



**brooksource**<sup>™</sup>  
*Beyond* The Expected.

## **Proposal for University of Central Florida** ITN2021-03 Temporary Labor Services

Closing Date & Time: Thursday, January 27, 2022 at 2:00pm EST

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## INVITATION TO NEGOTIATE ACKNOWLEDGEMENT FORM

<b>SUBMIT OFFER TO:</b> <b>Via Bonfire Web Portal</b> <b>UNIVERSITY OF CENTRAL FLORIDA</b> Phone: (407) 823-2661 <a href="http://www.procurement.ucf.edu">www.procurement.ucf.edu</a> <a href="https://ucfprocurement.bonfirehub.com/opportunities/49428">https://ucfprocurement.bonfirehub.com/opportunities/49428</a>		<b>University of Central Florida</b>  <b>INVITATION TO NEGOTIATE</b>  <b>Contractual Services</b>  <b>Acknowledgement Form</b>	
Your submission must be uploaded, submitted, and finalized prior to the closing time on <b>January 13, 2022 @ 2:00pm</b> . 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 <b>Appendix 4</b> for submittal instructions.			
Page 1 of 38 Pages		OFFERS WILL BE OPENED <b>January 13, 2022 @ 2:00pm EST</b>	
		and may not be withdrawn within <b>120</b> days after such date and time.	
UNIVERSITY ADVERTISING DATE: <b>November 17, 2021</b>		ITN TITLE: <b>Temporary Labor Services</b>	
FEDERAL EMPLOYER IDENTIFICATION NUMBER 35-2107150			
SUPPLIER NAME Eight Eleven Group dba Brooksource		REASON FOR NO OFFER: N/A	
SUPPLIER MAILING ADDRESS 8365 Keystone Crossing, Suite 104			
CITY - STATE - ZIP CODE Indianapolis, IN 46240		<b>POSTING OF PROPOSAL TABULATIONS</b> 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.	
AREA CODE 904	TELEPHONE NUMBER 727-0264		
N/A	FAX:		
EMAIL: <a href="mailto:pregalado@brooksource.com">pregalado@brooksource.com</a>			

### Government Classifications Check all that apply

- |  |   |
|--|---|
| <input type="checkbox"/> African American        | <input 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 type="checkbox"/> Small Business Federal  | <input 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)**

*Philip Regalado* Account Executive  
\_\_\_\_\_  
**AUTHORIZED SIGNATURE (TYPED), TITLE**

**4. PRICES, TERMS AND PAYMENT:** Firm prices shall be negotiated and include all services rendered to the purchaser.

**(a) DISCOUNTS:** Cash discount for prompt payment shall not be considered in determining the lowest net cost for offer evaluation purposes.

**(b) MISTAKES:** Proposers are expected to examine the conditions, scope of work, offer prices, extensions, and all instructions pertaining to the services involved. Failure to do so will be at the Proposer's risk.

**(c) INVOICING AND PAYMENT:** All Suppliers must have on file a properly executed W-9 form with their Federal Employer Identification Number prior to payment processing.

Suppliers shall submit properly certified original invoices to:

Division of Finance  
12424 Research Parkway, Suite 300  
Orlando, Florida 32826-3249

Invoices for payment shall be submitted in sufficient detail for a proper pre-audit and post audit. Prices on the invoices shall be in accordance with the price stipulated in the contract at the time the order is placed. Invoices shall reference the applicable contract and/or purchase order numbers. Invoices for any travel expenses shall be submitted in accordance with the State of Florida travel rates at or below those specified in Section 112.061, Florida Statutes and applicable UCF policies. Travel reimbursement must be made using the UCF Voucher for Reimbursement of Traveling Expenses available at <https://fa.ucf.edu/travel-payables-forms/>.

Final payment shall not be made until after the contract is complete unless the University has agreed otherwise.

**Interest Penalties:** Supplier interest penalty payment requests will be reviewed by the UCF vendor ombudsman whose decision will be final.

**Vendor Ombudsman:** A vendor ombudsman position has been established within the UCF Division of Finance. It is the duty of this individual to act as an advocate for Suppliers who may be experiencing problems in obtaining timely payments(s) from the University of Central Florida. The vendor ombudsman can be contacted at (407) 882-1082 or by mail at the address in paragraph 4(d) above.

The ombudsman shall review the circumstances surrounding non-payment to determine if an interest payment is due, the amount of the payment; and, shall ensure timely processing and submission of the payment request in accordance with University policy.

## EXPERIENCE AND QUALIFICATIONS OF PROPOSER

### **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.**

Brooksource was established and firmly rooted in the beyond. Beyond traditional staffing and consulting services, we believe in relationships. We are invested in the University of Central Florida, and that means diving deep—understanding both current and future gaps and needs—and bringing the very best talent and culture for those specific objectives. UCF's business needs will always be our number one priority, and we will remain nimble and innovative in support of those needs.

In delivering over \$1.5 billion in staff augmentation services for our clients nationwide, Brooksource has developed proven candidate sourcing and recruiting strategies, enabling us to attract, assess, and retain top quality talent with the appropriate skills and competencies required by our clients. When Brooksource was founded in 2000, we saw tremendous opportunities to help organizations meet their staff augmentation needs, and we have retained that focus to this day. Since inception, Brooksource has been a trusted source for top quality resources through our three main service offerings:

- Staff Augmentation – Contract, contract-to-hire
- Managed Services – Customized project solutions, ongoing support services, niche consulting
- Workforce Transformation – Elevate and Project Patriot

We have reviewed this ITN in its entirety and are confident that Brooksource meets and exceeds the requirements set forth in this solicitation. Highlights of our relevant experience include the following:

- Substantial experience with centralized contracts that are used by many customers within a large organization
- Proven ability to attract first-rate talent, whether the assignments are focused on maintaining a legacy system or developing new systems that require cutting-edge skills
- Excellent record of meeting rapid response requirements
- Substantial experience filling both short- and long-term engagements
- Collegiality working with other staffing firms in cases where our customers have multiple service providers

Our experience providing the services set forth in this ITN to clients of similar size and scope, along with the following differentiators, uniquely poise Brooksource to be the most advantageous partner for UCF:

### **People-First Approach**

A positive customer experience is the main goal in any project we undertake, for clients and resources alike. Brooksource takes a high-touch approach to our delivery of resources, ensuring that our resources are provided the tools and knowledge necessary for success. Our people-first mantra has earned Brooksource a great deal of public recognition, including Individual Best Places to Work awards in many of our markets. Our core values of Service, Family, Passion, Grit, Opportunity, and Innovation are apparent internally and externally and are an integral part of every step we take with our resources and clients. We have an industry-leading 92% consultant completion rate. From offering additional incentives such as completion bonuses, to simply taking care of our consultants by offering health insurance and paid holidays, Brooksource consultants are happy to return for their next project with our team.

### **Experience-Driven Staffing**

At Brooksource, we're redefining the staffing industry's status by focusing on people first, disrupting the outdated practices of the past. Our model is dedicated to enhancing the consultant and client experience through personalized support and face-to-face interactions, including quality of work, retention, and results.

