SUBMIT OFFER TO:
Via Bonfire Web Portal
UNIVERSITY OF CENTRAL FLORIDA
Phone: (407) 823-2661
www.procurement.ucf.edu
https://ucfprocurement.bonfirehub.com/opportunities/49428

Your submission must be uploaded, submitted, and finalized prior to the closing time on **January 13, 2022 @ 2:00pm**. We strongly recommend that you give yourself sufficient time and at least ONE (1) day before the closing time to begin the uploading process and to finalize your submission. See **Appendix 4** for submittal instructions.

University of Central Florida

INVITATION TO NEGOTIATE

Contractual Services

Acknowledgement Form

OFFERS WILL BE OPENED **January 13, 2022 @ 2:00pm EST** and may not be withdrawn within **120** days after such date and time.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

UNIVERSITY ADVERTISING DATE: **November 17, 2021**	ITN TITLE: **Temporary Labor Services**

FEDERAL EMPLOYER IDENTIFICATION NUMBER
38-3858542

SUPPLIER NAME TEKsystems, Inc.	REASON FOR NO OFFER:
SUPPLIER MAILING ADDRESS 7437 Race Road	
CITY - STATE - ZIP CODE Hanover, MD 21076	**POSTING OF PROPOSAL TABULATIONS**

AREA CODE	TELEPHONE NUMBER	
888	519.0776 (Toll Free)	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.
410	FAX: 540.7804	
	EMAIL: kberry@TEKsystems.com	

Government Classifications
Check all that apply

☐ **African American** ☐ **American Woman**
☐ **Asian-Hawaiian** ☐ **Government Agency**
☐ **Hispanic** ☐ **MBE Federal**
☐ **Native American** ☐ **Non-Minority**
☐ **Non-Profit Organization** ☐ **PRIDE**
☐ **Small Business Federal** ☐ **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)

Kevin Berry, Account Lead - Government Services
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 13, 2022

TEMPORARY LABOR SERVICES, ITN2021-03

University of Central Florida

Kevin Berry

Account Lead – Government Services

2623 Centennial Boulevard

Suite 203

Tallahassee, FL 32308

P: 850.298.6662

M: 850.527.4502

kberry@TEKsystems.com

TEKsystems

Own change

2623 Centennial Blvd
Suite 203
Tallahassee, FL 32308
850.298.6662
850.527.4502
TEKsystems.com

Cover Letter

January 13, 2022

Trinh Nguyen
Procurement Services Department
University of Central Florida
1424 Research Pkwy, Suite 300
Orlando, FL 32816

Subject: Proposal to Provide Temporary Labor Services

Dear Ms. Nguyen:

Enclosed is TEKsystems' response to University of Central Florida ("UCF")'s ITN2021-03 for temporary labor services. For ease of evaluation, we have structured the proposal as requested in the ITN.

As outlined in the following proposal response, TEKsystems possesses the expertise and capability to excel in all areas UCF deems necessary for a successful business relationship:

- A proven process to consistently provide quality IT engineering consultants who match UCF's technical requirements and fit into your institutional culture.

- An experienced account management team who understands the higher education sector, shares expertise of the local labor market, and is responsive to your day-to-day needs.

- A consultant pool that can meet all of UCF's IT needs, providing a streamlined sourcing, screening, and onboarding process.

As an industry leader in full-stack expertise, services, and delivery, TEKsystems is committed to delivering value and seeks to learn from every customer opportunity. So that we can improve the services we offer UCF and ensure we meet your future expectations, we will reach out to you upon the award of this proposal to solicit your feedback on your experience with us

TEKsystems appreciates the opportunity to participate in this ITN. Please feel free to contact me directly for any reason before or after your selection process.

Regards,

Account Lead – Government Services
P: 850.298.6662
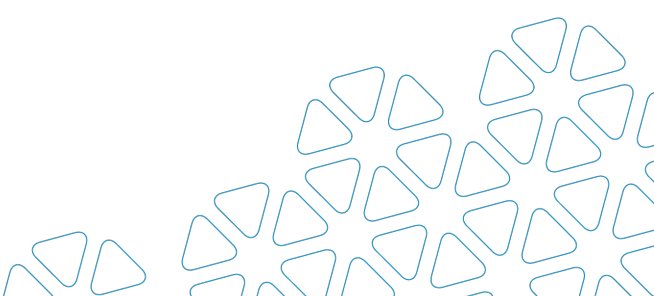M: 850.527.4502
kberry@TEKsystems.com

Table of Contents

Executive Summary

University of Central Florida ("UCF") will receive top IT talent to augment your existing technical staff through TEKsystems' proven recruiting process and client-focused relationship model, helping advance your mission to provide high-quality, broad-based education experiences.

Our Understanding of UCF's Issues and Objectives

As one of the largest universities and research institutions in the state of Florida and the United States at large, UCF holds a unique responsibility to stay abreast of innovations in technology. As a large public university and research hub, it is vital that UCF remain agile in its ability to support all its programs with a robust IT engineering staff. Augmenting the existing IT engineering staff with outside talent will allow UCF to achieve maximum agility and efficiency without sacrificing quality.

We know that digital transformation is revolutionizing education and organizations' abilities to improve the student experience. From modernization to online learning, universities and colleges are working hard to improve efficiencies, optimize budget dollars, and implement critical programs to help them drive enrollment and outcomes.

Our Approach to Accomplishing UCF's Objectives

When fulfilling UCF's software staff augmentation requests, we use our proprietary Staffing Quality Process® as our hiring approach. Your Florida-based account team will work with you to identify and place IT talent that fit your institutional culture and meet your short- and long-term needs. Our Staffing Quality Process consists of the following steps:

1. Market Analytics
2. Customer Understanding
3. Sourcing Strategy
4. Screening and Selection
5. Relationship Management

Why TEKsystems Is Ideally Suited to Serve UCF

UCF will benefit from partnering with TEKsystems to augment your IT staff through the following ways:

- **Local Talent Network and Support.** TEKsystems proudly counts over 500 UCF students and alumni as consultants, employees, and interns of our company, and our local Orlando office as well as our Orlando Delivery Center are only a short drive away from UCF's main campus.

We have a large presence with similar government entities in your area, including local military bases and federal and state government agencies. With this vast local and national network of resources, we can provide UCF with high-quality talent when needed.

- **Dedicated Higher Education Practice**. TEKsystems' Higher Education practice currently partners with more than 100 higher education institutions and has over 250 IT consultants currently placed at public, private, and community colleges, and for-profit universities across the country. We help build impactful, transformative, and highly responsive IT programs, and place skilled consultants to support these important IT initiatives. Our higher education-aligned account team will use their experience to place the most qualified IT consultants at UCF to work alongside your permanent staff.

- **Streamlined Sourcing, Screening, and Onboarding Process.** The IT professionals we place fit seamlessly into UCF's IT environment and become productive faster as a result of our streamlined sourcing, screening, and onboarding processes. Using our Staffing Quality Process, we quickly and effectively find and place new IT talent that meets UCF's needs, even for specialized and high-demand skill sets.

TEKsystems appreciates the opportunity to participate in the ITN and looks forward to partnering with UCF to provide your temporary labor service needs.

A. Experience and Qualifications of Proposer

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

TEKsystems believes we can provide and are qualified to provide temporary IT labor to University of Central Florida ("UCF") because of our 38 years of continued success doing so for over 6,000 clients, including your institution. As the No. 1 provider of IT staffing in the United States for 20 consecutive years (*Staffing Industry Analysts*), TEKsystems has access to over 81% of the domestic IT workforce and over three million profiles in our candidate database. Leveraging our local account teams and specialized higher education practice, we can provide targeted support for UCF's IT talent needs.

