



**SYSTEMSOFT**  
TECHNOLOGIES™

# UNIVERSITY OF CENTRAL FLORIDA

**INVITATION TO NEGOTIATE (ITN)  
2021-03TCSA**

**Temporary Labor Services**

**CONTACT:**

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Director, Corporate Operations  
(727) 723-0801 x327

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3000 Bayport Drive, Suite #840  
Tampa, Florida 33607  
[www.sstech.us](http://www.sstech.us)

<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>  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.		<b>University of Central Florida</b>  <b>INVITATION TO NEGOTIATE</b>  <b>Contractual Services</b>  <b>Acknowledgement Form</b>	
Page 1 of 38 Pages	OFFERS WILL BE OPENED <b>January 13, 2022 @ 2:00pm EST</b>		ITN NO. <b>ITN2021-03</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		and may not be withdrawn within 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 <b>59-3583134</b>			
SUPPLIER NAME <b>System Soft Technologies LLC</b>		REASON FOR NO OFFER: <b>N/A</b>	
SUPPLIER MAILING ADDRESS <b>3000 Bayport Drive, Suite #840</b>			
CITY - STATE - ZIP CODE <b>Tampa, Florida 33607</b>			
AREA CODE <b>727</b>	TELEPHONE NUMBER <b>723-0801</b>	<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.	
	FAX: <b>813-289-5359</b>		
	EMAIL: <b>david.q@sstech.us</b>		

### Government Classifications

Check all that apply

- |  |   |
|--|---|
| <input type="checkbox"/> African American          | <input type="checkbox"/> American Woman       |
| <input checked="" 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)**

**David M. Quish, Director, Corporate Operations**  
**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.

January 26, 2022

**Trinh Nguyen**

Procurement Services Department

[trinh.nguyen@ucf.edu](mailto:trinh.nguyen@ucf.edu)

Phone: 407-823-2661

**RE: 2021-03TCSA, Temporary Labor Services**

Dear Trinh Nguyen:

**System Soft Technologies LLC** (System Soft) understands the University of Central Florida (UCF) is soliciting responses to enter into an agreement with several service providers to provide temporary labor 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.

System Soft, a leading provider of Information Technology (IT) services, is confident in its capabilities to support UCF in meeting its specific needs and various project requirements. We stand out against our competition in longevity, breadth of experience, considerable workforce and technological edge.

Within this proposal, you will find detailed information regarding our knowledge, experience and resources pertinent to your objectives and reflect our team's proficiency in best-in-class methods, supplying such services to industries and agencies at all levels and across multiple domains.

We look forward to your consideration of our proposal and to enter into the contractual agreement, providing services necessary to fulfill your goals, as defined in this solicitation.

I am the individual authorized to execute the contract on behalf of the team contractually. For future and ongoing communications, please contact Neha Desai at [Neha.Desai@sstech.us](mailto:Neha.Desai@sstech.us) or 770-391-0801 x123.

**Thank you for considering System Soft during this bidding process.**

Sincerely,



**David M. Quish**

Director, Corporate Operations

(727) 723-0801 x327

[david.q@sstech.us](mailto:david.q@sstech.us)

System Soft Technologies delivers full-service, comprehensive IT expertise and services

\*\*\*\*\*

**Atlanta**

6 Concourse Parkway,  
Suite 2950  
Atlanta, GA 30328  
Ph: 770-391-0801  
Fax: 770-391-0849

**Dallas**

5850 Granite Parkway,  
Suite 970  
Plano, TX 75024  
Ph: 254-647-0801  
Fax: 214-436-4677

**Herndon**

2551 Dulles View Drive,  
Suite 350  
Herndon, VA 20171  
Ph: 703-870-7407  
Fax: 703-870-7467

**Santa Clara**

2550 Great America Way,  
Suite 101  
Santa Clara, CA 95054  
Ph: 669-209-0801

**Tampa**

3000 Bayport Drive,  
Suite 840  
Tampa, FL 33607  
Ph: 727-723-0801  
Fax: 813-289-5359

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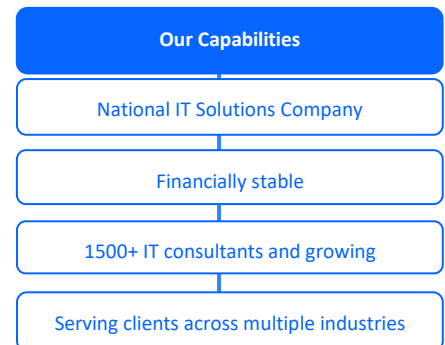
# A. EXPERIENCE AND QUALIFICATION

## Qualifications

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.

System Soft Technologies understands the University of Central Florida (UCF) is soliciting responses to enter into an agreement with several service providers to provide temporary labor 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.

After a careful review of the criteria listed in the UCF's ITN, System Soft is pleased to submit the following information about our IT Services, best practices, and current accomplishments, as they relate to the UCF's effort.



System Soft Technologies grew from a simple venture into a business now employeed more than 1500 consultants, System Soft knows our success is due to our commitment of taking the necessary time to fully address the requirements of each of our clients and their unique situations. This knowledge serves as the cornerstone of our guiding principles and core values, keeping System Soft aligned for continued success in the future.

For more than two decades, we have sought out the best and brightest minds to deliver Information Technology Services for multiple agencies. We have positioned ourselves to become the industry leader in IT services due to our deep understanding of an organization's needs, years of IT service expertise and dedication to a client-centric approach.

Our unwavering reliability and phenomenal financial growth during the past decade have permitted System Soft to invest in innovative technologies, processes and human resources, ensuring we have a lasting and prosperous future leading IT consulting and technology solutions. With a focus on quality and communication, our vision is to create innovative services and solutions maximizing business value and operational efficiencies that offer adaptability, scalability and responsiveness to our clients.

This current decade brings new challenges for clients regarding the adoption of the latest advancements in security, cloud and transformational digital technologies. We have strategically invested in our office locations and resources to help fulfill our customers' staff augmentation requirements and project executions.

System Soft's comprehensive portfolio of offerings is unparalleled. From digital transformation and security to IT consulting and data and analytics, our portfolio of services helps streamline and improve IT operations for our clients.

Our domain expertise provides the finest customer experiences across many verticals that include Banking & Financial Services, Distribution & Marketing, Healthcare & Insurance, Logistics & Transportation, Media & Entertainment, Mobile & Telecom, Retail & Manufacturing, and Web & Online Services.



## IT Consulting

### Solutions

- Project based
- Turnkey
- COTS/MOTS
- Open Source

### Services

- Managed Services
- Iteration Services
- Quality Services
  - Managed Testing Service
  - Test Automation and DevOps Integration

### Human Capital Management

- Staff Augmentation
- Professional Services

### Program and Project Management

## Digital Transformation

### Superior User Experience

- Experience Design
- Product Innovation
- Digital Customer Experience

### Intelligent Automation

- RPA Starter Kit
- RPA Project Services
- RPA Maintenance
- IDP Managed Services

### Digital Customer

- Digital Marketing
- Customer Service
- Data Insights
- Infra & Integration
- Roadmap

### Digital Employee Experience

- Employee Experience
- Process Automation
- Data Insights
- Workplace Integration
- Akumina
- Roadmap

## Data & Analytics

### Data Platform Strategy

- Platform Architecture
- Solution Architecture
- Data Lakes
- Cloud Native/Hybrid
- Master Data Management
- Modernizing Data Warehouses

### Data Ops & Services

- Data Pipeline
- Process Orchestration
- Last-mile Analytics

### AI/ML Ops & Services

- Feature Engineering
- SVM/USVM Models
- Model Operationalization
- Model Maintenance

## Cloud / Microsoft

### Cloud Optimization

- Azure Migrations
- Data Insights
- Power Automate RPA
- Cloud Governance

### Accelerated Application Development

- Custom Applications
- Product Development
- API Development
- Application Integrations
- Technology Upgrades
- Low Code/No Code Applications

### Security Analytics

- Assessments
- Cloud Security
- Cohort Analytics



## Key Differentiators

### UNIQUE CAPABILITIES

System Soft provides cross-training to client staff in all departments, which means every staff member working with System Soft has knowledge of the work being performed in various other departments and work is not affected in the absence of existing staff members performing one particular task. This differentiates our firm from our competitors.

### COST ADVANTAGES

System Soft offers an edge in structural or fundamental costs, and offers the lowest possible price in the market for our IT services. We have structured our pricing and estimation methodology based on the valuable experiences we received over the long length of our existence, offering the same set of services to various other businesses.

As a Direct Sourcing Vendor, System Soft Technologies can bring lucrative cost advantages to our clients, eliminating one or more layers in the recruiting process and reducing overall costs considerably.

### FASTER TURNAROUND TIMES:

With a 1500+ pool of top-notch IT Professionals on-board, System Soft is able to provide very competitive pricing with quick turnaround times. System Soft maintains hundreds of screened IT consultants in a database, drawn from reliable and networked sources in the case we can't find a suitable match from our own employees.

### NEW TECHNOLOGY TRAINING

System Soft can impart, at no additional cost, the requisite training for our IT consultants working on client projects if the on-job responsibilities warrant such extra training, per mutual understanding and agreement.

System Soft can also impart training to the Client's staff as needed, subject to additional payment terms in those cases, but at a lesser cost to the client compared to traditional training methodologies.

### OUR TOTAL SOLUTION ADVANTAGE

System Soft Technologies offers more focused services with built-in flexibilities in scheduling and fulfilling your engagement. Contrast that with larger firms, who normally tend to be more rigid and expensive in their dealings, given their leading positions.

System Soft's resources are more agile by nature and don't take much of the client's valuable time in acquainting with its business, its processes, and networking with its people. This gives the businesses much needed impetus as a 'speak your language' attitude comes with more 'know the industry' talent.

System Soft Technologies uses an integrated Human Resource process for selection, training, development, and performance management, leading to the most efficient and effective work processes and in support of our employees. The company's dynamic workforce brings this same level of superior support to our clients as well.



