



22nd Century Technologies, Inc.

CMMI Level 3 | ISO 27001 | ISO 20000 | ISO 9001

**Response to
Invitation To Negotiate
ITN#2021-03TCSA
Temporary Labor Services
Due Date: Jan 27, 2022 @ 2:00 P.M., EST**

Submitted to:



University of Central Florida
12424 Research Parkway, Suite 300,
Orlando, FL 32816-0975

Attn: Trinh Nguyen
Email: trinh.nguyen@ucf.edu



**Submitted by:
22nd Century Technologies, Inc.**

Headquarter: 8251 Greensboro Drive, Suite 900, McLean, VA 22102

Local Address: 1200 South Pine Island Road, Plantation, FL 3332
Suite 208, 6415 Lake Worth Road, 3270 Suntree BLVD, Melbourne, FL 32940

Phone: 888-998-7284 | **Fax:** 732-537-0888

Email: sledproposals@tscti.com

TSCTI claims that information contained in our proposal is confidential and proprietary. We believe that the data contained in the proposal like contact information of proposed staff, technical and management approach, proposed subcontractor and price quote. Disclosure of these information can be used by our competitors to under-price us on future bids, reverse-engineer aspects of TSCTI's approach, lure away subcontractors or key employees. Thereby we request the government to provide us the opportunity to provide a redacted copy of our response for FOIA and protecting the undue advantage of FIOA disclosure.



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Acknowledgment Form

SUBMIT OFFER TO: Via Bonfire Web Portal UNIVERSITY OF CENTRAL FLORIDA Phone: (407) 823-2661 www.procurement.ucf.edu https://ucfprocurement.bonfirehub.com/opportunities/49428		University of Central Florida INVITATION TO NEGOTIATE Contractual Services Acknowledgement Form	
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.			
Page 1 of 38 Pages	OFFERS WILL BE OPENED January 13, 2022 @ 2:00pm EST		ITN NO. ITN2021-03
and may not be withdrawn within 120 days after such date and time.			
UNIVERSITY ADVERTISING DATE:	ITN TITLE: Temporary Labor Services		
November 17, 2021			
FEDERAL EMPLOYER IDENTIFICATION NUMBER			
22-3502121			
SUPPLIER NAME		REASON FOR NO OFFER:	
22nd Century Technologies, Inc.			
SUPPLIER MAILING ADDRESS			
8251 Greensboro Drive, Suite 900			
CITY - STATE - ZIP CODE		POSTING OF PROPOSAL TABULATIONS	
McLean, VA 22102		Proposal tabulations with intended award(s) will be posted for review by interested parties on the Procurement Services solicitation webpage and will remain posted for a period of 72 hours. Failure to file a protest in accordance with BOG regulation 18.002 or failure to post the bond or other security in accordance with BOG regulation 18.003 shall constitute a waiver of protest proceedings.	
AREA CODE	TELEPHONE NUMBER		
	888-998-7284		
	FAX: 732-537-0888		
	EMAIL: sledproposals@tscti.com		

Government Classifications

Check all that apply

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

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

GENERAL CONDITIONS

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

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

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

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

AUTHORIZED SIGNATURE (MANUAL)

Anne Eaton

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.



Cover Letter

Date: Jan 27, 2022

University of Central Florida

12424 Research Parkway, Suite 300,
Orlando, FL 32816-0975

Attn: Trinh Nguyen

22nd Century Technologies, Inc. (**TSCTI**) is pleased to respond to **University of Central Florida (“UCF”), Invitation to Negotiate (ITN) Number # 2021-03TCSA** titled **“Temporary Labor Services”** that requires qualified vendors who can provide temporary labor services to the UCF.

Incorporated in 1997 in New Jersey, TSCTI is a nationwide labor services provider providing a wide variety of staffing and services. We have **24+** years of experience in providing temporary staff on strategic initiatives and optimal staffing and solutions to various Federal, State, Educational and Local government agencies. Our services are certified at **International Organization for Standardization (ISO) 9001:2015**. With the D&B open rating score of **93**, we have been successfully serving our customers with top-notch customer satisfaction. We are currently **300+** contracts with various government agencies including **40+** Educational clients across the U.S.

TSCTI is the current vendor of UCF and has placed 20 candidates under this contract.

TSCTI acknowledges that the ITN is valid for **120 days** and agrees to all rules, procedures, terms, and conditions specified in this SOQ. TSCTI also acknowledges that we have received **addendums #1 & #2** released by the UCF. We have limited our response to the specific items described in the solicitation and strongly believe that our response meets the requirements of the UCF, if the UCF determines that TSCTI’s response is deficient in any way, we respectfully request to be promptly notified and be allowed to correct any such deficiency. Should you need additional information on these or any other services, please contact us on our contact information provided below. We look forward to a mutually rewarding partnership.

Authorized Signatory,

Anne Eaton, Administrator

Telephone: 888-998-(7284) | **Fax No.:** 732-537-0888

Email: sledproposals@tscti.com



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.*

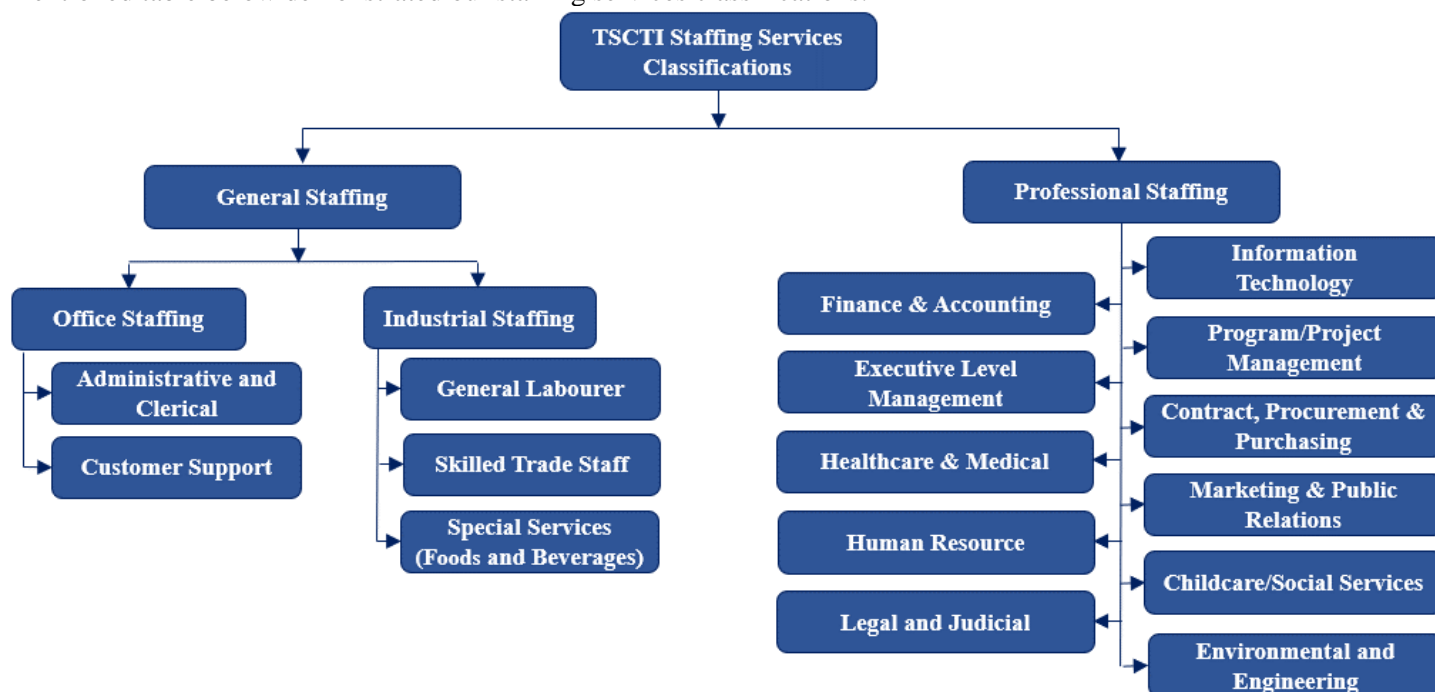
22nd Century Technologies, Inc. (TSCTI) capability of sustaining in the business for **24+ years** has made us a prominent name among the firms for worthy results and ensuring the success of client's projects. The collective skills at TSCTI alter an undertaken project to desired results. Our ability to adopt new skills, approaches and technologies have led to create new success across the nation. We have developed the capability of resolving much more complex issues with our experiential knowledge of two decades. ***TSCTI is already providing these to the UCF and has placed 20 candidates under this contract.***

Our experience that differentiate TSCTI from its competition

As a staffing provider for many high-volume recruiting contracts, TSCTI is uniquely qualified to support UCF staffing services program. Success can be demonstrated by some of our recent similar engagements:

- We **won a five-year MSP contract** with the **State of New Jersey** which includes support to **150+ State agencies**. We have placed to provide over **2500 contingent staff**.
- In 2021, we won an MSP contract of temporary staffing services with the **Department of Management Services, FL** in which we have placed more than **1,000 professionals** till date.
- The Maryland State and Local Board of Elections (**supported the election day staffing by providing 170+ consultants**)
- The County of Ventura, CA (**placed 200+ consultants**)
- Department of Military Affairs, FL (**provided 100+ staff consultants**)
- Community College of Aurora, CO (**in total, 100+ consultants were placed**)
- Fire Department of the City of New York (**placed 200+ consultants**)

Offer Range of Services: TSCTI offers a wide range of staffing services to its clients. Our service line includes short & long-term staffing, permanent placement, direct-hire, recruitment processing outsourcing and payrolling services. Below mentioned table below demonstrated our staffing services classifications.



TSCTI unique functions and major features that sets us apart from our competition and will allow us to deliver better value to the UCF.

- **Strong presence in the State of Florida:** TSCTI has a strong presence in the State of Florida by providing various labor services. ***TSCTI is already providing these to the UCF and has placed 20 candidates under this contract.*** We are providing similar staffing services to various other government agencies in the State that includes the following.



- Orange County Public Schools, FL
 - Miami Dade Public Schools, FL
 - Florida International University, FL
 - University of Central Florida, FL
 - The School Board of Broward County, FL
 - Department of Military Services, FL
 - Miami- Dade County, FL
 - Palm Beach County, FL
 - Jackson Health System, FL
 - Jackson Health System, FL
 - The City of Ocala, FL
 - Department of Management Services, FL
 - Broward County Sheriff's Office, FL
- **Experience with Educational Client including Universities:** TSCTI has 02 decades of experience in providing temporary staff to various Universities across the nation including the *University of Central Florida and Florida International University*.
 - University of Central Florida, FL
 - Florida International University, FL
 - The School Board of Broward County, FL
 - Miami Dade Public Schools, FL
 - Orange County Public Schools, FL
 - Birdsville Independent School District, TX
 - Fort Bend Independent School District, TX
 - San Jacinto Community College District, TX
 - Harris County Department of Education, TX
 - Sierra Joint Community College District, CA
 - Defense Language Institute Foreign Language Center, CA
 - Baltimore County Public Schools, MD
 - Lewisville Independent School District, TX
 - University of Massachusetts Medical School, MA
 - University of Maryland University College, MD
 - Frisco Independent School District, TX
 - Houston Independent School District, TX
 - Jefferson County Public Schools, CO
 - Montgomery College, MD
 - University of Arizona, University Information Technology Services
 - Pima Community College, AZ
 - Roosevelt School District, AZ
 - Fox Valley Technical College, WI
 - Seattle Public Schools, WA
 - Adams 12 Five Star Schools, CO
 - University of Massachusetts, MA
 - National Institutes of Health, MD
 - UW Medicine, WA
 - Tucson Unified School District, AZ
 - National Institute of Environmental Health Sciences
 - University of Las Vegas, NV
 - Pennsylvania's State System of Higher Education, PA
 - Central Washington University, WA
 - Central Washington University, WA
 - Chicago Public Schools, IL
 - City Colleges of Chicago, IL
 - Aurora Community College, CO
 - Detroit Public Schools Community District, MI
 - Douglas County School District, CO
 - Fairfax County Public Schools, VA
 - Sierra Joint Community College District, CA
 - Los Angeles County Office of Education, CA
 - The University of Oklahoma, OK
 - **Experienced Account Management Team:** TSCTI has an experienced local Account Management team who hold expertise in handling similar clients in the past.
 - **Domain-specific Recruitment Team:** Our recruitment team consists of **270+** recruiters, data miners, and research analysts, having an average experience of **5** years recruiting staff to support our customers.
 - **Internal Resource Pool:** We have **5M+** resources in our internal resume database with **50,000+** proficient and experienced professionals are local to the State of Florida.
 - **Teaming with local employment agencies:** TSCTI has established a teaming partnership with the local agencies in the State of Florida. On occasions, we rely on our local teaming partners to augment our services capabilities.
 - **Smart and Automated Tools:** TSCTI utilizes Smart and Automated Tools that will help us to provide seamless services to the UCF. We use industries' best tools and technologies that not only streamline our process but also reduce the response time and paperwork and keep our costs competitive as well as give us a secure and reliable platform.
 - **CONREP:** Our flagship platform, CONREP, is a dedicated workforce management solution fully configurable to address the unique requirements of individual agencies like UCF. CONREP is utilized as a Staffing Management & Tracking System (SMTS). CONREP can effectively manage cost, performance, risk, and schedule we monitor and manage the measurements using automated tools that provide the government with real-time visibility into our processes and ongoing work. Through this, we can manage the overall contract and candidates, perform electronic onboarding (E-onboarding), timesheet management and payrolling. This gives us a comprehensive solution for tracking Timesheets, Time-off, Expenses & Project time management - integrated with Self-service portals, automatic AR & AP invoicing, Payroll Reports, Commissions & profitability reports. It also helps us in tracking all billing engagements/placements along with associated Bill rates & Pay rates. TSCTI is also utilizing an Applicant Tracking System called JobDiva that is deeply integrated with CONREP through API.
 - **JobDiva:** Our Applicant Tracking System and a front-to-back Talent Management solution. JobDiva gives us a solution to streamline all our recruitment and staffing needs, by integrating our subscribed job boards (*Indeed, Monster, CareerBuilder, ZipRecruiter, Craigslist, Dice, and LinkedIn*).
 - **Screening Tools:** TSCTI uses premium screening tools such as IBM Kenexa, Skillcheck, and Brainbench to screen the candidate's skill by domain-specific skill Assessment tests.
 - **Earned Value Management (EVM):** EVM system as a critical cost forecasting, monitoring and evaluating tool. Our EVMS provides a common database for analysis and reporting on all projects across our programs. It is capable of capturing and evaluating cost, schedule, risk, and performance data and is flexible enough to support a range of earned value requirements depending on the scope, budget, duration, and complexity of the project.





