle certified DBAs at InstantServe will interview DBA candidates, InstantServe certified PMPs would interview Project Manager Candidates) will assess if skills are adequate and relevant to be successful. Evaluations can be for coding, testing, networking changes, architecture, incident remediation, or schedule management, as examples.
- Conduct behavioural and soft skills evaluation (verbal and written). InstantServe CM/SMEs, who are practitioners in providing IT services to government customers, will evaluate communication, creativity, analytical thinking, diplomacy, flexibility, change-readiness, problem- solving, leadership, team building, and listening skills, as examples.

Prepare a feedback form to summarize the results of the interviews. Update the internal tool with rankings and recommendations for each candidate and select a high-quality candidate for government evaluation.

5. What is your company's fill percentage and lead time to get an employee ready to work?

InstantServe has 99% of fill rate and we take 1 week of time to get an employee ready to work.

D. ATTACHMENTS

APPENDIX I SUPPLEMENTAL OFFER SHEET TERMS AND CONDITIONS

APPENDIX I SUPPLEMENTAL OFFER SHEET TERMS AND CONDITIONS


The sections set forth below are to each be initialed as YES for "understood and agreed upon" or NO for "not agreed to." Failure to complete and return this document with your offer could result in rejection of your offer, at UCF's sole discretion. Respondents shall not check sections as "understood and agreed upon" with the intent to negotiate a change to those sections/terms and conditions after tentative award of a contract resulting from this ITN. Respondents disagreeing with any negotiable term or condition of this ITN are to provide a clear and detailed reason for the disagreement and a solution to the disagreement in his/her offer. A Respondent's disagreement with any non-negotiable section of this ITN may be automatically rejected. Failure of the University and the tentative awardee to come to an agreement with respect to terms and conditions within a time frame UCF determines to be reasonable constitutes grounds for rejection of that offer, and the University shall have the right, at its sole discretion, to award the contract to the next favorable respondent.

<u>SECTION</u>	<u>YES</u>	<u>NO</u>	<u>RESPONDENT INITIALS</u>
2.1**Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.2**Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.3**Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.4	<u>YES</u>	<u> </u>	<u>SK</u>
2.5	<u>YES</u>	<u> </u>	<u>SK</u>
2.6**Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.7 Section Not Used			
2.8**Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.9	<u>YES</u>	<u> </u>	<u>SK</u>
2.10	<u>YES</u>	<u> </u>	<u>SK</u>
2.11 **Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.12	<u>YES</u>	<u> </u>	<u>SK</u>
2.13 **Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.14 **Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.15	<u>YES</u>	<u> </u>	<u>SK</u>

<u>SECTION</u>	<u>YES</u>	<u>NO</u>	<u>RESPONDENT INITIALS</u>
2.16	<u>YES</u>	<u> </u>	<u>SK</u>
2.17	<u>YES</u>	<u> </u>	<u>SK</u>
2.18 **Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.19	<u>YES</u>	<u> </u>	<u>SK</u>
2.20 **Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.21	<u>YES</u>	<u> </u>	<u>SK</u>
2.22	<u>YES</u>	<u> </u>	<u>SK</u>
2.23	<u>YES</u>	<u> </u>	<u>SK</u>
2.24	<u>YES</u>	<u> </u>	<u>SK</u>
2.25	<u>YES</u>	<u> </u>	<u>SK</u>
2.26	<u>YES</u>	<u> </u>	<u>SK</u>
2.27 **Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.28 **Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.29	<u>YES</u>	<u> </u>	<u>SK</u>
2.30 **Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.31 **Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.32	<u>YES</u>	<u> </u>	<u>SK</u>
2.33	<u>YES</u>	<u> </u>	<u>SK</u>
2.34	<u>YES</u>	<u> </u>	<u>SK</u>
2.35 **Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.36	<u>YES</u>	<u> </u>	<u>SK</u>
2.37	<u>YES</u>	<u> </u>	<u>SK</u>
2.38	<u>YES</u>	<u> </u>	<u>SK</u>
2.39 **Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>