## CHANGING YOUR EXPERIENCE



### ENGAGEMENT & RETENTION

Building trust and lasting relationships with our consultants. Pre- and post-placement support ensure they finish their assignments — and finish them well.



### INNOVATION & INTELLIGENCE

We learn your goals, bringing ideas and insights on how to accomplish them in a competitive marketplace.



### QUALITY

Thorough candidate screening processes brings you the highest level of talent while saving you time.



### TECH WITH TOUCH

Technology makes our partnership more efficient but does not define it. From screening to performance evaluation, tools make us better without sacrificing your experience.

## STREAMLINED PROCESS



## SUCCESS METRICS

### TRUST

We fill **58%** of our relationship business vs. a 19% industry average

### STABILITY

**90%** of our consultants complete their assignments or are hired as FTE

### PRODUCTIVITY

Our customers conduct only **1.9** interviews per placement we make

## Managed & Professional Services

Our Managed & Professional Services practice provides our clients with customizable solutions to deliver on projects, ongoing support initiatives, and consulting engagements.

## CLIENT BENEFITS



### CUSTOMIZATION

We take the time to learn and understand your unique needs to create a solution that's tailored to fit.



### MAINTAIN CONTROL

Be as involved or removed from the project as you like. We'll take care of team coordination and communicating responsibilities and are happy to work with you or take the reins completely.



### FLEXIBILITY

We get it—things change. That's why our resources are easily adaptable and able to pivot projects seamlessly.



### CONSULTANT QUALITY

Our national network of talent resources are some of the best and brightest, ensuring we can provide you with consultants who can elevate your operation and improve your business.



### SIMPLIFY & CONTROL COSTS

Our simplified cost structure and low overhead model help clients easily budget and control costs.

## ENGAGEMENT MODELS



### NICHE CONSULTING

We provide technical guidance, training, and consulting solutions.



### PROJECT SOLUTIONS

We build customized solutions to deliver on technology projects, provide project oversight, and manage volume resourcing.



### ONGOING SUPPORT

We manage ongoing technology initiatives in the areas of maintenance, delivery and support, and provide Team as a Service solutions.

## Workforce Transformation

Brooksource offers two unique Workforce Transformation solutions: our associate-level consulting program, Elevate, as well as our Veteran consulting program, Project Patriot. These programs focus on supporting clients by providing niche, hireable talent through an innovative, cost-savings model that simultaneously enhances diversity in the workplace. In each of our 30 offices, Brooksource has at least one Elevate and Project Patriot Program Coordinator who is solely dedicated to supporting these programs.

 <h3>PROJECT PATRIOT</h3> <p>Veterans have done so much for us, so we want to return the favor. Project Patriot is a national consulting program, assisting Veterans and their spouses as they successfully transition into the civilian workforce, ensuring their experience and expertise are met with an ideal match.</p> <p><b>HOW DO WE FIND OUR TALENT?</b></p> <ul style="list-style-type: none"> <li>▶ Military bases</li> <li>▶ Veteran-focused non-profits</li> <li>▶ Universities</li> <li>▶ Sponsored Veteran programs</li> </ul> <p><b>TECHNICAL TRAINING &amp; TRANSITION ASSISTANCE:</b></p> <ul style="list-style-type: none"> <li>▶ Resume building &amp; interview skills</li> <li>▶ Transition Accelerator program</li> <li>▶ Customizable technical training</li> </ul>	 <h3>ELEVATE</h3> <p>Elevate is our associate-level consulting program that partners with you to help scale the future of your workforce. Our unique onboarding mechanism focuses on propelling talent, driving your organization's strategic vision, and diversifying the workplace.</p> <p><b>HOW DO WE FIND OUR TALENT?</b></p> <ul style="list-style-type: none"> <li>▶ Technical bootcamps</li> <li>▶ Sponsored events</li> <li>▶ Proactive pipelining</li> <li>▶ University partnerships</li> </ul> <p><b>TECHNICAL TRAINING &amp; PROFESSIONAL DEVELOPMENT:</b></p> <ul style="list-style-type: none"> <li>▶ Professional coaching/mentorship</li> <li>▶ Professional Accelerator program</li> <li>▶ Customizable technical training</li> </ul>						
<h3>WHY DO CLIENTS USE ELEVATE &amp; PROJECT PATRIOT?</h3> <table border="0"> <tr> <td data-bbox="231 1243 790 1500">  <p><b>FILLING SKILL GAPS</b> Building in-house talent in niche and emerging technologies.</p> </td> <td data-bbox="813 1243 1372 1500">  <p><b>WORKFORCE MANAGEMENT</b> Seamless succession planning and knowledge transfer.</p> </td> </tr> <tr> <td data-bbox="231 1355 790 1500">  <p><b>INSOURCING</b> Attractive alternative to outsourcing &amp; integration partnerships to build strong internal talent with “right-to-hire” engagements.</p> </td> <td data-bbox="813 1355 1372 1500">  <p><b>COMPLEMENTING INTERNAL PROGRAMS</b> Complement internal diversity, Veteran &amp; associate-level hiring efforts with a national pipeline that can be leveraged on a contract engagement.</p> </td> </tr> </table> <table border="0"> <tr> <td data-bbox="231 1523 790 1646">  <p>Over 90% of clients extend full-time offers or consultants complete their engagement</p> </td> <td data-bbox="813 1523 1372 1646">  <p>85% of Elevate &amp; Project Patriot resources still employed at client after 1 year</p> </td> </tr> </table>		 <p><b>FILLING SKILL GAPS</b> Building in-house talent in niche and emerging technologies.</p>	 <p><b>WORKFORCE MANAGEMENT</b> Seamless succession planning and knowledge transfer.</p>	 <p><b>INSOURCING</b> Attractive alternative to outsourcing &amp; integration partnerships to build strong internal talent with “right-to-hire” engagements.</p>	 <p><b>COMPLEMENTING INTERNAL PROGRAMS</b> Complement internal diversity, Veteran &amp; associate-level hiring efforts with a national pipeline that can be leveraged on a contract engagement.</p>	 <p>Over 90% of clients extend full-time offers or consultants complete their engagement</p>	 <p>85% of Elevate &amp; Project Patriot resources still employed at client after 1 year</p>
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## Centralized Recruiting Hubs

We are dedicated to being a strong presence on our clients' sites and developing trusting relationships with client leadership. Our experience in engaging top-quality resources skilled in the needs set forth in this ITN, as well as our large local and regional network, enables us to deliver expert talent in a cost-effective manner by minimizing travel expenses as much as possible. We have 30 offices nationwide and a heavy presence in Jacksonville; the office that will be supporting UCF is located at 4500 Salisbury Rd., Suite 350, Jacksonville, FL 32216. Having a local presence not only allows our team to be onsite as frequently as needed, but it also allows us to gain a strong understanding of local market trends and become ingrained in the specific and unique needs of UCF.

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

### Company Overview

Brooksource is one of the nation's leading firms that focuses on human capital solutions. In our Jacksonville office and 29 additional offices nationwide, our 400+ full-time recruiters focus on the types of services described in this ITN.