TEKsystems' Student-centric Higher Education Practice

Digital transformation is revolutionizing education and organizations' abilities to improve the experience of students. From modernization to online learning, universities and colleges are working hard to improve efficiencies, optimize budget dollars, and implement critical programs to help them drive enrollment and outcomes.

TEKsystems partners with over 120 higher education institutions every year and has over 250 IT consultants currently placed at public, private, and for-profit universities and community colleges across the country. Our dedicated recruiting specialists speak with over 100,000 IT professionals every week so they can quickly identify top talent and assemble higher-performance teams to align with your unique IT initiatives.

TEKsystems has a unique understanding of the industry and deep knowledge into what transformational solutions work in practice. We offer innovative, scalable solutions—based on each individual institution's specific needs—that help schools achieve their IT goals and thrive.

Higher Education Industry Landscape

TEKsystems' Higher Education practice supports a wide variety of strategic IT initiatives positioned to respond to leading industry trends.

- **Attracting and retaining IT talent.** IT departments at academic institutions struggle to build and maintain high-performance teams as they directly compete with private sector organizations for top talent. The ongoing and sometimes high rate of turnover among critical team members can impede IT project progression, result in lost institutional knowledge, and slow overall institutional initiatives or modernization efforts. Inadequate retention can also hamper cost containment and efficiency. We leverage our relationships with 81% of the IT workforce to find the best, most reliable IT consultants suited for each individual campus engagement. We work to identify highly skilled IT talent to fill in-house skill set gaps and act as extensions of your current team.

- **Creating operational efficiencies through technology.** Higher education institutes cope with flexing budgets year over year, so finding new ways to cut costs and streamline operations is essential to success. Our support helps IT departments transition away from outdated infrastructures and toward adopting and implementing new cost-cutting technologies to maximize their shrinking budgets and become more agile and efficient in responding to business needs.

- **Advancing online education.** Faculty and academic leaders are continually searching for innovative new ways to engage students and implement modern teaching methods in and out of the classroom. Scalable e-learning and online solutions are a valuable way for colleges and universities to reach new students and broaden their online learning capabilities, providing lasting benefits to both students and educators. We understand the complexities associated with getting e-learning programs off the ground, and can partner with you to plan, build, and manage e-learning offerings for students and faculty.

- **Meet demands for modern technologies.** Today's sophisticated faculty and students expect digital integration in all aspects of their lives, including their campuses and classrooms. Higher education institutions must evolve, reinvest, and grow their IT capabilities to differentiate themselves from the competition and meet faculty and student demands for modern technologies. We determine, implement, and support new ways to integrate those technologies and deliver campus-wide modernizations across all IT areas of focus to assist clients in responding to this demand.

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

TEKsystems' Overview

TEKsystems is a team of 80,000 strong, working with over 6,000 customers, including 80% of the Fortune 500 across North America, Europe, and Asia, who partner with us for our scale, full-stack capabilities, and speed. We're strategic thinkers, hands-on collaborators, helping customers capitalize on change. We're building tomorrow by delivering business outcomes and driving positive impacts in our global communities. TEKsystems is an Allegis Group company.

TEKsystems' History
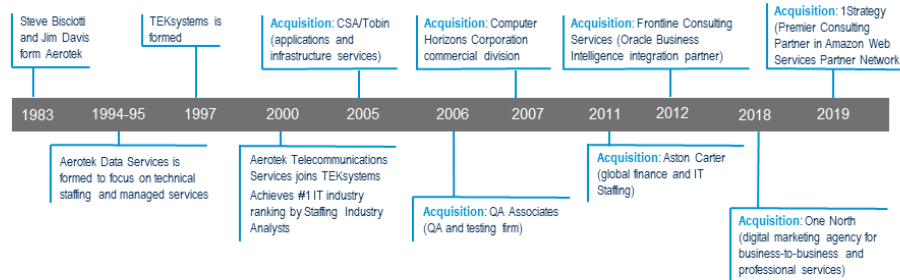
Figure 1. TEKsystems' Historical Timeline.

TEKsystems began in 1983 as part of Aerotek, a company that offered staffing and consulting services, based on a commitment to meeting client needs—no matter how challenging or complex. Clients appreciated Aerotek's dedication to client satisfaction, and within the first year of operations Aerotek earned over $1 million in revenue.

Through the remainder of the 1980s, Aerotek developed several subsidiaries that expanded its service offerings to include technical staffing, in addition to aeronautics, engineering, and light industrial staffing. TEKsystems emerged from Aerotek in 1997 to focus on technical staffing and more advanced service solutions.

As a result of our strategy to develop service capabilities aligned to client needs, TEKsystems emerged as the nation's leading provider of applications, network infrastructure, digital, communications, and end user support staffing and services in 2000. We have successfully held this No. 1 industry ranking ever since.

Today, a flagship company of Allegis Group, one of the world's largest privately held staffing companies with annual revenues exceeding $10 billion, TEKsystems is an industry leader in full-stack expertise, services, and delivery.

Organizational Structure

TEKsystems is a privately held S corporation, and a wholly owned subsidiary of TEKsystems Holdings LLC (THLLC) and ultimately held by Allegis Group Holdings, Inc.

Account Team Alignment

UCF's account team comprises dedicated resources who seek to understand your business by:

- Understanding the industry trends affecting UCF
- Recognizing UCF's specific business needs to offer the best solution
- Organizing the most effective plan to deliver the identified solution
- Implementing the plan
- Maximizing our partnership to maintain UCF's IT competitive advantage

Whether you need us to staff a few IT resources or manage an outsourced service, UCF's account team will vary based on the delivery model that best meets your specific IT program needs. We carefully considered the following dynamics when creating a TEKsystems account team for UCF:

- **Account Management**: UCF's account team will focus on continuously understanding your business and technical needs. They will be your local source to the vast amount of resources that TEKsystems offers our customers—from IT talent to proven IT services.

- **Project Management**: When UCF opts to use TEKsystems' services beyond staff augmentation, you will be aligned with project management experts who know what it takes to fulfill customized customer engagements.

- **Technical Domain Expertise**: Whether UCF needs one IT professional or you seek a service partner, TEKsystems offers domain expertise across our continuum of services.

- **Industry Expertise**: TEKsystems will incorporate the industry knowledge we have across our portfolio to strengthen the effectiveness of our partnership with UCF.

- **Local Market Knowledge**: TEKsystems is an expert in each local market we serve and has developed deep relationships with local talent pools. In turn, we are responsive to UCF's needs regardless of the size and complexity of the engagement.

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

Company Size and Years in Business

With over 38 years of experience and consultants all working for firms all over the globe, TEKsystems is the largest IT staffing provider in the United States, holding 13% of the industry's market share. As a privately held company, TEKsystems does not release financial statements as a matter of corporate policy. However, we would like to share as much information as possible to demonstrate our financial stability and strength.

Industrial Track Record and Financial Stability

Figure 2. TEKsystems' Financial Stability.

Staffing Industry Analysts, the premier research and analysis firm for the contingent workforce, has ranked TEKsystems as the No. 1 IT staffing provider in the United States in 2020 and every year since 2000 (the first year this data was captured by Staffing Industry Analysts). The 2020 list of largest IT staffing firms included 55 companies with combined revenue of $23.3 billion. Controlling 13% market share, TEKsystems ranked as the largest overall market share holder among the companies on Staffing Industry Analysts' 2020 list.