At 5%, our transition rate is at the lowest in the peer industry. Most of our IT consultants have been with the company for more than 5 years, which is a sort of record in the industry. This was only made possible given the company's thrust on our people policies.





## System Soft's Approach

System Soft provides our clients with numerous reasons why they have selected us as their IT solution provider. Still, the primary reasons revolve around our people, past performance and continued success, while maintaining [the Right Solution, the Right Team and the Right Approach](#) with our current client base.

 RIGHT SOLUTION	 RIGHT TEAM	 RIGHT APPROACH
System Soft's high-level proposed IT services are the <a href="#">Right Solution</a> to address UCF's goals and objectives for this project. Our comprehensive approach and methodology are engineered to work together, allowing you to benefit from the latest advances and the best technology to UCF, its employees, and its citizens.	System Soft has the <a href="#">Right Team</a> to lead the UCF's business transformation. Our approach, analysis and advice are powered by an extensive library of government best practices. Our senior-level and highly experienced resources understand the government's language and have in-depth software knowledge and business expertise to guide UCF through the business process transformation.	System Soft's <a href="#">Right Approach</a> is designed to optimize the balance between schedule and risk, thereby solidifying the completion of a successful project. UCF will realize significant improvements in overall processes, services and chart of accounts within UCF's desired timeframe and marked improvements in employee productivity, IT spend and operational excellence over the lifetime of its investment.

### Right Solution

Our high-level, proposed IT Consulting and Staffing Services to UCF combines the power of our corporate competencies and experiences for a game-changing staffing solution, including the support of the above-listed target classifications. System Soft's services are the [Right Solution](#) for the UCF's requirements, as we have been performing the exact requested services for more than 20 years.

### Right Team

System Soft is one of the nation's leading IT Consulting and Staffing firms, with a proven history of business transformation success for numerous state governments. Our approach to supporting government clients is led by the [Right Team](#) of Account Managers, Recruiters, Senior Management and Executive Leadership.

### Right Approach

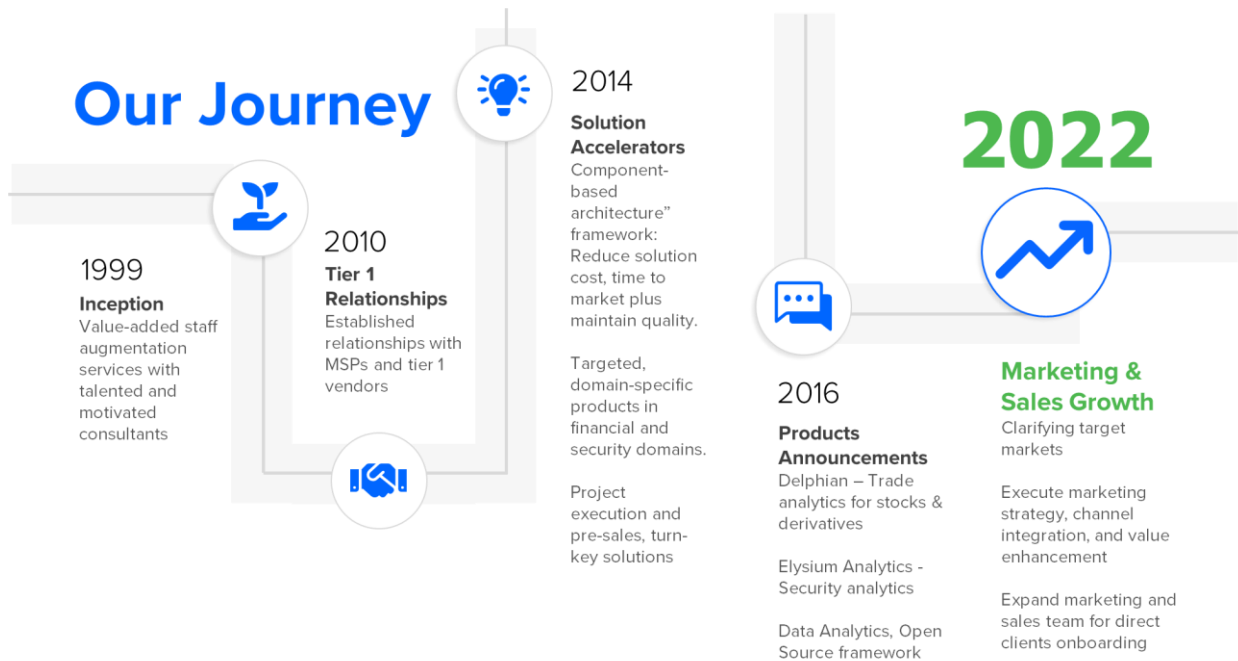
System Soft knows every customer is unique in its purpose, mission, goals, challenges, opportunities and maturity level. We believe our proposal demonstrates a robust and achievable [Right Approach](#) to our IT Consulting and Staffing Services, which have a proven record of accomplishment of successfully supporting other governments across the United States.



## Overview and History

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

System Soft Technologies was established in 1999 to provide clients with the most innovative, up-to-date and cost-effective IT services and solutions, currently servicing clients across the United States and worldwide. We strive to bring the best value to our clients and motivate our consultants to continuously advance their expertise within their respective domains.



### 1999-2004

From the beginning, our focus has been on building long-term relationships with our clients. We created a value-based model with correspondingly low margins that allowed us to deliver employees with elite skills to customers while maintaining a competitive compensation model to keep our associates motivated. Our formula for success—critical thinking applied to collaboration—has helped us quickly become a one-stop solution for staff augmentation services.

### 2005-2010

As we became more established, we continued to invest in our customer and employee-centric models. We leveraged the strength of our diversity to grow our portfolio to multiple domains to expand our Tier 1 distribution channel. We also benchmarked our KPIs (key performance indicators) and focused on building a partner ecosystem positioned to develop strategic relationships with our clients. During this time, we became an expert in providing IT services that utilized the latest technological domains, coupled with a range of flexible engagement models for clients to choose from, depending on the nature, suitability, budget and priority of the assignment.

### 2011-2015

After more than a decade of proven results, we began providing services to the public sector. We created knowledge-enriching infrastructure and policies to support innovation and technological advancements. To enhance this effort,



we established an innovation lab to promote research in the latest frameworks and technologies that could be used for current and future clients.

## 2016-2020

We turned our attention to establishing regional development centers to support delivery models. The initial focus was in Dallas, Texas, where we applied significant resources to pursue and support the vast opportunities available across the State of Texas. An emphasis was placed on staff augmentation services, managed IT services and the development of code-ready accelerators and frameworks. The code-ready components were important stepping stones that enabled us to form a foundation to easily replicate and customize project solutions, which in turn opened doors for our endeavors into product development.

We strategically invested in office locations and resources to aid in the fulfillment of wide-ranging client projects. We established the Big Data Center of Excellence (Big Data CoE) lab in Santa Clara, California. Our transformational digital technologies with solution accelerator development help to meet the demanding challenges of clients. We created extended development kits and focused on delivering fixed-bid solutions by taking complete ownership of development projects.

## Today

The new decade brings challenges for clients regarding the adoption of the latest advancements in security, cloud and transformational digital technologies. We have strategically invested in our office locations and resources to help fulfill our customers' staff augmentation requirements and project executions.

System Soft strives to maintain a transparent and inclusive culture across our organization. We have a tiered leadership model that provides management support across our global staffing/recruiting functions. This structure is designed to support our team members, manage day-to-day production and monitor progress using team feedback and data analytics. We have regular team meetings and individual contact with our team members involved with all aspects of client activities.

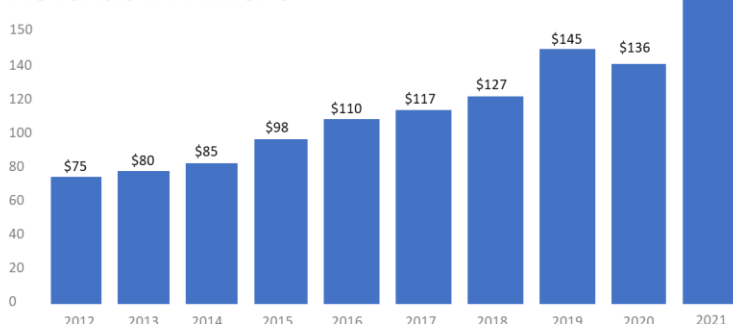
System Soft has built agile customer relationship teams based on our strong management leadership values and vision, with leadership focused on building long-term relationships with clients. We strongly believe this puts us on par with global multibillion-dollar vendors, supplying the highest-quality delivery and solutions on a daily basis.