Specifically in Jacksonville, Brooksource has placed 1,807 resources, and we currently have 241 active resources on assignment throughout Jacksonville at the following (but not limited to) clients:

- AdventHealth
- Baptist Health
- Florida Blue
- Polk County Public Schools
- Johnson & Johnson

### Company History

When Brooksource was founded in Indianapolis in March of 2000, the initial market play involved providing entry-level resources in a cost-effective manner to solve the Y2K issues that many companies experienced at that time. The company was then called Technical Youth and focused primarily on recruiting and placing current college students or recent graduates as contingent labor resources, and the company focus has been on contingent labor and consulting services since inception. After cultivating our client relationships into true partnerships, we began obtaining requests to recruit resources for positions that required more experience.

In order to fulfill our clients' needs, we launched Brooksource in early 2003 to service this portion of the market. During that time, our success within the Indianapolis market had flourished, and a strong company foundation had been established to allow for scalability. We have since launched two additional brands: one focusing on healthcare and one focusing on non-IT professional services.

Today, with 30 physical locations and growing, Brooksource lends its reputation to its 7,940 resources placed with 248 client partners across 42 states during 2020. While 2020 proved to be a challenging year, we are proud of our 10% growth in revenue.

### Organizational Structure

We have included an organizational chart specific to UCF in **Attachment 1: Organizational Structure**.

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

### Company Size

- Internal Employees: 689
- Active Resources: 6,411

### Industry Track Record

Brooksource has actively partnered with state and local governments across the country to provide top quality resources since the company was founded in 2000. Our current public sector footprint is as follows:

- City and County of Denver
- City of Arvada
- City of Glendale
- Clark County School District
- Commonwealth of Kentucky
- Commonwealth of Massachusetts
- New York City
- Orange County, NC
- Polk County, FL
- Seattle School Districts
- State of Arizona
- State of Colorado
- State of Connecticut
- [State of Florida\\*](#)
- State of Indiana
- State of Michigan
- State of New Hampshire
- State of New Jersey
- State of North Carolina
- State of Ohio



- State of Pennsylvania
- State of Tennessee
- State of Texas
- State of Vermont
- State of Virginia
- State of Washington
- State of Wisconsin

*\*Brooksource was recently awarded the State of Florida State Term Contract No. 80101507-21-STC-ITSA for Information Technology Staff Augmentation.*

In 2020, Brooksource successfully placed 13,542 resources; of those, 3,864 were placed with clients in the public sector. Additionally, we placed 644 across the State of Florida at the following, but not limited to, clients:

- Polk County Public Schools
- AdventHealth
- Baptist Health
- Florida Blue
- Charter Communications
- Masonite International Corporation
- Duke Energy
- HD Supply Support Services
- Johnson & Johnson
- Kemper Corporation
- Express Scripts
- Burns & McDonnell
- The Home Depot
- Foot Locker
- Fidelity National Financial
- Humana

### **Financial Stability**

Because Brooksource is a privately held company in a highly competitive industry, Brooksource only discloses financial information of this nature to its owners, and from time to time, clients upon request. Accordingly, this confidential information is to be used exclusively for purposes of evaluating the financial operating position of Brooksource as a vendor.

Brooksource understands such evaluations may be communicated to certain employees who are in the position of assisting in the decision. We respectfully request that these decisionmakers understand the confidential nature of this information and will only share it internally with individuals on a need-to-know basis. Furthermore, we respectfully ask that none of this financial information be shared with any Brooksource personnel, competitors, or any person without explicit approval.

Our revenue growth was 19% from 2018 to 2019 and 11% from 2019 to 2020. Our total revenue in 2020 was \$362,635,948 (541,807,469 YTD 2021). We currently have 30 offices in 25 states that work with clients throughout the U.S. We intend to continue to open new offices in areas where current clients request assistance with consulting, staffing, and payroll administration. Our goal of having 40 offices by 2023 will increase our geographic presence, project services efficiencies, and a diversified operational base.

Brooksource was started by and remains owned by two partners. We are a limited liability company with low debt and high credit scores with Dunn & Bradstreet (DUNS No. 02-932-2612). We have a diversified client base that stabilizes our revenue source. This diversification, our conservative investment philosophy, and the high demand for our specialized service offerings provide excellent insulation against any downward pressure of the U.S. economy. Banking and tax accounting references are available upon request.

### **Years in Business**

Brooksource was incorporated in the State of Indiana on May 12, 2000 (21 years in business).

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

**Reference 1: University of Texas at Austin**

**Address:** 2405 Robert Dedman Dr., Austin, TX 78712

**Contact Information:**

- Graham Chapman, Executive Director – Academic Information Systems  
Phone: 512-475-7444  
Email: gchapman@austin.utexas.edu

**Length of Service:** November 2021 – Ongoing

**Services Rendered:** Staff Augmentation, Managed Services, & Workforce Transformation

**Scope of Services:** University of Texas at Austin was looking to bring on a creative solution for a web application migration to AWS. Brooksource was brought in to provide high level advisory for the project and associate engineers to provide a long-term support model. Brooksource leveraged Elevate to transform the workforce for UT Austin. The model used for this project is referred to as our anchor model. The onboarding happened over the course of a month, placing the senior software engineer first to perform advisory and road mapping for a successful team for the migration. The two associates were brought in will receive training in AWS by our Workforce Transformation coordinator and mentorship from the Sr. Software Engineer. This program is the pilot for the University to help address the skill gaps that existed on their FTE teams.

**Reference 2: Thomas Jefferson University**

**Address:** 111 S 11<sup>th</sup> St., Philadelphia, PA 19107

**Contact Information:**

- Kristan Davis, Director of Digital Learning  
Phone: 267-515-1671  
Email: kristan.davis@jefferson.edu

**Length of Service:** 2017 – Ongoing

**Services Rendered:** 340+ resources placed through Staff Augmentation & Workforce Transformation, including, but not limited to, the following

- |  |                                    |  |
|--|------------------------------------|--|
| - Administrative Assistant               | - Field Tech                       | - ServiceNow Developer                   |
| - Agile Project Manager                  | - Help Desk Analyst                | - Site Scheduler                         |
| - Angular Developer                      | - Instructional Designer           | - Solution Center Lead                   |
| - AV Technician                          | - Java Developer                   | - SuccessFactors Admin                   |
| - Business Development Account Executive | - ServiceNow Developer             | - Systems Trainer & Curriculum Developer |
| - Cache DBA                              | - Lead Tech                        | - Technical Innovation Consultant        |
| - CDO Executive Assistant                | - LMS Administrator                | - Technical Writer                       |
| - Confluence Analyst                     | - LMS Analyst                      | - Training Administrator                 |
| - Data Analyst                           | - Office 2016 Support Tech         | - Training Coordinator                   |
| - Data Conversion Analyst                | - Project Manager                  | - Web Developer                          |
| - Data Entry Specialist                  | - Project Coordinator              | - Win10 Deployment Tech                  |
| - Deployment Tech                        | - SAML SME                         |  |
| - Desktop Tech                           | - Security Access Identity Manager |  |
| - DevOps Engineer                        | - ServiceNow Architect             |  |