<u>SECTION</u>	<u>YES</u>	<u>NO</u>	<u>RESPONDENT INITIALS</u>
2.40	<u>YES</u>	<u> </u>	<u>SK</u>
2.41	<u>YES</u>	<u> </u>	<u>SK</u>
2.42 **Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.43	<u>YES</u>	<u> </u>	<u>SK</u>
2.44	<u>YES</u>	<u> </u>	<u>SK</u>
2.45	<u>YES</u>	<u> </u>	<u>SK</u>
2.46	<u>YES</u>	<u> </u>	<u>SK</u>
2.47	<u>YES</u>	<u> </u>	<u>SK</u>
2.48	<u>YES</u>	<u> </u>	<u>SK</u>
2.49 **Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.50	<u>YES</u>	<u> </u>	<u>SK</u>
2.51	<u>YES</u>	<u> </u>	<u>SK</u>
2.52 **Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.53 **Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.54	<u>YES</u>	<u> </u>	<u>SK</u>
2.55	<u>YES</u>	<u> </u>	<u>SK</u>
2.56 **Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.57 **Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.58 **Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
2.59 **Non-negotiable**	<u>YES</u>	<u> </u>	<u>SK</u>
Appendix I	<u>YES</u>	<u> </u>	<u>SK</u>
Appendix II	<u>YES</u>	<u> </u>	<u>SK</u>
Appendix III	<u>YES</u>	<u> </u>	<u>SK</u>
Appendix IV	<u>YES</u>	<u> </u>	<u>SK</u>

Company: InstantServe LLC Authorized Representative's Name: Simratpal K. Khela

Authorized Representative's Signature:  Date: January 26, 2022

APPENDIX II

CERTIFICATE OF NON-SEGREGATED FACILITIES

We, InstantServe LLC certify to the University of Central Florida that we do not and will not maintain or provide for our employees any segregated facilities at any of our establishments, and that we do not and will not permit our employees to perform their services, under our control, where segregated facilities are maintained. We understand and agree that a breach of this certification is a violation of the Equal Opportunity clause required by Executive Order 11246, as amended.

As used in this certification, the term "segregated facilities" means any waiting rooms, work areas, rest rooms and wash room, restaurants and other eating areas, time clocks, locker rooms and other storage or dressing areas, parking lots, drinking fountains, recreation or entertainment areas, transportation and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, creed, color or national origin, because of habit, local custom or otherwise.

We, further, agree that (except where we have obtained identical certifications from offered subcontractors for specific time periods) we will obtain identical certifications from offered subcontractors prior to the award of subcontracts exceeding \$10,000 which are not exempt from the provisions of the Equal Opportunity Clause; that we will retain such certification in our files; and that we will forward the following notice to such offered subcontractors (except where the offered subcontractors have submitted certifications for specific time periods):

NOTE TO PROSPECTIVE SUBCONTRACTORS ON REQUIREMENTS FOR CERTIFICATIONS OF NON-SEGREGATED FACILITIES. A Certificate of Non-segregated Facilities, as required by the 9 May 1967 order on Elimination of Segregated Facilities, by the Secretary of Labor (32 Fed. Reg. 7439, 19 May 1967), must be submitted prior to the award of a sub-contract exceeding \$10,000 which is not exempt from the provisions of the Equal Opportunity clause. The certification may be submitted either for each sub-contract or for all subcontracts during a period (i.e., quarterly, semiannually, or annually).

The Contractor and subcontractors shall abide by the requirements of 41 CFR Section 60-1.4(a), 60-300.5(a), 60-741.5(a), and 29 CFR Part 471, Appendix A to Subpart A with respect to affirmative action program and posting requirements. These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities and prohibit discrimination against all individuals based on their race, color, religion, sex, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, national origin, protected veteran status, or physical or mental disability.

NOTE: Whoever knowingly and willfully makes any false, fictitious, or fraudulent representation may be liable to criminal prosecution under 18 U.S.C. 1001.