# System Soft Overview

- **SERVICES:**  
IT Consulting, Talent Acquisition
- **SOLUTIONS:**  
Digital Transformation, Data & Analytics, Cybersecurity
- **PRODUCTS:**  
Delphian Security Analytics - Elysium



## Revenue in Millions



### PRODUCTS:

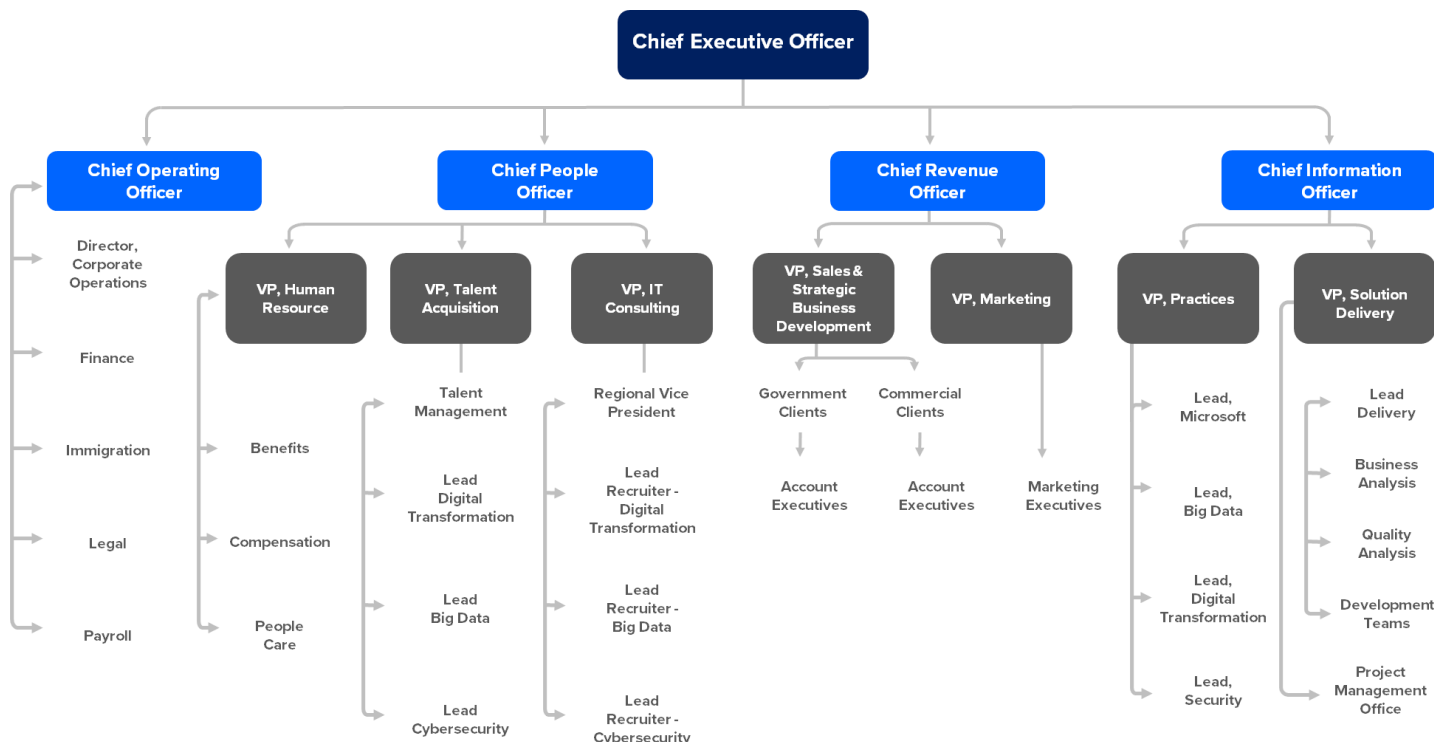


### AFFILIATES:





## System Soft Organizational Chart



## Management Structure

System Soft strives to maintain a transparent and inclusive culture across our organization. We have a tiered leadership model that provides management support across our global staffing and recruiting functions. This structure is designed to support our team members, manage day-to-day production and monitor progress using team feedback and data analytics. We have regular team meetings and individual contact with our team members involved with all aspects of client activities.

System Soft has built agile customer relationship teams based on our strong management leadership values and vision, and leadership focused on building long-term relationships with clients. We strongly believe this puts us on par with global multibillion-dollar vendors, supplying the highest-quality delivery and solutions daily.

Our Leadership Team consists of our Vice President, Directors, Managers and Supervisors. They are responsible for managing the account and implementing policies and procedures related to the organization's operations. Each account is governed by System Soft Program Managers, Account Executives and Recruitment Team established to care for all our customer needs.

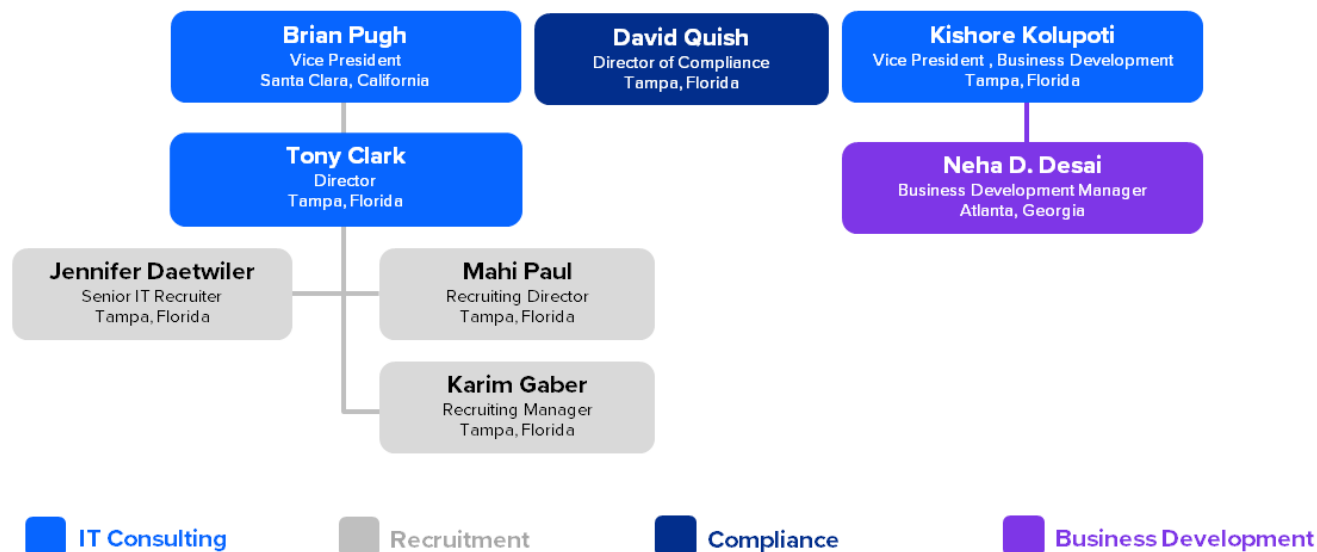
Our team consists of:

- Vice President, Sales and Strategic Business Development
- Vice President, IT Consulting
- Regional Vice President(s)
- Program Manager(s)
- Account Executive(s)
- Director of Corporate Operations (Contracts and Compliance)



- Senior Director, IT Consulting
- Director of Recruiting
- Recruiting Manager(s)
- Senior Technical Recruiter(s)

## Business Development Organization Chart



In addition, this team is supported by VP, Consulting Services to whom Recruiting Manager(s) report, a full-fledged Operations team will also support the proposed candidates to UCF consisting of HR, Contracts, Finance, and Immigration.

System Soft shall assign Recruiters and Account Executive explicitly dedicated to the UCF account. Because of its rich history and strong North American presence, depending on demand, System Soft can easily add additional dedicated recruiters and Account Managers to the UCF account. System Soft's Recruiting Manager and Vice President of Business Development will oversee the UCF engagement from the over-arching level.

System Soft has a strong presence of Business Development Managers, Account Executives, and recruiters in all eight of its offices. System Soft's Business Development Managers are skilled in IT staffing and drive sales throughout the US. System Soft has invested heavily in technology services, periodic internal training programs, and technology software such as Salesforce, ZoomInfo, etc., to empower the success of our Business Development Managers.



## Company Information

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

System Soft, in conjunction with our affiliate companies Techpillars, ERP Cloud Technologies and Computer Global Solutions (CGS), has seen year-over-year revenues steadily rising, along with our team of talented professionals, which is now more than 1500 strong.

System Soft Technologies LLC is a privately-owned, incorporated entity with the resources to provide a range of strategic implementation services and a focus on maximizing business value and operational efficiency. Throughout our 20+ years of existence, we have employed a consistent and sustainable business model tied to a strict corporate ethos of engaging in trustworthy business practices, which has led to steady and constant growth rates in terms of our client base, business reach and revenues. Strong financial performance has permitted System Soft to invest heavily in modern technologies, processes and human resources to ensure an enduring and expansive future as an industry leader in IT consulting and technology solutions.

System Soft has a strong history of financial solvency. The information below details System Soft's revenue for the past two completed years, along with the estimated figure for the current year.

System Soft financials (gross revenue) for the last three completed fiscal years:

- 2019 - \$67,964,203.48
- 2018 - \$67,711,375.00
- 2020 - \$70,000,000.00

System Soft's financial estimate for year 2021 is as follows:

- 2021 - Approximately \$98.9 million ( Financials for 2021 are under review )





## Similar Accounts

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

### Fayetteville Technical Community College

<b>Name</b>	Fayetteville Technical Community College
<b>Address</b>	2201 Hull Rd. Fayetteville, NC 28303
<b>Contract number</b>	918A Security Assessment Services
<b>Contact</b>	Amy Sanderson Phone Number: (910) 678-8236 Email Address: <a href="mailto:samperta@faytechcc.edu">samperta@faytechcc.edu</a>
<b>The number of staff assigned</b>	4
<b>Type of tasks performed by assigned staff</b>	Three projects: <ol style="list-style-type: none"> <li>1. Starting 11/5/20, ending 3/15/21 - IT Security Assessment</li> <li>2. Starting 1/26/21, ending 3/4/21 - IT Organizational Assessment</li> <li>3. Starting 4/13/21, ending 12/31/21 - IT Services</li> </ol>

### State of Florida, Department of Law Enforcement

<b>Name</b>	State of Florida Department of Law Enforcement (LOGAN)
<b>Address</b>	2600 Blair Stone Road, Tallahassee, Florida 32399
<b>Contact</b>	Becky Lackey Bezemek Chief of IT Policy Development and Planning Phone: (850) 410-8459 Email: <a href="mailto:BeckyLackey@fdle.state.fl.us">BeckyLackey@fdle.state.fl.us</a>
<b>The number of staff assigned</b>	System Soft provided the following IT staffing and consulting services from July 2014 to the department: <ul style="list-style-type: none"> <li>▪ System Analyst</li> <li>▪ Application Architect</li> </ul>