**Reference 3: Vanderbilt University**

**Address:** 2201 West End Ave., Nashville, TN 37325

**Contact Person:**

- Robert J. Kirkwood, Manager, Product & Portfolio Management  
Phone: 615-875-1258  
Email: Robert.kirkwood@vumc.org

**Length of Services:** 2016 – Current



**Services Rendered:** 380+ resources placed through Staff Augmentation, including, but not limited to, the following:

- .NET Developer
- A/V Specialist
- Business Analyst
- Cloud Engineer
- Data Center Technician
- Directory Services Admin
- Directory Services Analyst
- End User Engineer
- Epic Support Programmer
- Excel Specialist
- Facilities Engineer
- Field Technician
- Firewall Analyst
- Java Developer
- Jr. Project Manager
- MDM Engineer
- Microsoft Consultant
- Operations Analyst
- PC Technician
- PHP Developer
- Procurement Analyst
- Production Analyst
- Project Administrator
- Project Manager
- Python Consultant
- QA Analyst
- Scheduling Coordinator
- Sr. Field Technician
- Systems Administrator
- Systems Engineer
- Technical Support
- Virtualization Admin
- Visio Analyst
- VMware Engineer
- Voice Technician

**Reference 4: Indiana University**

**Address:** 1701 Senate Blvd., Indianapolis, IN 46202

**Contact Person:**

- o Roberta Brown, IS Manager – Decision Support and Analytics  
Phone: 317-962-4063  
Email: rbrown10@iuhealth.org

**Length of Service:** 2013 – Current

**Services Rendered:** 380+ resources placed through Staff Augmentation, including, but not limited to, the following:

- Administrative Assistant
- AP Specialist
- .NET Developer
- Data Analyst
- Desktop Technician
- Call Center Representative
- Contract Analyst
- Data Consultant
- Data Science Analyst
- Enterprise Architect
- Enterprise Citrix Engineer
- Information Security Manager
- IT Auditor Consultant
- Network Admin
- Project Manager
- QA Analyst
- Report Writer
- SharePoint Administrator
- SQL Data Analyst
- Sr. Desktop Consultant
- Sr. Project Manager

## 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).**

Our team understands the importance of a simple management process for the support resources provided to UCF for this engagement. Brooksource provides a turn-key management solution with dedicated resources from our experienced team to manage the engagement as well as handle strategy planning, scheduling, resource management, issue mitigation, logistics, and administration of time tracking and invoicing. We have structured our support team as such to ensure UCF has access to local support as well as executive-level touchpoints.

#### **Phil Regalado, Account Executive**

Phil is local to Jacksonville and currently supports our major clients throughout the market. He will serve as the primary point of contact throughout the engagement to ensure UCF is receiving all necessary resources and support services from the Brooksource team. Additionally, Phil will coordinate all interviews, address and resolve issues with resources and UCF, and if necessary, provide backfills within 24-48 hours.

#### **Ryan Flowers, Director of Jacksonville Operations**

Ryan is responsible for all operations pertaining to our services throughout Jacksonville. Ryan manages the account management team and delivery team to ensure Brooksource delivers on opportunities to service our clients as a top Staff Augmentation & Managed Services firm in the nation. Ryan provides over 8 years of local and national expertise in the recruiting and consulting space.

#### **Taylor Everett, National Vertical Manager – Government**

Taylor has been with the organization for 10 years and currently specializes in State, Local, and Federal Government business. He has been selling to government entities and understands the complexities as well as the expectations that public sector projects require. His primary function will be to guide recruiters and management on what to expect during project execution, provide insight into other similar projects, as well as help expedite any modifications needed to the contract.

#### **Ralph Burkey, Government Delivery Manager**

Ralph specializes in government recruiting especially in a subcontracting capacity. He has been recruiting for 6 years in total with a focus on SLED government for the last 3 years. He understands the selling points of government integrators and has a bench of consultants to pull from that want to be in the government space.

**Please see Attachment II: Resumes.**

### **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.**

Brooksource does not intend to utilize subcontractors for this engagement.

Brooksource's core focus areas include the following:

- Application Development/SDLC
- Business Intelligence
- Cloud Technologies
- Infrastructure
- Technology Support
- Project Management
- Security & Governance
- Accounting & Finance
- Marketing & Creative
- Compliance & Legal
- Human Resources
- Supply Chain
- Customer Experience
- Business Process Improvement

Our team is capable of providing various skill sets that fall under the following categories outlined in the ITN:

- Administrative
- Accounting
- Training
- Support Staff
- Information Technology
- Professionals
- Technical
- Skilled Traders
- General Maintenance

### **Measuring & Assuring Quality of Resources**

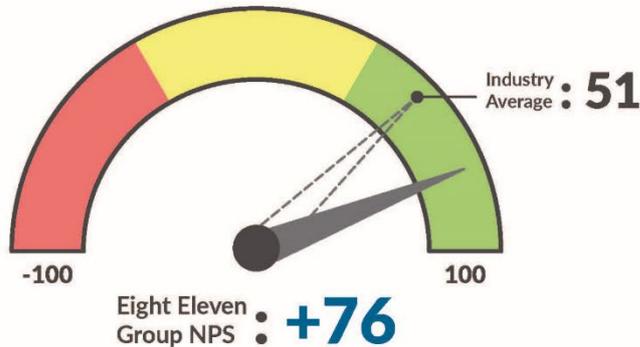
We check in with our clients' management teams on a weekly basis and provide monthly formal performance reviews upon request. These reviews will be customized to the metrics that UCF would like to track, and metrics can be determined on a project-by-project basis. Typically, we conduct monthly, two-way performance reviews in which the consultant reviews how expectations are being hit, the amount of workload being assigned, and whether help and mentorship is available. Managers provide performance reviews on consultant aptitude, attitude, and accountability.

Additionally, Brooksource utilizes the innovative engagement automation platform, Herefish, to ensure the quality of all aspects of service. Herefish enhances our communication before, during, and after engagements to generate greater opportunity to engage with and receive feedback from our consultants and clients. Prompting more human interactions allows our team to better gauge productivity and where our consultants stand within the engagement as well as our client's satisfaction. Herefish also allows for Net Promoter Score (NPS) surveys to assess satisfaction among candidates, consultants, and clients:

- Candidates
  - o After initial interview
- Consultants
  - o After 1 week (includes reminder and instructions about how to submit timesheet)
  - o 30 days in, focusing on onboarding experience
  - o Every 90 days ongoing, focusing on continued experience working with us
  - o After contract ends
    - Positive end (placement closed reason – went perm, contract completed)
    - Negative end (placement closed reason – voluntary quit, terminated, fall off/no start)
- Client Managers
  - o 30 days in, focusing on onboarding experience
  - o Every 90 days ongoing, focusing on continued experience working with us
  - o After a placement ends

## HOW DO YOU MEASURE WORLD-CLASS EXPERIENCE?

With a Net Promoter Score (NPS), NPS is a leading global measurement of customer satisfaction. When asked, "How likely are you to recommend our company?," 80% of our 10,000+ respondents of our customers responded with 5 out of 5 stars throughout 2020.