With the necessary staffing expertise, relevant past experience, effective knowledge of business processes within both public and private organizations, and the commitment of its management, we believe that is well-suited to provide services and we are fully prepared and committed to provide temporary staffing for professional services to the UCF in order to meet its requirements.

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

Incorporated in March, 1997 in New Jersey as a Corporation, TSCTI is a nationwide temporary staffing service provider providing a wide variety of staffing services. We have **24+** years of experience in providing staff on strategic initiatives and optimal staffing and consulting solutions to various Federal State and Local government agencies. Our services are certified at **International Organization for Standardization (ISO) 9001:2015, and based on PMBoK and ITIL standards.** With the D&B open rating score of **95**, we have been successfully serving our customers with top-notch customer satisfaction.

We have over 02 decades of experience in providing similar IT Staffing and Consulting services on over 300 contracts with federal, state, and local agencies as a prime contractor. With **5,500+** internal employees, a trained team consisting of **270+** domain-specific recruiters, data miners, and research analysts, proprietary resume database of **5M+**, TSCTI is capable of providing the right professionals within the minimal timeline. We have also tied up with universities and local employment agencies in the State of Florida. To augment the capability of our recruiters, we have a premium account of all the popular job websites, such as **LinkedIn, Monster, Dice, Indeed, CareerBuilder, etc.** Since inception, we have successfully acquired, managed and delivered a variety of temporary staffing services on diverse platforms to both Government and Commercial agencies. TSCTI team ensures successful implementation of best practice solutions while minimizing disruption and maximizing return on investment for our clients. Our consultants' qualifications include 45% having a Master's Degree, 90% having Bachelor's degree and 40% having certification in their key skills/ technologies. Most of the candidates offered by us are certified professionals in their respective fields.

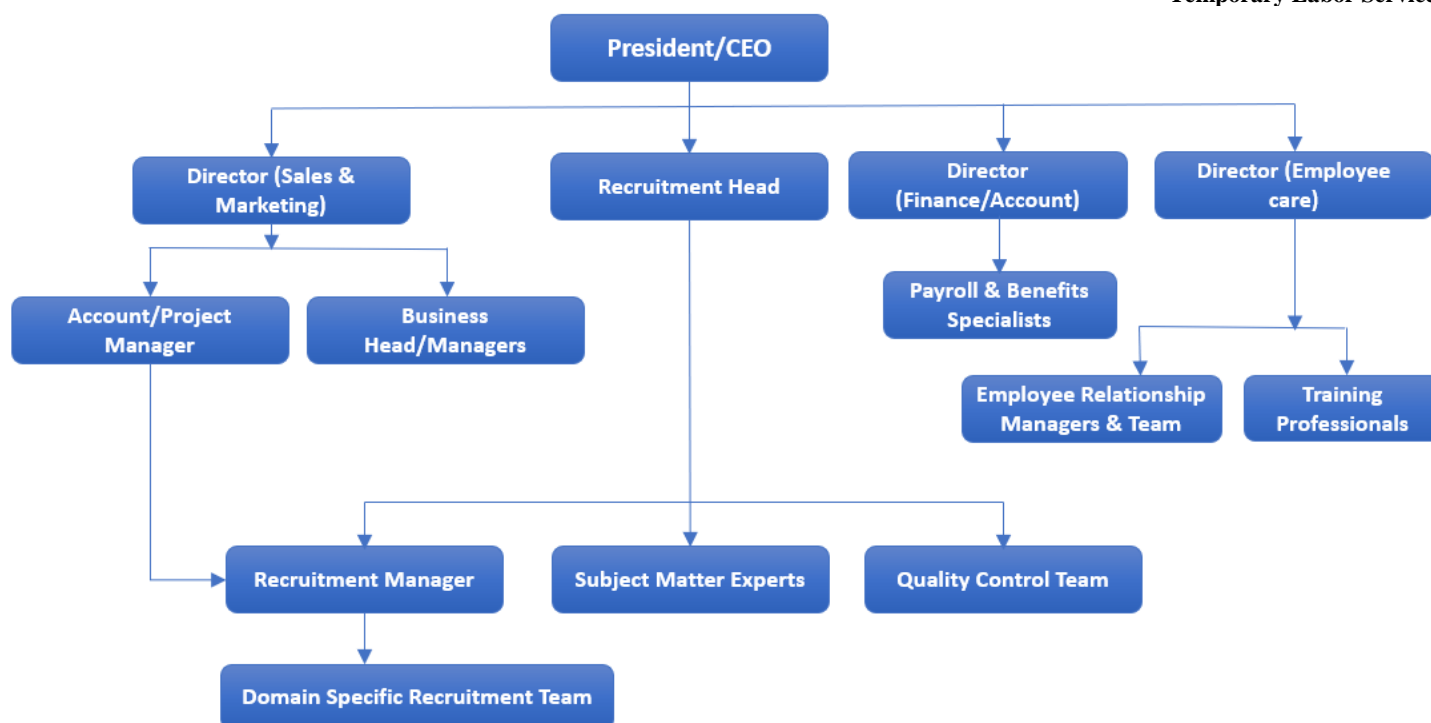
Legal Name: 22nd Century Technologies, Inc.
Local Office: 2054 Vista Parkway, Suite 400, West Palm Beach, FL 33401 1200 South Pine Island Road Plantation, FL 3332 3270 Suntree Blvd. #159, Melbourne, FL 32940
Headquarter: 8251 Greensboro Drive, Suite 900, McLean, VA 22102
Ownership Structure: Corporation
Year of Establishment: March 1997
State of Incorporation: New Jersey
Total Number of Staff: 5,500+
Website: www.tscti.com
Certifications: ISO 9001:2015, 20000-1:2018, 27001:2013 CMMI Level 3 Microsoft and Oracle Certified Gold Partner

TSCTI's acumen includes the following awards

- 3rd rank in NJ Fast 50
- Top 10 most promising SharePoint Solution Providers by CIO Review magazine
- 10 Time Inc. 5,000 Honoree
- Washington Technologies ranks TSCTI 12th fastest-growing Government Business
- Inc. 500 rank TSCTI 86th fastest-growing NJ company
- 10 Time Inc. 500 Honor Roll Award
- Top Diversity Owned Business in the USA
- CRN 100 fast growth
- Top 500 diversity business in the nation
- Top 500 Global Software Magazine award for the fastest-growing company
- Forbes Best Software company to work
- 1071 Rank on Inc. 5,000 list of the fastest-growing private companies in America
- Received Certificate of Recognition for our outstanding work in supporting the State of Maryland

Organization of Company

With our experience in serving on 270+ similar temporary staffing contracts, we learned that a well-defined organization is key to success of any such contract. We have vast experience in handling educational clients' requirement in past and will be responsible to handle the UCF's temporary employment services. This hands-on approach by our Senior Management will ensure prompt resolution of all issues that might arise, and demonstrates TSCTI's total commitment towards the success of the contract. We follow team management approach for handling such staffing contracts. We have proven organization structure of dedicated team having excellent experience & huge understanding of similar temporary employment services, which will take care of our bids against task order, statements of work to be accurate, responsive and prompt.



Experience with Educational Clients

We have extensive experience in providing temporary staff to various educational clients. Since 2015, we have successfully delivered more than **1M hours** of services to these clients. In the year 2021, we placed **500+ staff** under various projects of educational clients. We are always acknowledged by the clients for providing a high grade of satisfying services. The table listing our educational clients all over the U.S.

- University of Central Florida, FL
- Florida International University, FL
- The School Board of Broward County, FL
- Miami Dade Public Schools, FL
- Orange County Public Schools, FL
- Birdsville Independent School District, TX
- Fort Bend Independent School District, TX
- San Jacinto Community College District, TX
- Harris County Department of Education, TX
- Sierra Joint Community College District, CA
- Defense Language Institute Foreign Language Center, CA
- Baltimore County Public Schools, MD
- Lewisville Independent School District, TX
- University of Massachusetts Medical School, MA
- University of Maryland University College, MD
- Frisco Independent School District, TX
- Houston Independent School District, TX
- Jefferson County Public Schools, CO
- Montgomery College, MD
- University of Arizona, University Information Technology Services
- Pima Community College, AZ
- Roosevelt School District, AZ
- Fox Valley Technical College, WI
- Seattle Public Schools, WA
- Adams 12 Five Star Schools, CO
- University of Massachusetts, MA
- National Institutes of Health, MD
- UW Medicine, WA
- Tucson Unified School District, AZ
- National Institute of Environmental Health Sciences
- University of Las Vegas, NV
- Pennsylvania's State System of Higher Education, PA
- Central Washington University, WA
- Central Washington University, WA
- Chicago Public Schools, IL
- City Colleges of Chicago, IL
- Aurora Community College, CO
- Detroit Public Schools Community District, MI
- Douglas County School District, CO
- Fairfax County Public Schools, VA
- Sierra Joint Community College District, CA
- Los Angeles County Office of Education, CA
- The University of Oklahoma, OK

Below is the demonstration of our expertise and capabilities to provide similar temporary labor services to some of our prestigious clients:

Case Study #1: University of Central Florida, FL

Description of the Services: University of Central Florida, FL (Central Florida) was seeking temporary employment services for its various location across the US. Central Florida has entered into a contract with various vendors to receive temporary staffing services for various positions. We have provided Temporary Staffing Services on various positions to Central Florida. Some of the relevant service categories are mentioned below:

- | | | | |
|----------------------------------|----------------------------|----------------------|----------------------|
| • General Laborer | • House keeper | • Maintenance Worker | • Custodial Worker |
| • Cleaner | • Forklift Operator | • Parking Supervisor | • Staff Assistant |
| • Clerk | • Custodial | • Bookkeeper | • Security Guard |
| • Administrative Assistant | • Receptionist | • Secretary | • Systems Engineer |
| • Grounds and Landscaping Worker | • Front Desk/ Receptionist | • Desktop Support | • Service Technician |

Case Study #2: University of Maryland University College, MD



Description of the Services: University of Maryland University College (University) has requested bids for providing temporary staffing services. We have provided temporary staffing services in various positions to the University. Some of the relevant service categories are mentioned below:

- | | | | |
|---------------------|----------------------------|--------------------------------|-----------------------------------|
| • Network Engineer | • Parking Supervisor | • Receptionist | • Secretary |
| • Firewall Engineer | • Carpenter | • Stagehand/ Event Specialties | • Electric/Electronics Technician |
| • Secretary | • Front Desk/ Receptionist | • Audio Technician | • Crossing Guard |
| • Accounting Clerk | • Moving Worker | • Administrative Coordinator | • Custodial Worker |
| • Loader | • Accounts Payable | • Administrative Specialist | • Parking Attendants |

Case Study #3: Montgomery College, MD

Description of the Services: Montgomery College (College) was seeking temporary services for its various location across the US. We have provided staffing services in various positions to the College. Some of the relevant service categories are mentioned below:

- | | | | |
|------------------------|------------------------|--------------------------------|--------------------------|
| • Office Clerk | • Systems Engineer | • Painter | • Network Technician |
| • Parking Attendants | • Network Engineer | • Stagehand/ Event Specialties | • Desktop Support |
| • Firewall Engineer | • Maintenance Manager | • Audio/Video Technician | • Programmer Analyst |
| • Technician | • General Office Clerk | • Ticket Taker | • Database Administrator |
| • Oracle Administrator | • Executive chef | • Spot Light Operator | • Accounting Clerk |

Case Study #4: San Jacinto Community College District

Description of the Services: San Jacinto Community College District (SJCCD) was seeking a qualified vendor for providing temporary staffing services to agencies. We have entered into this contract as a qualified firm for providing various staffing services for many agencies. We have provided several candidates to the SJCCD for the positions including, but not limited to:

- | | | | |
|------------------------------|--------------------|----------------------|------------------------------|
| • Administrative coordinator | • Security Guard | • Front Desk | • Landscaping Worker |
| • Executive Secretary | • Janitor | • Housekeeping | • Grounds Maintenance Worker |
| • Office Administrator | • School Custodian | • General Accounting | • Clerical |
| • Finance | • Legal Secretary | • Moving Worker | • Worker |
| • Receptionist | • Lead Custodian | • Audio Technician | • Spot Light Operator |

Case Study #5: University of Maryland University College (UMUC)

Description of the Services: University of Maryland University College (UMUC) was seeking temporary services for its various location across the US. We have provided staffing services on various positions to the UMUC. Some of the relevant service categories are mentioned below:

- | | | | |
|------------------------------|------------------------------|-------------------------------|------------------------------------|
| • Systems Administrator | • Stock handler - food store | • Firewall Engineer | • Customer Services Representative |
| • General Maintenance Worker | • Parking Supervisor | • Service Technician | • Executive secretary |
| • Groundskeeper | • Administrative coordinator | • Executive administrator | • Banner Developer |
| • Food Services Worker | • Administrative specialist | • Programmer Analyst | • Administrative coordinator |
| • Desktop Support | • Administrator | • Facility Support Technician | • Desktop Support |
| • Food Production Worker | • Network Engineer | • Call Center executives | • Parking Attendants |