APPENDIX II

CERTIFICATE OF NON-SEGREGATED FACILITIES SUBPART - CONTRACTOR'S AGREEMENTS

SEC. 202. Except in contracts exempted in accordance with Section 204 of this Order, all Government contracting agencies shall include in every Government contract hereafter entered into the following provisions:

During the performance of this contract, the contractor agrees as follows:

- (1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, sexual orientation, gender identity or national origin. Such action shall include, but not be limited to the following: employment, upgrading demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of this nondiscrimination clause.
- (2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.
- (3) The contractor will send to each labor union or representative of workers with which the contractor has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer, advising the labor union or worker's representative of the contractor's commitments under Section 202 of Executive Order No. 11246 of September 24, 1965, and shall post copies of notice in conspicuous places available to employees and applicants for employment.
- (4) The contractor will comply with all provisions of Executive Order No. 11246 of September 24, 1965 and of the rules, regulations, and relevant orders of the Secretary of Labor.
- (5) The contractor will furnish all information and reports required by Executive Order No. 11246 of September 24, 1965, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the contracting agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations and orders.
- (6) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of such rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts in accordance with procedures authorized in Executive Order No. 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoiced as provided in Executive Order No. 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.
- (7) The contractor will include the provision of Paragraphs (1) through (7) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued

pursuant to Section 204 of Executive Order No. 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or Supplier. The contractor will take such action with respect to any subcontract or purchase orders the contracting agency may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, however, that in the event the contractor becomes involved in, or is threatened with, litigation with a subcontractor or Supplier as a result of such direction by the contracting agency, the contractor may request the United States to enter into such litigation to protect the interest of the United States.

SEC. 402 Affirmative Action for Disabled Veterans and Veterans of the Vietnam Era:

- (1) The contractor agrees to comply with the affirmative action clause and regulation published by the US Department of Labor implementing Section 402 of the Vietnam Era Veteran's Readjustment Assistance Act of 1974, as amended, and Executive Order 11701, which are incorporated in this certificate by reference.

Company: InstantServe LLC

Authorized Representative's Name: Simratpal K. Khela

Authorized Representative's Signature: 

Date: January 26, 2022

APPENDIX III COMPLIANCE AND CERTIFICATION OF GOOD STANDINGS

APPENDIX III
COMPLIANCE AND
CERTIFICATION OF GOOD STANDINGS

The parties shall at all times comply with all applicable ordinances, laws, rules and regulations of local, state and federal governments, or any political subdivision or agency, or authority or commission thereof, which may have jurisdiction to pass laws, ordinances, or make and enforce rules and regulations with respect to the parties.

Suppliers shall certify below that they are in good standings to conduct business in the State of Florida. **The awardee of any contract resulting from this solicitation shall forward a certification of good standing, upon request of UCF.** Noncompliance with this provision may constitute rejection of proposal or termination of a contract at UCF's sole discretion.

CERTIFICATION

I certify that the company submitting an offer under this solicitation is in compliance with all applicable laws to conduct business in the State of Florida, is in good standings and will provide a certificate of good standings from the State of residence prior to initiating any performance under any contract resulting from this solicitation.

Company: InstantServe LLC

Authorized Representative's Name: Simratpal K. Khela

Authorized Representative's Signature: 

Date: January 26, 2022

ADDENDUM 1



UNIVERSITY OF CENTRAL FLORIDA

Department of Procurement Services
12424 Research Parkway, Suite 300
Orlando, FL 32816-0975

ADDENDUM

IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE

ITN NUMBER: 2021-03TCSA

OPENING DATE & TIME: ~~January 13, 2022 @ 2 p.m.~~ January 27, 2022 @ 2 p.m. EST (See below)

ITN TITLE: STAFF TEMPORARY SERVICES

ADDENDUM NUMBER: I ADDENDUM DATE: December 15, 2021

Purpose of this addendum is to:

- Provide answers to questions submitted during the open Q/A period on 1/13/22.
- Extend the due date for offer submission to 1/27/22 @ 2 p.m. EST.

PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM AND RETURN IT WITH YOUR OFFER. FAILURE TO SIGN AND RETURN WITH YOUR OFFER COULD RESULT IN REJECTION OF YOUR OFFER.



PROPOSERS SIGNATURE

Simratpal K. Khela

PRINT OR TYPE PROPOSER'S NAME

InstantServe LLC

COMPANY NAME

Simratpal.K@iserveworld.com

EMAIL ADDRESS

ADDENDUM 2



UNIVERSITY OF CENTRAL FLORIDA

Department of Procurement Services
12479 Research Parkway, Suite 600
Orlando, FL 32826-0050

ADDENDUM

IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE

ITN NUMBER: 2021-03TCSA OPENING DATE & TIME: January 27, 2022 @ 2:00 p.m.

