# RESPONSE
# TO
## Invitation to Negotiate # TN2021-03

## Temporary Labor Services

# US TECH SOLUTIONS INC.

**CMMI Level 3 Certified | ISO 9000:2004 Certified | ISO 14001**

### Submitted To

# UNIVERSITY OF CENTRAL FLORIDA

### Submitted By

**10 Exchange Place, Suite 1710,**
**Jersey City NJ 07302**

www.ustechsolutions.com

**DUNS – 006631720**

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# ACKNOWLEDGEMENT 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

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

## University of Central Florida

## INVITATION TO NEGOTIATE

**Contractual Services**

**Acknowledgement Form**

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| | and may not be withdrawn within  120  days after such date and time.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

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

FEDERAL EMPLOYER IDENTIFICATION NUMBER
22-3723532

| SUPPLIER NAME  US Tech Solutions, Inc. | REASON FOR NO OFFER: N/A |
|---|---|

SUPPLIER MAILING ADDRESS
10 Exchange Place Ste 1710

| CITY - STATE - ZIP CODE   Jersey City, NJ, 07302 | **P O S T I N G   O F   P R O P O S A L   T A B U L A T I O N S** |
|---|---|

| AREA CODE  551 | TELEPHONE NUMBER  722-4003 |
|---|---|
| | FAX: (551) 212-3518 |
| | EMAIL:  govt@ustechsolutionsinc.com |

Proposal tabulations with intended award(s) will be posted for review by interested parties on the Procurement Services solicitation webpage and will remain posted for a period of 72 hours. Failure to file a protest in accordance with BOG regulation 18.002 or failure to post the bond or other security in accordance with BOG regulation 18.003 shall constitute a waiver of protest proceedings.

## Government Classifications
### Check all that apply

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

*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)**

Sudhakar B, Vice President
_____
**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.

# Table of Contents

**Attn: Trinh Nguyen,**                                   **Date:  January 27, 2021**

US Tech Solutions, Inc. (US Tech) is pleased to submit its response through this cover letter for the (ITN) # TN2021-03 Temporary Labor Services for the University of Central Florida (refer as "UCF").

US Tech has been providing Temporary Labor Services to the public and private sector, Fortune 500 companies, and global 2000 companies for more than 21 years (Since 2000). This includes 15 years of experience providing Temporary Labor Services in multiple staffing industry projects for clients such as *State of California, State of New Jersey, State of Maine, State of Georgia, State of California, Metropolitan Transportation Authority (MTA), Southern California Rail Authority*, *University of Oklahoma, University of Notre Dame, University of Colorado, California State University, University of Massachusetts, Stanford University, State of New York, State of Utah, City of Henderson, City of Tacoma, Kansas City, City of Phoenix, , Metropolitan Transportation Authority NY, United Continental Airlines, Delta, Airbnb, Google, Facebook, Microsoft, Intel, Dell, Oracle, SAP, DXC, Deloitte, Accenture, Capgemini and more*. As an experienced and Top 1% staffing suppliers in the USA, we are uniquely qualified to support your employment agency staff needs. We are successfully working with over 250+ clients across US and filled over 10,000+ in Management and Non-Management position categories

We are committed to provide best recruitment practices, approaches and industry-standard methodologies. As a full-service staffing solutions provider, we also possess competencies to support additional and related talent management requirements.

Below mentioned designated POC will serve as the primary contact for all ITN response related communications, including any requests for clarification or other communication needed between the UCF and US Tech. Our point of contact Information is as follows:

| | |
|---|---|
| Srini Palnaty (Vice President-Sales)<br>US Tech Solutions, Inc.<br>10 Exchange Place, Suite 1710<br>Jersey City, New Jersey 07302 | Email: govt@ustechsolutions.com<br>Phone: (551) 295-1442<br>Web: www.ustechsolutions.com |

We request the UCF that, if after submitting our response, the UCF release any amendment, we will prefer opportunities to make the modifications in response according to the amendment. US Tech makes the following certifications and guarantees regarding this proposal:

- All the information provided in this response is correct.
- All material submitted in this response will become the property of the UCF for evaluation purpose.
- Our response will be firm for 120 days after the submission of due date.

- US Tech is also acknowledging both (Addendum 1- Posted on December 15, 2021, and Addendum 02- Posted on January 13, 2022) posted till date.

I believe that our response meets the requirements as called out in this ITN. If the UCF determines that US Tech response is deficient in any way, US Tech respectfully requests to be promptly notified and be given the opportunity to correct any such deficiency. Below official is authorized to bind the commitment with the UCF on behalf of the firm.

**Sincerely,**

**Srini Palnaty**
**US Tech Solutions, Inc.**

## A. EXPERIENCE AND QUALIFICATION 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.*

**US Tech has 21+ years of experience providing similar temporary labor Services** to public and private sector clients. US Tech has outlined a brief description of our operational and organizational capacity to demonstrate its qualifications to the UCF. This will enable us to serve the UCF temporary employment services at highest success rate. US Tech is a certified MBE firm with more than 21 years of experience providing temporary staff to public and private sector clients. US Tech has secured 250+ contracts for providing temporary employment services to public and private sector agencies. We have successfully delivered professionals staff with more than 15 million billed hours of contractual temporary labor to UCF, County and local agencies with more than 10000+ highly skilled professionals (IT, Clerical, HR, Administrative, Account/Finance, and Legal) . We carefully handpick the staff for each assignment, maintain the highest standards of grooming and presentation and act upon feedback rapidly. This approach, combined with over 21 years of specialization and extensive experience, allows us to partner with and support UCF. As a niche staffing supplier servicing the public and private agencies exclusively, we have developed sophisticated and dynamic processes in attracting, selecting and maintaining a core pool of on-hired employees tailored to the exact requirements of UCF. Our

### BRIEF EXPERTISE OF US TECH

➤ Team of over 750 technical recruiters
➤ Over 10000+ active contract employees located in US.
➤ Over 250 active clients from US
➤ Experienced recruiters with average experience of 6 years
➤ Experienced key staff with average industry experience of 15 years.
➤ Streamline process & tools to track usage, identify resources, performance metrics, quality assurance, client management, timekeeping, and billing.
➤ Financial stable firm with yearly revenue of over $500M
➤ Over 50 recognitions and awards from client
➤ Highly experienced in public sector functioning with over 50 state and local agencies contracts
➤ CMMI Level 3 firm
➤ ISO 9001 and ISO 14001 Certified
➤ Proprietary Database of staff 21+ M candidates nationwide.
➤ 24/7 service availability through 26 US offices

recruiting process utilizes extensive screening procedures, personal interviews, and background checks. We have capabilities to fill from one to hundreds of skilled temp staff employees to full fill the UCF workforce needs as well as corporate diversity demands. To ensure that we consistently achieve our high standards and goals, US Tech utilizes best practices and well-defined procedures and policies throughout the recruiting, hiring, placement and skill matching process:

- Thorough key personnel interview process
- Comprehensive background screening (including E-Verify)
- Utilization of Skill Assessments (ProveIt) to verify skills

- Use of our ATS tool **"CONREP"** database search to identify right fit key personnel
- Selection and orientation of key personnel
- Arrival checks with government agency representative
- Assignment of a team leader or project manager to guarantee quality assurance
- Completion of Work Performance Status Reports (as requested)
- Ongoing communication with government agency representative
- Prompt attention to disciplinary, termination/replacement actions (if needed)

We have a rock-solid **Source-Screen-Select-Acquire-Manage** talent acquisition model which more than being "different" is well executed and without loopholes. We hire capable recruiters and train them rigorously. Moreover, our senior executives supervise all important processes to ensure that our clients truly have a rewarding communication and eventual relationship with our team.

**<u>Our value proposition:</u>** US Tech believes in a very methodical, client centric and efficient approach to the task of matching the right talent with the right project so that both parties benefit. We focus on the quality of the resource supplied, the exact credentials match of the resource with the requirements of the job at hand, quick response time in locating and qualifying the right resource and lastly the client feedback to tweak performance and provide better service in future. Currently we have over 10,000+ talented and experienced temporary resources deployed throughout the US with various public and private sector clients, leveraging their technical, functional, hands on and highly specialized skills in multiple projects across different verticals.
In short, our value proposition can be summed up in these six succinct points:

- Fulfilment of candidate requests through Centers of Excellence
- Complete commitment to each client in the form of dedicated account managers and experienced teams
- Strict compliance to industry as well as personal best practices and obviously focus on quality
- Vast database of qualified resumes and close ties with vendor networks for first dibs on the best resources
- Proven track record of successes
- Client centric processes and outlook because their success is our progress

As a rapidly growing, Minority owned staffing services provider, US Tech is the right company to meet the State's needs. We maintain small business intimacy through our agility, flexibility, and personal contact with our customers while bringing depth, industry expertise, and reach back. US Tech main focus is on customer service and satisfaction above all else. We have been recognized for pervasive excellence in service to State and Commercial customers with numerous awards and countless customer accolades. Our ability to excel is due to our most valuable asset, our employees. As an experienced staffing employment agency, proven successful for many customers, of which a small sample is shown in figure below:

**US TECH SOLUTIONS**

❖ Certified MBE
❖ CMMI Level 3
❖ ISO 9000:2015; ISO 20000; ISO 27001

**STATE & EDUCATION**

- State of New Jersey
- State of California
- State of Georgia
- State of Florida
- State of IOWA
- State of Maine
- State of Delaware
- State of New York
- Metropolitan Transportation Authority
- Commonwealth Virginia
- School University of Oklahoma
- Douglas County School District
- California State University

**CITIES AND COUNTIES**

❖ City of Raleigh
❖ City of Henderson
❖ City of Tacoma
❖ City of Kansas
❖ City of Phoenix
❖ City of jersey
❖ Orange County
❖ Nassau County
❖ Broward County
❖ Nashville County
❖ Miami-Dade County
❖ City of Baltimore

**COMMERCIAL**

- Facebook
- Google
- BNP Paribas
- Delta Airlines
- Boston Scientific
- Johnson & Johnson
- Teva Pharma
- US Cellular
- BJC Healthcare
- HSBC Bank
- Berkshire Hathaway
- Lockheed Martin
- SimplifyVMS

**TEMPORARY STAFFING SERVICE SUPPORT AND SOLUTIONS**

- Administrative/Clerical Staffing
- Information Technology Staffing
- HR Staffing
- Account/Finance Staffing
- Professional Staffing

**Key Strength**:

US Tech has the qualification built in over the years, size, scale, and recruiting & sourcing strength to continue service as experienced firm. US Tech utilizes best practices and well-defined procedures and policies throughout the recruiting, hiring, placement and skill matching process:

✓ Thorough key personnel interview process

- ✓ Comprehensive background screening (including E-Verify)
- ✓ Utilization of Skill Assessments (ProveIt) to verify skills
- ✓ Use of our ATS tool **"CONREP"** database search to identify right fit key personnel
- ✓ Selection and orientation of key personnel
- ✓ Arrival checks with government agency representative
- ✓ Assignment of a team leader or account manager to guarantee quality assurance
- ✓ Completion of Work Performance Status Reports (as requested)
- ✓ Ongoing communication with government agency representative
- ✓ Prompt attention to disciplinary, termination/replacement actions (if needed)

One of North America's **largest** technology talent and solution providers

Providing Contingent Services for **21+ years**

**32+ locations** 6 Delivery Centers

Proprietary candidate database **23 million** Professionals

Nearly **10,000** associates and talent
- 9,000 plus people on assignment
- 750 Recruiters
- 150+ Account Executives
- 250+ Operations, delivery management & support

- Temp Staffing
- Temp-to-hire
- Employer of Record (EoR)
- Direct Hire
- Executive Placements
- Statement of Work
- Hire to Train
- Consulting Projects

CAMSC | ISO | ISO 9001 2015 CERTIFIED | Inc. 500 | NMSDC | SIG | Deloitte Technology Fast 500

**AWARDS AND AFFILIATIONS:**

US Tech has won multiple recognitions and supplier excellence awards each year from various clients during our history

Staffing Industry Analysts - One of the Largest & Fastest Growing staffing firm – Last 5 consecutive years.