### THE FORMULA:

$$\begin{matrix} \text{👍} & - & \text{👎} & = & \text{NPS} \\ \% \text{ OF} & & \% \text{ OF} & & \\ \text{PROMOTERS} & & \text{DETRACTORS} & & \end{matrix}$$

A NPS can range from -100 (only detractors) to +100 (only promoters).

We believe in asking for feedback from our candidates, consultants, and client managers. By understanding how their experience is going, we stay on top of our game and continue to create top-shelf experiences for every person we work with.

Don't just take our word for it! We have a company-wide Net Promoter Score of 76, far exceeding our industry average. Over the last nine months, over 10,000+ experience surveys have been completed. We consistently provide a great professional experience, and our customers continue to recommend us!

### A FEW THINGS THAT MAKE US UNIQUE:

- ✓ Consistent, clear communication and employment support before, during, and after employment to our customers
- ✓ Resume & career coaching
- ✓ Professional development & employment transition support
- ✓ Monthly consultant lunches
- ✓ Performance feedback & reviews
- ✓ Top benefits package

## 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?

To ensure we are meeting the needs of our diverse client base and providing top quality resources skilled in the services required by our clients, our parent company, Eight Eleven Group, was created in an effort to define a single, overarching name for our family of companies, which includes Brooksource, Calculated Hire, and Medasource.

- **Brooksource** is a national technology staffing and consulting firm that delivers thought leadership on organizational strategy and recruitment/talent acquisition services.
  - o Application Development / SDLC Business Intelligence; Cloud Technologies; Infrastructure; Technology Support; Project Management; Security & Governance
- **Calculated Hire** is a national professional services firm that that delivers thought leadership on organizational strategy and recruitment/talent acquisition services
  - o Accounting & Finance; Digital, Marketing, & Creative; Compliance & Legal; Human Resources; Supply Chain; Customer Experience; Business Process Improvement; Sales & Operations
- **Medasource** is a national healthcare technology staffing and consulting firm that delivers thought leadership on organizational strategy and recruitment/talent acquisition services.
  - o HIT Consulting; Population Health Management; Revenue Cycle; Clinical Engineering; Life Sciences; Clinical Research & Development; Lab Services

Our family of companies, which sit side-by-side in our 30 office locations nationwide, uniquely allows Brooksource to provide specialized support for the various classifications outlined in this ITN and beyond.

Brooksource understands many of our clients' desire to establish a partner with flexible engagement options, and we are experienced in providing specialized services that are specific to each of our clients based on their unique needs and nuances. We have substantial experience with centralized contracts that are used by many customers within a large organization along with a proven ability to attract first-rate talent. Resources can be provided individually or as part of a fully staffed team depending on the needs of our clients.

We provide resources from our current pool of resources rolling off of projects, and we tap into the top resources on the open market to provide the best available resources at competitive market rates. This approach will allow UTSA access to the best and most cost-effective resources on the market as opposed to the best resources available on a bench; this lowers our costs by not keeping any resource on our payroll if they are not actively working on an assignment, which allows us the opportunity to further lower costs for our clients.

Additionally, our ability to take on time and materials-based engagements provides our clients with an additional avenue to utilize our recruiting services for task-based work, while also allowing for the flexibility to scale up and bring on a multitude of resources at once. These offerings, in addition to our unique Workforce Transformation programs, allow UCF customized, flexible solutions that are specifically aligned to its needs and technical environment that are built and supported in a cost-effective manner.

Our clients would attest that we have made a name for ourselves in the market by delivering high-quality resources in a quick and efficient manner with a 48- to 72-hour turnaround, resulting in clients continuing to utilize us as a partner for creative human capital solutions.

## **2. Describe how urgent requests are handled.**

UCF will have 24/7 access to members of the Brooksource team should urgent needs arise. Requesting a new resource is as simple as a text, call, or email to our Account Executive, Philip Regalado, and we ensure coverage plans are defined in the case that Robert is unavailable for any period of time. Our team's typical turnaround time for identifying public sector resources is between 24-72 hours; however, in the case of emergency requests for temporary employee services, we are capable of responding within 24 hours.

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

Brooksource conducts background checks on all candidates which can include educational checks, verification of criminal history checks, financial background/credit checks, and more. During our screening process, we make every candidate aware that background checks and drug screens will be a part of the process before they can begin work at UCF.

In accordance with EEOC guidelines, we generally conduct our background check and drug screen once a candidate has been offered a position; however, if required, we are able to run these checks prior to submitting candidates. Standard background checks and drug screen results are available within 48 to 72 hours.

We utilize TalentWise for our background checks, which can be customized to meet the specific needs of each client. Our standard checks, however, include a 7-year criminal search. This is a live search of real-time county or state criminal records based on the applicant's address history as determined through the social security number trace. This reveals any felonies, misdemeanors, and violations reported at the highest court in the county (e.g., Superior, County, and/or Municipal). Our background check additionally runs a multi-state instant criminal search; this is the most complete database of information available (sources include Department of Corrections, Administrative Offices of the Courts, Sex Offender Registry).

For drug screens, Brooksource utilizes eScreen, a highly automated drug testing solution. The solution is entirely web-based and allows for real-time analysis and reporting at the collection site. Our standard drug screen comprises of the 10-panel drug screen.

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

Quality is paramount in our line of business, and screening is critical in obtaining that quality. Proactive planning is integral in project success, and our engagement team will learn all project requirements up front and set proper expectations on deliverables such as timelines, milestones, schedules, onboarding requirements, communication protocols, as well as individual and team performance review processes.

### **Preparing Position Briefs**

Having a local presence not only allows our Account Executive to be on-site as frequently as needed, but it also allows our team to gain a strong understanding of local market trends and to become ingrained in the specific and unique needs of the UCF team. To guide our internal recruiting process, we will prepare a position brief for each need identified by UCF. For each need, the position brief will identify the following:

- The nature of the work to be performed (i.e., maintenance of a legacy system, development of a system design for a new application, etc.)
- Mandatory, "must have" elements (i.e., technical skills such as relevant programming languages, special security requirements)

- Preferable, “nice to have” attributes (i.e., candidates with previous experience with or knowledge of the relevant UCF programs, processes, etc.)
- Response time (i.e., is this an assignment that requires a 24-hour response?)
- Engagement start date, period of performance, and likelihood (if it can be predicted) that the assignment will be extended

Preparing a position brief is integral in ensuring that all team members—recruiters, screeners, testers, and others—have a common understanding of the search objectives. Based on the objectives and criteria set forth in the position brief, Brooksource’s experienced recruiters will search for a pool of candidates utilizing the methods outlined below.