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

22nd Century Technologies, Inc. Profile	
Firm's Legal Name	22nd Century Technologies, Inc.
Number of years in business	24+
Number of Employees	3000+
Annual Sales in 2020	\$300+ Million

Industrial Track Record: Below is the description of **Industry We Serve:**

Domains	Services	Clients
Education domain	<p>Provide technology solutions to K-12, colleges and universities. Working with educators to create technology integration programs that maximize the significant investments made in computer hardware and software.</p> <ul style="list-style-type: none"> • Providing IT Services and Solutions to K-12 in 20+ different states • Supporting State and Universities Retirement Systems • Providing technology solutions to Universities and colleges in 15+ different states and Cities 	<ul style="list-style-type: none"> • Naval Postgraduate School, CA • Department of Education, MD • Department of Education, NJ • Douglas County School District, CO • Charleston County School District, SC • Orange County Public Schools, FL • Baltimore County Public Schools, MD • School Board of Broward County, FL • PA State System of Higher Education, PA • State Universities Retirement System of Illinois, IL • Tucson Unified School District, AZ • James Madison University, VA • Clemson University, SC • Florida International University, FL • University of Edwardsville, IL



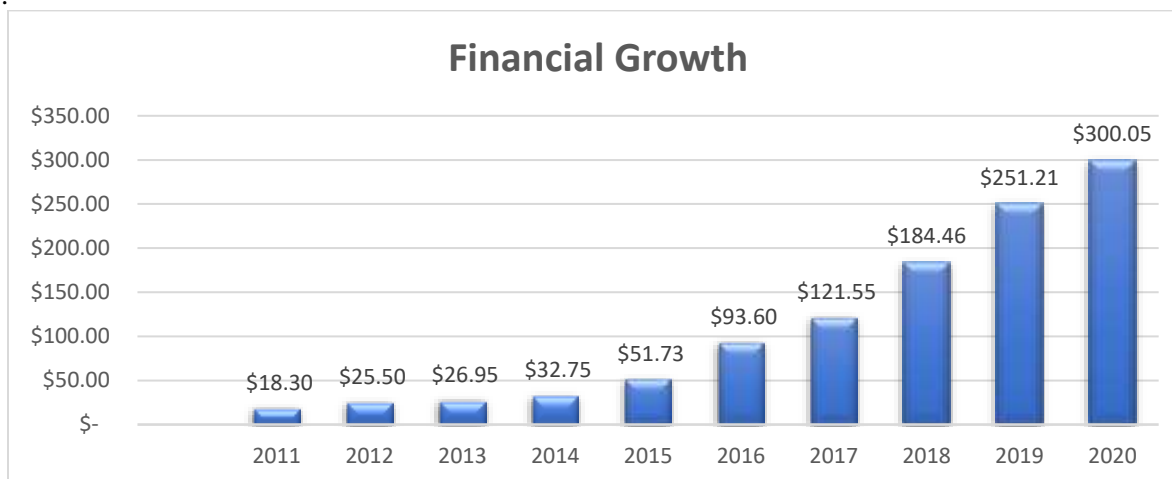
		<ul style="list-style-type: none"> • Southern Illinois University, IL • University of Maryland, MD • University of Texas Medical Branch, TX • University of Oklahoma, OK • University of Central Florida, FL • University of Massachusetts, MA • University of Arizona, AZ • University of Maryland University College, MD • Miami University, OH • Central New Mexico Community College, NM • Community College of Aurora, CO • Montgomery College, MD
Health domain	<p>Helping states implement and manage their complex health and human services (HHS) programs. We serve as a trusted, long term partner to government organizations in numbers of states across the nation.</p> <ul style="list-style-type: none"> • Supporting Medicare & Medicaid Services (CMS) implementation in 9 different states • Supporting State-Based Exchange systems for ACHAA in 5 states • Supporting Veteran Affairs HAC for EDI and Healthcare Claims • Core Competencies in programs with MITA, MECT, Exchanges, HL7 standards, EHR, ACHAA, HAC, Grants etc. along with in IT Services and Solutions • Modernization of the enrollment and eligibility systems for Medicaid, Child Health Insurance Program, Food Assistance, TANF and Subsidized Child Care • Supporting complete SDLC and data analysis for MNsure IT Solution 	<ul style="list-style-type: none"> • State of Alabama - Department of Public Health, CARES • State of California – CDCR CCHCS, CALPERS • State of MA - Center for Health Information and Analysis • State of Washington – Department of Social & Health Services, WA • National Institutes of Health, MD • Department of Human Services, MI • Department of Human services, MS • Department of Human Services, OR • Naval Medical Center, CA • Texas Health and Human Services Commission, TX • Department of Health, NY • Department of Health and Human Services, SC • Department of Health and Human Services, SC • Department of Social & Health Services, TX • Department of Health and Human Services, NC • Department of Health and Human Service – State of South Carolina, North Carolina, Delaware, Oregon, New Hampshire, Wisconsin and Virginia
Aviation and Transportation	<p>Provide states and cities with domain experience, technology leadership, and robust delivery methodology that enables to cut costs on transportation and logistics while boosting customer satisfaction.</p> <ul style="list-style-type: none"> • Providing Application development services to aviation department • Providing IT Solution to majority of Department of Transportation in 20+ states • Supporting Transit Authorities and Port Authorities on State, City and County levels 	<ul style="list-style-type: none"> • City of Phoenix Aviation Department - AZ • Washington Metropolitan Area Transit Authority, DC • Department of Transportation, DC • Department of Transportation, WA • Transit Administration, MD • Department of Transportation, OR • Department of Transportation, NC • Department of Transportation, MA • Department of Transportation, TX • Department of Transportation, MN • Metropolitan Government of Nashville and Davidson County, Nashville, TN • Port Authority of Allegheny County • Massachusetts Port Authority
Justice and Public Safety	<p>Provide agencies with right technology that enables personnel to do their jobs better, faster and smarter, making communities and individuals safer.</p> <ul style="list-style-type: none"> • Providing IT Services and Solutions to Administrative Office of the Courts in 10+ different states • Supporting State and Universities Retirement Systems • Providing staffing solutions to Universities and colleges in 7 different states 	<ul style="list-style-type: none"> • Administrative Office of the Courts, NJ • Department of Judiciary, MD • Los Angeles Superior Court, CA • Texas Office of the Attorney General, TX • Administrative Office of the Courts, CA • Department of Judiciary, NJ • Department of Justice, PA • Superior Court of California, CA • Judicial Information Center (JIC)
Financial domain	<p>Work closely with the agencies to understand their business needs in order to identify and provide in-demand IT solution. We offer experienced in the areas</p>	<ul style="list-style-type: none"> • City of Austin, TX • Department of Financial Services – FL, MS, • Department of Administrative Services – OH, OR, RI • Southern California Association of Governments, CA



	<p>of strategic, transactional, operational, technical and professional administration.</p> <ul style="list-style-type: none"> • Providing solutions to the Department of Financial Services in 12+ States. • Supporting multiple Department of Administration on all state and local levels. • Helping several City Housing Authorities, Governor's Offices and others to manage state and city programs to improve life of their citizens. 	<ul style="list-style-type: none"> • Comptroller of Public Accounts, TX • Department of Revenue, WA • Internal Revenue Services, DC • Wells Fargo Bank, CA • JP Morgan Chase • Bank of America • Office of Management and Enterprise Services, OK • Governor's Office of the Storm Recovery (GOSR), NY
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Financial Stability

TSCTI is a financially stable and growing company. In the year 2020, we were financially evaluated at \$300+ Million. TSCTI does not have any pending mergers or financial liabilities that may affect this current contract. TSCTI has never filed for bankruptcy or have any pending litigation, planned office closures, impending merger. TSCTI possesses the necessary financial capacity, working capital, and other resources to carry out the capital, operating, planning, and future maintenance activities listed in the solicitation, without assistance from an external source. TSCTI currently has a credit line of \$10 Million and has the required financial capacity to provide the services. We don't have any short-term or long-term debts.



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

Reference #1

Client Name	Orange County Public School, FL
Address	445 West Amelia Street Orlando, FL 32801
Length of service	2018- 2022
Point of Contact	Marcel Harris
Phone	407-317-3200
Email	Marcel.Harris@ocps.net
Services rendered	TSCTI is providing IT Staffing Services to the Orange County Public School, FL on an as needed basis.

Reference #2

Client Name	ST. John County, FL
Address	500 San Sebastian View, St. Augustine, FL 32084
Length of service	2020 - 2025
Point of Contact	Kate Brown
Phone	904-209-0637
Email	kbrown@sjcfl.us
Services rendered	ST. John County (County) was seeking an experienced and qualified vendor for



	providing temporary staffing services. We have entered into this contract with the County as a qualified firm for providing staffing services for many divisions. We have provided a number of candidates to the County and list of job titles such as Secretary, Payroll Processing Associate, Administrative Assistant, Budget Analyst, warehouse labor and more.
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Reference #3

Client Name	San Jacinto Community College District, TX	
Address	4624 Fairmont Parkway, Suite 209b, Pasadena, TX 77504	
Length of service	2016 - 2025	
Point of Contact	Carolina Aguilar	
Phone	Cell: 281-753-1760	Office: 281-478-3641
Email	Carolina.Aguilar@sjcd.edu	
Services rendered	TSCTI is providing Staffing services for various positions Technical and Professional services.	

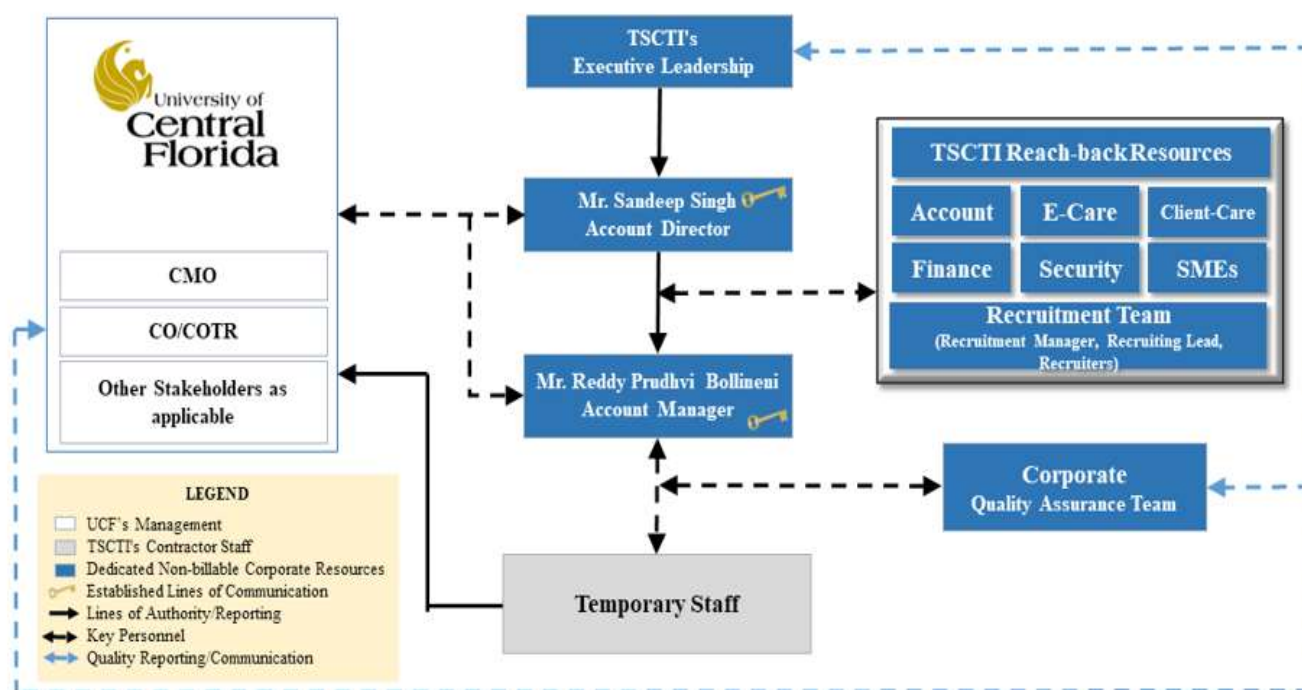


B. Project Staff Qualifications/Experience

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).

TSCTI will provide a team of 6 dedicated key employees to the UCF who will manage contract with the UCF, and perform as per UCF requirements. All the proposed key employees are highly skilled and equally experienced full-time employees of the TSCTI. Our dedicated Account Director, and Account Manager will work closely with the UCF. The list of key employees illustrating their names, titles and relevant experience are:

#	Name	Title	Experience
1	Mr. Sandeep Singh	Account Director	10+ years of experience
2	Mr. Reddy Prudhvi Bollineni	Account Manager	5+ years of experience
3	Ms. Desta I. Greenidge	Alternative Account Manager	5+ years of experience
4	Ms. Suchika Mehta	Recruitment Manager	8+ years of experience
5	Ms. Dariya Mancco	Employee Care ('Ecare') Manager	5+ years of experience
6	Mr. Ravinder Singh	A/P Manager	10+ years of experience



Detailed Resumes of our key personnel Team(s)

Sandeep Singh, Account Director

Summary

An innovative and resourceful Project/Account Director with strong experience of over 15 years in handling practically all aspects of temporary staffing services-related business. He possesses a deep knowledge of government agencies and has years of experience in handling educational clients in the past. He holds strong experience in managing multi-year government contracts, from the transition to the development and implementation of contract-specific recruitment processes to ensure creative sourcing of qualified candidates and placements. He possesses excellent working experience with a complete recruitment lifecycle starting from the quality hiring process includes coordinating interviews with the client, selection until the successful accomplishment of a project milestone. He has excellent experience in selling staffing solutions and services, to the government sector. He also possesses expert-level knowledge and working experience of Vendor Management Systems for tracking candidate submissions. Mr. Sandeep has actively engaged with the clients with various contracts for temporary staffing services. He holds expertise in direct liaison with clients and subcontractors to ensure the fulfillment of contract requirements. He has extensive experience in handling similar services with various clients.