Johnson & Johnson Supplier Excellence Award – Last 5 years consecutively

Deloitte Fast 500 – 7 years

VMWare Supplier Excellence Award – 2018 & 2019

INC 500 - 4 years

Teva Pharma Supplier Excellence Award – 2018

Proven Supplier with Pontoon

Astra Zeneca Supplier Excellence Award – 2018

Western Union Supplier of the year Award - 2018

Kelly OCG Supplier Excellence Award – Last 7 consecutive years

Bayer Supplier Excellence Award – 2017, 2018 & 2019

Tapfin Elite Supplier – Last 4 years

Zero Chaos Proven Supplier – 2018 & 2019

AGS Strategic Partner – 2018, 2019 & 2020

## BELOW PROVIDED HIGHLIGHTED POINTERS SHOWS WHY WE SETS APART FROM OTHER AGENCIES.

➢ **STAFFING DIVISION**

US Tech established a dedicated staffing division: This division will be focused on meeting temporary and recruiting staffing services requirements for the UCF, which includes providing task requirements for onsite locations. US Tech has provided many temporary and recruiting staffing services solutions to many public sector entities on the Local, State, and Federal levels. US Tech will provide corporate high-tech businesses, cost-effective solutions, and places high-end technical and Administration, Finance & Account Information Technology and Legal candidates in locations as required by the UCF.

➢ **ABILITY TO CONTINGENT STAFF WORK REQUEST/ TASK ORDERS IMMEDIATELY/ GIGANTIC RESUME DATABASE:**

We understand the importance of the initiatives taken by the UCF and we are committed to provide our best resources. US Tech has excellent resources in its resume database pool for various staffing categories required by the Authority. US Tech has more than 900K highly proficient and experienced local candidates in our resumes database for required staffing services, local to the Florida. We keep on updating this database enabling us to meet requirements of client with short-term notice.

➢ **MANAGEMENT STRUCTURE:**
Our management structure divides into area of support for UCF RFP, we are implementing our teams of management which will help support UCF and provide the incessant support to success for this contract. Our management structure comprised for different area of services: Client Leadership and Management Team; Case Management Team; Participant Management Training Team; Business Services Management Team; Quality Assurance Management Team and Risk Management Team

➢ **DIVERSITY**:
US Tech is a minority-owned organization that meets the qualifying criteria of providing diversity spend. 100% of the spend through us is categorized as Diversity spend.

➢ **A PARTNER FOR MISSION-DRIVEN INNOVATION AND VALUE:**
US Tech will introduce innovative concepts and fully leverage CMMI to lower operating costs while improving software quality and customer satisfaction. We will work with the UCF to identify, define, and implement strategies that consist of proven technology innovations, clearly defined enterprise architecture, and streamlined industry best practices in supporting their project services to enable the organization and UCF to accomplish their missions as efficiently as possible.

➢ **US TECH BENCH STRENGTH SIZE:**
We have more than 10,000 active professionals with desired skill set who currently working nationwide. US Tech has 2,200 employees with consist of account managers, project managers who have knowledge and experience working with the national program contracts. Also, our database consists of 23+ M candidate resumes with appropriate skill set and these resumes are available to UCF upon request.

**DIFFERENTIATORS:**

**Reporting, benchmarking, analytics and predictive capabilities:** US Tech has built its in-house proprietary reporting and analytics platform. Use AI to analyse the supply and demand trend change and predict future rates based on some integrations and workflow configurations within the tool.

**Direct Sourcing / Talent Pool:** Us Tech has an enhanced direct sourcing and talent pooling module. More automation, in the form of down selecting candidates, sifting through data points, and automatically stacking, ranking, and matching candidates into different talent pools has become a necessity.

**Integrations, middleware, and APIs:** US Tech continues to enhance its API capabilities and broaden our integration universe as well. We've integrated an entire ecosystem for direct sourcing needs, assessment tools to support clients in the time of COVID, and additional ERP/ATS, market data, and SSO/Back-office functionality.

## ARTIFICIAL INTELLIGENCE-BASED SOURCING:



AI / Machine Learning Applications for Sourcing
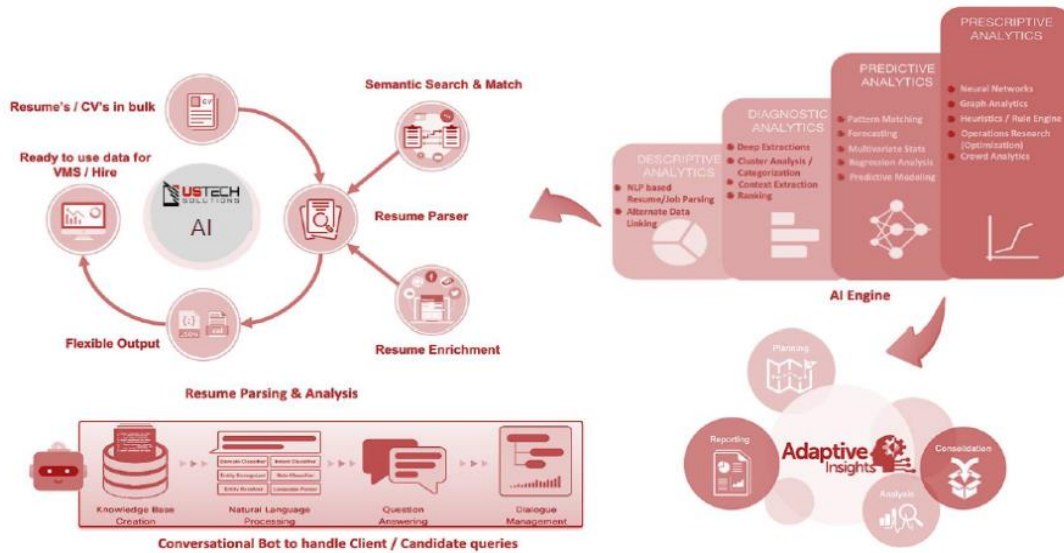
We also find and engage a comprehensive pool of high-value candidates quickly and efficiently by applying AI techniques to a traditionally manual process. We have built a technology that uses AI/Machine Learning driven matching algorithm that pro-actively matches the best candidates to the open roles from our proprietary database of over 23 million candidates and open job portals. This helps in finding candidates faster, shorten sourcing from weeks to minutes by utilizing machine learning. We utilize latest tools like Chatbots, Text messaging and Mobile apps to engage with the candidates to drive higher rate of response and better candidate experience.

## CONREP SOFTWARE TOOL

## 1) Requisition to placement

Tracks and matches candidates, which allows US Tech branch offices to select a pool of information technology staff associates instantly from an entire network. CONREP contains detailed personal profiles gathered from each structured interview, which includes personalities, temperaments, and strengths. US Tech can fully service UCF who require support at onsite locations. Office Automation (CONREP) also has the ability to download resumes from the Internet or via e-mail and generate client reports.

## 2) Search and Order History:

- Search the applicable submitted orders and track the orders
- History of Submitted Orders
- Supports Boolean search keyword search on Job Title, Skills, Work history or entire resume
- Search on Job Title, Skills, Work history, or entire resume
- Search parameters include Zip Code/City Radius, Rate, years of Exp, custom fields etc
- Search based on past submissions activity
- Highlights all the keywords (from search input & job description) while viewing the candidate resume
- Send Mass Emails to search results using pre-defined templates

## 3) Data transparency process

This CONREP tool will provide candidates reports to the UCF, authorized company representatives may run reports directly using our CONREP web-based system, which is designed to provide order history, invoicing and management report functionality directly to our clients. Based upon US Tech internal Office Automation system, CONREPL key features include:

- Access to weekly billing files and historic invoices for reference
- Availability of outstanding aging and statement
- New invoice notification – the UCF provided billing point of contact will receive email that new invoices are available via provided URL
- Client-centric database for tracking and reporting
- Accessibility via Web-based portal – the authorized UC personnel can log in and run reports directly
- Ability to run several report types available, including, but not limited to: Client Hours Report, Management Report, Order Activity Report, Placement Activity Log, Placement Turnover Report, Interview Report, Job Submission Report, ad hoc reports, etc. Support for several standard electronic formats, including PDF and Excel
- Customizable to meet UCF specific requirements
- Relatively straightforward implementation
- The core **CONREP** system, which includes ad hoc reporting capabilities, is available at no additional cost to our clients.

Unlike off-the-shelf "canned" software, the **CONREP** system is custom-built for each client's specific requirements. We look forward to discussing this option with the UCF.

## 🔸 VALUE ADDED SERVICES

US Tech is a leading organization specializing in providing total workforce solutions, world-class talent, and cutting-edge staffing solutions. We are one of the fastest growing contingent labor solutions companies, leveraging experience, innovation and an intense focus on customer service and client satisfaction to provide an unparalleled experience in program implementation and ongoing management.  Incorporated in 2000, we have been delivering total talent solutions for over 21 years. Our talent solutions are all available as stand-alone services or products but can easily be combine with other products and services to create a comprehensive solution.

