**UNIVERSITY OF CENTRAL FLORIDA
INVITATION TO NEGOTIATE (ITN) NUMBER 2021-03TCSA
FOR
Temporary Labor Services**

ROSE INTERNATIONAL • PEOPLE MAKING IT HAPPEN

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636-812-4000

16305 SWINGLEY RIDGE ROAD
SUITE 350 • CHESTERFIELD, MO 63017

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636-812-0078

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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Page 1 of **38** Pages	OFFERS WILL BE OPENED **January 13, 2022 @ 2:00pm EST** and may not be withdrawn within **120** days after such date and time.	ITN NO. ITN2021-03

UNIVERSITY ADVERTISING DATE:
November 17, 2021

ITN TITLE: **Temporary Labor Services**

FEDERAL EMPLOYER IDENTIFICATION NUMBER: 43-1634470

SUPPLIER NAME: Rose International, Inc.

REASON FOR NO OFFER: N/A

SUPPLIER MAILING ADDRESS
16305 Swingley Ridge Rd, Suite 350

CITY - STATE - ZIP CODE: Chesterfield – Missouri - 63017

POSTING OF PROPOSAL TABULATIONS

AREA CODE	TELEPHONE NUMBER: (636) 812-4000
	FAX: (888) 711-1050
	EMAIL: state_locgov@roseint.com

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.

Government Classifications
Check all that apply

☐African American
☐Asian-Hawaiian
☐Hispanic
☐Native American
☐Non-Profit Organization
☐Small Business Federal

☐American Woman
☐Government Agency
☐MBE Federal
☐Non-Minority
☐PRIDE
☐Small Business State

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

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.

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)

Teri Elder, Director State and Local Government
AUTHORIZED SIGNATURE (TYPED), TITLE

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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

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.

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A. 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.

Rose International has over **28 years** of staffing industry presence. Rose is no stranger to partnering with government and large Fortune 100/500 customers. Our team has over 100 years of combined experience with numerous government entities. Since 1998, Rose has continuously held multiple state and federal government contracts for Temporary staffing augmentation services in numerous categories including, but not limited to, administrative, accounting, training, support staff, information technology, professionals, light industrial, technical, skilled trades, and general maintenance for the **States of Florida**, **Iowa**, **South Dakota, North Dakota, Minnesota, Montana, Iowa, Missouri, Michigan, Wisconsin, New Jersey, Illinois, Texas, Georgia, North Carolina, Nevada, Virginia, and commercial accounts such as Facebook, CVS and PepsiCo** to name but a few.

Rose International has current contracts similar to what is described in this RFP for the following states:		
Missouri	Virginia	Colorado
Kansas	Arkansas	Illinois
Minnesota	Delaware	Nebraska
Utah	New Jersey	Oklahoma
Nevada	Ohio	Oregon
Washington	Pennsylvania	Montana
Texas	Michigan	North Dakota
Florida	Georgia	Indiana
Iowa	South Carolina	South Dakota
North Carolina	Idaho	Rhode Island
California	Alaska	
Louisiana	Mississippi	New Hampshire
Connecticut	Maryland	New Mexico
Vermont	Wisconsin	Wyoming

We have emerged as a full service talent solutions firm, and can provide resources for the following categories; Information Technology, Administrative/Clerical, C-Suite Executive, Human Resources, Finance/Accounting, Business Strategy/Managerial, Marketing, Light Industrial, Call Center, Telecom/Wireless and Engineering. We have different internal teams focused on each category with a proven track record of being the best talent solutions vendor within competitively managed staffing programs various government and large Fortune100/500 customers. *Rose provides staffing to over 35 state governments as either prime or as a participating member of the Managed Service Provider. The total revenue from our state government clients is over $20 million annually*.

It is our ability to service large clients and geographical regions. Rose has been awarded the National Suppler Development Council's Corporate Plus and NASPO ValuePoint's Temporary Employment Staffing Contract. The NASPO Temporary Employment Staffing contract is awarded to only seven vendors throughout the United States. This competitively procured contract is available to all States, Counties and Local Municipalities.

In 2021, Rose International was awarded the Temporary Clerical and Laborer Personnel Services contract as Prime Vendor for Clerical Personnel for the State of Missouri (CS211080004). As Prime vendor, Rose has filled over 3,000 positions and averaged over $2.5 million in revenue per year.

Additionally, over the past few years, Rose has provided millions of dollars in IT consulting services per year to our state government clients. Through the framework of the past state-wide IT services and other technical contracts, Rose, with the assistance of our 1000+ consultants has delivered over two million hours of consulting services to our state government customers at the very best economical pricing. Rose has assisted many agencies successfully meet their business objectives by providing experienced and professional staff. Rose International has serviced mainstream to niche skill sets. This vast amount of experience will be leveraged to assist the UCF to meet their temporary staffing services on an as needed basis.

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Competitive Advantages

We believe the below key elements together helps us separate ourselves from our competition. While Rose has been fortunate enough to win numerous industry awards over the years, one award in recent history stands above all others as a key distinguishing factor, separating Rose from its competition. _Rose was the ONLY staffing company named on Glassdoor's Best Places to Work 2019 list and now 2020 also_. One usually does not consider staffing agencies as a "great place to work" but our team works very hard to make each candidate or employee feel like their work is being valued – whether we are connecting for the very first time, working on assignment, or working on a transition out to a hopeful redeployment.

Additional key elements which we believe are unique when taken together are broken out below:

1.   _**Scalable and Customized Client-Aligned Processes**_: We use a multitier delivery model spearheaded by local Client Engagement Associates (Customer Focused), Resource Delivery Associate (Opening Focused) and Recruiter (Candidate Focused), supplemented by Vice Presidential leadership for strategic client support and sourcing for recruitment support. Our _Client Engagement Associate_ owns the client relationships. This ensures accountability and full focus on your business and program needs on a day-to-day basis. Our _Resource Delivery Associates_ own the opening. This allows us to develop the expertise and understanding required for your particular work orders, soft skills requirements for a specific group, and geographic understanding. Our _Recruiters_ aligned by the major labor categories own the candidates, ensuring we match the right candidate to the perfect opening. This model enables us to align closely with each client program and is fully scalable so we can support very large accounts with the levels of service and competence necessary to be a top-performing provider. This multitier model also ensures adequate, high-touch customer service and employee relations. Driving this model is our QCOMPASS platform with myriad dashboards, workflow enhancers, and scorecards. People know exactly what their priority for the minute is, they are supported with world-class tools to accomplish it, and supervisors are driven to the right coaching at the right time to enhance delivery and grow the strength of the team day after day. This was proven in stark fashion when we sent over 500 internal delivery personnel home at the outset of the Covid pandemic. We never skipped a beat. In fact, we performed better at the individual performer level and as a partner for our customers.

2.   _**Proprietary Technology and Reporting**_: Where most competitors use off-the-shelf software for their processes, we have developed and fine-tuned our own operational IT systems (QCOMPASS). How can delivery be all that different from supplier to supplier if everyone is using the same technology? Our in-house systems offer improved operational monitoring to identify and address issues the moment they are identified. We invest over _$5 million_ each year in systems and technology in support of our delivery teams. We are not dependent on outside providers to ensure performance and prevent system failure. Additionally, this has resulted in a highly efficient support platform that aligns with our internal processes and culture. While some off-the-shelf solutions may claim to be the best, they do not offer one company a competitive advantage over any other company who are using the same system. Every month we continue to implement innovative new functionality into our systems to optimize service delivery and overall efficiency.

3.   _**Fiscal Prudence**_: Our corporate overhead and G&A are significantly lower compared to many of our publicly-traded competitors. This allows us to provide value pricing to our clients and pay very competitive rates to well-qualified candidates. To further optimize our cost structure, we own and manage our subsidiary, which has one Centralized Recruiting Center (CRC) in New Delhi, India. We also own and operate a CRC in Jefferson City, MO – a location of relative low cost compared to the costs with a highly educated workforce. These CRC's along with two others in St. Louis, MO and Las Vegas, NV provide high levels of recruiting support to all customer-focused teams in our network. The India CRC's complement our U.S. operations, and provide 24/6 cost-effective internal service support.