Core Competencies

- Experience of handling practically all aspects of staffing & consulting services related to business with expertise in handling contracts.
- Managed teams as large as 50 persons in size and up to 6 projects in parallel.
- Skilled in managing temporary staffing contracts for all kinds of positions required by the client.



- Single point of contact for management-related communication and managing client engagements.
- Skilled in ensuring SLAs are met and take corrective actions for issues identified.
- Experience working as a Quality Manager and attend performance reviews and status meetings.
- Single point of contact for all management-related communication.
- Act as Quality Manager and attend performance reviews and status meetings.
- Understand the requirements of the qualified accounts/opportunities/clients, Firm up a unique value proposition addressing the opportunity, present the same to the decision-makers in the account, negotiate and firm up the contract. Doing marketing research on prospects.
- Planning and subsequent coordination with VP sales for the development and implementation of quarterly and annual business plans relevant to consultancy services provided by the company.

Education

- PGDIM, International Marketing, Clerendon Business College, 2001
- PMP Certified

Experience

22nd Century Technologies, Inc.

02/2012 – Present

Account Director

During his time in TSCTI, he has been involved in various State and local government contracts. The portfolio includes clients such as **University of Central Florida, FL, University of Maryland University College, MD and The School Board of Broward County, FL**. As a Project/Account Director, he is accountable for the overall operation of his clients, including setting business strategy and supporting his management team in business development, service delivery, employee retention, recruiting, and expense management. Some of his client engagements are as follows:

University of Central Florida, FL

Responsibilities:

- Act as liaison between management and the field service and sales team and oversee the deployment of corporate initiatives.
- With a strong focus on continuous improvement and client satisfaction, act as a point of escalation for the resolution of University and employee issues.
- Organize appropriate training for staff members.
- Hold weekly and monthly staff meetings.
- Use the latest service management tools, techniques, and trends.
- Perform Contract Reviews on an annual basis. Improve TSCTI's overall customer satisfaction score.

University of Maryland University College, MD

Responsibilities:

- Act as the central point of communication within the Project Management team.
- Improve services so that TSCTI meets University's expectations.
- Implement effective performance management processes.
- First-line incident management.
- Developed repeatable services and recruitment processes to ensure creative sourcing of qualified candidates through a wide variety of channels, including:
 - Direct sourcing
 - Internet
 - Employee referrals
 - Community involvement,
 - Job fairs
 - Internal employee database
- Provided skilled trade candidates resume with a turnaround time of 4 hours to University
- Review the TSCTI's current service activities and processes.
- Performing a gap analysis of the services to provide service with more high quality

The School Board of Broward County, FL

Responsibilities:

- Developed team capability and ensuring knowledge acquisition plans are in place, utilized existing talents, and skills.
- Carry out staff performance reviews.
- Responsible for selecting, training, and developing the management team and for monitoring performance to achieve business results.
- Set the business strategy and support the management team in business development, service delivery, Client and employee retention, recruiting, and expense management (e.g. workers' compensation, unemployment compensation, general operating expenses).
- Conduct annual contract reviews.
- Review contractual performance of both parties to ensure compliance with terms and to identify conflicts or changes requiring resolution at contract renewal.



Prior Experience

Client Name	Position	Duration
HCL	Program Manager	03/2010 – 01/2012
Telefocus Communications	Field Manager	08/2004 – 02/2010

Reddy Prudhvi Bollineni, Account Manager

Mr. Reddy is highly skilled and qualified staffing professional with over 5 years of experience in Account Management, Operations, and Customer Relationship Management & Business Development. He holds extensive experience in ensuring the timely and successful delivery of our staffing solutions according to client needs and objectives. Holds proven experience in communicating the progress of weekly, monthly, and quarterly status updates to internal stakeholders. He is skilled in heading various educational accounts to effectively manage the day-to-day operations and liaising with key agencies to gather requirements and understand the overall functioning of existing resources. He holds experience in Project Management, Sales, and Marketing teams and consistently manages, tracking, and ensures projects on budget, on-schedule, and on-scope. He has hands-on experience in coordinating and building relationships with cross-functional teams to consistently deliver high-quality projects on schedule and within budget. He has the ability to interface/communicate with a diverse group of customers in a friendly and respectable manner. Expert in ensuring Service Level Agreements (SLAs) are met during the full life-cycle of the staffing process.

Core Competencies

- Full life cycle recruiting experience from requirement gathering to fulfillment.
- Also working as Project lead for multiple staffing implementations at State, Citywide, Local, and Federal contracts.
- Extensive experience in reviewing, negotiating, and signing all company Non-Disclosure Agreements, Teaming Agreements, and Subcontracts.
- Strong experience in scheduling company meetings and schedule meetings between executives and clients and experience in maintaining the company's equipment log.
- Experience in scheduling initial screening and follow-on interviews as needed.
- Proficient in writing company Staffing Services Agreement and distributing to the team.

Education and Certification

- Master of Science, University of Maryland
- Bachelor of Technology, Electronics and Communications Engineering
- Scrum Master Accredited Certification (SMAC), International Scrum Institute

Experience

22nd Century Technologies, Inc.

02/2018 – Present

Account Manager

Responsibilities:

Mr. Reddy is actively involved in providing staffing services to our clients such as the **Department of Military Services, FL, The City of Ocala, FL and Department of Management Services, FL**. His responsibilities include but are not limited to the following.

Department of Military Services, FL

Responsibilities:

- Act as the single point of contact between TSCTI and University.
- Implement effective employee performance management processes.
- Assisted the SMEs with weekly and monthly reporting.
- Selected, trained, and developed the other key members for monitoring performance to achieve business results.
- Act as a point of escalation for the resolution of University and employee issues.

The City of Ocala, FL

Responsibilities:

- Serve as an Account Manager for all customer project management matters.
- Ensure timely and successful delivery.
- Hold weekly and monthly staff meetings.
- Implement effective employee performance management processes.
- Report on service results and SLAs.

Miami- Dade County, FL

Responsibilities:

- Responsible for handling the project as an Account Manager and make sure no that the operation runs smoothly.
- Work closely with Primary Account Manager and Add Operations on day-to-day operational processes including campaign set-up, receipt of creative or tags, trafficking, optimization, troubleshooting, and QA.



- Develop strategy and maintain relationships with diverse subcontractors. Meet with consultants to discuss individual goals and plan career development; locate training necessary to enhance the consultant's career growth.
- Incorporate active and proactive methods of candidate identification including Networking, Referral, Career Fair, Internal Database, Advertising, and the Internet.
- Prepare advertising for the Internet, newspaper, and other industry-related mediums to enhance market exposure.

Prior Experience

Client Name	Position	Duration
Innovapptive, Inc., TX	Senior Digital Marketing Writer	02/2018 – 06/2019
Vitamin T, TX	Manager, Business Development	08/2016 – 05/2018
Boxer Property, TX	Marketing Communications Coordinator	06/2015 – 08/2016
Procom Services, Houston, TX	Account Manager (Staffing Business Development)	06/2013 – 02/2015
DISYS, Houston, TX	Account Manager (Staffing Business Development)	10/2010 – 05/2012

Ms. Desta I. Greenidge, Alternative Account Manager

Ms. Desta is highly skilled and qualified staffing professional with over 5 years of experience in Customer Relationship Management & Business Development. Holds proven experience in communicating the progress of weekly, monthly, and quarterly status updates to internal stakeholders. She holds experience in Account Management, Sales and Marketing teams and consistently managing, tracking and ensuring projects on-budget, on-schedule, and on-scope. She has the ability to interface/communicate with a diverse group of customers in a friendly and respectable manner. Expert in ensuring Service Level Agreements (SLAs) are met during the full life-cycle of the staffing process.

Core Competencies

- Full life cycle recruiting experience from requirement gathering to fulfillment.
- Extensive experience in reviewing, negotiating, and signing all company Non-Disclosure Agreements, Teaming Agreements and Subcontracts.
- Strong experience in scheduling company meetings and schedule meetings between executives and clients and experience in maintaining the company's equipment log.
- Experience in scheduling initial screening and follow-on interviews as needed.
- Proficient in writing company Staffing Services Agreement and distributing to the team.

Education and Certification

- Bachelors of Science in Industrial Engineering and Production Management, Universidad Tecnológica de Panamá. 1990

Experience**22nd Century Technologies, Inc.****12/2019 – Present****Account Manager/Account Executive**

Ms. Desta is actively involved in providing staffing services to various clients such as the **Department of Management Services, FL and University of Central Florida** and more.

Responsibilities:

- Manage multiple accounts; develop positive working relationships with all customer touchpoints.
- Responsible for marketing the company's services, increasing corporate accounts, and improving the quality of service provided to clients.
- Work closely with Primary Project/Account Managers and Ad Operations on day-to-day operational processes including campaign set-up, receipt of creative or tags, trafficking, optimization, troubleshooting, and QA.
- Develop strategy and maintain relationships with diverse subcontractors. Meet with consultants to discuss individual goals and plan career development; locate training necessary to enhance the consultant's career growth.
- Resolved consultant's worksite issues, worked in a fast-paced sales environment with multiple deliverables and deadlines each day.
- Work closely with Finance on billing set up and invoicing, manage customer activity with CRM tools for maximum efficiency and visibility, with carefully executed follow-up to closure on open issues.
- Incorporate active and proactive methods of candidate identification including Networking, Referral, Career Fair, Internal Database, Advertising, and the Internet.
- Prepare advertising for the Internet, newspaper, and other industry-related mediums to enhance market exposure.

Prior Experience

Client Name	Position	Duration
BJ's Wholesale Club, Inc. Owings Mills, MD	Client Management Executive	7/2013 – 5/2017
Panama Canal Authority	Marine Logistics Mgr./Scheduler	12/2007 – 9/2010
Panama Canal Authority	Marine Traffic Controller	8/1992 – 12/2007
Directorate of Engineering & Housing (DEH), U.S. Army	Project Contract Manager	12/1988 – 8/1992
U.S. Army	Supply Technician	5/1987 – 12/1988



Suchika Mehta, Recruitment Manager

Ms. Suchika is an experienced, disciplined, team-player and highly-motivated Recruitment Manager, accomplished and fluent communicator with strong investigation, problem-solving and decision-making skills, combined with a pragmatic approach and sound business acumen. She is highly accomplished with a verifiable track record in fields such as analysis and gathering, business process mapping and the development of interactive prototypes. Profound experience in non-technical and technical staffing, possess strong technical/business knowledge and understanding of technical requirements; deep sourcing skills and experienced in sourcing candidates; excellent candidate assessment skills. Partner with hiring managers to understand the skills and background required for each opportunity Focused in the recruitment at all levels. Understanding of best recruiting practices and procedures. Specialties: Experience in recruiting for several defense contractors, government agencies across 50 State. Meet established hiring targets and maintains compliance with established reporting structure. Expertise in Contracts on Full time, Corp-to-Corp, 1099 or W2 candidatures. Develops strong relationship with client and candidate and maintains communication with both. Provides information about opportunities, services, and resources.

Core Competencies

- Expert in the recruitment process and resource management, sourcing strategies, recruitment process improvement and up gradation and compliance management.
- Teach how to drive and managed the entire recruiting process starting with identifying the requirement, posting positions on the internet/ intranet, job boards, etc., sourcing resumes, finding and screening candidates to extending the offers and closing the positions successfully to the juniors.
- Handling entire resource operation fulfillment functions for Global Delivery Center.
- Team Building and Management.
- Expert in in-house recruitment & placing H1B candidates on Bench with different skill sets.
- Interacting with Hiring Manager of End Client and discussing the requirements with the team and the sourcing needs of them and fulfilling them.
- Expert in recruitment at times using Dice, Monster and other job portals.
- Additional skills include JobDiva, C-Pas, Web Pas, Lotus Notes, Monster, DICE, Net-Temps, Jobs Ahead and other Software and Tools related to Recruitments, MS Office, MS Outlook, and MS Excel.

Education

- National Institute of Personnel Management Master of Business Administration (MBA), Human Resources Management and Services, 2009 – 2011
- St Bede's College BA, French, 2003 – 2006
- Auckland House School, Economics, 1992 – 2002

Professional Experience

**22nd Century Technologies Inc., Mclean, VA,
Recruitment Manager**

01/2012 – Present

- Responsible for gathering requirements, using surveys, interviews, use cases, site visits, JAD sessions, and requirement workshops.
- Collaborated with external and internal customers to analyze information needs and functional requirements and deliver the following artifacts as needed: Functional Requirements Document, (FRD) Business Requirement Document (BRD), Use Cases, Process Flow Diagrams, and Mockup Screens.
- Used Rational RequisitePro to document requirements, associated change requests with requirements and connected requirements with Use cases.
- Utilized MS Visio to create flow charts, use Case and sequence diagram to provide a detailed outline of the various actors of the system and how the various components of the system interacted
- Perform business process and systems analysis to make suggestions for system improvements with prioritization of application changes.
- Collaborate with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs.
- Provide reports on the project schedule to the Account Manager, as well as supporting other team members to ensure project success.
- Scrutinized information gathered from multiple sources, reconcile conflicts, decompose high-level information into details and distinguish user requests from the underlying true needs.
- Balances multiple priorities and deadlines.
- Wrote and supported the development and formatting of, various technical documents such as process characterization, process description reports. Used Photoshop to optimize photos.