<b>Type of tasks performed by assigned staff</b>	<ul style="list-style-type: none"> <li>Application Development Analyst</li> <li>Provided analysis, design, development, data migration, testing and production implementation services necessary for an upgraded Oil and Hazardous Materials Incident Tracking (OHMIT) system.</li> <li>Developed a new system by rewriting the existing system to DEP's current Java/Oracle standards.</li> <li>Enhanced the existing system, including Reports, Outputs and Interfaces.</li> <li>New system is designed, developed and deployed using the latest technology advancements in application development, such as Java, JSP, Struts 2.0, Spring 4.0, Toplink, Oracle 11g, Jasper, JPA, Hibernate, Maven, IntelliJ, SQL Developer, SQL Developer data modeler, SVN, Weblogic, iTextPDFGenerator, XML, HTML5, Jira, JQuery, JSTL, AJAX, JSON, mView.</li> </ul>
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## City of Arlington, Texas

<b>Name</b>	City of Arlington, Texas
<b>Address</b>	101 S. Mesquite St. Arlington, Texas 76010
<b>Contact</b>	Clint Brooks Email: <a href="mailto:Clint.Brooks@arlingtontx.gov">Clint.Brooks@arlingtontx.gov</a>
<b>The number of staff assigned</b>	10
<b>Type of tasks performed by assigned staff</b>	<p>The following IT Staffing consultants were provided to the City of Arlington during 2019 and 2020:</p> <ul style="list-style-type: none"> <li>Network Administrator</li> <li>Network Engineer</li> <li>System Engineer</li> <li>System Administrator</li> <li>VMware Engineer</li> <li>Security Administrator</li> <li>Business Analyst</li> <li>Help Desk/Desk Top Support I</li> <li>Help Desk/Desk Top Support II</li> <li>Help Desk/Desk Top Support III</li> </ul>



## B. PROJECT STAFF QUALIFICATIONS/EXPERIENCE

### Employees

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).

System Soft currently has 1500+ employees that includes corporate as well as field employees within the branch offices and it's affiliate companies.

The Regional Vice President responsible for the results of the effort will be Tony Clark. Mr. Clark, along with Recruiting Manager Jennifer Daetwiler, located in the East Division of System Soft's IT Consulting and Staffing group, oversees the delivery team's progress and fulfillment of the open orders for the effort.

Daily, Mr. Clark monitors the sales and fulfillment duties of the entire team to ensure all aspects of the effort are met. These include, but are not limited to sales, pre-screening candidates, submissions, supporting client interviews, coordinating offer details, coordinating background/onboarding details, starts and client satisfaction.

Ms. Daetwiler ensures her delivery team addresses each mentioned aspect through the fulfillment of the open order.

Our Business Development Manager, Neha Desai will oversee the communication between System Soft and UCF.

System Soft Account Executives are fully accountable for System Soft services and are the single point of contact for any fulfillment-related tasks, engagement management, resource performance, attrition challenges, and other escalations. They liaison between the customer and the System Soft management team to alleviate any differences or conflict situations arising from project deliveries.

System Soft Account Executives are well equipped with the skills necessary to understand the customer's current business challenges, business processes and solutions.

### Tony Clark (Senior Director, IT Consulting Services)

Driven sales leader with over 10 years of professional experience looking for a position that will benefit from a proven outstanding record of accomplishment of achieving demanding sales results, as well as effectively assessing client needs, presenting solutions and closing difficult sales.

#### February 2021 – Present

#### System Soft Technologies, Raleigh, NC

#### Senior Director, IT Consulting Services

Working as a Senior Director tasked with growing the System Soft Technologies IT Consulting Services brand on the East Coast. In charge of recruiting, hiring, training, managing both Account Executive and Technical Recruiters in key target markets. Responsible for managing a multi-market P&L, Budget, and headcount.

#### Achievements:

- Secured multiple new clients within my first 60 days
- Hired 11 team members to join the East Coast Region (5 recruiters, 6 account executives)
- Spearheading our Dynamics CRM Transformation



- Helped to Develop a custom Power BI Reporting Tool for Dynamics 365
- Established KPIs/Ratios for sales and recruiting
- Building out multiple key markets on the East Coast from the ground up
- Training new Account Executives and Recruiters on CRM/ATS/Processes/Procedures
- Helped to create new training materials for Account Executives and Recruiters
- Develop commission plan and Gross Profit/Commission calculation tools through excel

### March 2020 – February 2021

#### Agreeya Solutions, Raleigh, NC

##### Director of Operations, Carolinas

Working as a producing Director, managing a book of business throughout the Carolinas, while recruiting and interviewing internal candidates to grow and develop the Agreeya brand on the East Coast. Supported a variety of solutions for our clients ranging from IT Staffing, Software, Solutions, and out-sourcing services. Also responsible for hiring/recruiting, managing P&L, and Budget.

##### **Achievements:**

- Brought in 8 new clients during the pandemic
- 7 placements (both direct hire and contract)
- Closed a Solutions deal bringing in ~\$60,000 in Revenue
- Over \$120,000 of Gross Profit brought into the Branch since starting in March

### April 2016 – March 2020

#### Kelly IT Resources, Raleigh, NC

##### IT Branch Manager

Working as a producing manager, managing a team of account executives in addition to continuing to support clients in the small to mid-size business space specializing in staff augmentation including contract, contract to hire, and direct hire staffing solutions. Responsible for training new account executives while continuing to build out and maintain an active client portfolio. Also responsible for hiring/recruiting sales team, managing P&L, and Budget for the local branch.

##### **Achievements:**

- Year over Year revenue growth (local branch) by 60% ( Year End \$2.25 Million in Revenue 2018)
- Grew Retail (small/mid-size businesses) headcount by 400%
- Reached New All Time High in Billable Hours – 1,898
- Multiple award achievements: High Five, TOPP, Presidents Club
- All in Gross Profit, individual (2018): \$251,768 (150% of Goal/210% ROI)

### March 2013 – April 2016

#### Robert Half Technology, Raleigh, NC

##### Senior Account Executive

Senior Account Executive for Robert Half Technology specializing in staff augmentation for small to mid-size businesses. Responsible for prospecting new clients through marketing and cold calls while maintaining current relationships with IT decision makers through phone calls, email correspondence, and on site client visits. Presented clients with staffing resources and solutions to assist in the growth and development of their companies.

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**Achievements:**

- Over \$750,000 in revenue since starting in March of 2013
- Consistently listed as one of the company's Top Performers

**February 2011 – March 2013****State Farm Insurance, Raleigh, NC****Multi Line Representative**

Licensed Insurance (Life, Health, Property and Casualty) Representative for Jeff Stephenson State Farm. Responsible for prospecting new business through marketing and cold calls. In addition to securing new business was also responsible for maintaining client relations, answering current policyholder questions, filing claims and managing the office.

**Achievements:**

- Top Life insurance producer in the office
- Wrote over \$37,000 in net new business

**March 2010 – February 2011****Security Health Advisors, Raleigh, NC****Independent Life/Health Insurance Agent**

Independent licensed Life and Health insurance agent for a captive company located in Raleigh, NC. Responsible for outside/inside marketing to promote new business throughout the local area. Secured clients by completing 80-100 cold calls a day and closing 2-3 appointments daily.

**Achievements:**

- Sold over \$160,000 worth of new business within six months.
- Listed in the Top 40 Producers in the nation since my start in 2010.
- Closed \$24,000 worth of net new business within one week.

**June 2009 – March 2010****JCW Marketing, Raleigh, NC****Senior Account Manager**

Outside Sales representative for multiple companies through JCW Marketing Group. Managed various sales territories and accounts for numerous clients in addition to training and managing JCW new hires. Focus was business to business (outside sales) promotions.

**Achievements:**

- Selected to attend National Conference for the company's Top Salesmen
- Managed a sales team of up to 5 representatives for multiple territories.

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**Education**

**East Carolina University, Greenville, NC (August 2004 – May 2009)**

**Bachelor's Degree – Criminal Justice**

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## Jennifer Daetwiler (Recruiting Manager)

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- Delivered \$2M in fee revenue for US Operations (Direct Hire)
- Billed 300K in IT direct hire fees within 6 months of launching the recruiting team
- Successful build-out of 2 Direct Hire Search teams in the Engineering and Technology products
- Honored 2 high-performing Search Consultants with a President's Club trip based on exceeding GP, fee revenue.

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### System Soft Technologies (2021 – Present)

#### Recruiting Manager

- **Leader and individual contributor with oversight of a specialized IT Recruiting team.**
- Plan and drive delivery operations across the high-volume staffing function (contract, contract to hire and direct hire)
- Design implement KPIs, training on recruiting best practices, deploy innovative recruitment strategies and programs, and address current and future business needs
- Hire staff and expand the geographically dispersed recruitment team across the Southeastern US in support of recruiting and hiring programs
- Act as executive level client escalation contact for services engagements, representing the company and client needs, while supporting and championing the Recruiting team

### Broadleaf Results (2020 – 2021)

#### Staffing Consultant (Contract)

- **Client and Candidate Care Lead engaged in an RPO staffing project with a Global semiconductor manufacturer.**
- High volume recruiting (100+ candidates per day) using resume databases, passive recruiting techniques, college partnerships, and social tools. Sourced over 7,000 candidates.
- Lead the candidate experience process (interview selection to close).
- Point of contact for client care functions including weekly meetings with the Taiwan recruiting team for staffing updates, data exchange, and process review.

### Kelly (2013 – 2020)

#### National Recruiting Manager (Remote)

- Leader and individual contributor within the National Engineering and Technology products managing remote Recruiting teams (up to 15).
  - Built 2 Direct Hire teams from ground up (Engineering & IT) including recruiting to on-boarding, training, development of workflow processes, budget, and metrics, ATS utilization and setting short/long term growth plans.
  - Manage and scale recruiting efficiency through data analysis on industry trends, emerging skill sets, and talent supply and demand.
  - Daily goal meetings with National Engineering and Technology business units to review open requisitions, revenue forecast, and Recruiter fulfillment SLAs.
  - Weekly Team Recruiting tactical planning meetings to review KPIs, metrics, and individual financial contribution standings.
  - Direct Hire Subject Matter Expert assigned to create and deliver content through training and coaching sessions across the Engineering & IT Products (Recruiters and Account Executives, one to one and small
-





groups). Content included order qualification, process deliverables, sourcing techniques, candidate and client control, negotiation, and elevating the candidate and client experience.