4.   _**High Combined Employee Retention Rate**_: The staffing industry typically has a higher turnover rate than other industries. Our internal turnover rate is significantly less than the industry standard, highlighting our

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ability to recruit well for ourselves and offer a motivating company culture. Founder/Chairwoman Sue Bhatia strongly believes in promoting from within the company. That belief, combined with attractive compensation packages and career opportunities, results in a focused, dedicated workforce who believe in our mission, vision, and values. *Over 10 percent of our internal staff has been with the company for over 10 years, which is an accomplishment for a company only 28 years old. We have a continuous internal team growth rate. Several non-founding team members from recruiting to VP roles have been with Rose over 15 years, with some at over 20 and even 25 years of service within the company – of course, we didn't have many employees back then, so that says something*!

5.   ***MBE, WBE and Corporate Plus Certifications***: We are certified woman- and minority-owned by the *Women's Business Enterprise Council (WBENC)* and the *National Minority Supplier Development Council (NMSDC)*. These certifications benefit our customers by helping them achieve their ever-expanding diversity goals. Not only are we certified but Rose was recently named the NMSDC Supplier of the Year Nationally – for category 4, which is the largest category. We enjoy helping you meet diversity goals, but know that we must deliver to ultimately prove our value. We also have our own diversity program whereby we help smaller WBE's and MBE's grow and achieve greater success and are happy to provide reporting on that to you at the frequency you desire. Via the *Corporate Plus* designation, the NMSDC calls out the minority-owned firms with proven operational and financial strength to handle national clients and the accompanying volume and complexity. Fewer than 90 out of nearly 30,000 firms have achieved Corporate Plus.

6.   ***Corporate Social Responsibility, Diversity and Sustainability***: Rose gives back! We are making significant investment in the area of Corporate Social Responsibility, Diversity and Sustainability. We have a dedicated Diversity and Sustainability department which oversees the following:

a. *Deployment to Employment (D2E*) whereby we conduct special career training sessions across the country readying veterans for corporate work (we've hired 1000 veterans in past 36 months)
b. *LaunchPad* whereby we provide management consulting services to very small woman- and minority-owned firms. In the inaugural year LaunchPad participants saw 50% jump in revenue growth rates and other significant benefits to corporate health.
c. *Rose RISE program*: We recently announced the Rose RISE program whereby we will be dedicating at least $2 million dollars towards advancement in Education and Entrepreneurship in historically underserved markets to do our part to bring about racial equity in our country.

Overall, we work hard to make the company a little bit better every single day. Each person at Rose regardless their position as an accounting bookkeeping, a receptionist, a programmer, a recruiter, supervisor or executive knows they simply have to do that – leave the company a little stronger than when they signed on in the morning. We keep doing that and we believe we'll continue to lead as a valued talent delivery engine for corporate America. We know, based on benchmarking publicly available cost data at other staffing industry competitors, that we are much more successful at lowering costs while growing than our competitors. As such, we are able to provide top talent at the best price. This ability is the key to our growth. Beyond all of this, you will find us to be very proactive and transparent if awarded a position within your UCF program.

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

Rose International Overview & History:
Founded in 1993, Rose International is one of the nation's leading **minority- and woman-owned** providers of Workforce Solutions (Staffing and Total Talent Solutions (TTS)) and Technology Solutions. We serve customers in all **50 states** and employ thousands of people. We have grown organically to a national-scale service organization serving **170+ Fortune 500** companies and over **35 state governments** across the country. We have been providing innovative solutions and quality temporary labor across different industries for the past **28**

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years and now **rank #38** in the nation in terms of size. Rose employees nearly 6000 contractors from coast to coast. Our primary service mode is Staff Augmentation as contemplated in this ITN.
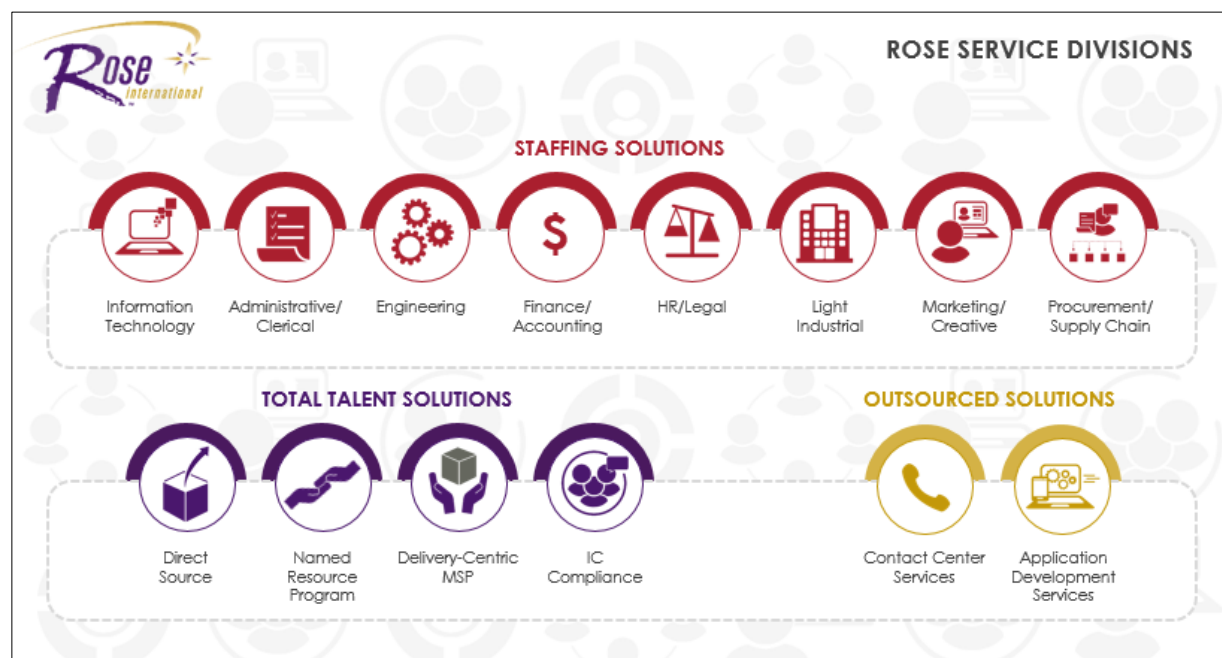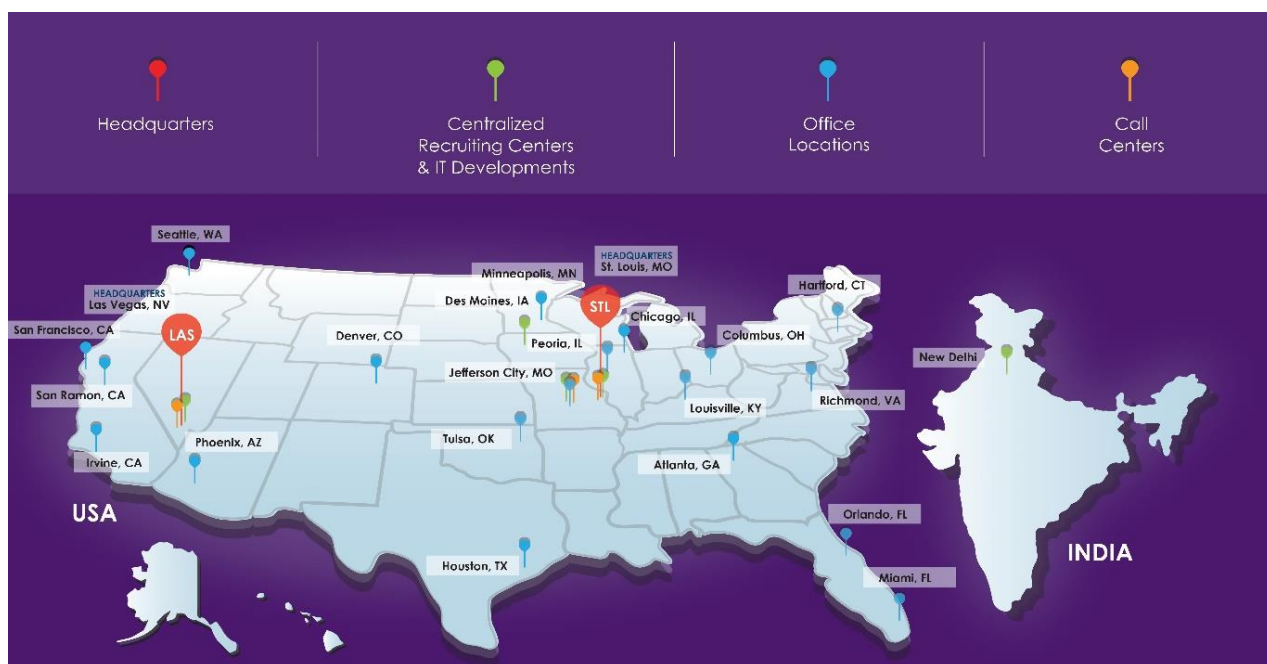