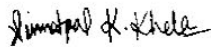
ITN TITLE: TEMPORARY LABOR SERVICES

ADDENDUM NUMBER: II ADDENDUM DATE: January 13, 2022

Purpose of this addendum is to:

- Answer questions submitted during the Q/A period

PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM AND RETURN IT WITH YOUR OFFER. FAILURE TO SIGN AND RETURN WITH YOUR OFFER COULD RESULT IN REJECTION OF YOUR OFFER.



PROPOSERS SIGNATURE

Simratpal K. Khela

PRINT OR TYPE PROPOSER'S NAME

InstantServe LLC

COMPANY NAME

Simratpal.K@iserveworld.com

EMAIL ADDRESS

Answers to Questions
ITN 2021-03TCSA
TEMPORARY LABOR SERVICES

1. Does this ITN include healthcare staffing? If so, What types of positions?
UCF Answer: There may be situations where the university will need the assistance with healthcare staffing, particularly in our student health services areas, for RNs, LPNs, CMA, phlebotomists.
2. Is it acceptable to respond to this ITN to support only one or two specific categories?
UCF Answer: Yes. This is an ITN where a pool of vendors for each category are awarded.
3. What is the estimated budget for this ITN? If unknown, please specify previous spending.
*UCF Answer: There is no estimated budget for this ITN. Various university departments use this contract on an as needed basis so the spend will vary. The estimated spend for previous years are:
FY19: 1.17M
FY20: 909K
FY21:984K*
4. Please provide name of the current vendor providing the services with a copy of their proposal.
UCF Answer: The list of incumbents for ITN1602 and a copy of their proposals are available on our website: <https://procurement.ucf.edu/contracts/>.
5. Kindly provide total number of temporary staffs on current assignment.
UCF Answer: We do not have visibility of the total number of temporary staffs on assignment. The positions are identified and filled on an as needed basis from various university departments.
6. What are the most frequently used job categories in the subject matter ITN?
UCF Answer: This is an ITN where a pool of vendors for each category are awarded. We are looking to cover all job categories.
7. What is the average length of the assignment?
UCF Answer: Various university departments use this contract on an as needed basis so the length of the assignment will vary.
8. Is there any preference for local vendor?
UCF Answer: Although we would not be opposed to a non-local vendor, the university prefers candidates in the state of Florida, when at all possible. Local vendors will have a better pulse on our local employment market.
9. Is it mandatory to utilize a sub-contractor?
UCF Answer: No. The preference is to award the ITN to a pool of vendors who specialize in filling temp staffing positions by category.
10. Kindly specify total number of FTE's working and current \$ value spent.
UCF Answer: See Questions 4 & 5.
11. Please provide list of sections to be answered in the technical proposal so to avoid compliance issues.
UCF Answer: The Respondent's response to this ITN shall be prepared in accordance with Section 3.0 "Required Offer Format."
12. Please provide list of forms/attachments to be provided with the proposal.
UCF Answer: Please reference section 2.5 Written Addendum, Appendix I, Appendix II, and Appendix III.