### **Oasis Outsourcing (2005 - 2013)**

#### **Senior Staffing Manager, Staff Sourcing (Remote)**

Recruiting Manager and delivery resource for HR Outsourcing partners across the US.

Business Unit Manager with oversight of a recruiting team of 5 and an individual contributor with full life cycle recruiting responsibilities (contract and direct hire).

- Delivered a specialized service package which included job postings, background checks, sourcing, and screening candidates for Outsourcing clients.
- Led daily Recruiting team activity and development meetings to review progress and outcomes.
- Responsible for account management, presentations, marketing, and vendor alignment.

### **HCA (2003 - 2005)**

#### **Human Resources Recruiting Specialist**

Recruiter and Human Resources support for the Revenue Service Center, Patient Access, and the Supply Chain (FL).

Recruiting point of contact with oversight of the company ATS, managing the recruiting and hiring process (sourcing to close); college recruiting and job fair representation.

#### **Human Resources accountabilities included:**

- On boarding and New Hire Orientation leader with classes of 20-25 new hires
- Investigating complaints and assisting in the resolution of employee compatibility
- Coordinating benefits functions for Shared Services entities, administering pay systems and programs for over 1200 employees

### **MedPro Staffing Solutions (2000 – 2003)**

#### **Recruiting Manager**

Sales and Recruiting leader responsible for contract and direct hire staffing business growth.

Staffing branch operations oversight including a Recruiting and Sales team of 3.

- Individual contributor responsible for full life cycle recruiting (contract and direct hire).
- Training and facilitating sales and recruiting best practices (prospecting, cold calls, sourcing to close).
- Branch fiscal responsibility including budget, accounts payable/receivable, and P&L.

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## **Education**

Florida State University

Associates Degree in Business, Dean's List

AFAA, Certified Personal Trainer

## **Awards & Recognition**

- Learning & Development Consultant, 2020
- Engagement Captain, 2019
- Recruiting Manager of the Year, 2015
- Speaker representing StaffSourcing, Oasis Annual Sales Meetings, 2012 & 2013



## Neha D Desai (Business Development Manager)

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- 16+ years of professional experience in Information Technology service industry and in the field of Operations Management, Finance and Accounting as well as Strategic Business development.
- Worked extensively on Microsoft Dynamics tools including Dynamics CRM, Dynamics GP and Dataanalytics tools for preparing and analyzing financial reports and conduct quantitative and qualitative Analysis.
- Excellent verbal and written communication skills, reading comprehending and interpersonal and analytical skills. Self-motivated and possess leadership skills.
- Played a major role in specific enhancements of current business financial systems to meet changing business needs and priorities. Played a supportive role in training business staff on the effective use of specific new business financial systems and enhancements during implementation.
- Excellent verbal and written communication skills, reading comprehending and interpersonal and analytical skills.
- Good supervisory skills, including articulating tasks, delegating and monitoring and controlling a workflow
- Excellent Team-building skills.

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### Technical Skills and Tools:

Microsoft Tools: Microsoft Dynamics

Data Analytics Tools: Tableau, R-Programming , R-Studio, Splunk

Programming: SQL, Toad, NOSQL

Finance and Accounting: MS Dynamics GP , Quick Books, MS Office, ADP Pay Expert, ADP EazyLabor

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### System Soft Technologies

October 2009 – Present

To interpret and provide analysis of complex financial data generated during present and past operations and to project revenue and expenses so that, as a company, they are able to set appropriate objectives. Understand financial obstacles encountered during all business activities and be able to recognize the areas that need to be addressed to ensure profitability. Conduct Request for Proposal (RFP) analyses and provide competitive Pricing bid. Develop and prepare complete cost proposals and contribute to analyses and strategy development. To provide insight as to the drivers of revenue and expenses in order to help the Senior Management executives manage the businesses. Responsible for managing the operational functions and State governments contracts, Financial Proposals and Cost Proposal and RFP Projects. Involved in financial oversight across our company including shipping and receiving logistics, project tracking and execution, communication and a host of other areas that impact our bottom line. The solutions and analysis helps the company to be efficient and to provide a high quality product. Responsible for the budget, forecast, and month-end analysis of the P&L for select departments/functions in the organization.

### Job Responsibilities:

- Analyzed, defined, and documented how business processes, systems and technology currently support departments and workgroups.
  - Documented the business flows and requirements of various Times departments and assisted them through process and organizational changes.
  - Served as a bridge between IT and departments so technologists understand respective business needs.
  - Identified and documented the best ways to use existing applications and create buy-in so those practices are adopted at the Times.
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- Identified applications that hinder business and help departments find better alternatives. Once alternatives are identified, help ensure the right one is selected and implemented.
- Maintained healthy project backlogs by prioritizing items per the value.
- Lead project backlog grooming and sprint planning sessions.
- Maintained effective communication with stakeholders so that they are aware of timelines.
- Acted as a liaison function between business users and project team
- Conducted requirement walk through meetings with developers and testers
- Created test cases, performed validation and testing of prototypes (GUI and Database field) to ensure acceptability and precision as specified in deliverables.
- Partnered with Testing team to write test cases, perform functional testing and participated in User Acceptance Testing.
- Assisted Project Manager in implementing project plan and worked with business owner to ensure successful planning for Annual Enrollment Period and annual rollover process.
- Streamlined and improved financial management and operational functions for the company. Performed financial planning and made recommendations to the management in improving financial position of the company.

#### Accomplishments:

- Awarded the "Best Employee Award" with System Soft Technologies for outstanding work performance and skills.
  - Achieved a "Certificate of Appreciation" for participation in the "Management Meet" held by Management institutions.
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#### Education

**Master of Business Administration (MBA) in International Business**

**Graduated: December 2008**

**University: Schiller International University**

**Tampa, Florida, United States of America**

**Emory University, Atlanta, GA**

**Certification course: Certificate in Big Data and Data Analytics**

**Field Of Study Big Data and Data Analytics**

**Date of completion: 2017**

#### Certifications

- Big Data and Data Analytics
  - Capability Maturity Model Integration (CMMI) - process level improvement training and appraisal program.
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## Staff Skill Set

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.

The Regional Vice President responsible for the results of the effort will be Tony Clark. Mr. Clark, along with Recruiting Manager Jennifer Daetwiler, located in the East Division of System Soft's IT Consulting and Staffing group, oversees the delivery team's progress and fulfillment of the open orders for the effort.

Daily, Mr. Clark monitors the sales and fulfillment duties of the entire team to ensure all aspects of the effort are met. These include, but are not limited to sales, pre-screening candidates, submissions, supporting client interviews, coordinating offer details, coordinating background/onboarding details, starts and client satisfaction.

Ms. Daetwiler ensures her delivery team addresses each mentioned aspect through the fulfillment of the open order.

System Soft Account Executives are fully accountable for System Soft services and are the single point of contact for any fulfillment-related tasks, engagement management, resource performance, attrition challenges, and other escalations. They liaison between the customer and the System Soft management team to alleviate any differences or conflict situations arising from project deliveries.

System Soft Account Executives are well equipped with the skills necessary to understand the customer's current business challenges, business processes and solutions.



### **Tony Clark**

Senior Director, IT Consulting

Tony is an accomplished IT business professional who develops strategic client relationships by creating value through flexible IT recruiting models, anywhere from direct-hire, statement of work, or staff augmentation. He helps clients achieve their desired business outcomes by delivering proven IT talent. Tony's vast experience also includes placing highly skilled consultants in addition to passive candidates in the IT Infrastructure and Application Development Space.

Before coming to System Soft, Tony worked as the Director of Operations, Carolinas for AgreeYa Solutions. He was responsible for building client relationships, understanding the local labor market, IT talent management, and consulting with clients to implement the most effective talent attraction and retention strategies. He also spent many years with management consulting company Kelly Services as an IT Business Development Manager and Senior Account Executive.



### **Jennifer Daetwiler**

IT Recruiting Manager

Jennifer Daetwiler (Jenny) will be the dedicated IT Recruiter for this contract.

Jenny is a driven recruitment leader who specializes in full lifecycle recruiting, talent acquisition, training, operations, process and project consultation, direct hire best practices, and creating meaningful experiences for organizations and candidates



nationally. Some of her impressive career achievements include delivering \$2 million in fee revenue for US Operations (Direct Hire) and billing \$300 thousand in IT direct hire fees within six months of launching a recruiting team.

Before joining System Soft, Jenny worked as a Staffing Consultant for Broadleaf Results where she managed high volume recruiting — 100+ candidates per day! She also spent several years with Kelly as a National Recruiting Manager. One of her many responsibilities was acting as a Direct Hire Subject Matter Expert, assigned to create and deliver content through training and coaching sessions across the Engineering and IT Products.

Jenny received her Associate in Business from Florida State University. She is also an AFAA Certified Personal Trainer.



### **Neha D. Desai**

**Relationship Manager (Presales and Business Development Manager)**

An analytical, accomplished, experienced professional in Sales, Strategy and Business Development, with more than 18 years of experience in the IT industry, including IT Consulting, IT Staffing and Professional services. Neha Desai has been part of the organization since its inception, directly mentored by the senior management with rich exposure across divisions.

At System Soft, Neha has extensive experience in managing various state government accounts, including State of Florida, State of Georgia, State of California, State of Texas, and other cities and counties nationwide.

Neha has more than 10 years of experience working with various Recruitment and Sales, Account Management, Business Development and Marketing teams on RFPs and Proposals management and relationship management between the teams. She works with cross-functional teams, manages and oversees various functions in the areas of Pre-Sales and Business Development, Operations, State Contracts, Accounting and Finance.

Neha received her Bachelors in Business Administration, BBA in Finance and Marketing. She has her Master's Degree, MBA in Business Management and Operations from Schiller University of Florida.