From 1993 to mid-1995, Rose focused on providing high-tech solutions and research to the U.S. Navy. Beginning in 1996, Rose saw a significant jump in revenue as large corporations recognized the value and savings our company could provide. Many corporations and government agencies have since formed close partnerships with Rose, leveraging our capabilities in strategic ways. Our ability to serve national companies led Rose to be certified as a "**Corporate Plus**" company by the National Minority Supplier Development Council (NMSDC) when we were still under 10 million dollars in revenue, a feat few companies manage to achieve during their preliminary growth stages.

Building on our initial success in St. Louis, we aggressively expanded operations, and now have **20 offices** across the U.S. This includes two Centralized Recruiting Centers (CRCs) located 100 miles apart in Missouri, one CRC in Las Vegas, NV and one additional CRC in India. These are proven support centers for our branch recruiting efforts. All of our offices are company-owned and operated, and have been strategically positioned across the country to easily accommodate all of our customers. As new customers are earned, we open branches where appropriate. We have vast experience and knowledge in opening new offices, have fast ramp up procedures in place, and share best practices across all of our locations.

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With the addition of our development and business service center in India in the early 2000s, Rose began providing service and solution support internationally. Our corporate services platform leverages talent and technology in ways unique to our industry as we'll demonstrate throughout this response.

As we have grown, we have operated with fiscal prudence and leverage our proprietary technology to keep our overhead low while providing world-class support to our customers and candidates alike. Our corporate overhead and G&A rates are among the lowest when compared to publicly available data. **To date, we are among the Top 25 IT Staffing firms in the country, a list that contains more than 20,000 competitors**.

Rose Organizational Structure - Please refer to below chart for Rose Organizational Structure.

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ORGANIZATIONAL STRUCTURE

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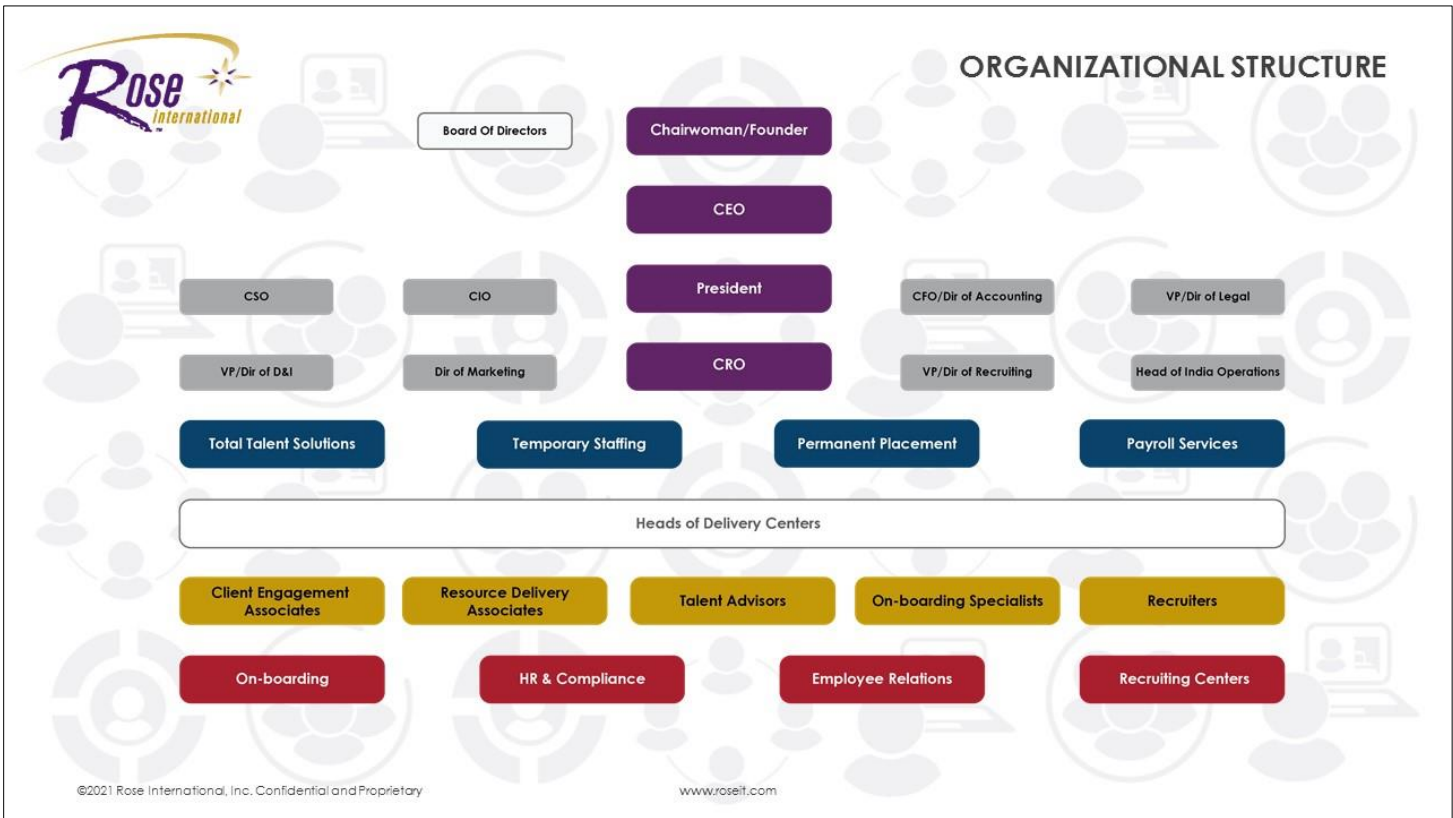
3. Provide information on your company size, industrial track record, financial stability, and years in business, etc.

Company Size:
Founded in 1993, Rose International is one of the nation's leading minority- and woman-owned providers of Technology and Workforce Solutions. We serve customers in all 50 states and employ thousands of people. We have grown organically to a national-scale service organization serving 170+ Fortune 500 companies and over 35 state governments across the country. We have been providing innovative solutions and quality temporary labor across different industries for the past 28 years and now rank #38 in the nation in terms of size. Rose employees nearly 6000 contractors from coast to coast. Our primary service mode is Staff Augmentation as contemplated in this RFP.

Industrial track record:
Rose is an accomplished IT Solutions and Staffing company with over 28 years of experience providing high quality solutions and staffing throughout the United States. Our core competency is to find, attract and retain the best available temporary talent at a value price and in a timely manner for our clients while providing the competitive pay and benefit package that keeps our contingent workers engaged through to project completion. We have an AWARD-WINNING track record of consistently ranking at the top of contingent labor programs for the companies with similar demand levels and skill sets as described in this ITN.

Rose is no stranger to partnering with government and large Fortune100/500 customers. As mentioned, our team has over 100 years of combined experience with numerous government entities. Since 1998, Rose has continuously held multiple state and federal government contracts for Temporary staffing augmentation services for the job categories mentioned in the scope of work of this ITN on an as-needed basis/as-requested basis.

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The following table show some of our Key Awards and Recognitions.

Our competitive advantage stems from our unrelenting focus on value for both the client and the contractor. We offer better pay to our recruited talent while at the same time providing better pricing to our customers. We are able to do this because of our continuous fine-tuning of our internal processes in conjunction with the internal and cost-efficient management of our technology solutions. This results in overhead and G&A costs that are much lower when compared with publicly traded companies in our industry. Our highly effective management of the "costs in the middle" helps us pay more to our consultants and also be more competitive in our pricing to our clients.