### Your Program Office Team

We recognize that clients have different staffing needs based on their overall use and strategy related to talent. We differentiate our client base as local accounts, national accounts, and our most strategic clients, like US Tech, who are managed through and with our accounts team to insure consistency, communication between our two teams. A Client Lead within our vertical organization will be assigned to US Tech to execute on an account strategy specific to your requirements and ensure the ongoing evolution of your program. Our staffing vertical team focuses on the unique talent challenges of this industry and provides our clients insight into specific talent strategies to help you meet your business goals.

### Sourcing Expertise

Our Holistic Sourcing Approach starts with analyzing market and labor model intelligence and using its predictive powers to create a recruitment strategy based on your needs — dynamically updating and revising our approach as we gather feedback from the team. Our team of experienced agency-minded recruiters builds talent pipelines with applicants who are excited about the possibility of working for our clients — very different than "req by req" searches done through our competitors. Our highly interactive strategy allows us to provide US Tech with market intelligence gleaned from a comprehensive sampling of the talent market so you know where the talent is and what they look for in an employer. **Benefits *to UCF include improved access to quality talent, reduced time to fill, enhanced brand strength, increased marketplace competition and a high-touch engagement model.***

### Lean Focus

Lean is the most powerful and effective way to build and sustain continuously improving business and institutions. We integrate Lean into our overall plan to develop and maintain an environment of client focus, quality excellence and continuous improvement. US Tech utilizes the Six Sigma methodology, and all members of the US Tech management and leadership teams are Six Sigma certified, demonstrating our commitment to quality management throughout our organization in the processes in which we manage our business and deliver services to our clients. Continuous process improvement is foundational to elevate our performance and our client's level of satisfaction. US Tech is committed to driving continuous process improvement throughout the entire life of the program. We measure and report on every component of our solution starting at program launch. This visibility assists in identifying areas of opportunity and creates a

reportable path of improvement. Additionally, being an ISO 27001 certified company, we focus extensively on quality for each process. **Benefits to UCF include improved service excellence, cost savings, improved efficiency, process excellence, empowered data-driven decision making and continuous improvement focus.**

### Implementation

Our dedicated Implementation Services team is the largest and most established team in the industry. We focus on regional and cultural distinctions to implement a cohesive program. **Benefits to UCF include proven change management expertise, exceptional customer care, alignment with US Tech goals, increased adoption, minimized service disruption and speed to implement.** With our dedicated implementation and established tools and processes.

### High-touch User Experience

US Tech resources partner with your managers to understand your short- and long-term temporary and direct hiring needs, build talent pools based on that need, share the market intelligence to ensure we are engaging high quality talent, and consult on the optimal recruitment and hiring process — along with providing world-class service to impress your users when they work with our program staff. **US Tech is proud to say that we have recently been recognized in the industry for the Best Customer Relationship of the Year and for having the highest score in quality of service by a Human Resources Outsourcing Organization.**

### Enhanced Brand Reputation

Enhancing the employment brand ranks among top trends in corporate recruiting. Employment branding is a perception management program that is intended to raise a company's awareness and image in the marketplace. An employer brand must be believable and interactive while telling a compelling story. US Tech's staffing solution will support and enhance UCF brand using recruiting and sourcing techniques to **enhance your talent pipeline, increase employee engagement levels and create a competitive advantage.**

### Accelerated time to fill

By creating talent pipelines based on the future skills you need, we provide clients with the talent they need — when they need it. **We have reduced the time to fill by as much as 40% for our clients.**

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

### US Tech Overview and History:

Founded in 2000, headquartered in New Jersey, US tech Solutions, Inc. is an S-corporation and certified minority-owned business (MBE) by the National Minority Supplier Development Council (NMSDC), certified ISO 9001, ISO 14001, and CMMI Level 3 Company. We have 21 years of experience providing similar temporary labor services to public and private sector clients. US Tech is registered as an S-Corp and currently services clients across all 50 states in USA.  We began as

a prime contractor in the commercial sector and has been carrying this expertise and success to the government sectors. US Tech is proud to be Contract holder (250+ contracts) to provide temporary labor services for various Commercial and Government sector clients. Our mission is to serve government clients and our prime contractors as a highly reliable and competent partner. As a Minority owned business, our strength for our partners and clients is our expertise in the government contract market. We offer small business resourcefulness with large business capabilities. Our core capabilities and competencies are centered on providing best-fit talent on-demand across a broad range of technologies to enterprise clients. We are a leading staffing firm that helps government and private sector clients plan, build, manage and justify their investments to optimize mission and business performance. We are a rapidly growing firm of professionals committed to delivering high standard services to our clients since the inception of the company. We have strong presence as a professional service provider across the nation & our resources are highly recommended for serving with high grade of customer satisfaction. US Tech has strict HR/IR guidelines that have governed the development of employment contracts for fulltime, casual and contracted personnel. We are also fully compliant with all state and federal statutory requirements for taxes and insurances.

US Tech has grown over 300% in the last 7 years. In 2013, US Tech revenues were a little over $51 Million and current for year ended 2020 US Tech recorded revenue of $510 Million which puts us over 300% in overall growth in the last 7 years. US Tech has been awarded by Deloitte as one of the fastest growing technology firm in North America for consecutive 5 years. US Tech is also recognized by Staffing Industry Analysts (SIA) as one of the largest, diversity and fastest growing staffing firms for consecutive 5 years. Additionally, our CEO Manoj Agarwal is recognized by the SIA as a part of the Staffing 100 list for 2019 & 2020 representing the 100 most influential people in the staffing industry.

We have strong presence as a professional service provider across the nation & our resources are highly recommended for serving with high grade of customer satisfaction. US Tech has strict HR/IR guidelines that have governed the development of employment contracts for fulltime, casual and contracted personnel. We are also fully compliant with all state and federal statutory requirements for taxes and insurances. US Tech is an MBE, qualified and delivering the services under the following NAICS:

| NAICS | Description |
|---|---|
| 518210 | Data Processing, Hosting, and Related Services |
| 541214 | Payroll Services |
| 541219 | Other Accounting Services |
| 541330 | Engineering Services |
| 541420 | Industrial Design Services |
| 541490 | Other Specialized Design Services |
| 541511 | Custom Computer Programming Services |
| 541512 | Computer System Design Services |
| 541513 | Computer Facilities Management Services |

| | |
|---|---|
| **541519** | Other Computer Related Services |
| **541611** | Administrative Management and General Management Consulting Services |
| **541612** | Human Resource Consulting Services |
| **541613** | Marketing Consulting Services |
| **541614** | Process, Physical Distribution, and Logistics Consulting Services |
| **541618** | Other Management Consulting Services |
| **541620** | Environmental Consulting Services |
| **541690** | Other Scientific and Technical Consulting Services |
| **541990** | All Other Professional, Scientific, and Technical Services |
| **561110** | Office Administrative Services |
| **561210** | Facilities Support Services |
| **561311** | Employment Placement Agencies |
| **561311** | Temporary Staffing Agency |
| **561312** | Executive Search Service |
| **561320** | Temporary Help Service |
| **561330** | Professional Employer Organizations |
| **56199** | All Other Support Services |
| **61143** | Professional and Management Development Training |
| **611430** | Professional and Management Development Training |

| **Other Corporate Information**: | |
|---|---|
| Type of Organization | S- Corporation |
| Size of firm in Revenue (2020) | $510 M |
| Total No. of Employees | 1100 |
| Total Temporary Placements | 10000+ |
| No. of Offices | 26 |
| **Head Office:** <br> 10 Exchange Place, Suite 1710 <br> Jersey City, New Jersey 07302 <br><br> **Florida Office:** <br> 7230 E Fletcher Avenue Suite 166 <br> Tampa, FL 33637 | |

## ORGANIZATION OF US TECH THAT INCLUDES THE ORGANIZATIONAL STRUCTURE:

US Tech has an exceptional staff capable of providing highly motivated and dedicated key personnel that will offer Best Value in the delivery of full spectrum of services, tasks, functions and other essential activities to the **UCF** under this requirement. Through continued application of our superlative talent, resources and leadership we guarantee successful project execution throughout the life cycle of this project. US Tech provides a worldwide outreach and support to our combined customers and we currently have the capacity, management capabilities, human resources, technical systems, home office support and in-depth ability of bench strength to provide the level

of Ramp-up and Ramp-down fitness that is necessary to meet every project requirement at the best value to the **UCF**.

Selecting US Tech to execute UCF **Temporary Labor Services** will enable the UCF activities to carry-on their critical missions under this master service agreement and also allow its point of contact including office leaders unparalleled quality services and material with well-established professionals who are pre-vetted, highly qualified and are ready now.

## Sales contact process Team:

Leveraging our dedicated sales team to outreach to both business and the community, US Tech has successfully developed partnerships and training and employment opportunities for our clients. The Business Services Team works to understand the employer's industry, labor market, business, and available job openings, to better understand what a successful candidate should look like, and they are proactive in working with Case Managers to help ensure that Participants are qualified for the jobs they post. We focus on developing relationships with quality, hands-on employers, who provide on-site networking opportunities, including career fairs, interviewing events, and job club workshops. We bring this experience to the state-wide opportunities.

## Account team support:

Our account management teams of consultants, and analysts—including people from cutting-edge analytics possess deep industry and technical expertise and understand underlying industry economics, customer needs, and competitive dynamics. We deliver insight and impact for clients through a wide range of flexible support models, providing ad hoc, deeply transformational, and ongoing analytics architecture and solutions. Our account team support includes:

***Employability Empowerment Job Readiness Curriculum Support***: Based on stages of change theory, this proprietary curriculum engages adult learners in discussions to prepare them for the workplace. They explore potential roadblocks to success, including issues related to client's employment and recruiting job requirements. The workshops teach strategies to help resolve or mitigate issues before they impact ongoing employment.

***Road Map Success Support:*** This program is for Participants nearing the end of the Job Readiness component of their Service Plan. It continues the process of helping Participants identify their career preferences while working within individual personal circumstances to promote enhanced buy-in by Participants and the choice of career paths that arc realistic and achievable; the program also takes into account timelines, needed support, and local job market.