Few accounts handled by our staff include:

#### **Florida State Departments**

Department of Elder Affairs

Department of Health

Department of Law Enforcement

Department of Education

Department of Environmental Protection

**Our Account Managers perform the following activities:**



- Procuring RFPs/RFIs from various state agencies via the Vendor Business Portal (VBS) and MyFloridaMarketPlace (MFMP), which is the State of Florida's online procurement system, providing a web-based program for state agencies and vendors to exchange products and services.
- Obtaining contractor activity reports on weekly activities performed for the state agencies per the SOW.
- Understanding and reviewing state requirements from the agencies and sourcing the best potential candidates through the recruitment process.
- Conducting thorough background check process, while gathering compliance documents, e-verification and technical screening and assessments for the candidates before the project start date.
- Holding meetings with state Project Managers to get feedback on the candidates assigned for the projects, then doing performance evaluations.
- Attending Office of Supplier Diversity (OSD) events and receiving certification to help improve business opportunities for Florida-based woman-, veteran- and minority-owned small businesses.
- Attending outreach events and training to engage with government buyers across the state.

## State of South Carolina

Department of Revenue

Department of Administration

Department of Motor Vehicles

Clemson University

System Soft provides IT Staff Augmentation Services to the State of South Carolina using the VMS - Vendor Management System, MSP program procured by the state (called "Beeline"), and Manpower.

### **The activities performed by our Account Managers include:**

- Getting requirements issued by state agencies through VMS tools.
- Obtaining contractor activity reports on their weekly activities performed for the state agencies as per the SOW.
- Understanding and reviewing state requirements from the agencies and sourcing the best potential candidates through the recruitment process.
- Conducting the thorough background check process, gathering compliance documents, E-Verification and technical screening, and assessments for the candidates before the project start date.
- Conducting meetings with state Project Managers to get feedback on the candidates assigned for the projects and conducting the performance evaluations.
- Attending business meetings conducted by state and IT managers to understand their future IT requirements and existing needs.
- Attending outreach events and trainings to engage with government buyers across the state.





## State of Georgia

Accounting Office  
Department of Human Services (DHS)  
Department of Community Health  
Department of Administrative Services  
Georgia Secretary of State

### **The activities performed by our Account Managers include:**

- Responsible for gathering the requisitions issued by State of Georgia agencies via VMS tool called VectorVMS. We procure the needs from each agency and provide the best suitable talent.
- Responsible for building a client relationship with each agency by conducting monthly meetings with them to understand the project requirements, and to discuss if the deliverables are being met in a timely manner.
- Obtaining contractor activity reports on their weekly activities performed for the state agencies, as per the SOW.
- Understanding and reviewing state requirements from the agencies and sourcing the best potential candidates through the recruitment process.
- Conducting the thorough background check process, gathering compliance documents, E-Verification and technical screening, and assessments for the candidates before the project start date.
- Conducting meetings with state Project Managers to get feedback on the candidates assigned for the projects and conducting the performance evaluations.
- Attending local State of Georgia events related to vendors awarded on the contracts.
- Attending outreach events and trainings to engage with government buyers across the state.

## State of Minnesota

Department of Human Services

### **The activities performed by our Account Managers include:**

- Obtaining the IT requisitions issued under this IT contract based on events issued on the Minnesota Vendor Portal called "Sciquest Solutions."
- Obtaining all the MNSITE events and requisitions from their vendor portal in different IT job areas. Our Account Managers evaluate and are responsible for obtaining the suitable candidates for each role.
- Submitting candidates (after thorough evaluation and background check) through the vendor portal on the MNSITE website for the agency to evaluate. All awards and contracts are then issued by the MNSITE contracts team.



## State of Alabama

### State of Alabama Medicaid Agency

#### **The activities performed by our Account Managers include:**

- Obtaining contractor activity reports on their weekly activities performed for the state agencies, as per the SOW.
- Understanding and reviewing state requirements from the agencies, and sourcing the best potential candidates through the recruitment process.
- Conducting the thorough background check process, gathering compliance documents, E-Verification and technical screening, and assessments for the candidates before the project start date.
- Conducting meetings with state Project Managers to get feedback on the candidates assigned for the projects, and conducting the performance evaluations.
- Attending business meetings conducted by state and IT managers to understand their future IT requirements and existing needs.
- Attending outreach events for the Alabama Medicaid Agency, and interacting with the agency CIO and Acro Alabama Program Managers to identify their future IT needs, upcoming projects, and budget allocations for their IT projects.



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

### Company Capacity

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?

System Soft has more than 21 years of experience delivering IT Staff Augmentation, IT Consulting and Temporary IT Staffing services to clients nationwide. We have been serving clients ranging from technology startups and mid-market companies to several Fortune 100 organizations.

System Soft is committed to hiring the right person for the right job, while supporting each person with the tools to get the job done right. This will help UCF reduce employee management and contract administration, gain access to expertise, rapidly ramp up as needs change, meet aggressive deadlines, achieve higher staff and process performances through digital experiences, lower recruiting costs and direct employee liabilities, and effectively communicate with a single point-of-contact. With more than 1100 dedicated experts onboard, we currently serve many state agencies operating within large geographic service areas.



The above states are where System Soft currently supports IT Consulting and Staffing Services.

The following is the list of System Soft's current State Government Clients and the years of experience we have supported such efforts in each state.

**State of Texas (11 years)**

- ✓ Dallas County
- ✓ City of Arlington
- ✓ City of Plano
- ✓ Department of Health and Human Services
- ✓ Department of Family and Protective Services
- ✓ Department of Information Resource (DIR)

**State of North Carolina (8 years)**

- ✓ Department of Revenue
- ✓ Department of Information Technology

**State of South Carolina (5 years)**

- ✓ Department of Motor Vehicles
- ✓ Department of Revenue
- ✓ Department of Administration
- ✓ Clemson University

**State of Virginia (3 years)**

- ✓ George Mason University
- ✓ James Madison University

**State of Florida (11 years)**

- ✓ Department of Law Enforcement
- ✓ Department of Environmental Protection
- ✓ Department of Elder Affairs
- ✓ Department of Education
- ✓ Department of Health

**State of Minnesota (5 years)**

- ✓ Department of Human Services
- ✓ Department of Information Technology
- ✓ City of Minneapolis

**State of Nebraska (2 years)**

- ✓ Department of Labor
- ✓ Department of Health and Human Services

**State of Alabama (4 years)**

- ✓ Medicaid Office

**State of Montana (3 years)****State of Georgia (7 years)**

- ✓ Georgia State Accounting Office
- ✓ Department of Administration
- ✓ Department of Human Services
- ✓ Secretary of State
- ✓ Department of Community Health
- ✓ Department of Corrections

**State of Arizona (5 years)**

- ✓ City of Phoenix

**State of Ohio (5 years)**

- ✓ Department of Administrative Services

**State of Washington (10 years)**

- ✓ Department of Enterprise Services

**State of Pennsylvania (3 years)**

- ✓ City of Philadelphia

## Handling Urgent Requests

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

The key element of our recruiting excellence model is knowledge of our clients' immediate and future IT skill demands. In some cases, that might mean filling unexpected vacancies of candidates who have otherwise been engaged as a contractor on a customer's project.

System Soft maintains a large database of technical resources and an available in-process pipeline of candidates, we always have available resources at the ready. System Soft has the capacity to ramp up its resource levels to match or exceed client expectations.

In an urgent request situation, we would take a couple of different approaches to ensure that the clients' needs are met. First, we would look at our active pipeline of candidates, whether bench candidates, candidates we have coming off of projects, or candidates we have read pre-screened and vetted from a skill set perspective. We would also assign multiple recruiters to the urgent need to ensure that proper coverage is met (typically 24 – 48 hours for IT Infrastructure roles, up to 72 hours for application development needs). We can also look at internal resources to assign to the client and have our off-shore solution assist in vetting candidates if the client can engage in a Corp to Corp solution.

## Background Checks

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

System Soft ensures each resource hired goes through a stringent background verification process. The on-boarding process for new hires involves several formal steps. Once they have signed the Offer Letter and Employment Agreement, the following tasks are performed:



## Background Check

System Soft uses a qualified third-party company (i.e., Sterling Info Systems) to conduct full, transparent background checks. **This process includes:**

- Examining the candidate's entire educational qualification and work experience.
- Examining gaps in the educational and service history and probing the reasons for the same.
- Validating the educational and service history by counter checking with original documents, such as degree certificates, service certificates and relieving letters.
- Searching criminal records.
- Performing additional, specific background investigations, as required by client.

## Drug Screening

System Soft also uses a third-party company (i.e., Screen, Inc.), to do five- or 10-panel drug screening tests. When required, this is also accompanied by a consent statement executed at the time of application.

## I-9 and W4

New hires are asked to complete a set of joining forms, which are delivered to the applicant in person or emailed. These documents include an I-9, W4, ACH Authorization Form and the Employee Information Form. The new hire submits the completed forms to HR with the proper proof of identity documentation and work authorization. System Soft processes the I-9 forms within three business days of the hire date.

## E-Verification

Once the background check and drug screen results are successfully confirmed, the new hire will receive an official notification via email confirming employment status at System Soft. At this point, the start date is determined and an e-verification report is generated on or about that date.

Preserving data confidentiality and complying with regulatory requirements of our customers is of utmost importance. We conduct stringent verification and background checks before any associate is onboarded.

To that extent, we have retained HireRight to conduct criminal, credit and background checks, including a minimum of five (5) years of state and countywide investigation. We have also retained E-Screen to administer the drug screening testing program.

Upon completion of all tests and verifications and before offering a candidate employment at System Soft, a final review of educational qualifications, involving both academic and technical abilities, is conducted to ensure the qualifications as claimed by the applicant are valid and recognized.