UCF will partner with a provider that is financially stable. TEKsystems maintains an excellent 5A2 credit rating, and our Dun & Bradstreet Viability Rating is low risk. One of the factors contributing to our near-flawless financial rating is our diverse client base; our largest client accounts for only 3% of our annual revenue.

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

Proposers to include:

-Company/University name and address

-Services rendered and length of services

-Contact information for reference at UCF discretion

1. University of Rochester

500 Joseph C. Wilson Blvd., Rochester, NY 14627

Contact:

Terrance Collins-Howard – Project Director

(585) 275-1987

Services Rendered (19 years):

We have worked with University of Rochester for almost 20 years, by providing IT Services – including temporary labor. We have supported their University IT and individual departments with contract, contract-to-permanent, and projected-oriented solutions. Our focus with University of Rochester has been spanned across a full range of skillsets including project management, development, testing, technology operations, support roles, and others. Within the past couple years, we've assisted U of R with a cloud migration and an ERP upgrade. Additionally, we have also delivered instructor-led training solutions to their organization.

2. Cornell University

616 Thurston Ave., Ithaca, NY 14853

Contact:

Keyan Williams – Assistant Director, IT Support Operations

(607) 255-4571

Services Rendered (8 years)

We have worked with Cornell University for approximately 8 years. We have supported their Central IT, research, eLearning and additional individual departments with both IT staffing and project-based services. We have supported Cornell within applications development, network infrastructure, and end user support.

3. University of Michigan

500 S. State St., Ann Arbor, MI 48109

Contact:

Dave Gerstler – Senior Procurement Agent

(734) 764-7473

Services Rendered (10 years):

TEKsystems has been an IT Staffing Partner of the University of Michigan and Michigan Medicine (formerly University of Michigan Health Systems) since 2012. We have supported both the Education side as well as Health System in all areas of IT including Applications, Clinical Applications, Infrastructure, End User Services, Security, Telecommunications, and ERP to list a few, in both a contract and contract-to-hire capacity. We have helped support large surge projects such as service desk analysts for Back to School, desktop support technicians for Windows Upgrade deployments, Epic analysts to support Epic implementation projects, supplied resources for an Identity and Access Management upgrade, amongst other initiatives.

B. Project Staff Qualifications/Experience

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

Primarily, there will be three TEKsystems employees assigned to the UCF account. These individuals are:

- Kevin Berry, Account Lead – Government Services
  - Kevin began his career at TEKsystems in 2015 as a technical recruiter supporting IT staff augmentation contracts. He was quickly promoted to an account manager role after just six months. In this position, he provided local IT staff augmentation service delivery locally to clients from Tallahassee (including the State) to nearby Thomasville, Georgia. In early 2020, Kevin moved to his current market lead position, where he focuses exclusively on supporting IT staff augmentation contracts for local government clients.
- Carrie Young, Account Manager
  - Carrie began her career at TEKsystems in 1998 as a technical recruiter supporting IT staff augmentation contracts. She was quickly promoted to an account manager role after just six months. In this position, she provided local IT staff augmentation service delivery locally to clients from Jacksonville FL. Carrie moved to a couple other Florida markets, Miami and Tampa for a period of time as an account manager successfully supporting SLED and Federal government customers over the past several years. In recent years, Carrie expanded her markets to include northeast and central Florida areas, which now she has covered nearly the entire state of Florida respectively, where she focuses exclusively on supporting IT staff augmentation contracts for government clients.
- Austin White, Director – Government Services
  - Austin began his career at TEKsystems in 2008 as a technical recruiter supporting IT staff augmentation contracts. He moved up the ranks in positions including account executive, strategic account lead, regional director of federal government services, and account lead of federal government services before landing in his current role as the regional director of SLED services this year, focusing on IT staff augmentation contracts for regional government clients.

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.

UCF will have access to over 81% of the domestic IT workforce through our partnership with TEKsystems. Our proven ability to attract, develop, and retain the best IT talent in the industry will allow UCF to build high-performing teams to meet your critical business goals. We make over 80,000 placements annually across a wide range of skill sets including, but not limited to, the following:

Applications

UCF will benefit from our specialized focus on the applications market. Our applications professionals support all stages of the applications life cycle, including analysis, design, development, testing, implementation, and maintenance. We capitalize on this focus to attract, deploy, and retain the following skill sets:

Application Development

- Web applications
- Application Programming Interface (API)
- Client server applications
- Desktop applications
- Mobile applications
- Software engineering
- Legacy mainframe systems
- Tools development

Project Management and Business Analysis

- Program and project management
- Business and systems analysis
- Business process management
- Change and release management
- Documentation
- SCRUM process management
- Agile product management
- Release train management

Test and DevOps

- Front-end testing
- Back-end testing
- Performance testing
- CI/CD pipeline development
- Release engineering
- Site reliability
- Engineering

Digital Services

Our digital and creative services professionals help clients like UCF execute and strengthen your brand strategy, while fostering customer relationships across multiple user-interfaces and technologies. With these skills in high demand and short supply, our teams focus on the digital and creative services market to deliver IT consultants with expertise in:

- Business analysis
- Content strategy
- Digital asset management
- Digital marketing management
- E-commerce
- Front-end development
- Product management
- SEO/SEM
- Social media
- UI development
- UX design
- UX research and design
- Visual Design

- Graphic design
- Information architecture
- Interaction Design
- Marketing automation
- Mobile development
- Web and data analysis
- Web application development
- Web design

Digital Workplace Services

Our workplace services professionals help our clients execute their help desk operations and provide desktop support. Our end-user support market teams deliver the following skill sets with expertise in operating system, ticketing system, remote control, VPN, and mobile technologies:

- Change management
- Desktop support
- Hardware deployment, installation and moves, adds, and changes (MAC)
- Help desk and service desk support
- IT asset inventory and reconciliation
- IT Service Management and ITIL®
- IT support management
- IT training and IT certification
- Knowledge management
- Problem management
- Project and program management
- Software deployment and installation
- Technical writing

Enterprise Applications, Data Analytics & Insights

Within our Enterprise Applications division, we help our customers empower performance for speed and scale with our ability to deploy, optimize and support their enterprise applications so teams can focus on the strategic business initiatives that matter most. Across each of the following tools and technologies, we have consultant roles including developer, project manager, techno-functional consultant, analyst, and administrator.