***Sector-based Case Management and Career Pathways Support***: With our Career Pathways model, we employ a comprehensive approach that relies on a career sector assessment with validated career exploration tools; skills development, including vocational/bridge training; sector-specific work experience sites developed with the chosen career path in mind; and employer relationships established to support client career pathways. The services are delivered in a progression always with a focus on the pathway, and case management planning is focused on that career choice and the steps necessary to reach it. Our business services team also develops work experience sites in a sector model, so that Participants can gain work experience in desired
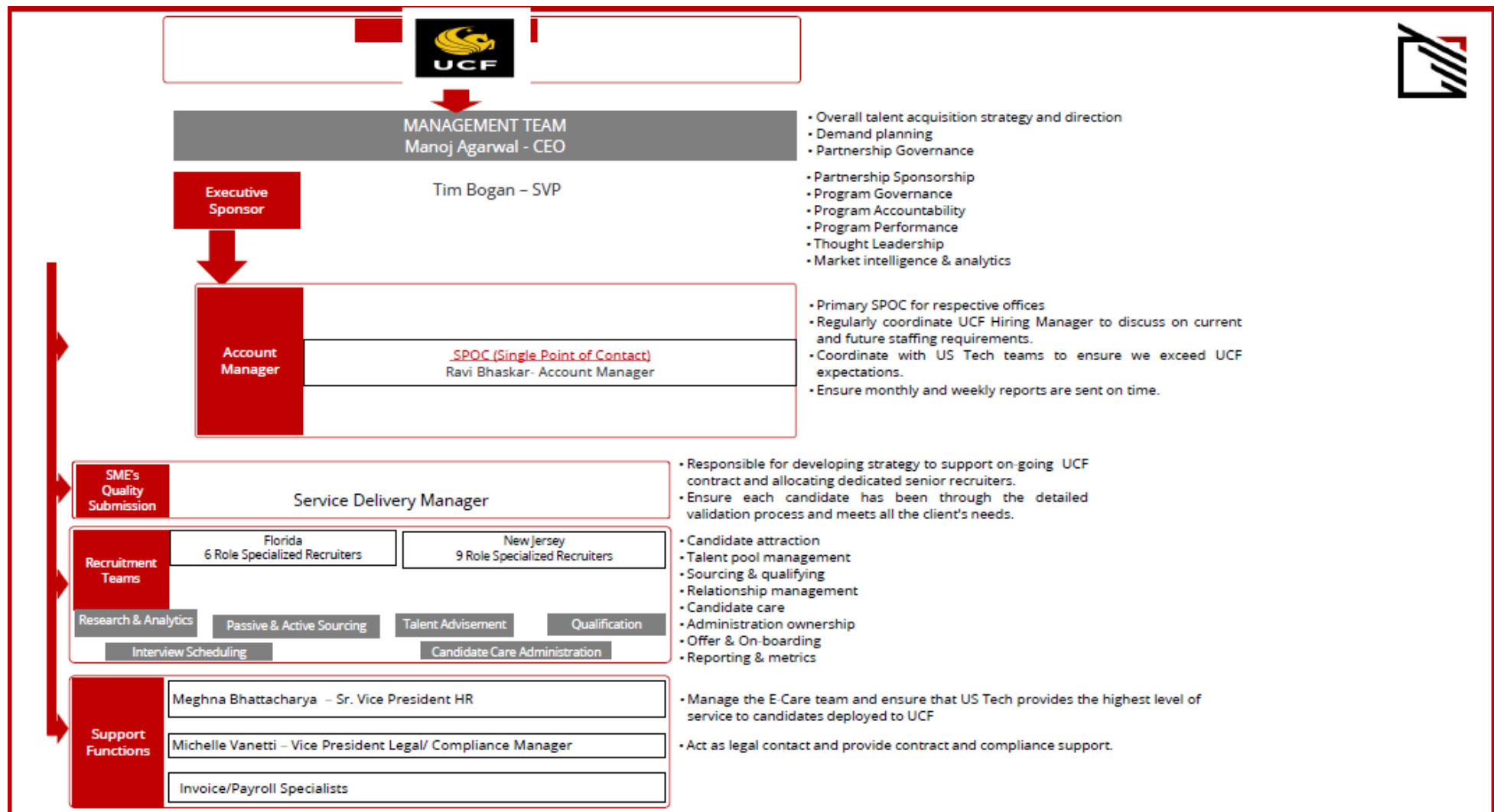
career fields. Once they finish their work experience placement, we assist with employment placement in their desired sector and offer continued retention and career advancement services. This model has led to a striking improvement in our long-term retention rates, moving from 55 percent to more than 74 percent, while also increasing our work participation rate by nearly 15 percent.

| Roles of Account Team |
|---|
| Our team typically consists of a Program Executive, and an overall Account/Project Manager who is supported by account team. US Tech is prepared to offer each member its most experienced team members. The team will cross-train and onboard additional members to achieve high levels of quality and service for the UCF. It is US Tech experience from implementations with the States of Arizona that by cross-training and implementing a back-up team structure helps to mitigate risk in the rare instance of team member turnover and to accommodate additional work during periods of high demand. |

| | |
|---|---|
| **Program Executives** | US Tech is proposed as the Project Executive for the UCF program. Our program executives are senior operations officers of US Tech and have extensive experience in working with clients on Strategy, Business Process Redesign, Business Intelligence, and Managed Services. Their role will be to participate in the steering committee for the program, and to ensure executive sponsorship within the program and the supplier network. As they do for other State programs, they will attend periodic meetings with UCF executive teams along with members office staff if necessary. |
| **Account Manager** | One of the primary objectives of the US Tech program is to ensure a clear line-of-sight for communications and accountability. This starts with a single Account Manager dedicated to the account. The Account Manager is the client's advocate and reports directly to the US Tech CEO to ensure that client business requirements receive maximum visibility and are addressed, whether required in the contract or not. The US Tech Account Manager manages a cross-functional team including the Quality Manager, Technical and Specifications Review Manager, Implementation Manager, dedicated client-care members, and technical/development liaisons to ensure a seamless, personalized experience and high service levels. Please note that depending upon the skills and experience of the individual, the Account Manager and Technical and Specification Review Manager may be combined in a single position. |
| **Quality Manager** | supports the project lead in the documenting and analyzing existing processes and blueprinting new processes. Facilitates |

| | meetings, conducts QA training and changes management activities |
|---|---|
| **Specifications Review Manager** | Supports the Account Manager in the development and review of requirements and SOW specifications and deliverables. As discussed above, the Specifications Review Manager and Account Manager may be combined into a single position on-site, depending upon the experience and qualifications of the individual assigned or recruited to the position of Account Manager. |

## Organizational Structure:

To ensure the success of the UCF contract, we will allocate a dedicated team to the UCF account, who has vast experience in handling similar master service agreement requirement in past and will be responsible for end-to-end process and other administrative activities including but not limited to handling the UCF requirements, responding to UCF inquiries regarding the contract activities, answering questions related to ordering and delivery and many more up to the contract execution term. This hands-on approach by our account team will ensure prompt resolution of all issues that might arise and demonstrates US Tech total commitment towards the success of the contract. During the contract term if US Tech ever remove or assign a new representative of its account team to the UCF accounts, it will notify the same to the Contract Administrator 30 calendar days before. We follow team account management approach for handling such contracts. We have proven organization structure of dedicated team having extensive experience & huge understanding of similar contracts. To manage this UCF cooperative contract, we are proposing following team structure who will be responsible for tracking the UCF requirements.

**MANAGEMENT TEAM**
Manoj Agarwal - CEO

- Overall talent acquisition strategy and direction
- Demand planning
- Partnership Governance

Tim Bogan – SVP

- Partnership Sponsorship
- Program Governance
- Program Accountability
- Program Performance
- Thought Leadership
- Market intelligence & analytics

**Executive Sponsor**

**Account Manager**

SPOC (Single Point of Contact)
Ravi Bhaskar- Account Manager

- Primary SPOC for respective offices
- Regularly coordinate UCF Hiring Manager to discuss on current and future staffing requirements.
- Coordinate with US Tech teams to ensure we exceed UCF expectations.
- Ensure monthly and weekly reports are sent on time.

**SME's Quality Submission**

Service Delivery Manager

- Responsible for developing strategy to support on-going UCF contract and allocating dedicated senior recruiters.
- Ensure each candidate has been through the detailed validation process and meets all the client's needs.

**Recruitment Teams**

| Florida 6 Role Specialized Recruiters | New Jersey 9 Role Specialized Recruiters |
|---|---|

- Candidate attraction
- Talent pool management
- Sourcing & qualifying
- Relationship management
- Candidate care
- Administration ownership
- Offer & On-boarding
- Reporting & metrics

Research & Analytics | Passive & Active Sourcing | Talent Advisement | Qualification

Interview Scheduling | Candidate Care Administration

**Support Functions**

Meghna Bhattacharya  – Sr. Vice President HR

Michelle Vanetti – Vice President Legal/ Compliance Manager

Invoice/Payroll Specialists

- Manage the E-Care team and ensure that US Tech provides the highest level of service to candidates deployed to UCF

- Act as legal contact and provide contract and compliance support.

***Organizational Chart***

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

## COMPANY SIZE:

US Tech has total staff of **over 10000 resources** working globally. In US, we have over **5000 resources** working at any given time for our clients. In our office location, we have a team of over **2200 full time resources**. In year 2020, our revenue evaluated at $529 M.

US Tech is organized functionally focusing on **people**, **process** and **technology,** and is **agile** and **flexible** in terms of ramp-up/ramp-down of resources. US Tech's people competencies with diverse technologies and industry segments allow it to meet the demand overload along with reducing time to market for staffing services requests.

## INDUSTRIAL TRACK RECORD:

US Tech has more than 21 years of experience providing temporary labor services to public and private sector clients. US Tech provides leading staffing and consulting solutions for State and Local agencies. With over 250 prime contracts, we serve State and Local agencies in IT, Administrative & Clerical Support, Accounting & Finance, and professional labor. We have placed numerous *Accounting Assistants, Administrative assistants, Accountants, Clerks, Accounting Assistant I, Accounting Assistant II, Administrative Assistant, Administrative Assistant Senior, Administrative Assistant – Fairfield, Administrative Secretary Sr., Business Clerk, Cashier, Cashier Lead, Customer Service Representative, Data Entry Operator, Data Technician I, Medical Records Assistant, Receptionist, Records Assistant I, Records Assistant II, Residence Hall Desk Coordinators, Secretary, Applications Systems Analyst Programmer, System Programmers, Programmers, Project Managers, Paralegals, Litigation paralegals, Litigators, Associate general counsels, Accountants, Director of accountings, Finance managers, Treasurers, Business controllers, Financial controllers, Administrative Assistant – Fairfield, Administrative Secretary Sr., Business Clerks, Cashiers, Cashier Leads, Customer Service Representatives, Data Entry Operators, Data Technicians I, Medical Records Assistants, Receptionists, Records Assistant I, Records Assistants II, Residence Hall Desk Coordinators, Secretaries, Applications Systems Analyst Programmers, System Programmers, Information Systems Project Managers, Geographical Information Systems Technicians, Information Technology Analyst I, II & III, Information Technology Analysts, Information Technology Analysts, Network Analysts, Senior Network Analysts, Programmer Analysts, Senior Programmer Analysts, Business Analysts, Senior Business Analysts, Systems Software Analyst, Computer and Information Research Scientists, Information Security Analysts, Database Administrators, Database Architects, Network and Computer Systems Administrators, Software Engineers, Application Developers, Application Support Analysts, Network engineering Administrators, Infrastructure Systems Administrators, Business Intelligence Developers, Computer Hardware Engineers, Hosting and Support, and Fare*

*Collection Analyst* positions to many higher education clients**.** We deliver solutions across public health, education, public safety, justice, law enforcement, human services, finance and transportation. Our certified processes such as ISO 9001:2008 and 27001:2005 ensure standardized and comprehensive services to strengthen and modernize local government to improve citizen's experience.