**System Soft has retained the following companies for completion of academic educational evaluation for the candidates:**

- The Degree People
- Morningside Evaluation and Consulting Company
- IndoUS Technology and Educational Services

**Background Check Process includes:**



## Background Check Process



### Step 1

Receive Background Check and/or Drug Screening Request Form from recruiters or contracts team



### Step 2

Using the request form, initiate the background/ drug screening via the correct BG company. (HireRight, Acheck, The Cube, etc.)



### Step 3

Candidate received the BG request from BG company and can log in to fill out their details.



### Step 4

Check on BG status every day until it is complete. Turn Around Time varies from person to person and company to company.



### Step 5

Once complete we let background check requestor know and fill out any documents, such as Exhibit G, to confirm the BG/DS is completed with no issues.

## Vetting Employees

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

System Soft believes its workforce is its most precious asset. From the beginning to the end of our recruiting process, we are committed to providing clients with the best technology resources and solutions available. The bulk of our recruitment will be performed using social media (LinkedIn), various job boards, the System Soft website and job fairs. We will accelerate and optimize the recruiting for all our clients throughout all U.S. regions.

As it has evolved and grown significantly during more than 20 years, Sytem Soft's Recruiting Process is known as one of the most finely-tuned, mature recruiting programs in North America. Our top-level process model is based on a progressive timeline with three foundational, primary stages: Talent Identification, Talent Acquisition and Talent Retention. Based on this step-by-step general workflow, we go to the higher level of granularity by analyzing the Recruiting Life Cycle. From the beginning to the end of our process, we are committed to providing clients with the best talent.

Our approach to selecting and providing candidates includes the following phases:

## Talent Hiring Process



### 1. Understand the Requirements Set Forth by Client

The key element of our recruiting excellence model is our knowledge of our clients' immediate and future IT skill demands. Based on client profiles, Syste Soft's recruiters pre-qualify candidates before receiving specific job requirements. Our understanding of our clients' specific needs includes technical and non-technical skills, the experience levels preferred and expected performance based results. We spend a great deal of time gathering and analyzing all the client requirements, and only then can arrive at the minimum qualification criterion.





## 2. Quality Resume Submissions with 'Fit for Purpose'

Our candidate review process consists of identifying experienced professionals from within the IT industry and internal employee roster or by training eligible local college graduates for entry-level positions when appropriate.

Our company has targeted recruiting strategies developed for each candidate search, including the leveraging of in-house candidate networks, an internal candidate database of resumes, System Soft's job board, and national and regional job boards.

Based on the requirements, candidates are qualified using online technical assessment tools, peer-consultant interviews and in-person interviews. Every candidate is also vetted by an Account Manager or Delivery Executive.

## 3. Arrange Interviews with Candidates of Interest

We arrange, coordinate and manage the preparation of candidate interviews against individual client expectations. Should we need to replace any resources or our clients require interviews with any specific candidates, the candidates' resumes will be submitted in a timely fashion, with interviews conducted as needed, with assurances the quality of candidates selected is of the highest order.

## 4. Execute/Perform Task Orders Issued by Client

The keys to highly satisfactory execution in any staff augmentation contract are the skills of the individual resources and the periodic performance evaluations of their work. To achieve project goals, we ensure the candidates receive appropriate training and complete certifications. We also ensure annual performance reviews.

## 5. Provide Transition Management, as Necessary

System Soft has one of the lowest attrition rates in the industry. Nevertheless, we have sound transition methods as a contingency plan to attrition. The objective of our method is ensuring a reduced learning curve and optimizing the cost impact to clients. System Soft's transition method includes concurrent resource allocation, soft and hard skill matching, functional knowledge transfer, technical knowledge transfer and comprehensive project handover.

In case they are required, the replacement personnel will sign off on certain handover documents to ensure a smooth, error-free transition. The client will have the right to interview, accept or deny the replacement.

With a strength of more than 400 pooled IT workforce resources, we are well prepared to handle any attrition problems and provide staff replacements in enough time so as not to impact the overall project timelines or client's deliverables.

At System Soft, we ensure the **right people** with the **right skills** are hired and placed in the **right place** during the right time to be available, as needed by our clients.

We adhere to our written policies, procedures and guidelines during our day-to-day operations. This helps with operation management and ensures IT staffing availability.

We ensure the delivery of the best personnel available for the job and provide quality services to our clients through a **Continuous Evaluation Approach**.

In addition to regular reviews, such as monthly status reports and quarterly Project Performance Scorecards, our HR Team conducts annual contract staff performance reviews. The performance reviews begin with a standardized evaluation form completed by the Client Point-of-Contact. An HR representative and designated Project Manager meet with the employees to discuss self-assessment, assessment of project goals and concerns, career goals and salary expectations. We may identify a need to conduct an unscheduled performance review in addition to the annual scheduled session.

This review responds to client concerns, employee concerns or changes in project requirements. Our continued focus on self-evaluation and assessment allows us to proactively manage our resources and identify opportunities to



respond to needed changes and retain only the most highly skilled employees. We are committed to a performance management cycle, which employs ongoing performance feedback and written evaluations. In addition to ongoing feedback, a Performance Improvement Plan confirms all employees meet performance expectations of UCF.

### To optimize availability of our IT Staff, we have designed the following strategies:

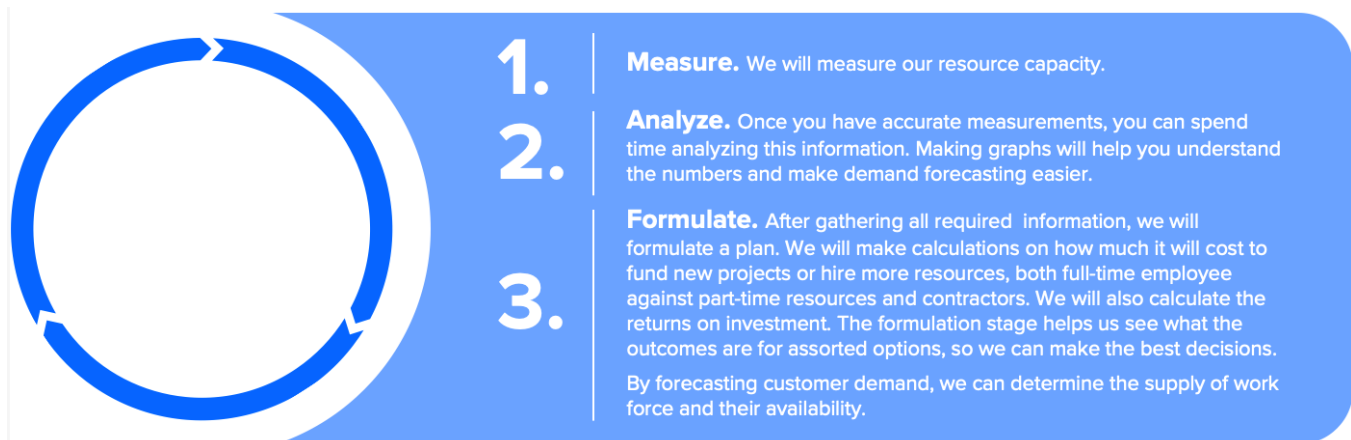
**Conduct Forecast and Capacity Planning.** Our capacity planning methods help us determine what and how many resources we need to meet client requirements and demand. Our resource planning takes the number of resources available (as determined by capacity planning) and then allocates them to individual projects.

To meet our customers' demands in a timely manner, we continue to conduct forecasting and capacity planning. We follow **Forecasting and Capacity Planning** techniques as part of the Operations Management Training Program, which includes:

- **Sales Forecasting.** Our Sales forecasting method helps us determine and estimate our future revenue by predicting the amount of product or services our company will sell within the next few weeks, quarter or a year. Based on that, we analyze our sales pipeline and customer requirements. This method tells us the sales we will make during a particular year or quarter, and will help us determine client resource requirements to meet the project timeline and resource needs.
- **Resource Planning.** After conducting a sales forecast, we build a resource pool based on our client requirements. Capacity planning is the practice of planning/determining production capacity and workforce needs to make sure your supply chain is equipped to meet demand. Capacity planning lets our company know how and when to scale, identify bottlenecks, create better design capacity and mitigate risk, within a planned period.
- **Workforce Capacity Planning.** Our workforce or resource capacity planning ensures we have enough team members and work hours available to complete jobs and meet client demands. This type of planning will also show us when we need to hire more employees and determine how far in advance **we need to start recruiting based on the length of your project timeline and onboarding process.**

### How We Start Capacity Planning

There are three basic steps to capacity planning:





## Time Scheduling and Flexibility

As we know time is of the essence, our HR recruitment takes care of employees time and adherence.



1.

We have set internal adherence goals in our Corporate Employee Handbook. We also consider hiring part-time contractors. The goal is to ensure our staff is appropriately balanced to incoming contact volumes, not to create mayhem among your employees.

2.

Adding flexible time to our scheduling strategies helps us increase employee retention and hire applicants as these types of shifts appeal to demographics needing more flexibility, such as graduate students, interns and parents who are accommodating their family needs.

3.

This is a solution where everyone benefits, meeting both business needs and keeping staffs happy. This has helped us increase employee satisfaction and engagement and reduce attrition and hiring costs.

## Quality Management Plan

During Quality Planning, the project team identifies the appropriate criteria relevant to the project. The team then translates existing quality policies and standards into the plan through a variety of tools and techniques, including Quality Assurance (preventative action), which focuses on the process of conducting reviews, meetings and walk-throughs via check and issue lists, and Quality Control (corrective action), which focuses on products through inspections and audits.

To implement Quality Assurance, the Project Team regularly evaluates the overall project performance. Quality Control monitors specified project results to determine relevant quality standards have been met and eliminates the cause for unsatisfactory performance.

Our Project Team ensures requirements are addressed at each phase of the project.





## Fill Percentage and Lead Time

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

On average, System Soft will respond within 24 hours to any requests for resumes, cost quotations. Typically it is within the same day. However, the expected timeframe to fill a staffing position can be 1-2 business days.