13. Do we have to submit certificate of insurance with the proposal?
UCF Answer: The actual certificate is not required until after awards are made. Please reference section 2.20 Limitation of Remedies, Indemnification, and Insurance, item C, regarding proof of coverage.
14. Do we have to submit business license with the proposal?
UCF Answer: Licensed to do business in the State of Florida is required.
15. Please provide specific format for references.
UCF Answer: See Question 11.
16. How much weightage is there in evaluation for a vendor providing educational references only?
UCF Answer: we will evaluate each vendor based on their proposal, the degree to which it satisfies the requirements the proposal sections in 3.0 and quality of references and services provided.
17. Do you have any document that states the kind of IT resources or job titles that the University intends to hire under this Staff augmentation Master Agreement?
UCF Answer: No, we do have description of IT resources or job titles. The job description and specific scope of work requirements will be provided at the time the need is identified.
18. What are the physical University of Central Florida locations where work is to be performed under this contract?
UCF Answer: The physical locations will be at the discretion of the various university departments doing the hiring.
19. Are all personnel/roles involved with this project required to be available for on-site work or are some roles, such as Information Technology roles, permitted to be remote?
UCF Answer: See Question 18.
20. If some personnel/roles are permitted to be remote, are you open to off-shore as well as US based remote work?
UCF Answer: We may be interested in offshore work based on candidate experience.
21. Please disclose the incumbent vendor names and, if possible, please share their proposals.
UCF Answer: See Question 4.
22. What service challenges are you experiencing with the current contract arrangement?
UCF Answer: Currently, there are no challenges that we are aware of.
23. What is the estimated budget for this contract? If unknown, please provide the previous spend.
UCF Answer: See Question 3.
24. What has been the percentage of Information Technology roles annually?
UCF Answer: We currently do not have this information breakdown.
25. What has been the percentage of Information Technology spend annually?
UCF Answer: We currently do not have of this information breakdown.
26. Are you seeking local vendors or are you equally open to awarding an out of state vendor?
UCF Answer: See Question 8.
27. Do you have a sample list of Information Technology roles you anticipate needing sourced through this contract?
UCF Answer: See Question 17.
28. Do you know what the scope of work would be for legal services?
UCF Answer: No. The department will define the legal services needed when they go out for quotes.

29. How many employees currently work under (or will be anticipated to work under) this contract?
UCF Answer: See Question 5.
30. Who are the present vendors?
UCF Answer: See Question 4.
31. How many vendors will be awarded as a result of this solicitation?
UCF Answer: The number of awardees is not know yet.
32. What are the current billable hourly rates?
UCF Answer: This ITN is seeking for vendors' capabilities and qualifications only and not billable hourly rates.
33. How much was spent (dollar value) on this service last year?
UCF Answer: See Question 3.
34. Is there a Prevailing/Living wage requirement associated with this project?
UCF Answer: No
35. Are additional points awarded to firms who are or have Minority Business Enterprise (MBE) partners?
UCF Answer: While the university supports the use of MWBEs and all small and diverse vendors, we do not have any specific requirements or considerations allotted.
36. May we request a copy of the incumbent's contract?
UCF Answer: See Question 4
37. May we request a copy of the incumbents previously submitted proposal?
UCF Answer: See Question 4
38. Would you be able to provide more clarity on what qualifies as support staff and administrative positions?
UCF Answer: These categories are meant to be generic. The specifics will be provided when service is needed.
39. What are they measuring to choose the winner? Is it price? Past performance? Relationships with managers?
UCF Answer: Please reference section 2.8 Evaluation Criteria and selection Process of the ITN.
40. How many people are also competing on this?
UCF Answer: This ITN was publicly solicited. We do not know how many will participate at this time.
41. Has a Supplier already been selected and is this a formality?
UCF Answer: No
42. In the statement of **objective**, it states "ITN does not seek hourly pricing from proposers" however on the **same page it also states** that the "initial offer should contain the best terms from a cost or price and technical standpoint." What cost or price is this referring to?
UCF Answer: This ITN is not seeking for cost or price.
43. Please advise on what cost or price needs to be included - is the hourly rate or an estimated cost or price for the entire duration/length of the contract?
UCF Answer: Hourly rate is not requested for this ITN.
44. The duration and length of the project for all these Categories remains the same or it varies?
UCF Answer: It varies.

45. It states that the "initial offer should contain the best terms from a cost or price and technical standpoint. What is it referring to? Can you please elaborate.

UCF Answer: See Question 42

46. Does this solicitation require respondents to be able to fulfill positions in all categories listed or is it acceptable to respond to a specific category (i.e., Information Technology) listed in the ITN?

UCF Answer: It is acceptable to respond to a specific category.

47. Section 1.1, Paragraph 1 states "This ITN does not seek hourly pricing from proposers; however, each proposer must respond with their capabilities to meet the objectives of this ITN which includes reaching agreements on terms and conditions" and paragraph 1.2.D states "Therefore, the Respondent's initial offer should contain the best terms from a cost or price and technical standpoint". Could you please clarify the desired information you would like to have included in the proposal?