Prior Experience

Client Name	Position	Duration
Outline Systems, Somerset NJ	Sr. Staffing Specialist	04/2010 – 12/2011
Outline Systems, Somerset NJ	Sr. Technical Recruitment Specialist	12/2007 – 03/2010

Ravinder Singh, A/P Manager

Mr. Ravinder is an accomplished, result-driven A/P Manager with 15+ years of experience focused on creating and documenting the billing process



for various staffing and consulting projects. He has a strong background in cost accounting, month and year-end closing procedures, budget development, forecasting, variance analysis, and process improvements with a focus on accuracy and efficiency. He has extensive experience in managing cash receipts and Accounts Receivable (AR) collections and managing the relationship with 3rd party providers such as PayPal. He is skilled in directing all Accounts Receivable functions, Sales Orders, Invoicing, Bank Deposits, and Cash posting daily.

Core Competencies

- Fully conversant with the CRM, invoicing, timesheet-tracking & payment to consultants, rate negotiations, contract writing, and negotiations.
- Supervised the preparation of monthly, quarterly and yearly financial reports.
- Organized financial records & created accounting systems for small businesses.
- Skilled in performing routine accounting activities such as maintenance of the general ledger, preparation and distribution of various financial reports, payroll input, reconciliation of balance sheet accounts, and journal entries.
- Resolved months of backlogged accounts, restored order, and organization to processes/records in disarray, researched and solved billing issues to correct invoicing and journal entry errors previously missed.
- Responsible for managing the billing and payroll functions including analyzing, documenting, and improving processes.
- Setup new billing processes and procedures during new system implementation and ensured a smoother transition for the organization to deliver accurate invoicing to clients.
- Streamlined AP procedures by implementing electronic invoicing for top 10 vendors and managed selection and implementation of online T&E submission of expenses

Education

- Post Graduate Diploma in Computer Applications (PGDCA)
- Master of Business Administration (MBA), Finance

Experience

22nd Century Technologies, Inc.

02/2005 – Present

A/P, Finance Manager

Responsibilities:

- Manage a team of accounting employees including recruiting, hiring, and monitoring daily workflow.
- Create, update and maintain AP vendor profiles and physical files.
- Ensure primary source documentation and that the approval process is followed.
- Enter invoices into an accounting system and process checks according to the Client's requirement.
- Reconcile vendor statements, respond to vendor inquiries and resolve any invoice discrepancies.
- Manage, review and process the weekly payroll (overtime, retroactive payments, PTO payout, bonuses, and raises).
- Act as liaison with E-care; troubleshoot and resolve issues; Annual W-2 issuance, ensure accuracy and distribute promptly.
- Update all payroll related changes- new hires, terminations, transit, parking, 401K, Roth, direct deposits, status changes, withholding changes, address changes, medical deductions; Ensure compliance with payroll laws and tax notices.

Dariya Mancco, Employee Care (E-Care) Manager

Dariya Mancco is a highly skilled and result-driven Employee Care Manager/Human Resource Specialist possessing over 5 years of experience focused on US staffing. She has profound experience in resource management Candidate Tracking, Recruitment, Hiring, Onboarding, Personnel Database Maintenance, Benefits Processing, Orientation, Training, Paperwork Processing. She holds plausible experience in managing teams of business development executives for direct client/3rd party requirements and sales team for bench selling and possesses proven experience in developing strategies and tools to improve employee care center work processes, team building, and training & ensures accuracy. She has demonstrated experience in billing and payroll, background check, reference check, client and employee relations and possesses strong knowledge and experience in assisting managers with accounts payable & receivable, month end reconciliations including general ledger, bank statements, and Corp. credits.

Core Competencies

- Fully conversant with the CRM, invoicing, timesheet-tracking & payment to consultants, rate negotiations, contract writing, and negotiations.
- Supervised the preparation of monthly, quarterly and yearly financial reports.
- Organized financial records & created accounting systems for small businesses.
- Skilled in performing routine accounting activities such as maintenance of the general ledger, preparation and distribution of various financial reports, payroll input, reconciliation of balance sheet accounts, and journal entries.
- Resolved months of backlogged accounts, restored order, and organization to processes/records in disarray, researched and solved billing issues to correct invoicing and journal entry errors previously missed.
- Responsible for managing the billing and payroll functions including analyzing, documenting, and improving processes.
- Setup new billing processes and procedures during new system implementation and ensured a smoother transition for the organization to deliver accurate invoicing to clients.



- Streamlined AP procedures by implementing electronic invoicing for top 10 vendors and managed selection and implementation of online T&E submission of expenses

Education

- Bachelor's Degree Certificate in Human Resource Management, University of Maryland University College, College Park, MD
- Associate of Arts: Elementary Special Education, Montgomery College, Rockville, MD

Experience**22nd Century Technologies, Inc.****08/2016 – Present****Employee Care (E-Care) Manager****Responsibilities:**

- Recommending new approaches, policies, and procedures to affect continual improvements in payroll team's objectives, productivity, and processes; Maintaining all documentation (i.e. culture manual and employee handbook)
- Act as the liaison between Payroll and Finance regarding questions about payroll runs or monthly accruals/balance sheet reconciliations.
- Managing and administrate business registration process for new States and Localities for payroll tax accounts.
- Maintaining a high level of collaboration and trust with new employees and managers throughout on-boarding.
- Assisting and developing team and other key departments, developing and implementing checklists for roles throughout the company to ensure an effective onboarding experience for new hires
- Prioritizing and triage tickets through phone, email, and chat support to ensure timely resolution of onboarding issues
- Follow up with applicable department(s) on employee onboarding issues to resolve issues promptly and ensure processes are in place and updated as needed; Defining, implementing and continually iterating our on-boarding strategies and best practices.

Prior Experience

Client Name	Position	Duration
Bates Trucking Trash removal, Bladensburg MD	Human Resource Generalist	Sep 2012 – Jul 2013
Treasure Moving, Bethesda, MD	Human Resource Director	Oct 2011 – Sep 2012
PNC Bank, Bethesda, MD	Branch Service Representative	Aug 2007 – Dec 2010
OSS Inc – Gaithersburg, MD	Human Resource Administrative	Mar 2006 – Aug 2007

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.*

Identify the skill sets your staff is capable of providing

TSCTI has excellent experience in providing temporary and contract services for industrial companies such as Federal, State clients, Education, Defense, Transport, Security, Courts, Aviation, Homeland Security, Health, Banking & Finance, Insurance, Information Technology, Revenue, Supermarket Chains, Electronics and Telecommunication industries. TSCTI has successfully providing temporary staffing services in the area of **administrative, accounting, training, support staff, information technology, professionals, light industrial, technical, skilled trades, general maintenance and many more.** Our manpower has the experience of working on a variety of contracts of varying degree of complexity and is constantly trained to maintain excellence. Following table demonstrates our staffing capabilities by providing highly skilled resources for various services:

Category	Positions Titles	Skills set
Administrative	<ul style="list-style-type: none"> Administrative manager Administrative assistant Mail clerk Bill collector File clerk Administrative clerk Office assistant Staff assistant Administrative coordinator Office administrator 	<ul style="list-style-type: none"> Knowledge of administrative practices, methods, and procedures relating to administrative support areas. Knowledge of research and statistical methods and techniques. Ability to oversee and monitor the work of subordinates. Ability to coordinate and monitor administrative activities. Ability to research and compile data, prepare written reports and correspondence. Ability to interpret laws, rules, and regulations. Ability to communicate effectively. Ability to operate standard office equipment such as personal computers using word, spreadsheet, database and other related software, copiers, typewriters, and related equipment.
Accounting	<ul style="list-style-type: none"> Account Analysis Account Reconciliation Accounting Information Systems Accounts Payable 	<ul style="list-style-type: none"> Knowledge of accounting principles, practices, procedures, methods, and theory. Knowledge of rules and policies governing payroll, leave, budgetary, fiscal and accounting books, records, and accounts. Skill in making and verifying mathematical calculations.



	<ul style="list-style-type: none"> • Accounts Receivable • Auditor • Bookkeeper • Financial Analyst 	<ul style="list-style-type: none"> • Skill in maintaining accounting and fiscal records. • Skill in operating standard office equipment. • Ability to apply accounting knowledge to work assignments. • Ability to analyze and audit accounting, budgetary, fiscal, payroll and leave data. • Ability to read, comprehend, and apply job-related rules, policies and procedures. • Ability to communicate effectively. • Ability to prepare reports. • Ability to review and monitor the work of others. • Ability to operate personal computers using word processing, spreadsheet, databases, and other related software applications, peripheral and electronic devices, copiers, calculators and other standard office equipment.
Training	<ul style="list-style-type: none"> • Training Manager • Trainer • Training Coordinator • E Learning Specialist • Training Instructor • Field Trainer 	<ul style="list-style-type: none"> • Identifying training needs by evaluating strengths and weaknesses • Translating requirements into trainings that will groom employees for the next step of their career path • Building annual training program and preparing teaching plans. • Adequate knowledge of learning management software • Familiarity with traditional and modern training methods, tools and techniques • Familiarity with talent management and succession planning
Light Industrial	<ul style="list-style-type: none"> • Driver • Flagger / Laborer • Forklift Operator • Grounds Worker • Groundskeeper / Landscaper • Housekeeping Supervisor 	<ul style="list-style-type: none"> • Perform assembly line tasks • Move products or product components as needed • Package products and goods for shipment • Quality-check products before they ship • Ability to lift and move supplies and materials weighing 50 pounds or more • Ability to understand and follow oral and written instructions.
Skilled Trades	<ul style="list-style-type: none"> • Carpenter • Electrician • Plumber • Pipe Fitter and Steamfitter • Painter • Bus Operator • Heavy Equipment Operator 	<ul style="list-style-type: none"> • Lays out, fabricates, and installs Sheetmetal. • Welds and performs related construction tasks. • Repairs and maintains building interiors and exteriors • Read blueprints, drawings and sketches to fully grasp requirements • Take measurements and calculate the size and amount of material needed
General Maintenance	<ul style="list-style-type: none"> • General Maintenance Worker • Maintenance Planner • Industrial Cleaner • Janitor • Welder • Carpenter • Pipeline Technician 	<ul style="list-style-type: none"> • Knowledge of the tools and procedures used in the installation, maintenance and construction of public works, public parks grounds, athletic fields, landscape projects. • Knowledge of occupational hazards and safety precautions. • Skill in the operation and routine maintenance of trucks and light construction equipment. • Ability to perform semi-skilled construction tasks under adverse weather conditions. • Ability to operate motor vehicles with gross vehicle weight ratings of 26,000 pounds or more. • Ability to check operating and safety conditions of vehicles and perform minor servicing. • Ability to understand and follow oral and written instructions. • Ability to lift and move supplies and materials weighing 50 pounds or more. • Ability to establish and maintain effective working relationships.

We derive our strength from our richly experienced and competent team of candidates. We have a dedicated team of talented Project Managers, Technical Leaders, Administrative Assistants, Office Managers, Database Administrators, System Administrators, Business Analysts, Administrative/ File/ Accounting Clerks, Accounting/Customer Services Technicians, Data Entry Operators, Heavy/ Light Industrial workers with substantial experience in diversified domains. We have a blend of the industry best administrative and managerial resources available makes us fully capable to provide the UCF with complete staffing solutions. Our manpower has the experience of working on a variety of contracts of varying degree of complexity and is constantly trained to maintain excellence.

Areas of expertise in Information Technology Sector:

TSCTI's consultants have expertise in their skills areas which makes them comfortable and fully capable to provide services under any domain related to their skill set.

Technology	Skills Area
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Microsoft & Web Technologies	Visual Studio 6.0/.NET, Visual Interdev, SQL Server, VBScript, Java/J2EE, Java Script, XML, ASP.NET/VB.NET/ADO.NET, Microsoft Office SharePoint (MOSS), Domino/Notes, MS Transaction Server, ASP, ActiveX, Active Directory, XML, Web Services, VC++, HTML/DHTML
Business Analysis	Requirement analysis, Cost-benefit analysis, risk identification/management, IBM Rational Suite, DOORS, Clear Quest, VISIO, iGraphics
Project Management	PMP certified, Project management, Risk management, Resource planning, Cost Analysis, Documentation and Communication
Databases/ Modeling	Oracle, Sybase, Informix, MS-SQL Server, MySQL, DB2, Access, MYSQL, Oracle E-Business Suite, RationalRose, UML, Erwin ERX
Web/ Application Server/ Middleware	IIS, Weblogic, Websphere, Apache, PWS, JWS, COM/DCOM/CORBA, EAI, MQ-Series, WEB Services, Tuxedo
GIS	ArcIMS, ArcXML, ArcGIS Schematics ESRI, ESRI Server ESRIArc GIS 9/9.3, ArcFM,ERDAS, ENVI, USGS TetraCorder, ESRI Engine (ArcObjects), ENVI, ERDAS Imagine (Multi Sensor Fusion)
Telecomm System Analysis	Broadcast System Analysis, Cable Assemblies, Inbuilding System Design, RF Field Measurement, Interference Studies, RF Safety, System Design, AM Skirts, Mechanical Design, Microwave, Program Management, Tower Mapping, Full Turn Key Solutions
ERP/ EPM	Oracle ERP, PeopleSoft CRM/ HRMS/ FM/ EPM/ CS, PeopleTools, SAP HR/ Financials/ Logistics
SharePoint	Microsoft Office SharePoint Server 2007, SharePoint Portal Server 2003/2007/2010,SharePoint Designer 2007/2010, Web Parts, Microsoft InfoPath 2007/2005/2003,Windows Workflow Foundation, Business Data Catalog, Form Services, Excel Services, K2 Black pearl
LAN/ WAN/ WEB SERVER	LAN/WAN – Cisco, Novell, Microsoft, Server security (NT/Windows2000, Active Directory), Network security (firewalls, intrusion detection, etc.), Network protocols- TCP/IP, DHCP, DNS, WINS, SNMP, SMTP, NAT (Infrastructure, Network Server, Composite Baseline Analysis), Network planning and topology – Windows NT/2000, HP-UX, Solaris, Linux, UNIX
Desktop/ PC Support	Installing/ configuring/ troubleshooting/ repairing PC hardware and peripherals, PC desktop applications and software, Novell Client 4.91, Remote Desktop Management and Windows 2003 Server
OOP/ OOD	C++, Java/J2EE, Java Swing/AWT, Applets, JavaScript/Jscript/VB Script, JSP/Servlets, EJB/JB, PowerBuilder, DELPHI
Mainframe	IBM mainframe, z/OS, JCL, TSO/ISPF, system utilities, COBOL 370, CICS, COBOL, ADABAS/ Natural, Endeavor, RACF, N20, CA7, EOS,CA-ADSO, IBM/DB2 for OS390,COBOL/ DC
System Administration	Analyzing system logs, identifying potential issues, integrating new technologies, routine audits of systems and software, applying operating system updates, configuration changes, Installing and configuring new hardware, user account information, answering technical queries, security, documenting the configuration of the system, System performance tuning
Data Warehouse	Informatica, COGNOS, Business Objects, Brio, TERADATA
Reporting	Crystal Report, MSSQL Reporting services, DataDynamic Active Reports
Testing	Quick Test Pro, LoadRunner, WinRunner, TestDirector, RationalRobot, Rational Test Manager, Performance Studio, QA Run, QA Director

Specialized Areas of Expertise

Subcontractors or sub-consultants used: TSCTI is not opting of any subcontractor or sub-consultants under this ITN.