System Soft has a large pool of IT Staff resources ranging from Entry, Intermediate, to Advanced levels, and hence, has the required skills and domain expertise available to suit a variety of UCF requirements and timelines. Our Account Relationship Team is comprised of a variety of personnel.

Several guiding principles and strategies have been integral to System Soft's successful journey over the last 21 years, including the following:

- Maintaining the highest ethical standards across all projects and staff.
- Close, personable collaboration with our clients, with their specific challenges and objectives in sharp focus.
- Utilizing innovative recruiting and employee retention techniques throughout the organization, thereby creating a strong workforce in an "all about the people" environment.
- Constantly building on the strengths and skills of our team members to consistently move customer success forward across all our endeavors.

Additionally, our sophisticated recruiting strategy/system is comprised of several components:

- Our external recruiting methodologies
- Our internal recruiting tools
- Our talent acquisition and retention model
- Our recruitment selection process
- Our quality assurance and rating systems

Our recruiting team ensures that we hire the right candidates, and the Account Executives ensure that the right candidate is available to the client in a minimum timeframe.

System Soft delivers the best personnel available for the job and provides quality services to our clients. Therefore, in addition to regular reviews of monthly status reports and quarterly Project Performance Scorecards, our HR Team conducts annual contract staff performance reviews.

The performance reviews begin with a standardized evaluation form completed by the client point of contact. An HR representative and the designated Project Manager meet with the employee(s) to discuss self-assessment, the assessment of the project goals and concerns, career goals and salary expectations.

We may identify a need to conduct an unscheduled performance review in addition to the annual, normally scheduled session. We conduct this review in response to client concerns, employee concerns or changes in project requirements. Our continual focus on self-evaluation and assessment of our human resources allows us to proactively manage our resources and identify opportunities to respond to changing needs and retain only the most highly skilled employees.

We are committed to a performance management cycle that employs ongoing performance feedback and written evaluations. In addition to ongoing dialogue and feedback, we have developed a Performance Improvement Plan to ensure all employees meet performance expectations of UCF, and we will jointly identify skill upgrades and enhancements.



## Quality Assurance

System Soft implements a **Performance-Based Quality Assurance (PBQA)** approach, which sets forth procedures and guidelines that are used in evaluating the technical performance of our staff. The PBQA is intended to accomplish the following:

- Define the key performance indicators and deliverables that will be assessed.
- Describe the standards of performance against what the staff's performance will be assessed for each key deliverable.

## Roles and Responsibilities

On the System Soft staff is our Contracts Performance Manager (CPM) who serves as the single official responsible for the overall monitoring and administration of contracts. This individual is responsible for ensuring all parties indicated within a contract perform as agreed and neither party unreasonably interferes with or causes any delay in task deliverables. The CPM monitors individual contracts to ensure our staff's technical performance is in accordance with the contract.

## Performance Standards

Performance standards define desired services. The CPM performs surveillance to determine if our staff exceeds, meets or fails to meet these standards at an acceptable quality level.

## Methods of Monitoring Performance and Surveillance

Various methods exist to monitor performance. The CPM will use any combination of the surveillance methods in the administration of this PBQA.

Regardless of the surveillance method, the CPM will always contact the client's task manager or onsite representative when a defect is identified, then inform the manager of the specific problem(s). The CPM is responsible for monitoring our staff's performance in meeting a specific performance standard.

## Ratings

System Soft has metrics and methods designed to determine if performance exceeds, meets or fails to meet any given standard and acceptable quality level. A rating scale will be used to determine a positive, neutral or negative outcome. The following ratings shall be used:

★★★★★ Excellent	★★★★ Very Good	★★★ Good	★★ Satisfactory	★ Unsatisfactory
Staff has exceeded all of the significant performance criteria and has met overall cost, schedule and technical performance requirements of the contract, as defined and measured against the criteria in the Quality Plan for the evaluation period.	Staff has exceeded many of the significant performance criteria and has met overall cost, schedule and technical performance requirements of the contract, as defined and measured against the criteria in the Quality Plan for the evaluation period.	Staff has exceeded some of the significant performance criteria and has met overall cost, schedule and technical performance requirements of the contract, as defined and measured against the criteria in the Quality Plan for the evaluation period.	Staff has met overall cost, schedule and technical performance requirements of the contract, as defined and measured against the performance criteria in the Quality Plan for the evaluation period. Opportunities for improvement exist in one or more areas.	Staff has failed to meet overall cost, schedule and technical performance requirements of the contract, as defined and measured against the performance criteria in the Quality Plan for the evaluation period.



## Evaluation and Documenting Performance

The CPM will complete a past performance report every thirty (30) or upwards of ninety (90) business days, depending on the project length.

Documentation will be rated with the following in mind:



### Acceptable Performance

The CPM will document positive performance. Any report may become a part of the supporting documentation for continuous use of the staff member on future engagement, compensation increases, additional training and promotion.



### Unacceptable Performance

When an unacceptable performance occurs, the CPM will inform the staff. This will typically be issued in writing unless circumstances necessitate verbal communication. In either case, the CPM will document the discussion and place it in the CPM file.



# APPENDIX FORMS

The following forms are attached to the subsequent pages:















- APPENDIX I SUPPLEMENTAL OFFER SHEET
- APPENDIX II CERTIFICATE OF NON-SEGREGATED FACILITIES
- APPENDIX III COMPLIANCE AND CERTIFICATION OF GOOD STANDINGS

Also attached is System Soft's certification of good standing.



**APPENDIX I**  
**SUPPLEMENTAL OFFER SHEET**  
**TERMS AND CONDITIONS**

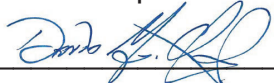
The sections set forth below are to each be initialed as YES for "understood and agreed upon" or NO for "not agreed to." Failure to complete and return this document with your offer could result in rejection of your offer, at UCF's sole discretion. Respondents shall not check sections as "understood 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.

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

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

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

Company: System Soft Technologies LLC Authorized Representative's Name: David M. Quish

Authorized Representative's Signature:  Date: 1/26/2021

## APPENDIX II

### CERTIFICATE OF NON-SEGREGATED FACILITIES

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

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

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

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

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

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

## APPENDIX II

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

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

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

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

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

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

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

Company: System Soft Technologies LLC

Authorized Representative's Name: David M. Quish

Authorized Representative's Signature: \_\_\_\_\_

Date: 1/26/2022

**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: System Soft Technologies LLC

Authorized Representative's Name: David M. Quish

Authorized Representative's Signature: 

Date: 1/26/2022



# *State of Florida*

## *Department of State*

I certify from the records of this office that SYSTEM SOFT TECHNOLOGIES LLC is a limited liability company organized under the laws of the State of Florida, filed on June 23, 1999.

The document number of this limited liability company is L99000003683.

I further certify that said limited liability company has paid all fees due this office through December 31, 2021, that its most recent annual report was filed on April 6, 2021, and that its status is active.

*Given under my hand and the  
Great Seal of the State of Florida  
at Tallahassee, the Capital, this  
the Twenty-second day of April,  
2021*



*Randy Be*  
**Secretary of State**

Tracking Number: 9333968125CU

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>



# ADDENDUM ACKNOWLEDGMENT

Signed Addendum I and II are attached to the subsequent pages.



UNIVERSITY OF CENTRAL FLORIDA

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

## ADDENDUM

### IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE

ITN NUMBER: 2021-03TCSA

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

ITN TITLE: STAFF TEMPORARY SERVICES

ADDENDUM NUMBER: I                      ADDENDUM DATE: December 15, 2021

**Purpose of this addendum is to:**

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

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

  
\_\_\_\_\_  
PROPOSER'S SIGNATURE

David M. Quish, Director, Corporate Operations  
\_\_\_\_\_  
PRINT OR TYPE PROPOSER'S NAME

System Soft Technologies LLC  
\_\_\_\_\_  
COMPANY NAME

david.q@sstech.us  
\_\_\_\_\_  
EMAIL ADDRESS



UNIVERSITY OF CENTRAL FLORIDA

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

## ADDENDUM

### IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE

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

ITN TITLE: TEMPORARY LABOR SERVICES

ADDENDUM NUMBER: II      ADDENDUM DATE: January 13, 2022

**Purpose of this addendum is to:**

- **Answer questions submitted during the Q/A period**

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

  
\_\_\_\_\_  
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\_\_\_\_\_  
EMAIL ADDRESS

# SUMMARY

System Soft looks forward to actively market this effort and supply the UCF with unparalleled Information Technology Services.

We have carefully organized and reviewed our response to align with the scoring criteria found within UCF's document, and we are confident our response will qualify as a viable vendor.

System Soft's Management and Consulting Team is ready and able to take on all efforts to support UCF. We appreciate the opportunity to provide this response and look forward to building a mutually successful partnership with UCF.

**System Soft Technologies LLC**  
3000 Bayport Drive, Suite #840  
Tampa, Florida 33607  
**(727) 723-0801**

**[www.sstech.us](http://www.sstech.us)**

## System Soft Client Testimonials

Here are just a couple of examples of recognition from current esteemed and valued System Soft clients:

“

*iProcedures has engaged the services of System Soft Technologies from the last seven years. System Soft Technologies' understanding of complex digital product interactions, its deep engineering expertise, its knowledge in predictive analytics, and its collaborative approach has aligned strongly with how iProcedures works.*



**Raj Popuri Ph.D.**  
CEO

*I am writing to say thank you for your partnership this year, which allowed my team to shore up our Enrollment System prior to the peak season for our user community. In addition to the solid quality of their work, the team you provided was great to work with and assimilated into my team's everyday routine without issue.*



**Bud Winderweedle**  
Manager of Enterprise  
Business Solutions

*System Soft Technologies has been excellent to work with. They took the whole solution as a turn-key project, including solution strategy, architecture, development, testing, and deployment of the security data lake and SaaS application, all with end-to-end ownership.*



**Satish Abburi**  
Founder, CTO

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**SYSTEMSOFT**  
TECHNOLOGIES™