Enterprise Applications – Common Tools and Technologies

- AWS
- Azure
- Business Objects
- Cognos
- Datastage
- DB2
- GCP
- Hana
- Hyperion
- JDEdwards
- Informatica
- Microsoft Dynamics
- MuleSoft
- OBIEE/OBIA

- Oracle
- PeopleSoft
- Qlikview
- SAP
- Salesforce.com
- Siebel
- Snowflake
- SuccessFactors
- SSIS/SSRS/SSAS
- Tableau
- Teradata
- Workday

Data Analytics & Insight

Within our Data Analytics & Insights division, we help customers unlock the power of their data to fuel innovation, elevate the customer experience, save money, and generate new revenue. We provide skill sets within focus areas such as artificial intelligence, machine learning, data science, and big data, including:

- Analytics Consultant
- Analytics Manager
  Analytics Specialist
- Big Data Developer
- Business Data Analyst
- Business Intelligence Analyst
- Data Analyst
- Data Architect
- Data Consultant
- Data Engineer
- Data Science Specialist
- Data Scientist
- Data Specialist
- Director of Analytics
- Distinguished Software Engineer
- Enterprise Data Architect
- Hadoop Developer
- Lead Database Administrator
- Machine Learning Consultant
- Machine Learning Engineer
- Manager Analytics
- Principal Software Engineer
- Robotic Process Automation Consultant
- Robotics Engineer
- Software Developer in Test
- Software Engineer

Technology Operations Management

Our technology operations management professionals assist our clients with planning, building, and running their network, data center, and security operations, as

well as their project management offices. We focus on the infrastructure optimization market to deliver the following skill sets to UCF:

- Cloud computing
- Data center:
    - Administration
    - Engineering
    - Server and storage architecture
- Information security:
    - Engineering
    - Operations
    - Security governance
- IT Service Management and ITIL
- Infrastructure Optimizations:
    - Administration
    - Engineering
    - LAN/WAN network and voice systems architecture
    - Monitoring
    - Network operations center (NOC) support
    - Project management
    - Business analysts
    - Coodinators
    - Managers

Risk and Security

Our risk and security professionals help our clients address risk holistically and build consistent, overarching governance policies. We help our customers achieve compliance and maximize your risk program to drive better business decisions. Our specialized team builds relationships with consultants that possess the following skill set expertise:

Technical Skills

- Architecture
- Engineering
- Administration
- Analysis
- Tools/Systems Expertise
- Data Governance
- Security Operations
- Risk Modeling
- ETL
- Data Analytics
- Development

Functional Skills

- Program / Project Management
- Program / Project Coordination
- Business Analysis

- Internal / IT Audit
- Business Continuity Experts
- Security / Risk Assessments
- Subject Matter Expertise (standards, regulations, etc.)

Telecommunications

Our telecommunications professionals provide installations, moves, adds, and changes to our clients like UCF. Our specialized telecommunications teams build relationships with consultants that possess the following skill set expertise:

Network Engineering/Design

- Capacity planning
- Core network
- Outside plant
- GIS systems engineering and administration
- Central office and equipment engineering
- Transport and backhaul
- Digital video
- Circuit design
- RF design

Integration / Commissioning

- Central office/switch
- Cell site / BTS
- Small cell / DAS
- CATV head-end
- Drive testing
- RF optimization
- Structure cabling technicians
- Security/fire systems

Network Implementation

- Field and site auditors
- Project management
- Construction management
- Permitting specialists
- Records management and documentation
- Circuit database administration
- Site acquisition
- Project controls
- Site package close-out specialists

Network Maintenance

- Network monitoring
- Provisioning
- Central office/switch
- Outside plant systems
- Enterprise/voice systems
- Cell site/BTS

▪ Security/fire systems

Maintaining Staffing Quality

Our proprietary TEKsystems Staffing Quality Process₀ identifies quality IT consultants for UCF in several ways. We use a referral-based sourcing strategy, which is eleven times more effective than relying on job boards (Jobvite 2019 Recruiting Benchmark Report). We also thoroughly qualify candidate resumes before we submit them to UCF. We perform the screening and selection stage of our Staffing Quality Process before placement. This process consistently maintains quality in recruiting by providing the following:

▪ **Detailed References:** We validate the candidate's ability with two recent detailed references from past supervisors that can attest to the consultant's experience and aptitude. TEKsystems thoroughly qualifies each reference for every candidate we propose to UCF. Although most recruiting agencies claim to include reference checks as part of standard procedure, TEKsystems proves it. We will offer to connect UCF with our candidates' references should your hiring managers like to discuss the candidates' qualifications firsthand.

▪ **Technical Assessments:** We conduct technical assessments to validate the candidate's expertise in the areas you require. TEKsystems partners with IKM TeckChek™, a provider of technical skills testing software, whose Web-based assessments are an essential part of our screening procedures. IKM TeckChek™ provides comprehensive tests that our consultants complete online.

▪ **Behavioral Assessments:** Based on the full understanding of UCF's culture, our recruiters conduct personal interviews to match you with the candidate that is an ideal fit for your organization.

▪ **Drug and Background Screening:** We can coordinate drug and background testing (as required). Upon UCF's request, TEKsystems coordinates drug and background testing based on your specifications.

▪ **Consistent Communication:** We commit to maintaining quality recruiting even after the onboarding of your consultant(s). Through every step of our process, we maintain consistent communication with UCF to proactively address, manage, and resolve any issues related to staff quality, performance, productivity, and retention.

Additionally, we do not plan on using subvendors to locate qualified talent, however, in our commitment to providing the best possible talent, we may work with subvendors to fill unique roles in rare cases where TEKsystems cannot provide a consultant. We will notify UCF in advance if we must engage a subvendor for a requisition.

C. Overall Responsiveness of Proposal to Satisfy Scope/Project Approach

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

Capacity to Provide Services

TEKsystems can provide temporary labor services for all IT-related positions, including management level. Below demonstrates our capacity to provide IT resources and services across broad IT divisions:

Applications

- 19,500 annual placements
- Employs 400 recruiters who conduct over 18,000 conversations and meetings with applications IT professionals every week

Digital

- 10,000 annual placements
- Employs 200 recruiters who conduct over 9,000 conversations and meetings with resources in the digital marketing and creative services space

Digital Workplace Services

- 17,000 annual placements
- Employs 400 recruiters who conduct over 16,000 conversations and meetings with help desk and desktop support professionals every week

Enterprise Applications, Data Analytics & Insights

- 3,000 annual placements
- Employs 250 recruiters who conduct over 10,000 conversations and meetings with ERP/CRM/BI resources every week

Technology Operations Management

- 19,500 annual placements
- Employs 450 recruiters who conduct over 20,000 conversations and meetings with technology operations management resources every week

Risk and Security

- 3,000 annual placements
- Employs 100 recruiters who conduct over 4,000 conversations and meetings with risk and security resources every week
- Areas of focus include risk alignment, regulatory knowledge, and risk tool experience with skill sets including risk system analysts and architects, platform subject matter experts, product specialists, and reporting and business intelligence

Telecommunications

- 8,000 annual placements
- Employs 300 recruiters who conduct over 12,000 conversations and meetings with telecommunications professionals every week

Delivering Services in a Timely Manner

TEKsystems values UCF's time and relationship, and will prioritize locating the best available talent for your specific needs and requirements upon notification of a requisition. For most skill sets, TEKsystems can provide UCF with potential candidates' resumes within 24-72 hours, depending on the specialization of the skill set. From there, the consultant can start at UCF as early as 24 hours later, depending on UCF's onboarding process.

2. Describe how urgent requests are handled.

Through our service touchpoints, TEKsystems consistently communicates with both our consultants and clients to prepare for their next engagement and anticipate their future needs; however, we understand that clients occasionally have a critical request for immediate resources. In this situation, our strategy is to search our existing pipeline of proven consultants for candidates that match your requirements and are approaching the end of their assignments.

If necessary, our national and local network of consultants supplements this initial recruiting effort. Our more than 2,100 recruiters nationwide are constantly building our network and expanding our pipeline of consultants. Typically, candidates are available for interviews within 24 to 48 hours. As with other requests, all candidates are thoroughly pre-screened before placement with UCF so only quality candidates that fit your technical requirements and institutional culture are presented for your consideration. For UCF, we will use the sourcing channels mentioned below to quickly and efficiently handle your emergency request:

Our Massive Candidate Network: The relationships we build with clients and consultants provide us with a wide variety of internal recruiting resources to fulfill your requirements. Before we start looking for new resources, our recruiters tap into the extensive network of relationships we maintain with former IT professionals who have achieved significant levels of customer satisfaction.