Special projects: Below, TSCTI has demonstrates some of its experience with prestigious/special client where we are providing various type of staffing services.

Client Name	The State of New Jersey
Dollar Value	\$10M+
Timeline	Feb 2018 – Present
<p>Service Description: An MSP Program Services utilizing Peoplefluent VMS for the management of temporary staffing services for multiple service categories. from its implementation in February 2018 to till now, TSCTI has provided over 1300 consultants, developing a strong working relationship with 100+ State agencies. The services categories Include but not limited to the Administrative/Clerical, Professional, Culinary, Medical Labor, IT, Skilled Trade as well as the employer of record (EOR)/Payrolling. Some of the positions that we have filled under these categories are as follows.</p> <p>Administrative/Clerical: Data Entry, Filing, Receptionist, Bookkeeping, Secretarial, Administrative Assistance, Clerk and more.</p> <p>Professional Staff: Account Reversible, Executives, Accountant, Human Resources, Recruiters and more.</p> <p>Laborer: Custodial /Janitorial, Cleaner, Light Maintenance, Assembler, Warehouse Associates, Maintenance Workers, Forklift Operator, General Labor, Security Personnel's, Ground Workers and more.</p> <p>Information Technology: Project Managers, Program Manager, Event Coordinators, Developers, QA and more.</p> <p>Culinary/Special Services: Attendants, Food Worker, Cook and more.</p> <p>Skilled Trade Staff: Electrical Facilities Specialist, HVAC Facilities Specialist, Plumbers, Electrical and more.</p>	



Client Name	The Maryland State and Local Board of Elections (SBE), MD
Dollar Value	\$5M+
Timeline	Feb 2018 – Present
Service Description: For 2018 elections in the State of Maryland, TSCTI provided the temporary staff to the SBE for various job roles in which approximately 450 temporaries were required. Supported 85 early voting locations and provided 250+ consultant support on various voting locations on election day. We have paced various employees under various categories such as Data Entry, Clerk, Administrative Assistance, Trainer, Logic & Accuracy Tester, Election Field Support, Call Center Representative, paralegal with litigation, Senior Accountant, Tax Accountant, Customer Service, Building Liaison, Temporary Custodial Workers, Procurement Specialist, Elections Volunteer, Election Poll Official, Custodian/ Janitorial, Attendants, Food Processor, Food Service Worker and more.	

Client Name	The County of Ventura, CA
Dollar Value	\$2M+
Timeline	Sept 2017 – Present
Service Description: A three-year contract to provide Temporary Staffing Services on an as-needed basis for locations throughout County. As a sole vendor, TSCTI works closely with the County Human Resources Department to provide quality temporary personnel in a timely manner. We are also responsible for testing, background screening, and orientation, and provide reports of this contract. Till now, 100+ placements are made. We are responsible for providing temporary staff for various positions that include but not limited to Housekeepers, Couriers, Maintenance Workers, Medical Office Assistant, Custodian, Purchasing Technician, Nutritionist, Health Education Assistant, Office Assistant, Office Systems Coordinator, Graphics Technician, GSA Maintenance Worker, Technical Specialists, Community Service Coordinators, HCA Training Ed Asst (Health Education Assistant), Accounting Assistant, Accountant, Community Health Worker, Cook, Food Services Assistant, Desktop Support Analyst, Engineering Aide, Inventory Management Assistant, Librarian, Records Technician, Training Education Assistant and more.	

Client Name	Fire Department of the City of New York, NY
Dollar Value	\$10M+
Timeline	Oct 2018 – Present
Service Description: May 2018, TSCTI was awarded a contract by The Fire Department of the City of New York to furnish temporary personnel services to meet the Department's temporary staffing requirements. As a result of this procurement, we staffed 170+ temporary consultants in a period of less than 15 days for various IT, Healthcare, Administrative and Clerical, Skilled Trade and more. Position includes but not limited to React Developer, PL/SQL Developer, Office Clerk, Computer Assistant, Java Developer, Java Developer, Enterprise Data Architect, BIOPOD Registered Nurse, Video Editor and Producer, Phlebotomist, Mental Health Counselor, Administrative Assistant, Machine Operators, Mechanics, General Labors and more.	

Client Name	The State of Colorado
Dollar Value	\$10M+
Timeline	2012 – Present
Service Description: We entered into this contract with the State as one of the qualified firms to provide staffing services for local agencies and divisions. From 2012, we have provided services to numerous agencies within the state. The State has spent \$5M+ on the temporary staffing of over 300 consultants under various following categories. Information Technology: Service Desk Technician, Network Technician, System Administrator, BI Developer and more. Accounting Professionals: Accounts Payable, Accounting Support, Accounting Clerk, Accountant, Cashier, Budget Analyst and more. Administrative/Clerical: CSR Call Center, Customer Service Representative, Switchboard Operators, Business Associate, Graduation Processor, Admin Assistant, Data Entry, Program Specialist, Coder-Trainer and more. Industry Labors: Custodian, Transportation Planner, Museum Assistant, Warehouse Worker, Drivers Grounds Keeper, Fuel Sampler, Mover, Distribution Clerk and more. Food worker: Cooks, Prep Cook/Line Cook, Food Workers, Food Services Assistants, Banquet Servers, Planners and more.	

Client Name	State of Florida Department of Military Services (DMA), FL
Dollar Value	\$5M+
Timeline	Feb 2017 – Present
Service Description: Department of Military Affairs, FL was seeking interested firms to provide Temporary Personnel and Payroll Services for locations throughout the State of Florida. TSCTI is solely awarded vendor working directly with the various departments to provide quality temporary personnel in a timely manner to fulfill staffing needs for daily workflow. We conducted a kickoff meeting with DMA to defining a schedule of weekly status meetings to report on progress, manage risks, and identify and provide status on issues for resolution. TSCTI conducted the following	



activities: TSCTI has placed total of 130 candidates till the date and serving the DMA with maximum customer satisfaction. We are responsible for providing temporary staff on various positions that include but not limited to **System Administrator, Operator Developer, Data Scientist, Developer, System Integrator, Web Integrator, Architect/Administrator, System Architect, Administrative Assistant, Administrative Services Manager, Bookkeeping, Accounting, and Auditing Clerks, Budget Analyst, Business Continuity Planner, Cashier, Electrical and Electronics Repairer, Electrical and Electronic Equipment Assembler, Executive Secretaries, Education (Adult Basic & Secondary Education & Literary Teacher & Instructors), Emergency Management Program Coordinator, Environmental Specialist, First Line Supervisor, Manager Housekeeping, Janitor and Cleaners, Manager Landscaping/ Lawn/ Ground, General Laborer, Human Resources Specialist, Landscaping and Groundskeeping Worker, Mobile Heavy Equipment Mechanics, Except Engines, Museum Technician, Master Electrician, Medical Assistant, Security Manager (Anti-Terrorism Program Coordinator), Residential Instructor, Telecommunication Specialist and more.**

Assurances of the quality of staff over the term of the agreement.

To maintain and enforce Quality Control of processes and services, TSCTI prepares a quality program and then tailor these processes as needed to each specific task and management activities. We apply ISO, PMBoK, and CMMI quality processes to contract administration activities including accounting, invoicing, human resources, recruiting and management. To maintain and enforce Quality Control processes and services, TSCTI will tailor its processes to program and management activities. At program initiation, our Project Manager will develop our program Quality Control Plan (QCP), tailored to the requirements of the program.

TSCTI implements and enforces quality at all levels and includes allocation of resources, schedules, and all deliverables. Each employee is charged with the responsibility for performing work in accordance with contractual and requirements and established quality control policies and procedures. Reviews include a record of performing work on-time without recorded deficiencies. Our client specific approach is highlighted below:

Quality Control Principle	Staffing Services Support QCP Approach	
Technical Processes	<ul style="list-style-type: none"> Methods of service must be well-conceived and reliably and efficiently meet or exceed applicable standards. Schedules and priorities must be consistent with quality performance. 	<ul style="list-style-type: none"> TSCTI Project Manager ensures services follow Client directives and instructions. All levels of management ensure the workforce is aware of the client's priorities and scheduled events required for performance including travel.
Adherence to Standards	<ul style="list-style-type: none"> Specific standards must be followed in performance and providing deliverables. Copies of all standards must be available for reference. 	<ul style="list-style-type: none"> TSCTI Project Manager ensures deliverables meet established standards prior to submittal. Standard templates for deliverable requirements are made available to all.
Staffing/Supervision	<ul style="list-style-type: none"> Personnel must be selected based on competence, experience, and qualifications. Must foster good work habits, reward quality, and identify poor performers for counseling, training, or replacement. 	<ul style="list-style-type: none"> TSCTI's Project Manager ensure deliverables meet established standards prior to submittal. TSCTI's Project Manager continuously monitors personnel performance to identify problems early.
Performance Standards	<ul style="list-style-type: none"> Performance incentives must be clearly defined, equitable, and timely awarded. Standards of service quality must establish goals that are challenging but achievable, measurable, and demonstrable. 	<ul style="list-style-type: none"> Staff performance evaluations are conducted annually and become the basis for compensation increases. Service quality is determined by the client and we engage QAEs regularly to determine the level of satisfaction received. TSCTI Team's performance objective is to always receive "Exceptional" ratings.
Training	<ul style="list-style-type: none"> Personnel must be thoroughly trained prior to assignment. Personnel must periodically receive updated training to reinforce established techniques and to take advantage of improved methods and technology. Personnel not meeting standards must complete specialized training focused on weak performance areas. 	<ul style="list-style-type: none"> TSCTI's Project Manager ensures all required training is complete prior to employment. TSCTI's Project Manager ensures all required periodic training is accomplished. Personnel training requirements are monitored by the appropriate support staff functional area (security, HR, contracts, etc.). TSCTI's Project Manager ensures personnel requiring specialized training for sub-standard performance will receive the training or be replaced.

TSCTI QCP is tightly integrated with our overall management approach. The TSCTI Project Manager has overall responsibility for the execution of the contract. The QC Manager ensures compliant QCPs are developed to support Task Orders and they provide independent audit and inspection. The QC Manager reports results to the corporate QMS Director



and Senior Leadership. The QMS Director ensures our overall approach is compliant.

Quality Management integrates planning, scheduling, budgeting, and performance metrics to track actual progress against planned requirements. Task progress is reported up the management chain through regular status reviews, with potential problems flagged for corrective action. Task status is tracked and reported after every pay period. To manage labor resources, minimize conflicts, identify shortfalls/surpluses, and promote cross-utilization, we establish and maintain an Integrated Schedule and Staffing Plan (ISSP), which we use to ensure proper manning and skills mix for each task. The ISSP provides a long-range labor forecast and a means to track, report, and allocate personnel resources.

TSCTI briefs subcontractors on work requirements as well as the requirements specified in the contract plans and subcontract documents to ensure they are aware of contract compliance requirements that apply to their work, performance schedule and all required reports (QC reports, labor reports). The Project Manager monitors day-to-day performance and resolves issues regarding subcontractor performance with the subcontractor's management representative.



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?

TSCTI offers UCF a mature staffing solution that can provide the qualified temporary Labor, including non- management, management and technical categories. With an access to 50,000+ candidates in resume database that comes under these categories and are local to the State whereas 500k+ across the nation, we can provide these resources within 24 hours after staffing requisitions are issued. Below, TSCTI has demonstrates its Capacity in providing the requested services to the UCF.

- **Experience in providing temporary Labor areas, including non- management, management and technical categories:** TSCTI has 24+ years of experience in providing temporary labor services in wide range of categories that includes non- management, management and technical categories. We have currently **5,500+** professional under the categories of **Administrative, Accounting, Training, Support Staff, Information Technology, Professionals, Light Industrial, Technical, Skilled Trades and General Maintenance**. Below are some of the prestigious clients where we are providing similar services as required by UCF:

22nd Century Clients → Job Titles ↓	State of New Jersey	University of Central Florida	Buffalo Public Schools, NY	State Board of Elections, MD	County of Ventura, CA	Fire Department of the City of New York, NY	State of Florida Department of Military Services, FL	San Antonio Water System, TX	City of Phoenix, AZ	Sierra Joint Community College District, CA	State of Delaware	State of Colorado
Administrative	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Accounting	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Training	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Support Staff	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Information Technology	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Professionals	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Light Industrials	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Technical	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Skilled Trades	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
General maintenance	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

- **Strong presence in the State of Florida:** TSCTI has a strong presence in the State of Florida by providing various labor services. *TSCTI is already providing these to the UCF and has placed 20 candidates under this contract.* We are providing similar staffing services to various other government agencies in the State that includes **Orange County Public Schools, FL, Miami Dade Public Schools, FL, Florida International University, FL, University of Central Florida, FL and more.**
- **Experience with educational client:** TSCTI has 02 decades of experience in providing temporary staff to various educational clients across the nation including the **University of Central Florida and Florida International University.**
- **Experienced Account Management Team:** TSCTI has an experienced local Account Management team who hold expertise in handling similar clients in the past.
- **Domain-specific Recruitment Team:** Our recruitment team consists of **270+** recruiters, data miners, and research analysts, having an average experience of **5** years recruiting staff to support our customers.
- **Internal Resource Pool:** We have **5M+** resources in our internal resume database with **50,000+** proficient and experienced professionals are local to the State of Florida.