**Contracts:** US Tech hold over 70 prime contracts with State and Government in States.

| Contract | Agency | Contract Description |
|---|---|---|
| Master Contract | 50 States and Local Agencies | Temporary Employment Services |
| Master Contract | 13 Universities and Schools | Temporary Employment Services |

## US Tech Contracts Snapshot

**Industries we serve (State & Local):**

| K-12 and Higher Education |
|---|
| Provide temporary labor solutions to K-12, universities, schools and colleges. Working with educators to create staffing programs that maximize the significant investments made in computer hardware and software. Also provide workforce supply and management solutions in IT, Administrate, Clerical, Financial, Accounting, and Finance. |
| **Highlights:** |
| • Providing Temporary Labor Solutions to K-12 in 20+ different states<br>• Supporting State and Universities Recruitment Systems<br>• Providing temporary staffing solutions to Universities in 4 different states |

**Selective Clients:**

| Schools | County |
|---|---|
| Public School | Baltimore County |
| Public School | Miami Dade County |
| Public School | Orange County |
| **Universities** | **State** |
| California State University | State of CA |
| Stanford University | State of CA |
| University of Massachusetts | State of MA |
| Michigan State University | State of MI |

| Justice and Public Safety |
|---|
| Provide agencies with right personnel to do their jobs better, faster and smarter, making communities and individuals safer. |
| **Highlights:** |

- Providing Temporary Employment Solutions to Administrative Office of the Courts in 10+ different states
- Provided resources categories included IT, Administrative, Office/Clerical, Accounting, and Finance
- Supporting State and Universities Retirement Systems
- Providing program support to Universities and colleges in 7 different states

**Selective Clients:**

| Client | State |
|---|---|
| Department of General Services | State of CA |
| Administrative Office of the Courts | State of NJ |
| Department of Corrections and Rehabilitation | State of CA |
| Department of the Attorney General | State of TX |

## Finance and Administration

Work closely with the agencies to understand their business needs in order to identify and provide on-demand temporary staffing solution. We offer experienced in the areas of strategic, transactional, operational, and professional administration.

**Highlights:**

- Providing solutions to the Department of Financial Services in 3+ 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.

**Selective Clients:**

| Department | State |
|---|---|
| Finance Commission of Texas | State of TX |
| Department of Financial Services | State of FL |
| Department of Banking and Finance | State of GA |

## Aviation and Transportation

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.

**Highlights:**

- Providing temporary staffing, Accounting, Legal, Finance, professional & IT staff augmentation services to aviation department
- Supporting Transit Authorities and Port Authorities on State, City and County levels

**Selective Clients:**

| Department | State |
|---|---|
| City of Phoenix Aviation Department | State of AZ |

| Department of Transportation | State of NC, MA, CA |
|---|---|
| Port Authority of Allegheny County | State of PA |
| Washington Metropolitan Transit Authority | State of DC |

Our experience working with higher education clients to create a shared sense of ownership for an engagement's outcome helps to increase realized benefits. Our experience working with the education industry to encourage client representatives to serve on project teams as full-time, equal members and to personally take part in defining why the organization needs to change, what needs to change, and how to best achieve the change. It is the combination of our collaborative relationships with educational clients and our programmatic and technical experience that give our clients a true advantage.

**Below is the complete list of current temporary staffing contracts (government and Commercial Sectors similar to UCF)**

| GOVERNMENT CLIENTS | |
|---|---|
| **State Clients** | **Services** |
| State of Maine | Temporary Employment Services |
| State of New Jersey | Professional Staffing Services |
| State of California, DGS | Temporary Labor Services |
| State of Kansas | Temporary Labor Services |
| State of Florida | Temporary Staffing Services |
| State of Colorado | Temporary Labor Services |
| State of Georgia | Temporary Labor Services |
| State of Pennsylvania | Temporary Staffing Services |
| State of North Carolina | Temporary Staffing Services |
| State of South Carolina | Temporary Staffing Services |
| State of Michigan | Temporary Employment Services |
| State of Washington | Professional Staffing Services |
| **Schools** | **Services** |
| K12 Inc. | Temporary Staffing Services |
| Charleston County School District | Professional Staffing Services |
| Beaufort County School District | Administrative and Clerical Staffing |
| Douglas County School District | Temporary Employment Services |
| Tucson Unified School District, | Temporary Staffing Services |

| Colleges | Services |
|---|---|
| Dartmouth College | Temporary Employment Services |
| Carroll College | Temporary Employment Services |
| Maryville College | Professional Staffing Services |
| **Universities** | **Services** |
| University of Oklahoma | Temporary Employment Services |
| University of Notre Dame | Temporary Employment Services |
| University of Colorado | Temporary Staffing Services |
| California State University | Temporary Staffing Services |
| University of Massachusetts | Temporary Staffing Services |
| Stanford University | Temporary Staffing Services |
| Northern Kentucky University | Temporary Employment Services |
| University of North Carolina | Temporary Staffing Services |
| **City Agencies** | **Services** |
| City of Henderson | Temporary Staffing Services |
| City of Tacoma | Temporary Employment Services |
| Kansas City | Temporary Clerical and Personnel Services |
| City of Phoenix | Professional Staffing Services |
| City of Jersey | Temporary Employment Services |
| **County Agencies** | **Services** |
| Nassau County | Temporary Staffing Services |
| Broward County | Temporary Employment Services |
| Nashville County | Temporary Employment Services |
| Prince George County | Temporary Employment Services |
| Miami-Dade County | Temporary Staffing Services |
| **PRIVATE CLIENTS** ||
| Johnson & Johnson | Temporary Staffing Services |
| BNP Paribas | Temporary Staffing Services |
| Berkshire Hathaway | Temporary Staffing Services |
| Novartis | Professional Staffing Services |
| Lockheed Martin | Professional Staffing Services |
| Simplify VMS | Professional Staffing Services |

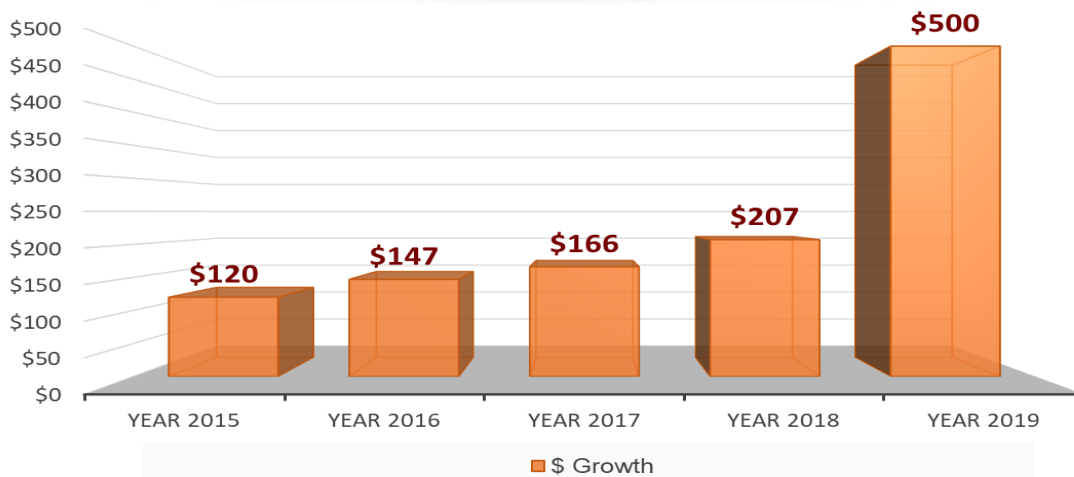| | |
|---|---|
| Amazon | Professional Staffing Services |
| DYNC International Corp | Professional Staffing Services |
| Dell | Professional Staffing Services |
| Disney | Temporary Staffing Services |
| Facebook | Temporary Staffing Services |
| Intel | Temporary Staffing Services |
| Phillips | Temporary Labor Services |
| Pitney Bowes | Temporary Labor Services |
| PNC Bank | Temporary Labor Services |
| Raytheon | Temporary Labor Services |
| GE | Temporary Employment Services |
| Ericsson | Temporary Staffing Services |
| American Red Cross | Temporary Staffing Services |
| Google | Temporary Staffing Services |
| BNP Paribas | Temporary Staffing Services |
| Walmart | Staffing Services |
| Western Union | Temporary Employment Services |
| Cola-cola | Temporary Employment Services |
| Boeing | Temporary Employment Services |
| United Airlines | Temporary Employment Services |
| Bayer | Temporary Employment Services |
| Zimmer | Staffing Services |
| Takeda | Staffing Services |
| Nasdaq | Staffing Services |
| Adobe Systems | Staffing Services |
| Abbott | Staffing Services |
| Honeywell | Staffing Services |

**Our most prestigious clients in education sector**

## FINANCIAL STABILITY:

US Tech is a financially stable and growing company. In the year 2019, we were financially evaluated at $500 M and we do not have any pending merger or financial liabilities which may affect this current contract. We have never been filed bankruptcy, pending litigation, planned office closures, impending merger and 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 any external source. We don't have any short term or long-term debts.

Below chart shows our year-to-year growth from the last 5 years:

**USTech Annual Revenue Growth for the Last 5 Years (In Mn USD)**

| Year | $ Growth |
|------|----------|
| YEAR 2015 | $120 |
| YEAR 2016 | $147 |
| YEAR 2017 | $166 |
| YEAR 2018 | $207 |
| YEAR 2019 | $500 |

**YEARS IN BUSINESS:**

US Tech has been in business more than 21 years, servicing similar temporary labor services to public and private sector clients.