### **Resource Identification**

Over the past 20 years, Brooksource’s devotion to performance, ethics, and transparency has fueled its annual average growth of nearly 40% while creating lasting partnerships and a nationally recognized brand in the industry. Our sourcing strategies go beyond the typical recruitment styles and processes, which allows us to tap into unique candidate pipelines. Most top consultants are not found on traditional job boards and resume depositories these days; rather, they are found through a quality referral network, and we leverage our strong network to identify top quality talent. Below, we have detailed our approach to secure the best project support resources for our clients:

- **Engaging Active Consultants** – The market for niche talent is highly competitive due to implementations, system conversions, and upgrades ramping up and down at organizations across the country. From our past experience, we have learned that this intense demand pushes us to constantly stay on top of resource availability, which is why a staff augmentation approach is more effective than a bench model in terms of engaging the industry’s top talent. With thousands of consultants rolling off projects weekly, we are confident in our abilities to consistently find the best fit for each engagement by utilizing our national team of over 400 delivery support members. Our systems are designed to cross-reference a consultant’s end date, the consultant’s skill set, and the current open job orders to gauge whether the end of a consultant’s project aligns with a promptly starting project for another client. This allows our delivery team to efficiently roll a consultant from one project to another. Additionally, our local presence in our 30 offices nationwide has allowed us to network and engage with the most qualified support resources UCF requires.
- **Technology Tools** – Our cutting-edge recruitment and delivery technologies allow the Brooksource team to work efficiently and never lose track of candidates. With a proprietary database of over one million candidates, our recruiters are able to quickly search, contact, and conveniently engage with candidates. We have seamlessly integrated Jobscience (the leading applicant tracking system), Salesforce (customer relationship and recruitment tool), DOMO (reporting system), LinkedIn/LinkedIn Recruiter (professional networking and recruitment tool), Indeed, licenses for all Brooksource delivery employees to all available job boards, and 15 additional technology systems to allow for an efficient and smooth recruitment experience for candidates and clients alike. Our technology tools are, in part, what allows candidates to enjoy the Brooksource experience and has created many loyal candidates nationwide.
- **Referral Programs** – Each Brooksource office offers region-specific referral programs for active and previous associates. All delivery support staff are trained to gauge consultant and client satisfaction as word-of-mouth is often the best form of advertisement. Our referral programs are constantly refined to best position our recruiters to receive candidate referrals.
- **Networking Groups & Community Involvement** – All Brooksource offices are evaluated on their local networking efforts and community involvement. Each office’s market director is tasked with locating the most frequented and pertinent networking functions in their respective city and to involve their local office. Furthermore, each office locates a charity (or sometimes multiple charities) to become involved with, speaking to one of our company goals to always

serve and give back to our communities. This further expands our community visibility and image in the community, which has inevitably led to more candidates finding their way into our network.

### **Resource Interviewing for Professional Appearance, Reliability, and Workplace Skills**

Our interview criteria for candidates for professional appearance, reliability, workplace skills, and more is as follows:

#### *1. Personality Screening for Soft Skills & Logistics:*

For resources already in our database, much of the screening is already complete; however, we are vetting new resources every day to proactively maintain a current talent pipeline. For new resources, we initially gauge personality through a phone interview. If a proper fit, we will perform an on-site interview for local resources or a video interview for resources living outside the cities where our 30 recruiting offices sit.

#### *2. Verbal Technical Evaluation & Grading:*

In performing interviews, it is our practice to ask three categories of questions:

- Skills-based – These questions are designed to assess a candidate's experience with the tools, technologies, and industry standards that are relevant to the assignment for which the candidate is being considered, with a focus on testing practical skills and knowledge. Some questions are open-ended, while others can be posed as multiple choice or as a requirement to specify an objective answer.
- Behavioral – We use these questions to understand a candidate's aptitude and approach to a task. They are useful for revealing soft skills like trustworthiness, attitude, and work ethic.
- Situational – These questions give us an opportunity to uncover how a candidate would react to specific scenarios in the customer's office. They are designed to give us insight into a candidate's instincts, confidence, decision-making abilities, and collegiality.

#### *3. Formal Technical Screening:*

In addition to performing the aforementioned interviews, we utilize internal technical screening tools for additional interviewing and skills testing, at the request of UCF. This is usually in the form of administering HackerRank or Derrico Computers.

#### *4. UCF Involvement:*

We conduct 4 interviews before a candidate is submitted to a hiring manager, meaning managers will only have to conduct 0-1 interviews if desired. If UCF would prefer to be more involved in the interview process, we are happy to accommodate. Our client with most success tend to meet candidates before we extend offer to sell long term vision of team, since many of these candidates on open market will have competing offers.

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

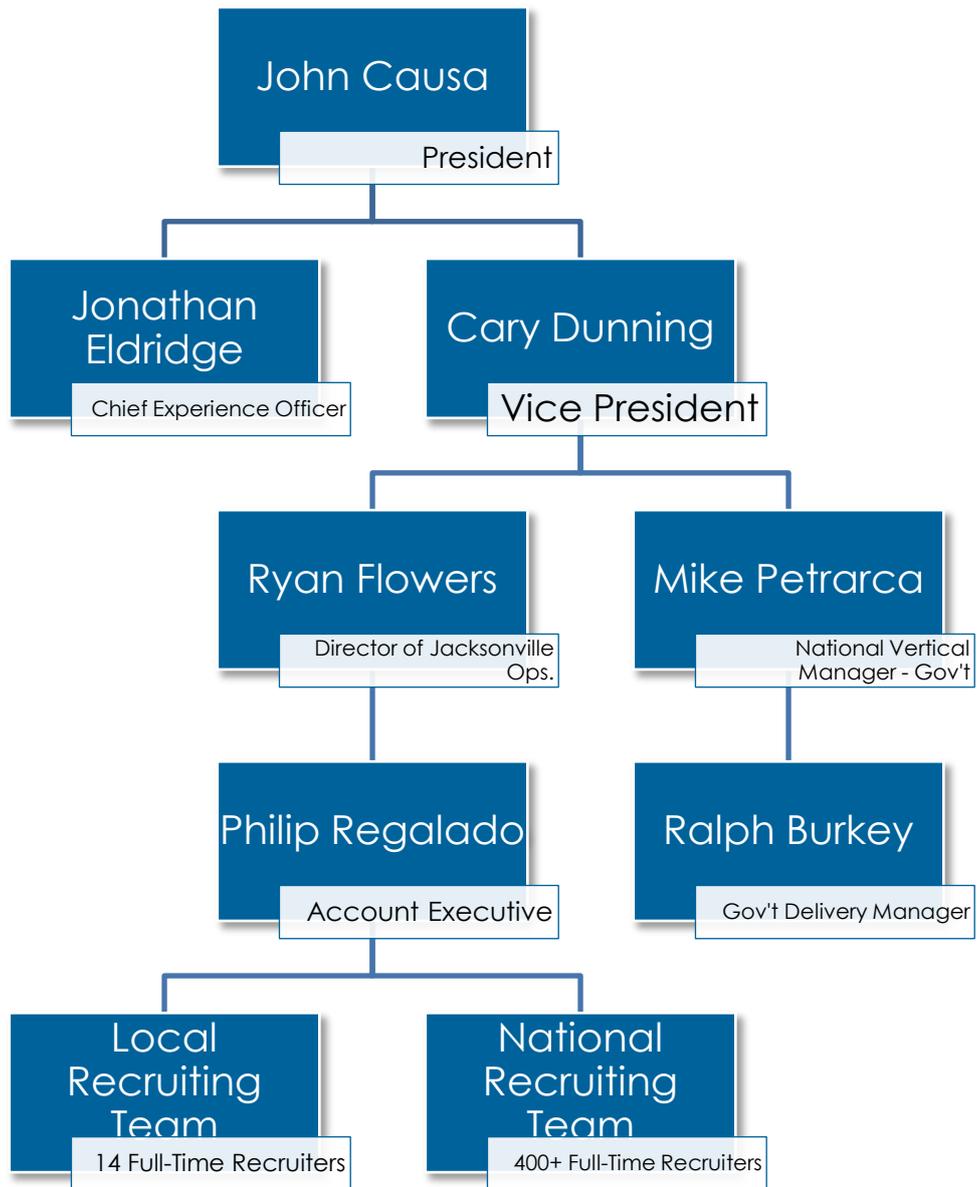
**Fill Percentage:** 56%

#### **Time to Fill**

If currently employed elsewhere: 17 days (to accommodate customary 2-week notice)