Categories	TSCTI's Resource Pool (# of resources)		
	Inhouse Staff	In the State of Florida	Across the U.S.
Administrative	600+	10,000+	50,000+
Accounting	400+	10,000+	50,000+
Training	300+	10,000+	50,000+
Support Staff	700+	10,000+	50,000+
Information Technology	400+	10,000+	50,000+
Professionals	500+	10,000+	50,000+



Light Industrial	700+	10,000+	50,000+
Technical	400+	10,000+	50,000+
Skilled Trades	800+	10,000+	50,000+
General Maintenance	700+	10,000+	50,000+

- **Teaming with local employment agencies:** TSCTI has established a teaming partnership with the local agencies in the State of Florida. On occasions, we rely on our local teaming partners to augment our services capabilities.
- **Smart and Automated Tools:** TSCTI utilizes Smart and Automated Tools that will help us to provide seamless services to the UCF. We use industries' best tools and technologies that not only streamline our process but also reduce the response time and paperwork and keep our costs competitive as well as give us a secure and reliable platform.

TSCTI's Services delivery model to provide the requested services to UCF in a timely manner

TSCTI's approach is based on a dedicated service delivery model, leverages its best resources to fully support the mission and objectives of the UCF. TSCTI will assign a Client Engagement and Delivery Office (CEDO) for the UCF contract to provide regular and after-business-hours support. CEDO will empower TSCTI to respond quickly to all UCF requirements and queries, with turnaround time as little as 16 hours for most of the requirements. CEDO at TSCTI is focused on adding values and delivering the temporary staff "whenever client need" through a deep understanding of the experience, skills and other details for successful deployment and project completion. CEDO ensures a perfect match with continuity at a place using an innovative, best in class 24x7x365 recruiting and deployment engine, complemented by internal teamwork to validate candidate and background, onboarding, candidate replacement, and timesheet management and administration.



SERVICE DELIVERY MODEL

- 24x7 round the clock availability of Accounts teams with a toll-free number and centralized email address.
- End to end resource management including compliance, onboarding, training and development, off-boarding and candidate replacement.
- A dedicated Client-Care team and Quality Assurance team to ensure the right delivery of services
- Availability of the consultants for in-person interviews or according to the UCF's needs.
- A robust Applicant Tracking System (JobDiva), that covers the entire sub-vendor management process.
- Customized invoicing and payroll services.
- Strong compliance group to eliminate the risk of co-employment claims by consultants.
- Time and administrative cost saving. All timesheets management, consultant query handling, and other administrative processes are handled by TSCTI, at no additional cost.
- Comprehensive analytics and ad-hoc reports to objectively measure quality, responsiveness, and success of each deployment.
- End to end resource management including compliance, onboarding, training and development, and off-boarding.

TSCTI has ISO-compliant approaches and its management plan is based on our strong commitment and use of process and process improvement. Our management practices incorporate the approach of the Project Management Institute (PMI) and ensure the task will be effectively managed. Our Account Manager maintains close supervision of the ongoing process of assignment and careful selection of the employees best suited and qualified to meet the UCF's mission and expectations. The success of our program management team in providing high-quality, on-schedule service delivery is borne out by our



high customer satisfaction scores (averaging over **93%**) and the fact that our contracts have been renewed/extended on options years by various clients. Our team has the capability and experience to deliver quality work on time and within budget. The following figure demonstrates the detailed recruitment process that we will perform to provide the services.

The work is initiated as soon as we get any staffing requirements from the UCF. Along with sending the acknowledgment to the UCF, the staffing requirement is immediately entered into our Staffing Management & Tracking System (CONREP).

- **Project Kickoff Meeting:** Immediately upon award, TSCTI will conduct an orientation briefing after award at the UCF facility at a mutually agreeable date and time. The purpose of the meeting is to introduce the key team member and explain their roles, review the communication ground rules and set expectations, and assure a common understanding of the sub-task requirements and objectives. During the meeting our Account Manager addresses any questions; identify points of contact; review and identify any government-furnished equipment, material, or information required; and review our current program management processes for any recommended changes or improvements. Specifically, we: 1) discuss our approach to managing the contract, generating related documentation, and achieving successful milestone exits, 2) discuss our approach to supporting compliance with the UCF's processes, and 3) discuss how effective project management will lead to achieving UCF to Operate on schedule and within budget.
- **Initiate and Assign:** The work is initiated as soon as we get the task order/sourcing requirement from the UCF. The received requirement is directly entered into CONREP and through API it is immediately entered into our centralized recruiting portal, JobDiva. Our Account Manager understands the requirement of the UCF based upon the task order received from them. This includes an understanding of the project requirements, SOW, qualification, experience, mandatory and desirable skill set requirements. The Account Manager will draft a requisition about the requirement and submits the requirement in JobDiva along with sending it to the recruitment manager.
- **Execute:** The recruitment team will utilize various sourcing channels such as Internal Staff, Internal Referrals, Utilize the incumbent staff (if applicable & required), Internal Resume Database, Local Job Fairs, Teaming with local employment agencies, Veteran sourcing channel, Job Sites, Advertisement, Local Employment Posting Papers and Websites, Social Networking Sites to find 5 to 6 qualified candidates based on the task order received from the UCF.
- **Screen:** After sourcing candidates, our account management team and SMEs will perform screening and interview coordination with the UCF. After getting approval from the UCF, TSCTI will start the background check process and share the reports and other pre-employment documents with the UCF. TSCTI screens the best-qualified applicant before referring them to the UCF. TSCTI represents only those candidates to the UCF who clear our screening process.
- **On-Board:** E-On-boarding of candidates is managed by CONREP owned by TSCTI. During this phase, we will share the candidates' documents with the UCF and coordinate the start date, security check and other formalities with the UCF and candidate. During this phase, we will also conduct a new hire orientation, ethics training and we interact with the employees to educate them about our work culture and benefits.
- **Retain:** To maintain a qualified and stable workforce we offer a variety of benefits and training to employees such as orientation & integration, Rewards Programs, Work-Life Balance, Performance Management & Feedback, Diversity & Communication, Career Opportunity and Professional Development.
- **Monitor and Control:** The Project Monitoring and Controlling Process group includes the processes to ensure that the project is managed and executed according to the Project Plan. A dedicated account manager will work with the UCF and temporary staff for the timely filing of timesheets and generating error-free invoices. The team will conduct regular meetings with the UCF to check the performance of our proposed employees and different type of feedback. Project Monitoring and Controlling includes tracking, reviewing and managing the progress and performance of the project along with managing changes when required. The Account Manager will provide a regular status report to the UCF.

TSCTI's management approach brings proven value-added performance management, reduced risk, quality control, institutional knowledge, and personnel who are skilled and knowledgeable in office and workforce solutions. TSCTI's approach will also achieve the UCF's goals for office efficiencies, continued reduction in processing times and costs, as well as more consistent and uniform administration of operating procedures and standards.

2. Describe how urgent requests are handled.



TSCTI has very good experience of handling situations for urgent requests during the execution of contract. To overcome such situation, as a practice we keep a back-up pool of candidates for important roles that can be put on the project at short notice as and when demand arises. TSCTI has an approach to fill specialty positions that may arise is listed as below:

- **Internal Staff:** TSCTI has a staff of **5500+** employees who match the positions mentioned in the solicitation. TSCTI regularly checks on project end dates of these employees and submit those, whose projects are going to end and match for the requirement.
- **Internal Referrals:** In parallel, we share the requirements with our employees by posting them on our internal web site for internal referrals.
- **Internal Resume Database:** TSCTI has a proprietary resume database of more than **5M** resources, which is growing every day as we work proactively on building databases by understanding our client's requirements. We have **50,000+** consultants who are local to the State of Florida in this resume database.
- **Local Job Fairs:** In addition to selected advertising in local media, TSCTI's recruitment/management team sponsors and participates in the regular **job fair, hosts recruiting open houses, saturates local markets** with recruiting and **referral fliers**, and works closely with State and local job-assistance agencies to ensure every possible sourcing option is pursued. Additional examples include multi-lingual job postings and diversity-based referral bonus programs.
- **Teaming with local employment agencies:** TSCTI has established a teaming partnership with the local employment agencies in the State of Florida. On occasions, we rely on our local teaming partners to augment our temporary staffing capabilities.

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

Being an ISO-certified company, TSCTI has a robust process to conduct various background checks and drug testing of all candidates shortlisted by its clients. TSCTI provides a flexible list of background screening options, allowing us to meet a wide variety of screening requirements. We have a well-defined and documented Candidate Background Check Policy. TSCTI conducts a thorough background check of the candidate's education, reference, work experience, skill set/certification, criminal record and other background checks. In addition to our thorough selection process, we also rely upon third-party vendors to perform the checks in public databases. We have a well-defined and documented Background Check Policy to perform pre-employment checks at our own cost. Under this policy, depending upon the UA Little Rock's requirement, candidates are subjected to compulsory pre-employment background checks. TSCTI or its independent third-party agency will perform other background checks. The candidate is notified and is required to sign a consent and authorization form as to the procedures outlined in our Background Check Policy. We notify the UA Little Rock in writing regarding the results of the background checks conducted for a candidate. The candidates successfully clearing the background checks will proceed to join the client's project.

Background Checks for candidates are handled by our Employee care (HR) department, the checks are further conducted by our market-leading background screening organizations partners who are like **Intelius, Cleves Research, Quest Diagnostics, Sterling Information Systems, and Kroll**. TSCTI is utilizing its services for the last 10 years and considers them as its trusted partner for screening its candidates. Once the process is complete, the results are stored in a secured centralized location on our internal server. TSCTI is capable and is performing various background checks such as Criminal History/Sex Offender checks, Certification/Education checks, authorized to work in the US, Federal Criminal History, Motor Vehicle Report, OFACE Watch List Search, Patriot Act Search, Child Protective Services Check, Driving Record, Physical Exams, Hearing Test and Social Security checks. We check these records in the last 7, 10 and 12 years as per the request of our clients. We also conduct 5/10/12 panel drug testing based on the requirement of our clients. Charges for such verifications will not be billed to the Client. A few of our background checks consist of:

• Residence Check	• Civil Litigation Check	• Database Check	• Credit Checks
• Employment Check	• Identity Check	• Fingerprint Checks	• E-Verify Background Checks
• Academic Record Check	• Emerging Background Checks	• Motor Vehicle Report	• Child Protective Services Background
• Reference Check	• Criminal Record Check	• SSN Tracing	• Drug Test

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

TSCTI has well-defined processes that helps us to source qualified temporary we have the ability to continually provide efficient access to a pool of temporary employees. We will utilize our unique Staffing Resource Assessment (SRA) and job requisition process, this help us to identify the tangible and intangible skill sets required for a successful fit within County. Our SRA approach considers business goals, organizational structure, future staffing needs, contracts, and other elements to find the Right Match. Candidate Discovery is the next critical step in the process. Using our extensive industry resources, including both active and passive channels, we identify and attract the top candidates for the UCF. We utilize our proven



and ISO-compliant **10-step recruitment framework** to accomplish the task. This framework breaks recruitment down into ten identifiable steps and this gives us leverage to recruit and regent the candidates at a fast pace thus minimizing the project start time.



TSCTI's ISO 9001:2015 Compliant Ten-Step Staffing framework

We ensure that we are able to attract the best talent available at competitive rates, thus providing highly qualified personnel on time so that UCF expectations are always met and often, exceeded. Through experience, TSCTI has in place a detailed and proven process to select and manage employees and ensure the selection of the best resources with proven experience and a history of customer satisfaction. We form a team where the members complement each other. The team approach offers less conflict, stronger capability through specialization & synergies, quicker response & a cohesive approach that ultimately results in less risk; & offers the customer the best combination of performance, cost, and delivery for the services being acquired. For the UCF, we will consult with the contracting officer to determine which of the incumbent staff are to be retained. Depending on UCF requirements, we will augment any personnel gaps as and when required. TSCTI's proven recruiting process includes proactive and reactive approaches to recruit candidates that match the skill sets related to the UCF's needs.

TSCTI's Proactive Approach in building the candidates network

Step 1 – Understanding the Client: After securing the contract, TSCTI identifies the team and the defined responsibilities for each member of the contract. The first step in this process is that our proposed Account Manager will draft a report that reflects our understanding of the UCF. This report provides input to the Recruiting Manager about the nature of work at the UCF's site. It also details the UCF's future acquisition and plans for their needs and explains the location parameters.

Step 2 – Building Network: Based on the input received from the Account Manager, the recruitment team starts the proactive approach to identify the resources internally and externally to build a database for the UCF. This work includes making calls to candidates, introducing our new clients and establishing a relationship with them. Our team also shares our success of this contract and the nature of work involved with our previous employees who worked with us in the past. TSCTI uses job fairs, advertisements, and referrals to build our candidate database. The candidates are added into our database only after the screening process.