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

*• Company/University name and address*

*• Services rendered and length of service*

*• Contact information for reference at UCF discretion*

| REFERENCE # 1 | |
|---|---|
| **Company Name** | Lockheed Martin |
| **Length of Services** | Nov 2016-Ongoig |
| **Name, phone number, and e-mail address of technical point of contact** | Reference name: Beth Boegershausen, Title: Program Director Phone number: (201) 549-2697 bboegershausen@workspend.com |
| **Dollar value of the contract** | $8.5 M |
| **Services Rendered** | |

Lockheed Martin sought qualified contractor to provide experienced and qualified temporary consultants to support their project on Temporary Labor Services. US Tech placed numerous positions to support Lockheed Martin Temporary Labor Services, categories included but not limited to such as: Administration, Clerical, Information Technology, Finance & Accounting and Legal. Our placed professional able to successfully support Lockheed project services.

**Communication, Cooperation and Follow Through Skills**: We have provided dedicated key personnel to the Lockheed and our dedicated account management team (Account Managers, Recruitment Team, Quality Manager, Delivery Manager) foresee the all the tasks' requirements for their account.

**Results of contract monitoring and oversight efforts for client**: Enhancing resource quality, improving resource retention, reducing costs, increasing Economic Impact and gaining greater command and control through a centralized database and reporting system.

**Customer Recognition**: Lockheed management comments, "Without exception US Tech produced high quality products and services which ensured effectiveness of the group and its divisions in a wide variety of mission areas."

**Statements relative to performance: i.e., statements describing whether the contract(s) were completed on time, performed satisfactorily while conforming to contract terms and conditions and performed without degradation in performance or decline in customer satisfaction.**

US Tech able to complete the project within deadline, and Lockheed satisfied with the services provided to them. US Tech and its personnel performed the services by following all guidelines of the contract. US Tech complied with all terms and conditions set forth by the Lockheed project services.

| REFERENCE # 2 | |
|---|---|
| **Client Name** | DynCorp International |
| **Contract's start and end date** | January 2016- December 2024 |
| **Name, phone number, and e-mail address of technical point of contact** | Reference name: Shashi Konduru Title: (VP - Strategic Initiatives) Phone number: (201) 549-2697 Email address: shashi@workspend.com |
| **Dollar value of the contract** | $11 M |
| *Detailed description of the work performed* | |

DynCorp International contracted with US Tech to provide temporary labor services.  US Tech has been providing top notch services to DynCorp International.  We have placed numerous positions to support DynCorp International projects, labor categories included but not limited to: Administration, Clerical, Information Technology, Finance & Accounting and Legal.

**Positions such as**: Administrative assistants, Accountants, Clerks, Accounting Assistant I, Accounting Assistant II,  Administrative Assistant, Administrative Assistant Senior, Administrative Assistant – Fairfield, Clerks, Administrative Secretary Sr., Business Clerk, Cashier, Cashier Lead, Customer Service Representative, Data Entry Operator, Data Technician I, Medical Records Assistant, Receptionist, Records Assistant I, Records Assistant II, Residence Hall Desk Coordinators, Secretary, Applications Systems Analyst Programmer, System Programmers, Programmers, Information Systems Project Managers, Geographical Information Systems Technicians, Information Technology Analyst I, II & III, Information Technology Analysts, Information Technology Analysts, Network Analysts, Senior Network Analysts, Project Managers, Paralegals, Litigation paralegals, Litigators, Associate general counsels, Accountants, Director of accountings, Finance managers, Treasurers, Business controllers, Financial controllers etc.

**Meeting Schedules and Deadlines:** DynCorp International had fixed SLAs which includes searching of resources within 3 days for Senior Positions and 24 hours for Immediate Junior or Journeyman Positions. US Tech has always met or exceeded the SLAs without compromising the Quality.

**Results of contract monitoring and oversight efforts for client**:

- Provided Monthly Reports of the project (Project Status Reports, Candidate Invoices etc.)
- Our Corporate Officers, Account Manager, Contracting Officer and Task Leads frequently meet with the Customer to discuss performance to ensure that the quality of our service meets or exceeds requirements by serving the temporary clerical and labor resources
- US Tech has been responding expeditiously and responsibly to the customer requests including change in scope, Time extension, changed personnel requirements to accomplish tasks at hand.
- US Tech has managed 2 Task Orders and each task order ranges between 35–50 candidates

**Customer Recognition/Quality:** US Tech has been receiving excellent performance rating for its completeness, accurate, & timely performance delivery. The swift & professional management of these requests is testimony to US Tech successful staffing strategies, employee retention, and in meeting fluctuating requirements in a timely and responsive manner.

*Statements relative to performance: i.e., statements describing whether the contract(s) were completed on time, performed satisfactorily while conforming to contract terms and conditions and performed without degradation in performance or decline in customer satisfaction.*

Till date we have completed their services in timely manner. We have responded to DynCorp International services efficiently effectively. US Tech has been following all terms and conditions ser forth by the DynCorp International contract.

| REFERENCE # 3 | |
|---|---|
| *Client Name* | Thermo Fisher Scientific |
| *Contract's start and end date* | July 2015- Ongoing |
| *Name, phone number, and e-mail address of technical point of contact* | Reference name: Vishal Kumar<br>Title: (AVP-Presales)<br>Phone number: (818) 962-6503<br>Email address: vishal.kumar@workspend.com |
| *Dollar value of the contract* | $ 9 M |
| *Detailed description of the work performed* | |

Thermo Fisher Scientific selected US Tech as the prime vendor to provide Temporary Labor Services. We have successfully placed numerous administrative, clerical, account & finance, IT and Legal consultants to Thermo Fisher Scientific. We have served their accounting staffing requirements by delivering top-notch consultants to Thermo Fisher Scientific since

2015. Us Tech successfully catered the Thermo Fisher Scientific Temporary and Recruiting Staffing Services.

Our placed staff incessantly providing top-notch services to the Thermo Fisher Scientific in service areas: Administrative Assistants, Paralegals, Litigation paralegals, Litigators, Associate general counsels, Accountants, Director of accountings, Finance managers, Treasurers, Business controllers, Financial controllers, Administrative assistants, Accountants, Clerks, Accounting Assistant I, Accounting Assistant II, Administrative Assistant, Administrative Assistant Senior, Administrative Assistant – Fairfield, Administrative Secretary Sr., Business Clerk, Administrative Graphics Technicians, Trainers, Financial Systems Directors, Financial Systems Managers, Senior Financial Systems Analysts, Financial Systems Analysts, Business Intelligence Reporting Specialists, Executive Directors, Senior Managers, Finance Managers, Senior Accountants/Analysts, Budget Analysts, Budget Specialists, Project Directors, Senior Project Managers, Task Leaders, Industry Expert Specialists, Subject Matter Experts, and Subject Matter Specialists.

**Results of contract monitoring and oversight efforts for client:** Enhancing resource quality, improving resource retention, reducing costs, increasing Economic Impact and gaining greater command and control through a centralized financial database and reporting system. US Tech has helped its client for recruitment of resources and provide best of payroll functions for resources which include timesheets, benefits, reports of payroll. Within two years, based on the US Tech staffing services exceeding the Thermo Fisher Scientific expectations, US Tech was asked to expand its services to include Statement of Work (SOW) projects, seasonal Admin, clerical, Account & Finance, IT and Legal Resources. We Successfully solved staffing problems for the Thermo Fisher Scientific.

*Statements relative to performance: i.e., statements describing whether the contract(s) were completed on time, performed satisfactorily while conforming to contract terms and conditions and performed without degradation in performance or decline in customer satisfaction.*

We have completed their services in timely manner. We have responded to Thermo Fisher Scientific services efficiently effectively. US Tech has been following all terms and conditions ser forth by the Thermo Fisher Scientific contract.

## 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).*

Please find below table of our (US Tech Solutions, Inc..) key personnel and account individuals. Below Personnel will be the point of contact for the UCF account.

Total Number of employees assigned to UCF: Five (5), these employees will be key personnel to the UCF. As per flow of work, we will add more employees by sending a written consent to the UCF.

| Key Account Representative | Position |
| --- | --- |
| **Tim Bogan** | SVP, (Executive Sponsor) |
| **Ravi Bhaskar** | (Account Manager/AVP-Presales) |
| **Sunitha Sharma** | Recruitment Manager |
| **Meghna Bhattacharya** | (VP, HR & Operations) |
| **Michelle Vanetti** | (Legal/Compliance Specialist) |

## EXPERIENCE OF OUR KEY PERSONNEL:

### Tim Bogan- Executive Sponsor

Tim has more than 21 years of experience working and handling government agencies escalation queries, Tim will perform internal quality assurance checks and provide guidance to our account team to ensure service commitments to the Department of Management Services. He will solicit feedback from your key stakeholders as part of our continuous improvement initiative. He and additional members of our executive leadership can also be called upon to assist in challenge resolution at the highest level, as warranted

### Ravi Bhaskar (Account Manager)

Abhishek has more than 15 years of experience handling public and private sector clients accounts. He will be continuing to be dedicated to your business and will remain your single point of contact and primary Account Manager for all aspects of our service for the Department of Management Services. He has become an expert in your organization – your business culture, business model, key initiatives, drivers and metrics. To ensure your business needs continue to be met at all levels, he will advise on service enhancements and will be responsible for maintaining service continuity, ensuring service commitments and providing challenge resolution across our account team. He also makes sure invoices, performance reports and Contract status reports provided to the Department of Management Services quarterly basis.

### Sunitha Sharma (Recruiting Manager)

She has more than 12 years of experience in recruiting arena, manages a team of 20 recruiters. She will be working closely with Ravi to understand the Department of Management Services requirements and provide timely support. She has constructed and add values to more than 30 clients with her services in past by handling the similar requirements. She will directly be working

with the Account Manager to make sure the Department of Management Services IT staffing requirements provided in promptly and in timely manner.

## Meghna Bhattacharya- AVP (Human Resources)

Meghna has over 13 years of experience in Human Resource Management. She leads an e-Care team that primarily manages on-boarding of placed candidates at the client site. She will work with Abhishek to resolve any issues related to offering, leaves, and compensation and employee performance.

## Michelle L. Vanetti- Legal Specialist

Michelle has over 10 years of experience handling legal contractual agreements with the government departments. She ensures that the terms of contractual agreements written in language that is legally binding and in accordance with the requirements of the client. She will be a legal contact and provide contract and compliance support.