In each of our markets we inevitably start working with regional clients who also recognize the value of our approach and our ability to deliver superior service. This benefits all of our clients two-fold: by extending our relationships to an even larger pool of contractors and talent, we deepen our ability to provide service to all parties; secondly, by having placement opportunities for our contractors with multiple clients in the area, we drastically increase retention and loyalty to Rose. By retaining high-performing talent across multiple clients, all parties benefit. We very frequently see contractors successfully finishing an assignment at one client, and then taking on a shorter-term project at another organization, which allows the subsequent return to the first organization. Having a healthy balance between Fortune 500 clients with a national footprint along with regional mid-size clients, enables us to offer value, service and opportunities that are beneficial to all parties.

Our technology and process strategies will remain highly similar to what they have been thus far: we believe that the full control over our internal capabilities lies at the core of our ability to offer value and adjust to new requirements that our clients or our industry may require.

The following table represents a portion of our past IT staffing experience within the last 5 years.

Client Name	Personnel Classification	Locations
State of AK Health & Social Services	COVID-19 Contact Tracing 0621-550 **Prime Contractor**	Remote
State of AR – Statewide	Temporary IT Staffing SP-16-0003	Little Rock

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State of CA – Orange County	NASPO ValuePoint	Santa Ana
State of CO – Statewide	Temporary IT Staffing	Denver, Greenwood Village, Cannon City
State of CT	Temporary IT Staffing	Hartford
State of DE – Statewide	Temporary IT Staffing	Dover, Georgetown
State of GA – Statewide	Temporary IT Staffing	Atlanta, Decatur, Tucker, Statewide
State of ID – Statewide	Temporary IT Staffing	Boise
State of IL – Statewide	Temporary IT Staffing	Springfield, Chicago
State of IN– Statewide	Temporary Staffing	Indianapolis, Gary, Statewide
State of IA – Statewide	Temporary IT Staffing	Des Moines
State of KS – Statewide	Temporary IT Staffing	Topeka, Lawrence, Wichita
State of MA	Temporary IT Staffing	Boston
State of MI – Statewide	Temporary IT Staffing	Lansing
State of MN – Statewide	Temporary Staffing	St. Paul, Minneapolis
State of MO – Statewide	Temporary Staffing and Fixed-cost Projects	Jefferson City, St. Louis, Kansas City, Springfield, Statewide
State of MT – Statewide	Temporary IT Staffing	Helena
State of NM	Temporary IT Staffing	Santa Fe
State of NV – Statewide	Temporary IT Staffing	Carson City
State of NJ – Statewide	Temporary IT Staffing	Trenton
State of NC – Statewide	Temporary IT Staffing	Raleigh, Durham
State of ND – Statewide	Temporary IT Staffing	Bismarck
State of OH – Statewide	Temporary IT Staffing	Cincinnati, Columbus
State of OK – Statewide	Temporary IT Staffing	Oklahoma City
State of RI – Statewide	Temporary Staffing	Providence
State of SC – Statewide	Temporary IT Staffing	Columbia, Charleston
State of SD – Statewide	Temporary IT Staffing	Pierre, Aberdeen
State of TX – Statewide	Temporary IT Staffing	Austin, Dallas
State of VA – Statewide	Temporary IT Staffing	Richmond, Chester
State of WA	Temporary IT Staffing	Olympia
State of WI	Temporary IT Staffing	Madison
Tennessee Valley Authority	Temporary IT Staffing	Chattanooga, Knoxville
Louisiana State	Temporary IT Staffing	Baton Rouge

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Financial Stability:

Rose International has a 28-year track record of consistent, conservative financial management and profitable growth. Our management team conservatively manages, while aggressively innovating around systems, compensation plans, and the use of our centralized operations centers to drive cost out of the equation. The following list of items highlights important aspects when considering our financial strength:

1. **Customer Breadth** – without significant customer / industry breadth, we know cash flow can change drastically in a moment's notice. We are well positioned in this regard as proved out in the last four major economic downturns of 2000, 2001, 2008, and 2020, which Rose survived and came out stronger. Here are breadth of customer highlights:

    a) Industry concentration – over 15 industries served.
    b) Geography concentration – all 50 states served.
    c) Over 160 customers

2. **High Quality Paying Customers** – speed and reliability of customer payment is tantamount to strong cash flow. We are again well positioned in this regard:

    a) Federal and State payments are as close to guaranteed as possible representing about 5 percent of total revenue
    b) Our Commercial Customers list is comprised of several members of the Fortune 500
    c) We experience a constant run rate of 95 percent of receivables being under 90 days.

3. Untapped Lines of Credit.
4. $25 Million Line of Credit with Bank of America.
5. Consistently receive 2 percent early pay discount on sub-contractors. We pay all bills quickly.
6. Operating expenses are low compared to industry norm and companies of our size.
7. No Debt.

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
Company/University name: Knowledge Services
Company/University address: 9800 Crosspoint Boulevard, Indianapolis, IN 46256
Contact Name: Nate Kresge
Contact Title: Senior Practice Director
Telephone number: 317-460-6731
Email address: natek@knowledgeservices.com
Services rendered and length of service: 2012 – Present

Reference #2
Company/University name: Kelly Services (University of Southern California)
Company/University address: 16305 Swingley Ridge Rd., Chesterfield, MO 63017
Contact Name: Harish Vakharia

Contact Title: Facilitating Contact
Telephone number: 636-812-4000 ext 5012
Email address: HVakharia@roseint.com
Services rendered and length of service: 10/2021 – Present

Reference #3
Company/University name: State of Missouri
Company/University address: 9900 Page Ave., St. Louis, MO 63132
Contact Name: Patrick Moody
Contact Title: Program Coordinator
Telephone number: 314-493-6748
Email address: Patrick.D.Moody@dss.mo.gov
Services rendered and length of service: 2/2017 - Present

Rose has decades of experience providing search services as described in this RFP for a wide range of categories and for many of our Fortune 500 and state government clients. We have had the good fortune of working with a wide array of universities over the last few years. Here are some specifics where those universities are concerned as far back as 2006 working on through to present day:

- University of Missouri
  - Rose filled a handful of positions designed to conduct studies at the university from 2006 to 2016
- University of Washington
  - Rose provided staff in the Accounts Payable department from 2014 to 2017.
- Georgetown University
  - Rose has provided both Administrative and IT staff for Georgetown University since 2018.
  - Position titles include Accounting Clerk, Administrative Assistant, Application Developer, Billing Coordinator, Case Manager, Computer Operator, Customer Service Representative, Data Analyst, Digital Quality Specialist, Documentation Specialist, Education Coordinator, Executive Assistant, Office Manager, Patient Registrar, Project Coordinator, Receptionist, and Support Service Specialist
- University of Southern California
  - Rose has provided nearly 50 workers for the University of Southern California since 2016 across a wide range of disciplines and at multiple levels.
  - Position titles include Accounting Clerk, Administrative Specialist, Application Developer, Case Manager, Customer Service Specialist, Data Analyst, Executive Assistant, Medical Records Field Rep, Office Manager, Payroll Professional, Receptionist, and Support Service Specialist
- University of Utah Health
  - Rose was recently awarded a contract to provide IT Consulting Services
- University of California System
  - Rose was recently selected as one of the vendors to provide IT Consulting Services to over 30 California educational institutions.

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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).

Seven Rose employees will be assigned to the UCF account including 1 Director, 1 Client Engagement Associates (CEA), 2 Resource Delivery Associates (RDA) and 3 Recruiters. Our model is designed to scale with our clients as their programs grow, we can and do regularly assign additional account management personnel as needed for our clients.

Please find below the individual's name, job title, experience, and resume who will be assigned to the UCF account.

__Individual 1:__ Teri Elder, Director, State and Local Government

TERI ELDER
PROFESSIONAL SUMMARY

Ms. Elder has over 36 years' experience in management and information technology with a demonstrated ability to interact with and influence business clients/customers and manage a diverse range of programs with extensive experience in training techniques, personnel management and fulfilling administrative responsibilities. Ms. Elder is recognized for excellent leadership, analytical, organizational, communication, interpersonal, and problem solving skills in addition to strong business insight, sales and technical knowledge.