Additionally, our recruiters track the end dates of our consultants' assignments and know what types of opportunities they are best suited to support. As a result, we can grant you faster access to pre-screened consultants with a track record of success. Specific to the higher education sector, we have access to thousands of consultants who have experience working with clients similar to UCF. Targeting consultants with experience, helps to reduce the consultant's onboarding time, confirm industry knowledge, and provide best practices to you.

Professional Referral Network: Because of the strength of the relationships we build with IT consultants and hiring managers, we are constantly obtaining referrals to other professionals who could benefit from our services. We are well-positioned to match you with the right candidates because employee referrals are more likely to result in job placements than job boards.

Connected: Connected, built on the Salesforce Lightning platform, is an integrated sales and recruitment platform. It brings together our consultant and client data for an

improved experience helping us make better decisions, strengthen delivery, and seize market opportunities. Connected houses nearly three million candidate profiles that outline our consultants' skills, goals, and interests, as well as their resume, technical assessments, references, and prior history with us. Our organized access to this information will help facilitate an efficient, successful match between UCF's technical needs and our consultant's career goals.

Sub-vendor Program: TEKsystems uses our sub-vendor program to access consultants that are on H-1B Visas, execute focused efforts to recruit pools of high-level consultants, and assist customers with minority spend needs. Currently, we have 200 approved sub-vendors of which 110 are minority or women-owned companies.

Higher Education National Recruiting Center (NRC): Our NRC dedicates a nationwide focus to attract specific skill sets in high demand. These centers execute tailor-made services for certain client engagements that require a recruiting model that differs substantially from our traditional offering.

Milwaukee, Orlando, Philadelphia, and Phoenix Delivery Centers: These delivery centers focus on both niche and high volume recruiting needs. With a focus on specific technical areas, these centers are continually developing IT talent pipelines that help expedite in-demand client needs.

TEKsystems.com: Our premier website for job search and recruiting represents over three million IT job seekers across North America. Constantly evolving to match job seeker trends, the site is mobile responsive and streamlined, which gives our consultants the opportunity to conveniently browse job openings no matter where they are.

Social Media: We source through social media sites like LinkedIn. Our recruiters use LinkedIn Recruiter Professional Services to source, gather intelligence, and communicate with prospective candidates. Our recruiters gain additional, relevant, and up-to-date information on candidates and their friends from LinkedIn Recruiter as well.

We have also partnered with LinkedIn to build and implement a unique integration point between our proprietary recruiting system, Connected, and LinkedIn that provides cross-system visibility so our recruiters can more efficiently interact with candidate records across both systems. Using the combined information in LinkedIn and Connected, our recruiters can identify, engage, and network with candidates more effectively.

Career Fairs and Job Boards: TEKsystems hosts local job fairs at colleges, universities, and various veterans- and minority-based organization sites. We also post openings on select job boards to reinforce recruiting efforts for upcoming contracts. These efforts engage the widest possible range of IT consultants for our clients like UCF.

TEKsystems will work with UCF to determine your background screening requirements. We can then coordinate pre-placement background checks with our third-party vendor partner, Sterling, or we can work with a vendor of UCF's choice.

TEKsystems has a strong, legally compliant background investigation program. We partner with Sterling Talent Solutions (formerly SterlingBackcheck), a leading provider of background investigation and security services, to coordinate comprehensive screening services for our clients. Sterling serves 50,000 clients and performs over 60 million background checks and drug tests yearly in over 230 countries, territories, and dependencies across the globe.

Our Process

TEKsystems' background investigation service was designed to ensure human resource and legal compliance. We employ a dedicated background investigation department whose sole responsibility is reviewing and making hiring decisions. This team specializes in navigating the complex federal and state laws surrounding background investigations. This process protects not only our clients, but also our applicant's rights under the Fair Credit Reporting Act. Through Sterling, we conduct five-year, seven-year, or 10-year background checks per your needed specifications. These extensive background checks review a candidate's educational background, criminal record, employment record, and financial stability.

Sterling Talent Solutions

TEKsystems negotiated a competitive pricing plan and a priority turnaround time for our background investigations through our relationship with Sterling. Sterling can tailor its solution to meet the unique needs of TEKsystems' clients, and as a leading provider of employment screening services, Sterling has the knowledge and experience to conduct background checks worldwide. We have developed flexible technology that accommodates a wide range of request submission and fulfillment options, facilitating customized solutions for local users, while still ensuring consistency and compliance throughout our clients' national and multinational programs.

Sterling is active in the National Association of Professional Background Screeners (NAPBS) and participates in discussions that influence the most important employee screening issues today. Thus, our clients benefit from a screening partner that is not only informed, but significantly involved in the newest regulatory debates and laws surrounding pre-employment screening. In February 2014, Sterling was awarded NAPBS accreditation, the largest background check company to achieve this recognition. Fewer than 2% of background screening companies have achieved accreditation.

Sterling also has the following certifications/accreditations relevant to background screening:

SHRM – Society for Human Resources Management

DATIA – Drug and Alcohol Testing Industry Association

SAPAA – Substance Abuse Program Administrators Association

SAFE HARBOR Certification – As it concerns Data Security and Privacy for our clients, Sterling is Safe Harbor Certified with the US Department of Commerce, compliant with Directive 95/46/EC, as well as many other domestic and international regulations that deal specifically with the handling and/or disposal of Personally Identifiable Information (PII). While Sterling is Safe Harbor certified, in light of the Court of Justice of the European Union's invalidation of Safe Harbor, Sterling is able to conclude EU Standard Contractual Clauses as necessary to legitimize EU-US data transfers. Also, Sterling has implemented what is known as Model Clauses for Use in Contracts Involving Trans-border Data Flows such as those recommended by the ICC Publication No. 1998.

Sterling maintains the ISO9001:2000 certification, and ISO 27001:2005 certification.

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

TEKsystems developed a rigorous screening process that each of our candidates must undergo before we will submit them to UCF for consideration. Described below are some of the steps we take to evaluate our candidates:

Telephone Screening: Upon sourcing a potential candidate, we discuss their work experience, skills, career goals, and professional interests to gauge if they are a match for your open requisition.

Cultural Fit Evaluation: Our recruiters then conduct face-to-face behavioral interviews to assess each consultant's personality, professional demeanor, work style, and communication skills. During these interviews, we evaluate workplace readiness skills.

Technical Fit Evaluation: For certain engagements, a panel of current TEKsystems consultants will conduct tailored interviews to verify that our candidates have the technical skills required.

Technical Skills Testing: Through our partner, IKM TeckChek™, we conduct web-based technical skills assessments that measure candidates' technical abilities relative to their peers.

Reference Verification: We obtain a minimum of two detailed technical references from the candidate's previous two employers. We also verify attributes including reliability and timeliness during these reference checks. Each reference is supervisory in nature, less than two years old, and is directly relevant to your skill set and experience requirements. Although most recruiting agencies claim to include reference checks as part of standard procedure, TEKsystems proves it. We can connect UCF with our candidates' references should your hiring managers like to discuss the candidates' qualifications first hand.

Background and Drug Screenings: Upon UCF's request, we will coordinate any required background and drug screenings through our preferred vendor or a vendor of your choice.

Security Clearance: TEKsystems actively participates in the National Industrial Security Program and is able to obtain security clearance for any consultant as needed.

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

Fill Percentage

TEKsystems defines percentage fill rate as the number of consultants that were placed on billable assignment with a client. Using this definition, our annual companywide fill rate for 2020 was 49.6%.