TSCTI's Reactive Approach

The work is initiated as soon as we get the task order/sourcing requirement from the UCF. The task order is immediately entered into our centralized recruiting portal, JobDiva. Our Account Manager understands the requirement of the UCF based upon the task order received from them. This includes an understanding of the project requirements, SOW, qualification, experience, mandatory and desirable skill set requirement. The Account Manager will draft a requisition about the requirement and submits the requirement in JobDiva along with sending it to the recruitment manager. From there, the recruitment team will source the candidate using one of the following sources. After finding **4-5 consultants** per requirement, the screening process is triggered.

- **Utilize the incumbent staff (if applicable & required):** To complement the incumbent capture process, TSCTI has a deep internal pool many of whom possess the skills, clearances and experience required under this contract. Our Account Manager will interview the candidates for ensuring technical proficiency and conduct the required onboarding activities. This process will simultaneously take place with the incumbent capture process to fill positions as soon as possible. Bringing internal staff reduces delays and wait times in bringing in new staff. TSCTI has a record of seamlessly accomplishing transitions while retaining 90 – 100% of targeted incumbent personnel. TSCTI considers retaining the current staff to be very critical in maintaining continuity of operations. Our objective is to retain highly skilled and motivated personnel approved by the UCF. Our Account Manager will discuss with the UCF and provide “First Right of Refusal” for incumbents. Retaining a high number of incumbents is a key objective of our transition. With an average 90% high performing incumbent capture rate over the last 24 years, our tried and true incumbent capture approach enables us to retain existing domain knowledge, hire high performing incumbents, and maintain operational continuity throughout the transition period.
- **Internal Staff:** TSCTI has a staff of **5500+** employees who match the positions mentioned in the solicitation. TSCTI regularly checks on project end dates of these employees and submit those, whose projects are going to end and match for the requirement.
- **Internal Referrals:** In parallel, we share the requirements with our employees by posting them on our internal web site for internal referrals.
- **Job Sites:** TSCTI has accounts with popular job websites, such as LinkedIn, Indeed, CareerBuilder, Monster, Dice, etc. This provides access to a wide pool of resources across the nation.
- **Advertisement:** TSCTI posts all the requirements on our own website and with other government employment agencies.
- **Internal Resume Database:** TSCTI has a proprietary resume database of more than **5M** resources, which is growing every day as we work proactively on building databases by understanding our client's requirements. We have **50,000+** consultants who are local to the State of Florida in this resume database.
- **Local Employment Posting Papers and Websites:** We understand that many candidates review free employment-related websites (e.g. understands Craigslist) and papers that can be found in local establishments and many support organizations' missions and we post on these sources.
- **Local Job Fairs:** In addition to selected advertising in local media, TSCTI's recruitment/management team sponsors and participates in the regular *job fair*, *hosts recruiting open houses*, *saturates local markets* with recruiting and *referral fliers*, and works closely with State and local job-assistance agencies to ensure every possible sourcing option is pursued. Additional examples include multi-lingual job postings and diversity-based referral bonus programs.
- **Teaming with local employment agencies:** TSCTI has established a teaming partnership with the local employment agencies in the State of Florida. On occasions, we rely on our local teaming partners to augment our temporary staffing capabilities.



TSCTI's Reactive Approach

Screening Process

TSCTI utilizes its candidate screening method to identify the competencies of a successful clerical, technical and professional staff. Under this verify the education, skills levels, and experience of proposed professional staff. With the ISO 9001:2015 compliant screening process, we successfully provide consistent assessment testing on the UCF's requirements. All professional staff undergoes a stringent skill test to ensure quality candidates are placed at the UCF with proper qualification and experience. TSCTI has streamlined screening or testing methods intending to make a successful match for



the UCF. The first step in our testing approach is short-listing qualified applicants by recruiters. At this stage, the recruiters conduct first-level screening by juxtaposing a job description with our exhaustive questions bank. The TSCTI proprietary questions bank includes thousands of questions across technologies, skill sets, and domains. A recruiter also has to verify the contents of a resume for authenticity by conducting reference checks. Once a candidate is cleared by the recruiters, TSCTI assesses the candidate's fitment vis-à-vis the UCF's requirement through 4 phases whose description is provided below for the UCF's consideration:

- **Pre-Screening**
- **Testing**
- **Interview**
- **Background Check**

Pre-Screening: At this stage, recruiters view the candidate profile on publicly available social media network sites like LinkedIn, Facebook, etc. This allows us to get a better understanding of the candidate's values, personality, and professional background. Recruiter will:

- Execute a comprehensive prescreen that confirms motivation, salary, skill level, clearance, and potential team fit for client culture.
- Provide a TSCTI overview and explain the benefits.
- Evaluate general aptitude.

Testing: TSCTI has prepared a variety of aptitude, personality, and skills tests and questionnaires based on our experience of decades of providing professional staffing services that assess a wide variety of traits and abilities. Some of the most important tests to evaluate the candidate's job skills are described below.

- **Behavioral and Aptitude Tests:** Behavioral and aptitude tests help to gather a candidate's prior work experience, so clients know that they have the necessary skills and experience. A behavioral test investigates propensities towards certain kinds of behavior and styles of interaction with clients. In behavioral tests, we can provide constructive feedback which directly informs the way a candidate behaves in the workplace.
- **Skill Check:** Conduct detailed interviews, check effective communication, leadership, creativity, analytical thinking, and problem-solving capability over a multitude of performance areas to see if they fit.
- **Evaluate command on software programs such as Word, Excel, PowerPoint, etc.:** General computer knowledge test by our trained recruiters along with online typing test involving word processing, database, and spreadsheet software (checking speed and accuracy).
- **Evaluate General Clerical Aptitude and accounting knowledge:** General intelligence and clerical aptitude tests involving multiple-choice questions include basics of general clerical duties, accounting, numerical aptitude, general English, and general knowledge questions.

TSCTI utilizes *IBM Kenexa Prove It, SkillCheck, Brainbench and our internal skill testing tool* to evaluate the proficiency of the applicants.

Testing Panel also focuses on the following testing as given below.

- **Experience Test:** In this testing phase, the testing panel discusses candidates' past experiences – accomplishments and challenges alike – to discover skills that will enable them to thrive on the client project. In this phase, the testing panel identifies the most important past experiences in a detailed way, focusing on a candidate's specific role and key actions that can be critical to success.
- **Case Test:** TSCTI believes that the best way to assess candidate problem-solving skills is to discuss a real client's business problem with the candidate to help us understand that how a candidate can:
 - Structure a tough, often ambiguous, business problem
 - Decide which issues are important to focus on
 - Deal with facts and data and their implications (numerical and otherwise)
 - Formulate conclusions and recommendations to solve the problem.
 - Articulate thoughts during a fast-moving discussion
- **Problem-solving Test:** As a complement to our case interview, we ask the candidate to take a multiple-choice test to demonstrate their analytical skills. It consists of questions, based on real client cases, with no business background.

Interview: The interview comprises an in-depth assessment of each candidate's skills and abilities, proven past performance, attitude, career goals, motivations, and aspirations. Our Account Manager/SMEs creates a checklist of qualifications questions on each skill set required to quickly ask the consultant over the phone. By obtaining an immediate quick answer we can determine the candidate's proficiency on the subject. This helps determine the level of the consultant's



knowledge as well as the extent of understanding. TSCTI's priority is to conduct an in-person interview with our team of SMEs. If it isn't possible for a consultant to be present at an in-person interview, we conduct a Skype interview.

- **Telephone Interview:** After a thorough resume review, our Account Manager /SME performs a telephone interview to determine how their current and previous work experiences are relevant to our client's primary needs. Our SMS asks about employment history, training and education, expected wages, travel preferences, and if they're willing to submit to a drug screen and background check.
- **In-person/Skype Interview:** The selected candidate has a face-to-face with a staffing professional to go more in-depth into their resume. Previous work experience, primary skillsets, salary history, and future goals are all covered in these interviews.

Timeline

Staffing Process	Responsibility	Timeline (hours)
Client Requisition		
<ul style="list-style-type: none"> ➤ Acknowledgment of the receipt of request through CONREP ➤ Analyze staff requisition and write a synopsis of the requisition ➤ Submit position description and client requirements in JobDiva tool 	Account Manager	0.30
Identify Consultant		
<ul style="list-style-type: none"> ➤ Assign to TSCTI team lead through JobDiva tool ➤ Check if there is a matching skilled consultant available "on the bench" ➤ Identify existing skill sets and candidates within the TSCTI JobDiva database ➤ Share job profile with all consultants by posting it on our website and sending a mailer to approved consultants for referrals ➤ Post job to external job sites (TSCTI website, Dice, Monster, CareerBuilder, etc.) 	Recruitment Manager	2 – 3
Pre-Screening & Security Prescreening		
Prescreening <ul style="list-style-type: none"> ➤ Execute a comprehensive prescreening that confirms previous experience, motivation, salary, skill level, and potential team fit. Pre-Screening includes online test and internal tools ➤ Discuss salary requirements and relocation needs with candidates and update in JobDiva ➤ Evaluate attitude and aptitude by discussing team scenarios ➤ Provide TSCTI overview and explain benefits Security Prescreening <ul style="list-style-type: none"> ➤ Review existing clearances; Check references and conduct basic background checks 	Recruitment Team and Qualified Screening Team	0.30
Interview with Technical Experts		
Skill Evaluation <ul style="list-style-type: none"> ➤ Conduct an initial assessment of the candidate's qualifications ➤ Conduct detailed interviews based on the job requirement Soft Skills Evaluation <ul style="list-style-type: none"> ➤ Evaluate candidate's communication, creativity, analytical thinking, diplomacy, flexibility, change-readiness, problem-solving, leadership, team building, and listening skills 	Recruitment team and Qualified team of technical experts	1 – 2
Evaluation		
<ul style="list-style-type: none"> ➤ Prepare the feedback form to summarize the results of the interview and update JobDiva with qualified consultants ➤ Relay interview results to the Candidate ➤ Check consultant's references 	Account Manager/ Recruitment Team	0.30
Consultant presentation and Setting Up Interview with UCF		
<ul style="list-style-type: none"> ➤ Create skill matrix matching required skills with experience of candidates to present consistent skill summary ➤ Submit resumes with a Skill summary of the selected candidates and references ➤ Discuss interview schedule with the hiring manager for pre-qualified consultants ➤ Set face to face or telephone interview depending upon the UCF's requirements 	Recruitment team Account Manager	0.30
Final Security Screening		
<ul style="list-style-type: none"> ➤ Conduct criminal, credit and background check including driving record and sexual offender database search ➤ Conduct drug test for selected consultants; verify employment, education, certifications & licenses 	Employee care	As per UCF
Offer		
<ul style="list-style-type: none"> ➤ Complete all due diligence before extending an offer to successful consultants ➤ Extend the offer ➤ Share the candidate's decision or initial response with hiring managers 	Employee care	As per UCF



➤ Submit Security Forms to the UCF		
Joining		
➤ Inform the joining date of the candidate to UCF	Employee care Account Manager	As per UCF
➤ Conduct e-Verification		
➤ Candidate joins the project on a specified date		
Ongoing Support and Training		
➤ Conduct training on need/ project basis	Employee care	As per UCF
➤ Update PDP (Personal Development Plan) of each candidate		

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

TSCTI has 97% of fill rate in 2021. We take 5 days of time to get an employee ready to work.



Conformance to Tin's Preferred Conditions and Requirements

APPENDIX I SUPPLEMENTAL OFFER SHEET TERMS AND CONDITIONS

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

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




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



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

Company: 22nd Century Technologies, Inc. Authorized Representative's Name: Anne Eaton

Authorized Representative's Signature:  Date: _____



Copy of License to Conduct Business in The State of Florida

State of Florida

Department of State

I certify from the records of this office that 22ND CENTURY TECHNOLOGIES, INC. is a New Jersey corporation authorized to transact business in the State of Florida, qualified on June 8, 1999.

The document number of this corporation is F99000002920.

I further certify that said corporation has paid all fees due this office through December 31, 2020, that its most recent annual report/uniform business report was filed on April 29, 2020, and that its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Thirteenth day of May, 2020*



Randy Be
Secretary of State

Tracking Number: 2694012253CU

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

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



Appendix II – Certificate of Non-Segregated Facilities

APPENDIX II

CERTIFICATE OF NON-SEGREGATED FACILITIES

We, 22nd Century Technologies, 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: 22nd Century Technologies, Inc.

Authorized Representative's Name: Anne Eaton

Authorized Representative's Signature: 

Date: 1/24/2022



Appendix III – Compliance and Certification of Good Standing

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: 22nd Century Technologies, Inc.

Authorized Representative's Name: Anne Eaton

Authorized Representative's Signature: 

Date: 1/24/2022



Addendum#1

2021-03TCSA
Temporary Labor Services



UNIVERSITY OF CENTRAL FLORIDA

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

ADDENDUM

IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE

ITN NUMBER: 2021-03TCSA

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

ITN TITLE: STAFF TEMPORARY SERVICES

ADDENDUM NUMBER: I ADDENDUM DATE: December 15, 2021

Purpose of this addendum is to:

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

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

PROPOSERS SIGNATURE

Anne Eaton

PRINT OR TYPE PROPOSER'S NAME

22nd Century Technologies, Inc.
COMPANY NAME

sledproposals@tscti.com
EMAIL ADDRESS



Addendum#2



UNIVERSITY OF CENTRAL FLORIDA

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

ADDENDUM

IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE

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

ITN TITLE: TEMPORARY LABOR SERVICES

ADDENDUM NUMBER: II ADDENDUM DATE: January 13, 2022

Purpose of this addendum is to:

- Answer questions submitted during the Q/A period

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

PROPOSERS SIGNATURE

Anne Eaton

PRINT OR TYPE PROPOSER'S NAME

22nd Century Technologies, Inc.

COMPANY NAME

sledproposals@tscti.com

EMAIL ADDRESS