If currently unemployed: 6.1 days

## ATTACHMENT I: ORGANIZATIONAL CHART





# Philip Regalado

4500 Salisbury Rd. Suite 350, Jacksonville, FL 32216 | (904) 727-0264 | [pregalado@brooksource.com](mailto:pregalado@brooksource.com)

## Experience

### ACCOUNT EXECUTIVE | BROOKSOURCE

*JUNE 2021 – CURRENT*

- Focused on building lasting relationships with IT Managers, Directors, VP-level, and C-Level Executives in order to provide the highest level of service and delivery
- Determined the right fit for our clients' needs from a service offering that includes recruiting for contract and contract-to-hire positions, or providing a skill set from a Statement of Work (SOW) structure focusing on a company's strategic business initiatives
- Provided a single point of contact to ensure an unparalleled level of communication for coordinating and fulfilling project needs
- Worked closely with internal team of recruiters to identify and screen qualified contractors for clients with a strong emphasis on matching technical skills to meet job specifications as well as personality/soft skills to fit company culture

### TECHNICAL RECRUITER | BROOKSOURCE

*SEPTEMBER 2020 – JUNE 2021*

- Identified and recruited talent for introduction to Fortune 500 companies in the Metro Jacksonville area, utilizing referrals, job postings, internet searches, career fairs, networking events and university events.
- Consulted with candidates actively and passively pursuing new opportunities in the job market.
- Completed phone, virtual, and in person interviews to screen and place top talent to unique opportunities.
- Reviewed, critiqued, revised resumes and coached candidates through the interview process.
- Maintained and fostered relationships with consultants through payroll assistance, weekly touchpoints, monthly out of office engagements, and client communication.
- Assisted in business development through generating leads, networking, setting meetings, attending client meetings and client events.

### FOOD AND BEVERAGE SERVER | THE GOVERNORS CLUB

*JANUARY 2017 – FEBRUARY 2020*

- Executed marketing campaigns
- Organized trade shows for the sales team
- Participated in marketing and sales meetings with all levels of the organization
- Created promotional material each month for various sites owned by the company.

## Education

Florida State University, 2016 – 2020

- Bachelor's Degree in information, Communication and Technology



# RYAN FLOWERS

4500 Salisbury Rd. Suite 350 | Jacksonville, FL | 32216  
rflowers@brooksource.com

## EXPERIENCE

### APRIL 2018 – PRESENT

#### **DIRECTOR OF JACKSONVILLE OPERATIONS, BROOKSOURCE**

- Hire, support, coach and lead a recruiting and sales team dedicated to serving our Jacksonville community, our enterprise customers and most importantly – our consultants. Responsible for business development strategy and execution, market operations, and personnel management.
- Manage three divisions under the Eight Eleven Group, including: Brooksource (IT), Calculated Hire (Business Solutions) and Medasource (Health IT).
- Lead planning and implementation of our Workforce Transformation Program, our solution to the millions of unfilled IT jobs across the United States. By providing Associate-level (Elevate) and Veteran talent (Project Patriot) with professional and technical training we upskill the workforce and infuse new talent into our clients' IT organizations to address growing tech skill gaps.

### MARCH 2014 – APRIL 2018

#### **SR. ACCOUNT EXECUTIVE, BROOKSOURCE**

- Focused on building lasting relationships with IT Managers, Directors, VP-level, and C-Level Executives in order to provide the highest level of service and delivery
- Determined the right fit for our clients' needs from a service offering that includes recruiting for contract and contract-to-hire positions, or providing a skill set from a Statement of Work (SOW) structure focusing on a company's strategic business initiatives
- Provided a single point of contact to ensure an unparalleled level of communication for coordinating/fulfilling project needs
- Worked closely with internal team of recruiters to identify and screen qualified consultants/contractors for clients with a strong emphasis on matching technical skills to meet job specifications as well as personality/soft skills to fit company culture

### JUNE 2013 – MARCH 2014

#### **TECHNICAL RECRUITER, BROOKSOURCE**

Specialized in the placement of professionals and am involved in the full recruiting life cycle, including:

- Located and recruited potential talent utilizing referrals, job postings, internet searches, career fairs, networking events and college resources.
- Screened and placed candidates according to position requirements utilizing phone and internal interviews, reference/background checks, and technical screens.
- Reviewed, critiqued, revised resumes and coached candidates through the interview process.
- Fostered and maintained relationships with contractors/consultants through weekly correspondence, payroll assistance, monthly lunches, and constant client relations.
- Negotiated contract terms including duration, responsibilities, and compensation.
- Assisted in business development by setting meetings, generating leads, networking, and attending client meetings and outings.

**JANUARY 2012 – MAY 2012**

**BUSINESS DEVELOPMENT INTERN, WWW.SHIPPING-AND-HANDLING.COM**

- Marketed multiple businesses via email, telephone, or personal contact
- Developed prospective customer base by utilizing computer programs such as Sales Genie
- Supervised individual client accounts for MMC America (drug testing kit company)

**APRIL 2010 – JUNE 2011**

**SUPPLY CHAIN ASSISTANT, PRIORITY COURIER**

- Packaged and prepared incoming and outgoing freight
- Organized stationary warehouse freight to improve operations efficiency
- Collaborated with Operations and Senior management to improve use of warehouse space and organization
- Supervised individual daily fulfillment projects for final consumers
- Inspected materials received from suppliers and ensure adherence to quality standards for final consumers
- Worked effectively in a fast-paced team environment with fellow employees and management

**OCTOBER 2005 – DECEMBER 2008**

**RESTAURANT SUPERVISOR, JASON'S DELI**

- Prepared store for potential customer volume by recording and moving inventory
- Assisted customers in person or by phone with any inquiries they may have had
- Collaborated with Management and restaurant staff to prepare present and future customer needs
- Developed and maintained ongoing positive relationships with customer and employee base