## RESUMES OF KEY PERSONNEL:

## # 1- Tim Bogan- Executive Sponsor

| Tim Bogan<br>Position: Executive Sponsor |
|---|
| **SUMMARY** |
| ✓ Tim Bogan is a Senior Vice President at US Tech Solutions. His role is to collaborate with global to mid-size companies to determine the most effective workforce strategies and solutions to maximize efficiencies within the talent management ecosystem.<br>✓ With over 20 years of experience in the consulting and staffing industries, Tim has been recognized for his leadership in solution creation and delivering results which are aligned with designing the appropriate account management and delivery strategy for optimum high performance.<br>✓ In addition to his extensive knowledge of the staffing industry, Tim has a deep understanding of related industry technologies, along with risk mitigation and compliance throughout the workforce management life cycle.<br>✓ Tim obtained his Bachelor of Science in Business Administration with a minor in Marketing from Lynn University in Boca Raton, Florida. |
| **EDUCATION** |
| **Lynn University**<br>✓ Bachelor of Science in Business Administration<br>✓ Field of Study Business Administration and Management, General |
| **PROFESSIONAL EXPERIENCE** |

| Employer Name | Title | Date |
|---|---|---|

| | | |
|---|---|---|
| **US Tech Solutions , Inc.** | Executive Vice President | Feb 2013 – Present |
| **ITC Service Group** | Director of Staffing Services Employment | Jun 2012 – Jan 2013 |
| **Kelly Services** | National Sales Manager | Jul 2007 – Jul 2011 |
| **WorkforceLogic** | Sales Manager | Feb 2006 – May 2007 |
| **Volt Services Group** | Regional Director of Business Development | Dec 2000 – Jan 2006 |

# # 2- Ravi Bhaskar- (Account Manager)

| Ravi Bhaskar<br>Position: AVP/Account Manager (Key Personnel) |
|---|
| **SUMMARY** |
| Ravi is an innovative and resourceful AVP/Account Manager. Over 10 years of experience handling practically all aspects of Staffing Services related business. He has an experience in handling similar requisition from the State of Maine, State of Delaware, UNICEF, University of AZ, University of CA and many others. He has strong experience in managing multi-year performance-based government contracts, from response to the RFPs, RFQ, RFI contract negotiations (BAFOs) to the development and implementation of contract specific recruitment processes to ensure creative sourcing of qualified candidates and placements. He has in-depth knowledge and profound experience in Account management. |
| **EDUCATION** |
| ✓ Master's degree in Business and Management<br>✓ Bachelor's in information & Technology |
| **Core Competencies** |
| ✓ Vast experience in initiating, planning, executing, monitoring and controlling, closing, maintaining and supporting staffing contracts/ projects.<br>✓ Well-developed leadership planning and execution skills with the ability to motivate and lead others in the pursuit of corporate goals and objectives.<br>✓ Good understanding of state, federal government contracts setting contracts, negotiating, maintaining and success completion of various staffing contract. Excellent presentation and intangible selling skills.<br>✓ Expert in talent change performance management organizational design and development compensation policy development training development employee/ labor relations and union avoidance.<br>✓ Proven experience in developing repeatable services and recruitment processes to insure creative sourcing of qualified candidates through a wide variety of channels including direct sourcing, internet, employee referrals, community involvement, job fairs and internal employee database. |
| **PROFESSIONAL EXPERIENCE** |

| Employer Name | Title | Date |
|---|---|---|
| US Tech Solutions, inc. | AVP/Account Manager | Aug 2020 – Present |
| InfoStride, Inc. | Account Manager-Presales | Sep' 2019- July 2020 |
| Abacus Service Corporation | Assistant Account Manager | Dec' 2015 – Sep' 2019 |
| Bara Infoware, Inc. | Team Leader | Jun' 2011- Mar'2015 |

**# 3- Sunitha Sharma – Recruitment Manager**

| Sunitha Sharma<br>Position: Recruitment Manager |
| --- |

**SUMMARY**

- ✓ A multi-faceted professional with over 12 years of experience; the latter 11 years of experience in the Staffing industry in recruiting and delivery roles:
  - Staffing               - P&L/EBITA Management      - SLA and KPIs
  - Client resource deliveries    - Budgeting &forecasting       - Team management
- ✓ A quick and continuous learner with exceptional organizational, interpersonal, communication, negotiation and problem-solving skills.
- ✓ Adroit at introspective and planning exercises and holds proficiency in negotiating crises and mobilizing resources in the field.
- ✓ Effective communicator, motivator & leader with proficiency in managing people and boosting their morale.
- ✓ Experience in end-to-end Recruitment process
- ✓ Understanding of IT and marketing Practice

**EDUCATION**

- ✓ Bachelor's degree in Technology & Engineering

**CERTIFICATION**

- ✓ Certified SAFe 5 Scrum Master

**PROFESSIONAL EXPERIENCE**

| Employer Name | Title | Date |
| --- | --- | --- |
| US Tech Solutions, Inc. | Sr. Recruitment Manager | Jan 2013 – Present |
| Adecco | Location Head - IT & Engineering | May 2009 – Jan 2013 |

**Recruiting Manager, US Tech Solutions, Inc. Jan 2013 – Present**

- ✓ She was a recruitment manager for strategic state, federal and IT client's engagements and she is a great resource for Amtrak.
- ✓ Responsible for Business growth of US Tech Solutions for, Contingent Staffing, SOW and Project Outsourcing.
- ✓ Developing successful recruitment solutions for large entities and business houses with detailed business case and resource implementation
- ✓ Oversee the governance of Wallet Share from key Clients and achieve client delight
- ✓ P&L ownership of the country budget and strategic initiative to increase the revenue share of recruitment solutions.
- ✓ Development and administration of Performance & Productivity Management Systems.
- ✓ Planning & achieving monthly, quarterly and yearly SLAs.

| | |
|---|---|
| ✓ | Ensure SLAs are achieved, and Amtrak expectations are met. |
| ✓ | Ensure the resources and information systems are utilized correctly and quality and profitable services is provided to Amtrak. |

## # 4- Meghna Bhattacharya- AVP (Human Resources)

<table>
<tr><td colspan="3" style="text-align:center"><strong>Meghna Bhattacharya<br>Position: AVP, Human Resources</strong></td></tr>
<tr><td colspan="3"><strong>EDUCATION</strong></td></tr>
<tr><td colspan="3">✓ Master of Arts, Economics, Jadavpur University, Kolkata, India. April, 2007<br>✓ Bachelors of Arts, Economics, Jadavpur University, Kolkata, India. April, 2005</td></tr>
<tr><td colspan="3"><strong>CERTIFICATIONS</strong></td></tr>
<tr><td colspan="3">✓ PHR – Society of Human Resource Management   June, 2012<br>✓ Certificate in Business – The State University of New York at Buffalo, Buffalo, NY   July, 2010</td></tr>
<tr><td colspan="3"><strong>PROFESSIONAL EXPERIENCE</strong></td></tr>
<tr><td><strong>Employer Name</strong></td><td><strong>Title</strong></td><td><strong>Date</strong></td></tr>
<tr><td>US Tech Solutions, Inc.</td><td>VP, Human Resources</td><td>Apr 2011 – Present</td></tr>
<tr><td>HSBC BANK</td><td>HR Associate</td><td>May 2007 – Sep 2009</td></tr>
<tr><td colspan="3"><strong>VP, Human Resources, US TECH Solutions, Apr 2011 – Present</strong></td></tr>
<tr><td colspan="3">
✓ Heading the HR functions for 3,000+ employee operation - compensation, payroll and benefits administration, employee retention, training and performance management, senior executive support and HRIS initiatives<br>
✓ Lead a team of 30 employees to deliver consistent HR functional support to the business and supervise payroll<br>
✓ Manage the annual review and performance appraisal program – performance rankings, promotion planning, compensation analytics, review summary generation including salary reviews and Incentive Compensation program<br>
✓ Work with program manager and supervise corporate benefit programs – medical, insurance and 401(k). Proactively resolve all employee queries on benefits and assist with annual benefit renewals, including enrollment procedures<br>
✓ Partner with management to develop HR strategies & policies for broader organization during a period of rapid growth<br>
✓ Proactively respond to management's reporting requirements for all workforce data analytics<br>
✓ Collaborate with management for all short, medium- and long-term workforce planning activities<br>
✓ Manage corporate immigration program and budget. Support paralegal team with petition process – H/F/J/L
</td></tr>
</table>

- ✓ Spearhead an online "voice of employee" annual survey. Transition the processed online (surveymonkey.com) for major cost savings, with 90% participation. Present data summary along with actionable metrics to management
- ✓ Revamp the new-hire onboarding process and implement an application tracking system (**CONREP**), to reduce onboarding time and streamline workflow – generate offer letter, negotiate compensation, E-verify and supervise all documentation

## # 5- Michelle L. Vanetti- Legal Specialist

| Michelle L. Vanetti |
|---|
| **Position: Legal Specialist** |

### SUMMARY

- ✓ Over 10 years of experience managing human resource, legal and compliance activities on a national basis
- ✓ Working knowledge in multiple areas of human resources, including hiring and on-boarding; recruitment and selection; background screening; employee relations and communications; immigration; human resources policy; legal compliance; and benefits administration
- ✓ Strong, responsible individual able to achieve balance between maintaining employee satisfaction while watching the company's bottom line

### EDUCATION

- ✓ Brookdale Community College; studied Business, Economics, Psychology and Sociology

### SKILLS

- ✓ Applicant Tracking Systems such as Maxhire and Conrep
- ✓ Background Check websites including, but not limited to: HireRight, ADP Screening and Selection Services, GiS, First Advantage, Sterling, Verifications, Inc., A-Check America, The Report Card, Quest Diagnostics, LabCorp, and Pembrook
- ✓ Web-based systems for managing benefits enrollments/terminations/COBRA administration

### AFFILIATIONS

- ✓ Notary Public
- ✓ SHRM member since 2010

### PROFESSIONAL EXPERIENCE

| Employer Name | Title | Date |
|---|---|---|
| US TECH Solutions | Legal/ Compliance Specialist | Aug 2014 – Present |
| Configuration Management, Inc | Human Resource Manager | Feb 2002 – Jun 2014 |

**Legal/ Compliance Specialist, US TECH Solutions, Aug 2014 – Present**

- ✓ Manage a team of five resources including Background Check Processors, handling approximately 200 background checks and drug tests per month.
- ✓ Adjudicate all background checks with discrepancies and approve/reject candidates in accordance with client, company, legal, and EEOC guidelines.
- ✓ Review and sign all client contracts and amendments.
- ✓ Complete all paperwork requested by new clients for enrolment as a staffing supplier.
- ✓ Complete client audits with 100% accuracy, contributing to the company's rating as a top supplier.
- ✓ Review and approve invoices from background check agencies.