UCF Answer: See Question 42

48. Section 2.33 Subcontracts: It is stated that "The subcontractors and the amount of subcontract(s) shall be identified in the Respondent's response to this ITN". Since this ITN is for Temporary Labor Services, is it acceptable to simply state that subcontractors may be used in the fulfillment of the specific position(s) that are being requested? Since it is currently unknown about the various skills, position titles, etc. as well as the number of positions that may be acquired through this ITN, it is hard to identify the amount of subcontract(s) that may be used. Can you please provide guidance on what you would like to have included in the proposal to address this section?

UCF Answer: Vendor's proposal should address the capabilities and qualifications of your firm as it relates to the requirements of the ITN. We do not require that you list potential subcontractors in your offer. Subcontractors may be used; however, the awarded vendor has full responsibility for completion of the services.

49. For ITN 2021-03TCSA, do you have any idea the number of staffers you are looking for, for the Temporary information technology systems or database administrators, Temporary technician staffing needs, Temporary clerical or administrative assistance, Temporary financial staffing needs, and Temporary personnel services?

UCF Answer: We do not know the number of staffers needed. Temporary staff positions are identified and filled on an as needed basis from various departments.

50. What are the historical volumes of spending annually in the program?

UCF Answer: See Question 3.

51. Is there any incumbent companies that currently provide these services to the agency? If yes who are they?

UCF Answer: See Question 4.

52. Is there any forecasted/approved budget for this opportunity?

UCF Answer: No

53. What is UCF's anticipated total spend on Temporary Labor Services for 2021 and forecasted for 2022?

UCF Answer: See Question 3.

54. Based upon the skill sets highlighted in your ITN package of administrative, accounting, training, support staff, information technology, professionals, light industrial, technical, skilled trades and general maintenance, can you please share your Temporary Labor Services spend by skill classifications?

UCF Answer: We currently do not have this information breakdown.

55. What is the average length of a UCF temporary request? Are there any length limitations we should be aware of?

UCF Answer: See Question 5.

56. Understanding UCF is looking for a preferred supplier (multiple vendor award), can you please share the number of existing approved suppliers UCF has today?

UCF Answer: See Question 4.

57. Under your current model, how is UCF evaluating each of the supplier's performance?

UCF Answer: We currently don't have a supplier's performance evaluation in place. The individual department are responsible for supervising, replacing, and removing the temporary staff members that they hire.

58. Under your current model. How does UCF determine which supplier to seek Price Quote Request for individual requirements?

UCF Answer: Please reference the Scope of Work (p.30) in the ITN that outlines UCF will issue Price Quote Requests via email and the number of quotes requested will depend upon the anticipated total amount of the required service.

59. Although, UCF provided detailed ITN Evaluation of Responses criteria, when requesting Temporary Labor Services what are the 3 most important factors for the individual requesting department? (examples include: price, response time, access to quality of talent, business relationship, etc.).

UCF Answer: All factors noted are important. The department will select the candidate who offers the best value on a case by case basis.

60. Upon vendor selection, whom within UCF will be responsible for vendor relations? Procurement, HR, etc.

UCF Answer: Please see section 2.32 of the ITN document. UCF's Liaison with the successful respondent(s) will be Renee Grigor (HR). Additionally, the Contract Administrator will be Trinh Nguyen (Procurement)

61. How many max no. awards do you intend to give?

UCF Answer: See Question 31.

62. Can you please provide us with an estimated or NTE budget allocated for this contract?

UCF Answer: See Question 3.

63. What is the place of performance of the candidate?

UCF Answer: See Question 18.

64. Is Subcontracting allowed for this opportunity, if so, are there any specific participation goals to be met?

UCF Answer: See Question 48. There are no specific participation goals.

65. Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name? Is the incumbent eligible to submit the proposal again?

UCF Answer: The incumbents are eligible to submit their proposals again. Please reference question 4 for the names.

66. Are there any pain points or issues with the current vendor(s)?

UCF Answer: Currently there are no pain points or issues that we are aware of.

67. Could you please share the previous spending on this contract, if any?

UCF Answer: See Question 3.

68. Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?

UCF Answer: No

69. What is the total number of resources who are currently working on this project? Please let us know their position name and hourly rate?

UCF Answer: See Question 5.