PROFESSIONAL EXPERIENCE

Rose International, Jefferson City, MO   **April 99 – Present**
Director
Project: Internal Position, Rose International - Aug 11 – present
Provide executive leadership, management, and direction for all State and Local government initiatives.
- Responsible for the marketing, employee management and operations management for the State and Local government division directing all state and local government efforts nationwide.
- Duties include business development, business solution implementation, customer satisfaction assurance, employee development and business alliance development.
- Additional duties include proposal development, pricing structures development and project management, as necessary.
- Establish and expand customer relations by assuring quality, timeliness and adherence to costing guidelines.
- Ensure employee satisfaction by providing open communication lines, company jobs, promotions and training opportunities.
- Managed accounts worth over 20 million dollars annually.

Engagement Manager
Project: Internal Position, Rose International - Apr 03 – Aug 11
- Provided Account Management for multiple State of Missouri Agencies
- Responsible for management for State of Missouri Accounts for multiple customers at diverse locations throughout the state with staff as large as 50 consultants.
- Managed the relationship with State of Missouri customers by meeting regularly with customer senior level management and project managers.
- Worked with the customers to ensure that consultants were meeting all customer requirements for project and staff augmentation assignments.

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- Worked directly with project managers to mitigate project risks that included personnel and technology.
- Sought and received feedback from customers regarding the performance of Rose and its consultants on all assigned projects.
- Entered all customer requirements into the Rose Vendor Management System and worked with the Rose Global Recruiting Team to ensure customer requirements were filled in a timely manner with quality candidates.
- Approved timesheets and expense reports for consultants using Rose proprietary toolset including QTime and QExpense.

Consultant
Project: Genetics, State of Missouri, Dept. of Health and Senior Services - Apr 99 – July 03
- Provided Project Management and Business Analysis for Genetics and Newborn Hearing projects.
- Responsible for developing prototype environment using Delphi.
- Participating in data modeling for Health Management system.
- Providing documentation for Lead Developers and Developers for Immunization and Inventory systems.
- Assisting in developing user manuals for Immunization and Inventory systems.
- Developing system interface specifications for Newborn metabolic and hearing screening with third-party vendor.
- Serving on Missouri State Hearing Committee for the Deaf in determining requirements for state hearing program.
- Performing analysis on third-party vendor applications for integration into Health Management Multi-tier application development.
- Serving as Project Manager for web-based application development using Cold Fusion.

Global Image Inc., Columbia, MO   **Oct 97 – Apr 99**
Operations Director
Project: Internal Position, Global Image Inc.
- Served as Operations Director for Web Development Company.

Columbia Daily Tribune/Tribune Publishing, Columbia, MO   **Sept 96 – Sept 97**
MIS Manager
Project: Internal Position, Columbia Daily Tribune/Tribune Publishing
- Provided company direction concerning Information Technology systems and hardware.

Silvey Companies, Columbia, MO   **Oct 90 – Oct 96**
Senior Systems Analyst
Project: Internal Position, Silvey Companies - Jun 92 – Oct 96
- Responsible for the development and maintenance of all Personal Lines Insurance application software.

Senior Programmer/Analyst
Project: Internal Position, Silvey Companies - Sep 91 – Jun 92
- Provided design analysis and application development for personal lines insurance company.

Programmer
Project: Internal Position, Silvey Companies - Oct 90 – Sep 91
- Provided application development for personal lines insurance system.

US Bureau of the Census, Columbia, MO   **June 87 – Sept 90**
Manager of Information Systems

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Project: Internal Position, US Bureau of the Census

- Provided technical direction and training for Census Bureau district offices in preparation for the 1990 Census.

EDUCATION

B.S. Economics
University of Missouri, Columbia, MO

CERTIFICATIONS

Project Management Certification – Project Management Professional (PMP)

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Individual 2: Dana Schmitz-Mills, Client Engagement Associate

PROFESSIONAL SUMMARY

Mrs. Dana Schmitz-Mills is an experienced Staffing Industry Manager with over twenty years' experience in contingent workforce services. She possesses a strong attention to detail with excellent communication and interaction skills with individuals at all levels. Her experience includes managing resources as well as working with the client to address long-range planning and policy development. She has been the primary point of contact for many clients and consultants during her tenure with Rose International.

PROFESSIONAL EXPERIENCE

ROSE INTERNATIONAL, Nationwide   **June 04 – Present**
Client Engagement Associate - Apr 06 – Present
- Manage and serve as the primary point of contact for clients and consultants specializing in State Government Information Technology.
- Perform business development by reviewing client requests, responding to RFP's and working closely with existing clients.
- Work closely with client and Rose onsite Managers to manage, monitor and control project status through customer acceptance.
- Responsible for various States contracts. Work with the client in identifying and managing the overall direction of technical and business resources.
- Assist with identifying, interviewing and placing candidates in client opportunities and ensure they meet the client's business and technical needs.
- Work with existing contract staff at client locations performing administrative support and human resources.

Resource Manager / Recruiter - June 04 – Apr 06
- Manage and serve as the secondary point of contact for clients, with specialty in Information Technology within the State Government sector.
- Immediately respond to new opportunity with clients, inputting job descriptions into the database and work with Recruiting staff.
- Assist with identifying, interviewing and placing candidates in client opportunities and ensure they meet the client's business and technical needs.
- Perform reference checks on candidates prior to submittal.
- Negotiate salary and review benefit package options to ensure the candidate is comfortable with the offer prior to submittal.
- Work one on one with sub-contracting companies as the primary point of contact for various accounts.
- Make and coordinate offers. Initiate new hire process paperwork, drug screening and background checks as dictated by the client.
- Work with existing contract staff at client locations performing administrative support and human resources.

INFORMATION SYSTEMS SERVICES GROUP, INC., Chesterfield, MO   **Oct 00 – June 04**
Technical Recruiter
ISSG, Inc. provides Consulting & Permanent Placement Services to Information Technology Divisions of Corporations throughout the St. Louis Greater Metropolitan Area.
- Recruited candidates for Information Technology positions across all platforms and environments.

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- Worked closely with clients and consultants to ensure project is on track and meeting expectations.
- Participated in preparing RFP responses for new business development.
- Administered MS Access database housing all client requisitions and candidate/consultant information.
- Interviewed candidates and matched against client requirements ensuring the client's expectations were met.
- Responsible for benefits administration including new hire enrollment, additions, terminations, changes and employee education.
- Performed reference checks on candidates prior to placement with client.
- Formatted candidate resumes for client submittal.
- Assisted with bi-weekly payroll including timesheets collection, notification of new payroll deductions and verification of completed payroll

ALTERNATIVE CAREER NETWORK, INC., O'Fallon, MO   **June 99 – Oct 00**
Office Manager
ACN, Inc. provided Temporary Placement Services in the areas of light industrial, clerical/secretarial, information technology and management.
- Managed office and internal staff ensuring performance measures were achieved.
- Generated monthly, quarterly and yearly reports utilizing MS Excel.
- Maintained CEO calendar and scheduled appointments.
- Attended meetings and prepared minutes.
- Performed reference checks for potential candidates prior to client placement.
- Maintained candidate database utilizing ACT! by Symantec.
- Participated in contract negotiation with clients and consultants.
- Handled all accounts receivable, payroll/billing, and monthly bank reconciliation.

SEARS ROEBUCK & COMPANY, Jefferson City, MO   **Feb 96 – Dec 98**
Administrative Assistant
- Performed administrative duties for General Manager, Operations Manager, and six Department Managers.
- Prepared daily deposits ranging in amounts from $10K to $90K.
- Answered 20-line switchboard and routed calls appropriately.
- Worked individually with Sales Associates scheduling deliveries and checking inventory.
- Contacted customers to schedule and verify merchandise delivery times.
- Worked directly with 2 warehouses on merchandise shipping issues.
- Prepared and distributed daily, weekly and monthly reports.

EDUCATION/AFFILIATIONS

Numerous professional business development courses
Advanced Microsoft courses
State of Missouri Notary Public

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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.