TEKsystems tracks positive fill rate. We define percentage fill rate as the number of consultants that were placed on billable assignment with a client. Using this definition, our annual companywide fill rate for 2020 was 49.6%. A number of factors affect this data. For example, in 2020, TEKsystems received assignment requests for 38,600 applications consultants, and we filled 16,055 of these requests. Of the 38,600, 13,129 position requests were canceled by the customer. In addition, the fill percentage does not take into account various service level agreements where TEKsystems is limited on the number of consultants the client can engage. So we may submit 10 highly skilled and qualified candidates that are a better fit than what other vendors have offered, but the client's contract stipulates they can only acquire 20% of their staffing resources from one vendor, so they only hire two of the candidates versus all of the 10 qualified who were submitted.

New Hire Lead Time

Time to Fill

TEKsystems' average time to fill a request depends on UCF's hiring process.

The average interval between the initial personnel request and TEKsystems' submission of appropriate resumes depends on the skill set requested. For most skill sets, TEKsystems is able to provide a potential candidate's resume within 24 to 48 hours. High-end skill sets may require 48 to 72 hours for the submission of an appropriate resume.

Before providing a candidate's resume to UCF, the candidate:

- Undergoes our intense prescreening process
- Understands the position thoroughly
- Is immediately ready to begin the interviewing process

Time to Start

The time from accepting a position to being on site at UCF varies from 24 hours to two weeks and is dependent upon client-specified criteria.

After the interview process is complete and the position has been offered, most candidates can begin work within 24 hours, if there are no additional screening requirements (e.g., drug test, background screening and education check). Drug and background screening before the engagement may require an additional three to five days.

Because of our breadth of resources, TEKsystems is able to present experienced IT candidates to UCF quickly while maintaining the candidate quality we are known for.

If the position is offered to a candidate who is currently employed, and UCF is willing to wait for that candidate to provide notice to his or her current employer, the start date could be delayed by two weeks.

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.

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

✓

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

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

Company: __TEKsystems, Inc.__ Authorized Representative's Name: __Christopher Garman__

Authorized Representative's Signature: ___Christopher Garman___ Date: __1/5/22__

APPENDIX II

CERTIFICATE OF NON-SEGREGATED FACILITIES

We,_____TEKsystems, Inc._____ 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: _____TEKsystems, Inc._____

Authorized Representative's Name: ___Christopher Garman_____

Authorized Representative's Signature: __*Christopher Garman*_____

Date: ____1/5/22_____

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: _TEKsystems, Inc._____

Authorized Representative's Name: _Christopher Garman_____

Authorized Representative's Signature: _*Christopher Garman*_____

Date: _1/5/22_____

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

ADDENDUM

IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE

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

ITN TITLE: TEMPORARY LABOR SERVICES

ADDENDUM NUMBER: II   ADDENDUM DATE: January 13, 2022

Purpose of this addendum is to:
- **Answer questions submitted during the Q/A period**

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

_____
PROPOSERS SIGNATURE

Carrie M Young
_____
PRINT OR TYPE PROPOSER'S NAME

TEKsystems
_____
COMPANY NAME

cyoung@teksystems.com
_____
EMAIL ADDRESS

Answers to Questions
ITN 2021-03TCSA
TEMPORARY LABOR SERVICES

1. Does this ITN include healthcare staffing? If so, What types of positions?
   UCF Answer: There may be situations where the university will need the assistance with healthcare staffing, particularly in our student health services areas, for RNs. LPNs, CMA, phlebotomists.

2. Is it acceptable to respond to this ITN to support only one or two specific categories?
   UCF Answer: Yes. This is an ITN where a pool of vendors for each category are awarded.

3. What is the estimated budget for this ITN? If unknown, please specify previous spending.
   UCF Answer: There is no estimated budget for this ITN. Various university departments use this contract on an as needed basis so the spend will vary. The estimated spend for previous years are:
       FY19: 1.17M
       FY20: 909K
       FY21:984K

4. Please provide name of the current vendor providing the services with a copy of their proposal.
   UCF Answer: The list of incumbents for ITN1602 and a copy of their proposals are available on our website: https://procurement.ucf.edu/contracts/.

5. Kindly provide total number of temporary staffs on current assignment.
   UCF Answer: We do not have visibility of the total number of temporary staffs on assignment. The positions are identified and filled on an as needed basis from various university departments.

6. What are the most frequently used job categories in the subject matter ITN?
   UCF Answer: This is an ITN where a pool of vendors for each category are awarded. We are looking to cover all job categories.

7. What is the average length of the assignment?
   UCF Answer: Various university departments use this contract on an as needed basis so the length of the assignment will vary.

8. Is there any preference for local vendor?
   UCF Answer: Although we would not be opposed to a non-local vendor, the university prefers candidates in the state of Florida, when at all possible. Local vendors will have a better pulse on our local employment market.

9. Is it mandatory to utilize a sub-contractor?
   UCF Answer: No. The preference is to award the ITN to a pool of vendors who specialize in filling temp staffing positions by category.

10. Kindly specify total number of FTE's working and current $ value spent.
    UCF Answer: See Questions 4 & 5.

11. Please provide list of sections to be answered in the technical proposal so to avoid compliance issues.
    UCF Answer: The Respondent's response to this ITN shall be prepared in accordance with Section 3.0 "Required Offer Format."

12. Please provide list of forms/attachments to be provided with the proposal.
    UCF Answer: Please reference section 2.5 Written Addendum, Appendix I, Appendix II, and Appendix III.

13. Do we have to submit certificate of insurance with the proposal?
    UCF Answer: The actual certificate is not required until after awards are made. Please reference section 2.20 Limitation of Remedies, Indemnification, and Insurance, item C, regarding proof of coverage.

14. Do we have to submit business license with the proposal?
    UCF Answer: Licensed to do business in the State of Florida is required.

15. Please provide specific format for references.
    UCF Answer: See Question 11.

16. How much weightage is there in evaluation for a vendor providing educational references only?
    UCF Answer: we will evaluate each vendor based on their proposal, the degree to which it satisfies the requirements the proposal sections in 3.0 and quality of references and services provided.

17. Do you have any document that states the kind of IT resources or job titles that the University intends to hire under this Staff augmentation Master Agreement?
    UCF Answer: No, we do have description of IT resources or job titles. The job description and specific scope of work requirements will be provided at the time the need is identified.

18. What are the physical University of Central Florida locations where work is to be performed under this contract?
    UCF Answer: The physical locations will be at the discretion of the various university departments doing the hiring.

19. Are all personnel/roles involved with this project required to be available for on-site work or are some roles, such as Information Technology roles, permitted to be remote?
    UCF Answer: See Question 18.

20. If some personnel/roles are permitted to be remote, are you open to off-shore as well as US based remote work?
    UCF Answer: We may be interested in offshore work based on candidate experience.

21. Please disclose the incumbent vendor names and, if possible, please share their proposals.
    UCF Answer: See Question 4.

22. What service challenges are you experiencing with the current contract arrangement?
    UCF Answer: Currently, there are no challenges that we are aware of.

23. What is the estimated budget for this contract? If unknown, please provide the previous spend.
    UCF Answer: See Question 3.

24. What has been the percentage of Information Technology roles annually?
    UCF Answer: We currently do not have this information breakdown.

25. What has been the percentage of Information Technology spend annually?
    UCF Answer: We currently do not have of this information breakdown.

26. Are you seeking local vendors or are you equally open to awarding an out of state vendor?
    UCF Answer: See Question 8.