70. Considering the current COVID-19 pandemic situation, if the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets?
UCF Answer: Yes
71. Are hourly rate ranges acceptable for proposed personnel?
UCF Answer: Yes
72. Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance?
UCF Answer: See Question 18.
73. Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?
UCF Answer: Resumes for candidates was not requested in the ITN.
74. How many people are currently working onsite and offsite?
UCF Answer: We currently do not have this information breakdown.
75. Are there any mandated Paid Time Off, Vacation, etc.?
UCF Answer: Since they are not UCF employees, we will not have mandates. We may, however, expect candidate to observe university closure dates.
76. What is the annual contract spend?
UCF Answer: It varies by supplier
77. What is the annual spend or hours by WC code category or job title?
UCF Answer: See Question 3
78. What are the current rates?
UCF Answer: The rates will vary by the specific job category, job descriptions, scope of work, etc.
79. Who are the current vendors?
UCF Answer: See Question 4
80. Approximately how many vendors will be chosen to service this contract?
UCF Answer: See Question 31.
81. Are there direct hire opportunities?
UCF Answer: Direct hires will be considered, but final decisions will be based on university need and direct hire fees.
82. Is a local office required?
UCF Answer: It is not required, but highly preferred.
83. After responding to Price Quote Request (w/in 3-5 day requirement), how soon will selected vendor be notified? How long will the chosen vendor for that order have to fill the position? How soon will qualified/accepted candidate start?
UCF Answer: The individual department hiring will decide the above.
84. After awarding a Price Quote Request to a vendor, will the other awarded vendors have access to the successful quote information so that they can adjust their pricing going forward?
UCF Answer: The individual price quotes will not be posted, however, UCF is a public institution and follows all public records laws.

85. Will all business lines need to be supported? For example, are we able to provide support for IT positions only?
UCF Answer: See Question 46
86. Is there an MSP or VMS?
UCF Answer: No
87. Is there a set mark-up? Or maximum bill rate?
UCF Answer: No
88. Please provide spend by segment.
UCF Answer: See Question 3.
89. What is the length of the contract duration?
UCF Answer: This is a 3 yrs contract with the option to renew for 5 additional years
90. How many vendors does UCF intent to award?
UCF Answer: See Question 31.
91. Will we have the ability to add service offerings if we are awarded?
UCF Answer: Only service offerings that are within the scope of this ITN will be included in the contract award
92. If the Bidder has the required insurance coverage and is not “disagreeing” with the requirements, but its insurance carriers provide notice only to the policyholder, not additional insureds, and the Certificate of Insurance would not contain any notice language. As an alternative, Bidder could agree to provide the requested 30 days’ advance notice in the event of any material change or cancellation of coverage. As Section 2.20 is marked as non-negotiable, would this alternative notice be acceptable to UCF?
UCF Answer: Proof of insurance is required as outlined in the ITN.
93. Can the University of Central Florida (UCF) provide total temporary labor spend for 2019, 2020, and 2021?
UCF Answer: See Question 3.
94. How many staffing firms does UCF hope to align through this ITN?
UCF Answer: See Question 31.
95. Can UCF provide job descriptions for the labor disciplines listed in Section 1.1 Statement of Objective?
UCF Answer: No, we do have job descriptions for the labor disciplines listed. These categories are meant to be generic. The specifics will be provided when service is needed.
96. How many temporary workers commenced their assignment with UCF in 2021?
UCF Answer: See Question 5
97. Can UCF provide a headcount breakdown by job title for the temporary personnel that are currently on assignment?
UCF Answer: We currently do not have this information breakdown.
98. How many temporary staffing firms are currently used by UCF today?
UCF Answer: See Question 4
99. When UCF has a need for a temporary worker, is the requisition released to all the approved vendors at the same time?
UCF Answer: No, please reference the Scope of Work in the ITN regarding quote requests from suppliers.
100. Can UCF confirm that Appendix II Certificate of Non-Segregated Facilities, Appendix II Certificate of Non-Segregated Facilities Subpart – Contractor’s Agreements, and Appendix III Compliance and Certification of Good

Standings are provided for informational purposes only and are not required to be signed and submitted with the bid response?

UCF Answer: The above forms are required to be signed and submitted with the bid response.

101. Will all temporary labor positions with UCF be on-site or will there be some positions that can be worked remotely?

UCF Answer: See Question 18.