Rose's dedicated recruiting staff provides successful resource placing for the following categories; IT, Accounting, Administrative/Clerical, Engineering, Financial, Healthcare, Managerial, Office and Telecom/Wireless and several others. Below is a sampling of titles/skill sets that our recruiting staff had success in placing:

IT: Application Developer, Business Analyst, Change Management, Database Analyst, Desktop Support, Helpdesk, Project Manager, QA Tester, Security Analyst, Systems Analyst, Technical Writer, Web Developer, Oracle/PeopleSoft Developer, Program Manager, Program/PMO/Project Coordinator, Application Support Analyst, Database Developer/Modeler, Business Intelligence and ETL/Data Warehouse, Mainframe, and Network Specialist/Architect/Engineer

Accounting/Financial: Accounts Payable, Accounts Receivable, Accounting Specialist, Accounting Support, Auditor, Billing Coordinator, Claims Processor, Commercial Loan Servicer, Financial Analyst, Foreclosure Specialist, Loan Processor, Mortgage Closer, Tax Specialist, Underwriter

Administrative/Clerical/Office: Administrative Assistant, Administrative Specialist, Call Center, Clerical Assistant, Clerk, Controller, Customer Service Representative, Data Entry, Executive Assistant, Greeter Marketing Specialist, Office Support, Operations Specialist, Receptionist, Recruiter, Sales, Trainer

Engineering/Managerial: Operations Manager, Program Manager, Systems Administrator, Systems Engineer

Healthcare: Benefits Consultant, Benefits Coordinator, Human Resources Professional, Laboratory Technician

Telecom/Wireless: Implementation Engineer, Implementation Manager, Telecom Analyst, Telecom Technician, Site Acquisition Manager

While Rose works with a wide array of subcontractors all throughout the United States, we do not anticipate utilizing sub-contractors given the skills and locations for UCF. We only work with subs in extremely rare scenarios and in the unforeseen event. Over 97% of our billable staff is on a Rose W2.

Please find below the projects where our dedicated staff are involved:

__Teri Elder, Director, State and Local Government__
Ms. Elder was responsible for the overall client satisfaction & strategy to multiple state government past Staff Augmentation contracts for numerous categories including, but not limited to, administrative, accounting, training, support staff, information technology, professionals, light industrial, technical. She has over 35 years of extensive IT and Management experience, holds a Bachelor's Degree in Business with a minor in Computer Science. Teri has directed the efforts of Rose International's state government practice including temporary services for over 40 states. Prior to her current position as Director, Teri has served as an IT consultant, Site Manager, and Client Engagement Manager all within Rose International.

__Dana Schmitz-Mills, Client Engagement Associate__
Ms. Mills was the primary single point of contact for multiple state government's Staff Augmentation contracts. She had the overall day-to-day responsibilities for managing the accounts and has worked with the client managers, to understand the projects and technologies as well as any soft skill requirements. Dana has the

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support of the dedicated delivery team of Resource Delivery Executive and Recruiters to ensure timely and quality requisition coverage.

In term of measuring/assuring the quality of Rose staff over the term of the agreement, our internal systems deliver 24x7 real-time tracking and status of every single client request, all candidates and our internal team performance metrics; starting with high-level dashboards and the ability to drill down to the most granular of details. Our QCOMPASS system is fully integrated to the extent where the entire team is able to view all of the candidates Reached Out (RO) to by the recruiting team. We have implemented electronic scorecards for all delivery personnel – Delivery Performance System (DPS). This system enables every manager to enter unique goals for each of their team members. Goals are items such as customer meetings, submittals, coverage, interviews, placements, candidates added, Candidate Reach-Outs, Employee Reach-Outs. The goals are set for each day of the week and then renew periodically. As the team member performs his/her duties, the actual numbers are updated automatically in the DPS and the team member and supervisors/manager can view his/her progress each day towards that day's and week's goals. While the goals are unique in terms of the numbers, the goal topics are standard across the company. This system has energized delivery personnel and provided further common vocabulary across our entire organization, bringing us closer together and delivering stronger for our customer base.

The company provides the infrastructure and tools that Rose Recruiters need to become the best in the industry. Each Recruiter/RDA/CEA progress is tracked in the Delivery Performance System, which also readily points out what areas need additional help, and is available in real time for their supervisors to review and act on.

In addition to the above, our UCF dedicated team will also have daily team calls to review and prioritize open requirements and ensure we are striving for 100% coverage on all requisitions. We place all new client accounts into our Steering Towards Success (STS) program. With this initiative, Rose ensures that new accounts receive our white-glove service behind the scenes. If we are chosen as a successful bidder for this effort, Rose will ensure that the delivery team assigned to UCF meets monthly in addition to calls regarding open requirements to discuss the current internal scorecard, our relationship overall with UCF, candidate activity, and any other metrics that may warrant discussion at that time. These meetings will help us to ensure we are keeping our finger on the pulse of your account, address issues before they escalate, and ensure that the partnership between Rose and UCF is successful overall.

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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?**

Rose International has 28 years of staffing industry presence. Our core competency is to find, attract and retain the best quality available temporary talent at a value price and in a timely manner for our clients, while providing competitive pay and benefits to our employees. We are uniquely able to support different large accounts as UCF due to: _our scalable and flexible organizational model_, our _national scale coverage and 28+ year presence in the market_, _our in-house technology (QCOMPASS)_, _our culture and our experience with other similar accounts_.

To support all accounts, we align teams with the activity of the client's program. Unlike the "branch model" in staffing, we only align teams with clients, not just local geographies. We have an organizational hierarchy as follows: Vice Presidents/Directors focused on strategic service delivery to the, Client Engagement Associates (CEA) responsible for the operational/ day-to-day relationships with UCF, Resource Delivery Associates (RDA's) who manage openings and make qualified submittals, Recruiters who are responsible for relationships with candidates and talent in the market and Sourcers who are responsible to gathering as many relevant profiles in our database as possible. This structure allows us to shape teams so that the client program knowledge is well understood by the entire team. It also allows us to determine how many RDAs are required to properly support a program. Note also that RDAs are only focused on service delivery to the client program. They are not involved in on-boarding candidates, timesheet issues, etc. We have a "separation of duties" approach across the organization, and the RDA function is KEY in the proper alignment with the client's program needs and volume. This level in the aligned team approach is fully scalable, meaning we can determine how many RDAs are required for successful support, and then we can organize their necessary recruiting support accordingly.

As soon as a requisition is received (via a VMS, e-mail or phone call from a customer), they are entered into our proprietary automated, centralized, web-based Staffing Delivery system (QCOMPASS). The client dedicated recruiting team is notified in almost real-time of this new requisition and is assigned to our team based on the skill set/geographic location. Our recruiting team ALWAYS look from within, who is coming off the assignment or on our active pool of candidates. In addition – they also source new/active and passive seekers matching those skill sets. As work progresses, each client has a dashboard managed by the delivery team for that client. They can see candidates being reached out to, reaching back in, prepping for submittal, interview, etc. It is real-time tracking of the requisition fulfilment and one of a kind in the industry. A sample process is described below:

Here is our **Recruitment Operations Flow** broken down:

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Phase 1

1. Rose recruiter sources candidates and determines the top 2-3 candidates

2. RDA is sent the above candidates and vets the candidate to ensure compliance & quality. The general screening process is initiated.

Phase 2

Are references available? **YES**

1. RDA checks referenced & updates QCOMPASS

2. Are references positive

3. RDA updates QCOMPASS

Are references available? **NO**

1. RDA requests references

2. Candidate profile updated. candidate is not submitted to client

Phase 3

1. Proceed to skills/ experience screening

2. RDA submits the candidate to the Client/MSP

Phase 4

1. Client requests interview

2. RDA conforms interview with client

3. RDA confirms interview with candidate

4. If necessary, Client requests interview

5. RDA confirms interview debriefing with candidate

6. Client extends offer

7. Client declines candidate

8. RDA notifies & updates QCOMPASS

Phase 5

1. RDA extends offer and confirms acceptance with candidate

2. RDA notifies client

3. RDA generates JOF & new hire request

4. Rose new hire team generates new hire portal login for candidate tobegin electronic on-boarding

5. Rose new hire team confrms on-boarding is complete

6. Background/drug results passed to RDA & updates QCOMPASS

7. RDA updates client regarding background/drug results

8. RDA confirms start date with client

9. RDA confirms start date & details with candidate

Rose's process is designed to ensure that we can place temporary employees anywhere in the continental United States. With our focus on supporting more than 160 large clients of which many are leading Fortune 500 organizations, Rose is constantly involved in supporting staffing requests across thousands of work locations in markets of all sizes and for numerous clients.