27. Do you have a sample list of Information Technology roles you anticipate needing sourced through this contract?
    UCF Answer: See Question 17.

28. Do you know what the scope of work would be for legal services?
    UCF Answer: No. The department will define the legal services needed when they go out for quotes.

29. How many employees currently work under (or will be anticipated to work under) this contract?
    UCF Answer: See Question 5.

30. Who are the present vendors?
    UCF Answer: See Question 4.

31. How many vendors will be awarded as a result of this solicitation?
    UCF Answer: The number of awardees is not know yet.

32. What are the current billable hourly rates?
    UCF Answer: This ITN is seeking for vendors' capabilities and qualifications only and not billable hourly rates.

33. How much was spent (dollar value) on this service last year?
    UCF Answer: See Question 3.

34. Is there a Prevailing/Living wage requirement associated with this project?
    UCF Answer: No

35. Are additional points awarded to firms who are or have Minority Business Enterprise (MBE) partners?
    UCF Answer: While the university supports the use of MWBEs and all small and diverse vendors, we do not have any specific requirements or considerations allotted.

36. May we request a copy of the incumbent's contract?
    UCF Answer: See Question 4

37. May we request a copy of the incumbents previously submitted proposal?
    UCF Answer: See Question 4

38. Would you be able to provide more clarity on what qualifies as support staff and administrative positions?
    UCF Answer: These categories are meant to be generic. The specifics will be provided when service is needed.

39. What are they measuring to choose the winner? Is it price? Past performance? Relationships with managers?
    UCF Answer: Please reference section 2.8 Evaluation Criteria and selection Process of the ITN.

40. How many people are also competing on this?
    UCF Answer: This ITN was publicly solicitated. We do not know how many will participate at this time.

41. Has a Supplier already been selected and is this a formality?
    UCF Answer: No

42. In the statement of **objective,** it states "ITN does not seek hourly pricing from proposers" however on the **same page it also states** that the "initial offer should contain the best terms from a cost or price and technical standpoint." What cost or price is this referring to?
    UCF Answer: This ITN is not seeking for cost or price.

43. Please advise on what cost or price needs to be included - is the hourly rate or an estimated cost or price for the entire duration/length of the contract?
    UCF Answer: Hourly rate is not requested for this ITN.

44. The duration and length of the project for all these Categories remains the same or it varies?
    UCF Answer: It varies.

45. It states that the "initial offer should contain the best terms from a cost or price and technical standpoint. What is it referring to? Can you please elaborate.
    UCF Answer: See Question 42

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

47. Section 1.1, Paragraph 1 states "This ITN <u>does not seek hourly pricing from proposers</u>; however, each proposer must respond with their capabilities to meet the objectives of this ITN which includes reaching agreements on terms and conditions" and paragraph 1.2.D states "Therefore, the Respondent's <u>initial offer should contain the best terms from a cost or price</u> and technical standpoint". Could you please clarify the desired information you would like to have included in the proposal?
    UCF Answer: See Question 42

48. Section 2.33 Subcontracts: It is stated that "The <u>subcontractors and the amount of subcontract(s)</u> shall be identified in the Respondent's response to this ITN". Since this ITN is for Temporary Labor Services, is it acceptable to simply state that subcontractors may be used in the fulfillment of the specific position(s) that are being requested? Since it is currently unknown about the various skills, position titles, etc. as well as the number of positions that may be acquired through this ITN, it is hard to identify the amount of subcontract(s) that may be used. Can you please provide guidance on what you would like to have included in the proposal to address this section?
    UCF Answer: Vendor's proposal should address the capabilities and qualifications of your firm as it relates to the requirements of the ITN. We do not require that you list potential subcontractors in your offer. Subcontractors may be used; however, the awarded vendor has full responsibility for completion of the services.

49. For ITN 2021-03TCSA, do you have any idea the number of staffers you are looking for, for the Temporary information technology systems or database administrators, Temporary technician staffing needs, Temporary clerical or administrative assistance, Temporary financial staffing needs, and Temporary personnel services?
    UCF Answer: We do not know the number of staffers needed. Temporary staff positions are identified and filled on an as needed basis from various departments.

50. What are the historical volumes of spending annually in the program?
    UCF Answer: See Question 3.

51. Is there any incumbent companies that currently provide these services to the agency? If yes who are they?
    UCF Answer: See Question 4.

52. Is there any forecasted/approved budget for this opportunity?
    UCF Answer: No

53. What is UCF's anticipated total spend on Temporary Labor Services for 2021 and forecasted for 2022?
    UCF Answer: See Question 3.

54. Based upon the skill sets highlighted in your ITN package of administrative, accounting, training, support staff, information technology, professionals, light industrial, technical, skilled trades and general maintenance, can you please share your Temporary Labor Services spend by skill classifications?
    UCF Answer: We currently do not have this information breakdown.

55. What is the average length of a UCF temporary request? Are there any length limitations we should be aware of?
    UCF Answer: See Question 5.

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

57. Under your current model, how is UCF evaluating each of the supplier's performance?
    UCF Answer: We currently don't have a supplier's performance evaluation in place. The individual department are responsible for supervising, replacing, and removing the temporary staff members that they hire.

58. Under your current model. How does UCF determine which supplier to seek Price Quote Request for individual requirements?
    UCF Answer: Please reference the Scope of Work (p.30) in the ITN that outlines UCF will issue Price Quote Requests via email and the number of quotes requested will depend upon the anticipated total amount of the required service.

59. Although, UCF provided detailed ITN Evaluation of Responses criteria, when requesting Temporary Labor Services what are the 3 most important factors for the individual requesting department? (examples include: price, response time, access to quality of talent, business relationship, etc.).
    UCF Answer: All factors noted are important. The department will select the candidate who offers the best value on a case by case basis.

60. Upon vendor selection, whom within UCF will be responsible for vendor relations? Procurement, HR, etc.
    UCF Answer: Please see section 2.32 of the ITN document. UFC's Liaison with the successful respondent(s) will be Renee Grigor (HR). Additionally, the Contract Administrator will be Trinh Nguyen (Procurement)

61. How many max no. awards do you intend to give?
    UCF Answer: See Question 31.

62. Can you please provide us with an estimated or NTE budget allocated for this contract?
    UCF Answer: See Question 3.

63. What is the place of performance of the candidate?
    UCF Answer: See Question 18.

64. Is Subcontracting allowed for this opportunity, if so, are there any specific participation goals to be met?
    UCF Answer: See Question 48. There are no specific participation goals.

65. Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name? Is the incumbent eligible to submit the proposal again?
    UCF Answer: The incumbents are eligible to submit their proposals again. Please reference question 4 for the names.

66. Are there any pain points or issues with the current vendor(s)?
    UCF Answer: Currently there are no pain points or issues that we are aware of.

67. Could you please share the previous spending on this contract, if any?
    UCF Answer: See Question 3.

68. Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?
    UCF Answer: No

69. What is the total number of resources who are currently working on this project? Please let us know their position name and hourly rate?
    UCF Answer: See Question 5.

70. Considering the current COVID-19 pandemic situation, if the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets?
UCF Answer: Yes

71. Are hourly rate ranges acceptable for proposed personnel?
UCF Answer: Yes

72. Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance?
UCF Answer: See Question 18.

73. Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?
UCF Answer: Resumes for candidates was not requested in the ITN.

74. How many people are currently working onsite and offsite?
UCF Answer: We currently do not have this information breakdown.