**EDUCATION**

2012 – 2013

**MASTER OF SCIENCE, ENTREPRENEURSHIP AT HOUGH GRADUATE SCHOOL OF BUSINESS UNIVERSITY OF FLORIDA**

2009 – 2011

**BACHELOR OF SCIENCE, BUSINESS ADMINISTRATION AND MANAGEMENT UNIVERSITY OF SOUTH FLORIDA**



# MICHAEL PETRARCA

1500 Lake Shore Dr., Suite 350, Columbus, OH 43204  
mpetrarca@brooksource.com  
614-360-1413

## EXPERIENCE

SEPTEMBER 2020 – PRESENT

### NATIONAL VERTICAL MANAGER – GOVERNMENT, BROOKSOURCE

- Market Brooksource's service offerings to State, Local and Educational entities nationally
- Establish teaming agreements and identify co-sell opportunities with large integrators and MBE/WBE firms to best serve the needs of SLED partners
- Respond to and track public RFPs, RFQs and RFIs
- Oversee projects and consult on points of entry within public sector entities
- Co-Develop Brooksource's overall strategy for SLED Government services nationally

NOVEMBER 2015 – SEPTEMBER 2020

### SENIOR ACCOUNT EXECUTIVE, BROOKSOURCE

- Specialized in placement of temporary resources at over 200 clients across the nation
- Managed 30+ consultants throughout their project engagements
- Engaged in Client conversations to understand their needs and build solutions for their labor strategies
- Took candidates through full internal screening process to ensure they would be a fit for our clientele

JUNE 2014 – NOVEMBER 2015

### RECRUITER, BROOKSOURCE

- Locate and recruit potential talent utilizing referrals, job postings, internet searches, careers fairs, networking events, and college resources.
- Screen and place candidates according to position requirements utilizing phone and internal interviews, reference / background checks, and technical screens.
- Review, critique, revise resumes and coach candidates through the interview process.
- Foster and maintain contractor / consultant relationships through weekly correspondence, payroll assistance, monthly lunches, and constant client relationships
- Negotiate contract terms including compensation rates, duration, and responsibilities.
- Assist in business development by setting meetings, generating leads, networking, and attending client meetings and outings.

## EDUCATION

2010 – 2014

### BACHELOR OF SCIENCE IN MARKETING, THE OHIO STATE UNIVERSITY



## RALPH BURKEY

301 E. Main St., Suite 201, Louisville, KY 40202  
rburkey@brooksource.com  
502-276-0409

### EXPERIENCE

#### APRIL 2019 - PRESENT

##### **GOVERNMENT SERVICE DELIVERY & CAPTURE MANAGER, BROOKSOURCE**

- Currently the Government Delivery Manager for State, Local, Education (SLED) and Federal (FED) accounts including both Civilian and DoD agencies. Responsible for coordinating and guiding recruiting efforts and overall delivery strategy across account locations nationwide in: IT, Finance/Accounting, Medical and Life Sciences industries.
- Head of Delivery for Medicaid EDW projects with our clients and various State Governments. This includes staffing, resource allocation, planning, executing deliverables, contractor retention, and budget allocation.
- Lead for DoD end client staffing for our clients, including recruitment and staffing of cleared individuals at various DoD locations. Responsible for communication with our partners from large Fortune 500 enterprise companies to small businesses. Integral in business development and project success for end clients including both civilian agencies and the military.
- Subject Matter Expert on end client Government requirements; working with both internal and external stakeholders to deliver projects and staffing needs.
- Internal resource for HR governance and compliance for Government sector contractors.
- Acting Program Manager on high level projects and initiatives, most recently over COVID-19 Contact Tracing hiring for Government end clients.

#### JANUARY 2015 – MARCH 2019

##### **PROFESSIONAL TECHNICAL RECRUITER, BROOKSOURCE**

- Locate and recruit potential talent utilizing referrals, job postings, internet searches, careers fairs, networking events, and college resources.
- Screen and place candidates according to position requirements utilizing phone and internal interviews, reference / background checks, and technical screens.
- Review, critique, revise resumes and coach candidates through the interview process.
- Foster and maintain contractor / consultant relationships through weekly correspondence, payroll assistance, monthly lunches, and constant client relationships
- Negotiate contract terms including compensation rates, duration, and responsibilities.
- Assist in business development by setting meetings, generating leads, networking, and attending client meetings and outings.

#### JANUARY 2014 – AUGUST 2014

##### **COLLEGE PROGRAM CAST MEMBER, WALT DISNEY WORLD**

- As a part of the Disney College Program, participants have the incredible opportunity to advance their strengths and interests, meet guests and cast members from around the country and take part in educational opportunities students can't get anywhere else. This truly unique program allows participants to network with leaders, take part in personal and career development classes, and build transferable skills such as problem-solving, teamwork, guest service and effective communication.

**MAY 2012 – AUGUST 2013**

**AUXILIARY SERVICES, UNIVERSITY OF KENTUCKY**

- Auxiliary Services provides a variety of services that support a living and learning environment for the University community. Among the many tasks of Auxiliary Services, this unit is responsible for the maintenance and upkeep of the UK-owned residence halls and Greek Houses, including Roselle, Smith, Baldwin, Ingles, and the Kirwan-Blanding Complex. Auxiliary Services oversees the maintenance and custodial staff in these buildings.

## **EDUCATION**

**2010 – 2014**

**BACHELOR OF ARTS, HISTORY, UNIVERSITY OF KENTUCKY**

**CERTIFICATE OF COMPLETION: HTML FUNDAMENTALS, SOLOLEARN**

1014-1058756

**PROJECT MANAGEMENT CERTIFICATE, UNIVERSITY OF LOUISVILLE COLLEGE OF BUSINESS**

**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>X</u>	<u>      </u>	<u>PR</u>
2.2**Non-negotiable**	<u>X</u>	<u>      </u>	<u>PR</u>
2.3**Non-negotiable**	<u>X</u>	<u>      </u>	<u>PR</u>
2.4	<u>X</u>	<u>      </u>	<u>PR</u>
2.5	<u>X</u>	<u>      </u>	<u>PR</u>
2.6**Non-negotiable**	<u>X</u>	<u>      </u>	<u>PR</u>
2.7 Section Not Used			
2.8**Non-negotiable**	<u>X</u>	<u>      </u>	<u>PR</u>
2.9	<u>X</u>	<u>      </u>	<u>PR</u>
2.10	<u>X</u>	<u>      </u>	<u>PR</u>
2.11 **Non-negotiable**	<u>X</u>	<u>      </u>	<u>PR</u>
2.12	<u>X</u>	<u>      </u>	<u>PR</u>
2.13 **Non-negotiable**	<u>X</u>	<u>      </u>	<u>PR</u>
2.14 **Non-negotiable**	<u>X</u>	<u>      </u>	<u>PR</u>
2.15	<u>X</u>	<u>      </u>	<u>PR</u>

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



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

Company: Eight Eleven Group dba Brooksource Authorized Representative's Name: Philip Regalado

Authorized Representative's Signature: *Philip Regalado* Date: 1/21/2022

## APPENDIX II

## CERTIFICATE OF NON-SEGREGATED FACILITIES

We, Eight Eleven Group dba Brooksource 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: Eight Eleven Group dba Brooksource

Authorized Representative's Name: Philip Regalado

Authorized Representative's Signature: *Philip Regalado*

Date: 1/21/2022

## 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: Eight Eleven Group dba Brooksource

Authorized Representative's Name: Philip Regalado

Authorized Representative's Signature: *Philip Regalado*

Date: 1/21/2022