So, the first key component in our ability to successfully support clients is the coverage we are providing for a wide range of comparable contractor roles. In short, the stream of activity from being a leading staffing services provider generates access to large pools of talent across all key UCF markets, because we are already doing business there!

A second key component is our skill-based approach to recruiting. In most markets, the number of candidates that is truly suitable for a particular position, with specific skill requirements, in a certain location and at a certain rate at a given point in time is limited by definition. For Rose to outperform other vendors and provide value in programs, we need to be extremely accurate and fast in connecting with the most promising candidates quickly. We accomplish that by organizing our recruiting teams across IT, Engineering, Business Consulting, Business Professional, Admin Clerical and Call Center roles. Within IT, we further break this down in subgroups focused on Software Development and QA, Infrastructure and Cloud technologies, and Project Management positions.

By having a dedicated group of Recruiters focus on a limited set of customers and a specific skill group as described, their ability to quickly identify and connect effectively with suitable candidates grows exponentially. They know the "language" of the positions, the commonly used technical tools, typical experience that candidates should have for a client position, and so on.

The third component is the sheer volume of monthly contacts, the size of our total database of active candidates and the resulting pool of potential candidates we have immediate access to when we receive a client request.

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Each month, our teams connect with more than 110,000 new candidates and make more than 10,000 submittals to support about 2,700 client requests.

All these profiles are captured and are of course entirely searchable in every way imaginable in our proprietary QCOMPASS system, which currently holds information on more than **7 million** candidates. Our Recruiters can use advanced search functions focused on skills and experience, while also narrowing down the pool based on zip code radius, location preference, industry experience, work authorization, pay expectations, etc. By using only our QCOMPASS platform, our teams are able make "warm" reach outs within MINUTES to potentially qualified candidates that we have already interacted with previously, which makes us a known entity when we connect with them again.

The fourth component of our success in supporting client programs involves our coverage across numerous additional "talent channels" to reach the largest audience possible at all times. These include:

1) **Our own Rose Active Talent Pool:** Managed within our proprietary system, QCOMPASS, this is the pool of over **seven million** candidates with the system identifying who are coming off the assignment in the next 30 days or have recently completed assignments and are ready to be deployed on another role. Our Recruiters always check what options exist with current or recently active employees for new projects.

2) **Direct Applicants:** Rose automatically posts all active client requests (without any client details of course) on our website. These postings are replicated to numerous State employment boards and leading job sites like CareerBuilder and others. This coverage enables us to reach many "passive" candidates that are not publishing their information on job boards but want to be deliberate and selective about which position they decide to pursue.

3) **RFriends** - Rose's innovative referral program. Rose has developed a wide-reaching program known as RFriends, which drives referrals from existing employees and results in a healthy number of our new hires. The RFriends program allows existing or any future prospective Rose employee to submit referrals to our teams for active openings. When those individuals are placed on assignments through Rose, the referring candidate receives a reward.

4) **Job Boards using search integration with QCOMPASS**: Rose subscribes to all major job boards including Indeed, Monster, DICE and Career Builder and we have built integrations into several of these job boards so that our Recruiters can simultaneously search our database and the job boards. Candidate searches within our system identify where the candidates are coming from and ensure the latest profile information is utilized (whether in our QCOMPASS system or not). Due to the dynamic nature of job board profiles, we capture every profile that our team reviews, so we have the information even if that profile is removed from a job board by the candidate a short while later.

5) **D2E Veterans curation program:** Rose has developed a program we refer to as Deployment to Employment (D2E), which is directed by a Supplier Diversity and Sustainability Manager who is dedicated to veteran engagement here at Rose. We currently have relationships with six military bases to conduct resume writing workshops and career counseling sessions. Our D2E program has resulted in Rose hiring 1000 veterans over the past 36 months! We are also committed to hiring Recruiters with a veteran background who can train our larger recruiting base on how to decipher military lingo and pull out the fantastic skills and experiences these men and women can offer to corporate America.

6) **Social Media – LinkedIn, Facebook, Targeted User groups:** Rose Recruiters in all categories are trained on networking and sourcing via LinkedIn/Facebook, and other methods of finding "passive candidates". These candidates are often not responsive to advertisements and are not posting their resumes in areas for

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public consumption. By reaching out to such passive candidates, we have found candidates in two days, where existing vendors had failed to provide resumes after weeks of searching.

7) **Job Fairs/Advertising:** Rose historically participates in numerous expos and job fairs across the country each year. Interested candidates are presented with an overview of Rose and invited to supply their resumes to our QCOMPASS database to participate in Rose/Client opportunities.

8) **Subcontractors:** Rose International has a Preferred Vendor Program for pre-qualified subcontractors that we may utilize for specific project requirements, if necessary. Rose has a process for selecting, approving and managing all subcontracting companies. Currently, Rose International has prequalified subcontracting vendor partners that provide subcontracting services to both our commercial and government customers. Note though that less than five percent of our workforce is sub-contracted as clients seek out Rose as a partner for contractors who are engaged on a W2 basis.

Taking all those pools into consideration, our first choice is to engage local candidates for positions in their area. Approximately 85 percent of the candidates sourced by Rose Recruiters are local to the project location. In summary, our Recruiting teams are experienced in finding candidates by utilizing our extensive candidate database and numerous available talent channels in creative ways. Once we begin working with a client, Rose Recruiters network and develop candidate pools quickly.

2. Describe how urgent requests are handled.

Rose has a flexible recruiting engine with essentially no material bottlenecks. We are very capable in providing large numbers of suitable candidates for major initiatives. We have a strong database of potential candidates matching the client footprint at any one time. With over 7,000,000 candidate profiles and resumes in our internal database, we are confident that we will exceed UCF's expectations every time. We can provide screened and suitable candidates within 24-48 hours and often on the same day a request is received. These are quality candidates, fully vetted on your opportunity and desiring to join.

Rose has a unique and flexible multi-tier model where we can allocate the required numbers of Resource Delivery Associates and Recruiters to support these projects.

To make these projects happen successfully, we are able to leverage our in-house QCOMPASS systems with millions of active candidate profiles, direct integration with all leading job boards to access the largest talent pools possible, post active positions for projects such as these automatically on multiple websites so as to reach the widest audience possible, etc. Our total control of our in-house system offers the utmost flexibility in how we can support client requirements and projects. Information and recruiting assignments are all fully configurable, making our teams entirely flexible and essentially on demand.

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

To ensure that individuals who join Rose International are well qualified and to ensure that the company maintains a safe and productive work environment, it is our policy to conduct pre-employment background checks on all candidates or applicants who accept an offer of employment. We utilize a highly effective centralized approach for on-boarding and screenings to ensure 100% compliance with all client requirements. Unlike competitors that utilize local branch personnel to carry out candidate and contractor screenings, Rose's process is entirely centralized and digital.

Once a contract is completed with a new client program, we set up a customized on-boarding package for that client program, and even divisional or department-based requirements as needed, to cover all the details of the background screening, including SSN traces to determine all the locations a candidate has worked in and lived

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at, criminal history checks, drug screen details, employment checks and any other client required specifics. This is all managed in our proprietary electronic New Hire Portal.

Please note that documents are not emailed but managed on this portal. Candidates receive a secure and private login to their own individual profile so they can upload their own on-boarding documents over the course of time as time allows. Our on-boarding team then sees the progress as it happens and is alerted if candidates are falling behind given their desired start date. An electronic record is then permanently on file and available to support client audits or any issue resolution.

Sterling is Rose's preferred screening provider. If we are required to utilize a background screening and drug screening vendor(s) other than those which we currently use, we will naturally adhere to your requirements. We have contracts in place with all the leading providers in this space that perform a wide array of screening that aligns closely with the varying requirements of our clients.