102. Is this opportunity only for the recruiting and placement of temporary personnel with UCF or will there also be an opportunity to also provide payroll services?

UCF Answer: This ITN is for temporary staff services with UCF.

103. If an incumbent vendor does not have its agreement renewed, will UCF consider allowing the transition of the supplier's temporary personnel to an approved supplier at a payroll services markup rate?

UCF Answer: When new contracts are awarded through this solicitation process, the previous contracts will expire. We do not dictate where/how the new awardees will find temp staff to offer

104. Are suppliers of temporary personnel allowed to speak with UCF Hiring Managers directly to gather additional insight into a new temporary position?

UCF Answer: Yes

105. Will there be an opportunity to provide direct placement services through this ITN?

UCF Answer: That is not the intention of this ITN. If there is a desire to hire temporary placements direct hire will be considered.

106. What percentage of temporary workers convert to full-time employees of UCF?

UCF Answer: Unknown. Most conversions occur with UCF temporary employees.

107. Can UCF provide any information on average length of assignment?

UCF Answer: See Question 7.

108. What challenges is UCF currently facing today with the current suppliers?

UCF Answer: See Question 22.

109. On this solicitation the resumes of people you want on section 3.2 is it for people assigned to work with UCF on requests or is it for specific job requirements UCF has.

UCF Answer: We're asking for qualifications/experience for employees that will be assigned to UCF account.

110. If it is a multiple-award contract, how many awards will be made under this contract?

UCF Answer: See Question 31.

111. Will UCF be sending Price Quote Requests to all awardees?

UCF Answer: No. Please reference the Scope of Work in the ITN regarding the quote requests to suppliers.

112. Is this a new contract or renewal of an existing contract?

UCF Answer: This ITN is a rebid for an existing contract.

113. If there is an existing contract, could you please share the name of the Current Suppliers (who are currently providing services to the UCF)?

UCF Answer: See Question 4.

114. How many awards were made in the past?

UCF Answer: See Question 4.

115. Could you please share the current Suppliers' pricing and Proposals?
UCF Answer: No, pricing were provided in the proposals.
116. When was the existing contract started, and what is the annual monetary spent value of the current contract since inception?
UCF Answer: See Question 3.
117. Please share the historical spend for the year 2020.
UCF Answer: See Question 3.
118. Can you please share the no. of positions served in previous years under this contract?
UCF Answer: We currently do not have this information at this time. Various university departments use this contract on an as needed basis.
119. Can you please share the amount of business each vendor did under this contract in previous years?
UCF Answer: See Question 3.
120. Which were the job titles most commonly filled under various labor categories such as administrative, accounting, training, support staff, information technology, professionals, light industrial, technical, skilled trades, and general maintenance in past?
UCF Answer: We currently don't have this detailed information.
121. Can you please share the email id/details where we can raise the public record request for the old RFP?
UCF Answer: Public records can be requested through gcounsel@ucf.edu.
122. Can you share details from where we can get old RFP details?
UCF Answer: See Question 121
123. Can you share details from where we can see the records for the old contract?
UCF Answer: See Question 4.
124. What is the expected annual budget of this contract? Please share the rough estimate?
UCF Answer: See Question 3.
125. How many positions are expected to be filled under this contract?
UCF Answer: We do not know how many positions are to be filled. Various university departments use this contract on an as needed basis.
126. Which are the job titles to be most commonly filled under this contract?
UCF Answer: See Question 6.
127. What will be the minimum duration of work for any job position?
UCF Answer: See Question 7.
128. List a minimum of three accounts that have similar needs to UCF. University and/or College accounts would be a plus.
- Is it mandatory to provide references from University and/or College accounts?
 - Will you consider references from other public sector clients?
 - Will you consider references from commercial clients?
 - Will you give preference to bidders who have references with University and/or College accounts as compared to bidders who have references with other public sector clients across the USA?
- UCF Answer:**
- Is it mandatory to provide references from University and/or College accounts? **No**

- Will you consider references from other public sector clients? **Yes**
- Will you consider references from commercial clients? **Yes**
- Will you give preference to bidders who have references with University and/or College accounts as compared to bidders who have references with other public sector clients across the USA? **Perhaps**