75. Are there any mandated Paid Time Off, Vacation, etc.?
UCF Answer: Since they are not UCF employees, we will not have mandates. We may, however, expect candidate to observe university closure dates.

76. What is the annual contract spend?
UCF Answer: It varies by supplier

77. What is the annual spend or hours by WC code category or job title?
UCF Answer: See Question 3

78. What are the current rates?
UCF Answer: The rates will vary by the specific job category, job descriptions, scope of work, etc.

79. Who are the current vendors?
UCF Answer: See Question 4

80. Approximately how many vendors will be chosen to service this contract?
UCF Answer: See Question 31.

81. Are there direct hire opportunities?
UCF Answer: Direct hires will be considered, but final decisions will be based on university need and direct hire fees.

82. Is a local office required?
UCF Answer: It is not required, but highly preferred.

83. After responding to Price Quote Request (w/in 3-5 day requirement), how soon will selected vendor be notified? How long will the chosen vendor for that order have to fill the position? How soon will qualified/accepted candidate start?
UCF Answer: The individual department hiring will decide the above.

84. After awarding a Price Quote Request to a vendor, will the other awarded vendors have access to the successful quote information so that they can adjust their pricing going forward?
UCF Answer: The individual price quotes will not be posted, however, UCF is a public institution and follows all public records laws.

85. Will all business lines need to be supported? For example, are we able to provide support for IT positions only?
UCF Answer: See Question 46

86. Is there an MSP or VMS?
UCF Answer: No

87. Is there a set mark-up? Or maximum bill rate?
UCF Answer: No

88. Please provide spend by segment.
UCF Answer: See Question 3.

89. What is the length of the contract duration?
UCF Answer: This is a 3 yrs contract with the option to renew for 5 additional years

90. How many vendors does UCF intent to award?
UCF Answer: See Question 31.

91. Will we have the ability to add service offerings if we are awarded?
UCF Answer: Only service offerings that are within the scope of this ITN will be included in the contract award

92. If the Bidder has the required insurance coverage and is not "disagreeing" with the requirements, but its insurance carriers provide notice only to the policyholder, not additional insureds, and the Certificate of Insurance would not contain any notice language. As an alternative, Bidder could agree to provide the requested 30 days' advance notice in the event of any material change or cancellation of coverage.   As Section 2.20 is marked as non-negotiable, would this alternative notice be acceptable to UCF?
UCF Answer: Proof of insurance is required as outlined in the ITN.

93. Can the University of Central Florida (UCF) provide total temporary labor spend for 2019, 2020, and 2021?
UCF Answer: See Question 3.

94. How many staffing firms does UCF hope to align through this ITN?
UCF Answer: See Question 31.

95. Can UCF provide job descriptions for the labor disciplines listed in Section 1.1 Statement of Objective?
UCF Answer: No, we do have job descriptions for the labor disciplines listed. These categories are meant to be generic. The specifics will be provided when service is needed.

96. How many temporary workers commenced their assignment with UCF in 2021?
UCF Answer: See Question 5

97. Can UCF provide a headcount breakdown by job title for the temporary personnel that are currently on assignment?
UCF Answer: We currently do not have this information breakdown.

98. How many temporary staffing firms are currently used by UCF today?
UCF Answer: See Question 4

99. When UCF has a need for a temporary worker, is the requisition released to all the approved vendors at the same time?
UCF Answer: No, please reference the Scope of Work in the ITN regarding quote requests from suppliers.

100. Can UCF confirm that Appendix II Certificate of Non-Segregated Facilities, Appendix II Certificate of Non-Segregated Facilities Subpart – Contractor's Agreements, and Appendix III Compliance and Certification of Good

Standings are provided for informational purposes only and are not required to be signed and submitted with the bid response?
UCF Answer: The above forms are required to be signed and submitted with the bid response.

101. Will all temporary labor positions with UCF be on-site or will there be some positions that can be worked remotely?
UCF Answer: See Question 18.

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

103. If an incumbent vendor does not have its agreement renewed, will UCF consider allowing the transition of the supplier's temporary personnel to an approved supplier at a payroll services markup rate?
UCF Answer: When new contracts are awarded through this solicitation process, the previous contracts will expire. We do not dictate where/how the new awardees will find temp staff to offer

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

105. Will there be an opportunity to provide direct placement services through this ITN?
UCF Answer: That is not the intention of this ITN. If there is a desire to hire temporary placements direct hire will be considered.

106. What percentage of temporary workers convert to full-time employees of UCF?
UCF Answer: Unknown. Most conversions occur with UCF temporary employees.

107. Can UCF provide any information on average length of assignment?
UCF Answer: See Question 7.

108. What challenges is UCF currently facing today with the current suppliers?
UCF Answer: See Question 22.

109. On this solicitation the resumes of people you want on section 3.2 is it for people assigned to work with UCF on requests or is it for specific job requirements UCF has.
UCF Answer: We're asking for qualifications/experience for employees that will be assigned to UCF account.

110. If it is a multiple-award contract, how many awards will be made under this contract?
UCF Answer: See Question 31.

111. Will UCF be sending Price Quote Requests to all awardees?
UCF Answer: No. Please reference the Scope of Work in the ITN regarding the quote requests to suppliers.

112. Is this a new contract or renewal of an existing contract?
UCF Answer: This ITN is a rebid for an existing contract.

113. If there is an existing contract, could you please share the name of the Current Suppliers (who are currently providing services to the UCF?
UCF Answer: See Question 4.

114. How many awards were made in the past?
UCF Answer: See Question 4.

115. Could you please share the current Suppliers' pricing and Proposals?
    UCF Answer: *No, pricing were provided in the proposals.*

116. When was the existing contract started, and what is the annual monetary spent value of the current contract since inception?
    UCF Answer: *See Question 3.*

117. Please share the historical spend for the year 2020.
    UCF Answer: *See Question 3.*

118. Can you please share the no. of positions served in previous years under this contract?
    UCF Answer: *We currently do not have this information at this time. Various university departments use this contract on an as needed basis.*

119. Can you please share the amount of business each vendor did under this contract in previous years?
    UCF Answer: *See Question 3.*

120. Which were the job titles most commonly filled under various labor categories such as administrative, accounting, training, support staff, information technology, professionals, light industrial, technical, skilled trades, and general maintenance in past?
    UCF Answer: *We currently don't have this detailed information.*

121. Can you please share the email id/details where we can raise the public record request for the old RFP?
    UCF Answer: *Public records can be requested through* <u>gcounsel@ucf.edu</u>.

122. Can you share details from where we can get old RFP details?
    UCF Answer: *See Question 121*

123. Can you share details from where we can see the records for the old contract?
    UCF Answer: *See Question 4.*

124. What is the expected annual budget of this contract? Please share the rough estimate?
    UCF Answer: *See Question 3.*

125. How many positions are expected to be filled under this contract?
    UCF Answer: *We do not know how many positions are to be filled. Various university departments use this contract on an as needed basis.*

126. Which are the job titles to be most commonly filled under this contract?
    UCF Answer: *See Question 6.*

127. What will be the minimum duration of work for any job position?
    UCF Answer: *See Question 7.*

128. List a minimum of three accounts that have similar needs to UCF. University and/or College accounts would be a plus.
    - Is it mandatory to provide references from University and/or College accounts?
    - Will you consider references from other public sector clients?
    - Will you consider references from commercial clients?
    - Will you give preference to bidders who have references with University and/or College accounts as compared to bidders who have references with other public sector clients across the USA?

    UCF Answer:
    - Is it mandatory to provide references from University and/or College accounts? **No**

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