We also audit the background check report against the candidate's resume to ensure that the relevant employers listed on the resume have been verified, for example for the past seven years if stipulated by the client that way. If we find any discrepancy, we do collect a candidate's W-2 or pay stubs to ensure we are able to validate the full resume for our candidates.

Our Audit Team uses the New Hire Process documents to ensure all the checks are complete prior to a candidate's start. All employee documents are stored electronically in our internal proprietary system. When clients request On-boarding documentation for their audits, we can provide all required information immediately. Rose's use of a very stringent and centralized on-boarding and background screening process results in an exemplary record of 100% compliance with client requirements in this regard.

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

Rose International has developed a well-defined multi-layer screening process to ensure we submit the best-qualified candidate in a timely manner. Candidate quality and experience is central to our process. We focus not only on the skills required but also the candidate's availability and willingness to accept the job if offered the position. Every candidate undergoes at least two different levels of screening; first by a Recruiter then by a Resource Delivery Associate (RDA) and/or by the assigned Client Engagement Associate (CEA) for final approval before submission to ensure not only that they have the skills required for the job but are also fully locked down and committed to complete the contract for our client.

The Recruiter screens a candidate for communication, availability, client position location, and the soft skills requirement for a specific position. Once the Recruiter feels comfortable with the candidate's responses, a detailed technical interview is conducted based upon the candidate's resume and Technical Checklist we have created with appropriate technical skills. The focus is to ensure candidates can demonstrate the experience listed on their resume. We also utilize online testing systems like IBM Kenexa and TechCheck to perform applicable testing as needed or requested by the client. Also, for certain niche and hard to find skills, we lean on our existing employees/contractors working on similar projects to help with another in-depth technical screening.

➢ **In-person Interviews:** Prior to COVID-19, we preferred to interview candidates in person as much as possible. With the widespread adoption of video calls now, we interview the vast majority via Teams or Zoom and multiple times in this fashion with the different team members who screen for different things. All candidates are held to the same high standards as those that we focus on in traditional in-person meetings.

➢ **Video Clips:** Rose International utilizes a video submission feature during the application process. When candidates apply for an available job with Rose, they are given the opportunity to upload a 30-second video

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to further highlight their skills, capabilities, etc. As allowed, we can share these with the program team or hiring managers as a supplement to the resume.

➢ **Reference check:** After a candidate is qualified technically, we request two professional references as another means to gain insight in a candidate's experience and background. We accept only professional, managerial references.

RDAs or CEAs then complete the final review for candidates before they are submitted to our clients. The check performed at this step focuses on anything unique a client may have a requirement for that is not easily checked by a Recruiter. In that sense, our RDAs perform a very important Quality Assurance gate function, as we entrust them to make the decisions about which candidates should be submitted to the client for consideration.

Note that the vast majority of our RDA's joined Rose as recruiters, progressed to Senior and Technical Recruiter roles due to levels of competency and success and then were assigned to the RDA role. In other words, we are very selective in the composition of the teams that clients interact with and we make sure that the client's user experience with Rose is a top-level, white-glove and highly responsive one. This is one contributing factor to Rose receiving awards from leading MSPs as a Premier Partner, Top 1% vendor, etc.

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

When we are given an exclusive position, we will fill it 100% of the time. When we are given positions along with other preferred vendors, our fill rate ranges from 25-40%. These fill rates are high but they reflect our performance in programs with five to ten vendors where we perform well. It is our goal to be ranked the number 1 supplier in all of our competitive programs (largely at Fortune 500 companies).

In programs with considerably more vendors of say 10 to 25 or more, our fill rate is still high but impacted due to higher levels of competition. In such programs, we generally experience fill rates of more than 10%, as we expect one of every three candidates we submit to be interviewed, of which one gets hired. (0.33 * 0.33 = ~ 0.11) This pattern reflects managers selecting 5-8 first round candidates and about 3 finalists, from which one is hired for the project, and the Rose candidates doing well in all steps of the process.

For lead time to get an employee ready to work, as mentioned above, Rose is able to submit candidates for consideration within 24-48 hours of receiving the client request. Once we connect with suitable candidates, our screening process takes place and we naturally encounter situations of starting this process in the afternoon on

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day 1, completing more steps the next day and submitting that candidate's profile still on day 2, so within 24 hours, or sometime the following day if the final process steps rolled over to that day when we get close to the 48-hour mark.

In terms of measuring the timeline from request to placement, that is largely dependent upon factors outside our control, such as manager availability for interviews, timeframes for hiring decisions, the need by the candidate to give notice to another employer, the process time needed for background checks and similar factors. However, placement generally occurs in about 2.5 weeks as most start days are scheduled for Mondays.

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APPENDIX I
SUPPLEMENTAL OFFERSHEET
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 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.

SECTION	YES	NO	RESPONDENT INITIALS
2.1 **Non-negotiable**	X		TE
2.2 **Non-negotiable**	X		TE
2.3 **Non-negotiable**	X		TE
2.4	X		TE
2.5	X		TE
2.6 **Non-negotiable**	X		TE
2.7 Section Not Used	X		TE
2.8 **Non-negotiable**	X		TE
2.9	X		TE
2.10	X		TE
2.11 **Non-negotiable**	X		TE
2.12	X		TE
2.13 **Non-negotiable**	X		TE
2.14 **Non-negotiable**	X		TE
2.15	X		TE
2.16	X		TE
2.17	X		TE

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SECTION	YES	NO	RESPONDENT INITIALS
2.18 **Non-negotiable**	X		*TE*
2.19	X		*TE*
2.20 **Non-negotiable**	X		*TE*
2.21	X		*TE*
2.22	X		*TE*
2.23	X		*TE*
2.24	X		*TE*
2.25	X		*TE*
2.26	X		*TE*
2.27 **Non-negotiable**	X		*TE*
2.28 **Non-negotiable**	X		*TE*
2.29	X		*TE*
2.30 **Non-negotiable**	X		*TE*
2.31 **Non-negotiable**	X		*TE*
2.32	X		*TE*
2.33	X		*TE*
2.34	X		*TE*
2.35 **Non-negotiable**	X		*TE*
2.36	X		*TE*
2.37	X		*TE*
2.38	X		*TE*
2.39 **Non-negotiable**	X		*TE*
2.40	X		*TE*
2.41	X		*TE*
2.42 **Non-negotiable**	X		*TE*
2.43	X		*TE*
2.44	X		*TE*

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SECTION	YES	NO	RESPONDENT INITIALS
2.45	X		*TE*
2.46	X		*TE*
2.47	X		*TE*
2.48	X		*TE*
2.49 **Non-negotiable**	X		*TE*
2.50	X		*TE*
2.51	X		*TE*
2.52 **Non-negotiable**	X		*TE*
2.53 **Non-negotiable**	X		*TE*
2.54	X		*TE*
2.55	X		*TE*
2.56 **Non-negotiable**	X		*TE*
2.57 **Non-negotiable**	X		*TE*
2.58 **Non-negotiable**	X		*TE*
Appendix I	X		*TE*
Appendix II	X		*TE*
Appendix III	X		*TE*
Appendix IV	X		*TE*

Company: Rose International, Inc.   Authorized Representative's Name: Teri Elder

Authorized Representative's Signature: _Teri Elder_   Date: 01/27/2022

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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

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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: _Rose International, Inc._____

Authorized Representative's Name: _Teri Elder_____

Authorized Representative's Signature: _Teri Elder_____

Date: __01/27/2022_____

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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: __Rose International, Inc._____

Authorized Representative's Name: ___Teri Elder_____

Authorized Representative's Signature:___*Teri Elder*_____

Date: __01/27/2022_____

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ADDENDUMS

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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.

Teri Elder	Teri Elder
PROPOSERS SIGNATURE	PRINT OR TYPE PROPOSER'S NAME

Rose International, Inc.	state_locgov@roseint.com
COMPANY NAME	EMAIL ADDRESS

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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.

_____   Teri Elder
PROPOSERS SIGNATURE   PRINT OR TYPE PROPOSER'S NAME

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COMPANY NAME   EMAIL ADDRESS