**Human Resource Manager, Configuration Management, Inc., Feb 2002 – Jun 2014**

- ✓ Applicant Tracking Systems such as Maxhire and Conrep
- ✓ Background Check websites including, but not limited to: HireRight, ADP Screening and Selection Services, GiS, First Advantage, Sterling, Verifications, Inc., A-Check America, The Report Card, Quest Diagnostics, LabCorp, and Pembrook
- ✓ Web-based systems for managing benefits enrollments/terminations/COBRA administration

*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.*

**SKILL SET WE PROVIDE:**

US Tech will provide the skilled professionals in category included but not limited managerial, non-Managerial and Technical, we will provide qualified and skilled staff under job categories Administrative/Clerical, Account, Finance, Information Technology, Professional, HR and Legal.

| PROFESSIONALS | |
|---|---|
| Management Consultants | Human Resources |
| Buyers/Purchasing Consultants | Marketing Specialist |
| Communications Professionals | Legal Professionals |
| **ACCOUNTING & FINANCE** | |
| Accounting Managers | A/P & A/R Specialists |
| Bookkeepers | Payroll Professionals |
| Budget Analysts | Cost Accountants |
| General Accountants | Financial Analyst |
| Staff Accountants | Tax Accountants |
| Credit & Collections Specialists | Billing Specialists |
| **ADMINISTRATIVE & OFFICE** | |
| Administrative Assistants | Secretaries |
| Program Managers | Receptionists |

| | |
|---|---|
| Switchboard Operators | Operators |
| Desktop Publishers | Data Entry Operators |
| Customer Service Representatives | Word Processor Operator |
| Mail Clerk | Office Clerk |
| Executive Secretary | Library Clerk |
| Claims Examiner | Press Operator |
| Office Assistant | Data Coding Operator |
| General Clerk | Administrative Aide |
| Data Entry Technician | Data Technician |
| Research Clerk | Analyst |
| Assistant Librarian | Office Specialist |
| Office Assistant | Research Clerk |
| **INFORMATION TECHNOLOGY** | |
| Project Managers/Leads | Systems Programmers |
| Program Manager | Technical Writers |
| Digital Product Managers | DevOps Engineers |
| Functional Consultants / Business Analysts | Mainframe Consultants |
| Enterprise Architects | (ERP) Business Analysts |
| Database Administrators | Java Developers |
| Agile Scrum Masters | Agile Coach |
| Application Developers | Testing Professionals |
| Application Architects | Mobile Application Developer |
| Systems Analysts | Quality Assurance Analysts |
| QA Engineers | Quality Test Managers |
| Analysts / Programmers | Help Desk Technicians |
| Help Desk Technical Trainers | Help Desk Engineers |
| Database Warehouse Architect | E-commerce Analysts / E-commerce |
| Systems / Network Administrators | Network Operations Center (NOC) Technicians |
| Network Security Analysts | IT Auditors |
| IT Communications Coordinators | IT Contract Managers |
| IT Procurement Specialists | IT Contract Contracts Administrator/Technicians |
| Help Desk Product Support Analysts | ITSM Process Improvement Managers |
| Security Administrators | Data Security Analysts |
| Web Designers/ Programmers/Developers | Web Content Specialist/Managers |
| Telecommunications Managers | Telecommunications Specialists |

**SUBCONTRACTORS:**

US Tech is not utilizing any subcontractor for this project.

**SPECIAL PROJECT WORKED/WORKING BY OUR STAFF:**

| Temporary Labor Services, Staff Augmentation projects | |
|---|---|
| **State of South Carolina (Temporary labor services)** | September 2017-August 2020 |
| **State of California (DGS) (Staff Augmentation** | February 2016-January 2019 |
| **Thermo Fisher Scientific (Temporary labor services)** | February 2019-Present |
| **Simplify VMS (Temporary labor services)** | Sep 2019-Present |

| (Temporary labor services) Contract | |
|---|---|
| **University of California** | September 2020-Present |
| **State of California (DGS)** | February 2020-Present |
| **Thermo Fisher Scientific** | February 2020-Present |
| **Simplify VMS** | Sep 2020-Present |
| **State of Maine** | March 2021-Present |

| (Professional Staffing Services) Contract | |
|---|---|
| **San Jacinto College** | September 2021-Present |
| **Marshall University** | November 2021-Present |
| **K12** | June 2016-Present |
| **State of Delaware** | February 2016-January 2019 |
| **Thermo Fisher Scientific** | February 2019-Present |
| **Simplify VMS** | Sep 2019-Present |
| **State of Maine** | March 2021-Present |

| (Information Technology Services) | |
|---|---|
| **University of California** | September 2017-August 2020 |
| **State of California (DGS)** | February 2016-January 2019 |
| **Thermo Fisher Scientific** | February 2019-Present |
| **Simplify VMS** | Sep 2019-Present |
| **State of Maine** | March 2021-Present |

| (Administrative Staffing Services) Contract | |
|---|---|
| **State of South Carolina** | September 2017-August 2020 |
| **State of California (DGS)** | February 2017-January 2019 |
| **Thermo Fisher Scientific** | February 2019-Present |
| **Simplify VMS** | Sep 2019-Present |
| **State of Maine** | March 2021-Present |

| State of Delaware | March 2021-Present |
|---|---|

## MEMBERSHIP IN PROFESSIONAL ORGANIZATIONS RELEVANT TO THE PERFORMANCE OF THIS CONTRACT

N/A.

## QUALITY OF STAFF:

### Staff Supervision

US Tech Account Manager will ensure that the US Tech employees meet and exceed all of UCF task requirements. Poor workplace performance is handled through a process of progressive discipline. Employees are coached and counselled on their performance on a continual basis. Additional training or instruction is provided when appropriate. Failure to meet or exceed US Tech standards results in the employee's termination for non-performance. This information is noted in US Techs internal tracking system (CONREP), which has a "no recall" function that is activated when necessary. US Tech Account Manager is empowered to make judgment calls regarding employee performance, which allows us to replace an unsatisfactory employee immediately.

## US TECH PERFORMANCE EVALUATION PROCESS

Our Account Manager will be engaged with consultants on regular basis for their needs. The schedule meetings for respective consultants with Account Manager defined as below. We follow below mentioned process to make sure that our client receives the requested services:

**Performance meeting 1**: After completion of 1 month of providing services, we schedule a performance meeting with the candidate and the client to evaluate the performance of candidate and we discuss multiple points which include but not limited to following:

- Challenges and successes
- Ideas for development/action plan
- Actions to be taken for upcoming goals


Performance Meeting 1– After Completion of 1 Month

Goal Meeting 1– After Completion of 2 Month

Performance Meeting 2– After Completion of 3 Month

**Goal meeting 1:** We schedule a Goal meeting with the candidate and the client to evaluate "do we have achieved the targeted goal or are we going in right direction to achieve the goal?" after completion of 2 months of providing services.

**Performance meeting 2:** After completion of 3 months of providing services, we schedule a performance meeting with the candidate and the client to evaluate the performance of candidate & status of the targeted goals. We discuss multiple points which include but not limited to following:

- New challenges and successes
- Do we have achieved our targeted goal?
- New ideas for development/action plan
- Actions to be taken for upcoming goals

Day-to-day management of the staff will be the responsibility of our Account Manager and designated functional managers. US Tech will provide dedicated Account Manager for the UCF Contract. Our Account Manager will be coordinating with the staff respective organizational chain of command for performance evaluations, performance issues and recognition, promotions, and disciplinary actions. This process will include Tracking Staff Performance and Quality Assurance Standards. Notifications and resolution of job performance problems will be done by Account Manager & higher UCF and decisions will be taken as per the situation.

### FOLLOW-UP SERVICES:

US Tech Account Managers are regularly in touch with their clients to collect feedback of the candidates placed. After completion of first week of placement, our Account Managers coordinates with the UCF representative to understand the satisfaction level. We also conduct regular surveys on monthly and quarterly basis to evaluate our consultant's performance. Abacus offers its clients a one-week guarantee. If a candidate was found to be unacceptable during the one-week time, the candidate would not acquire a cost and will be replaced within 24 hours. We honor the standards set forth by our clients and accept the responsibility of any candidates that are found to be unacceptable.

**Below depicted table has provided with our follow up services to the UCF:**

Methods are configurable to the UCF environment and individual hiring manager preferences, including in person evaluations, phone calls and written and electronic surveys.

| Quality Check Calls | Placed to the client hiring manager the morning of the first day of assignment, the third day, the fifth day and weekly thereafter. |
|---|---|
| Employee Quality Follow up Service | Typically completed by the client hiring manager, these evaluations are used to evaluate each employee at assignment end or at regular intervals for longer-term assignments, usually annually. Assessment encompasses skill competency, attendance, punctuality, work ethic, overall quality, eligibility for reassignment and other client-specific measurements |
| In-Person Service Follow Up | Conducted with department managers on a mutually established schedule, service evaluations review overall |

| | |
|---|---|
| | satisfaction with US Tech service and the quality of our assigned employees |
| **Annual Reviews** | Conducted each time an employee is assigned to a single client for a year, annual reviews measure performance in-depth based on quality metrics mutually established with our client hiring manager |
| **Service Surveys** | Focused surveys are distributed to clients and employees to assess satisfaction and performance – results from the separate surveys are monitored by executive management to evaluate client account team and US Tech servicing location performance overall |

## 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?*

**US Tech Capacity to Provide Seamless Services to the UCF:**

US Tech Management Structure provides exceptional service availability, reliability, and security at competitive costs, visible to the UCF management, at a very low-risk level. We will overcome the challenges of this program stemming from the dispersed nature of support, operating across diverse locations. US Tech overall Account Management Approach (AMA), based on defining clear and distinct tasks request and responsibilities coupled with focused management oversight, allows us to effectively coordinate, maintain and control multiple project activities at multiple customer locations. Our integrated AMA has evolved from the key lessons learned over our 21 years of experience working on similar contracts with various Government and local agencies. These include the need for detailed project plans, clearly defined expectations, experienced Project managers, appropriately skilled staff, realistic budgets, and effective communication. Our AMA will significantly enhance our ability to manage program successfully and effectively. Improved project prioritization to achieve program outcomes, including improved ability to identify relationships amongst projects and the need for integration.

**Resource Requirements and Allocation:**
Our Account Manager (AM) will maintain a roster of professional staff support personnel within our program staff who can respond to high priority unplanned activities. Upon notification of an unplanned activity, our management team will determine the skill makeup of the response team

and then select the members from our roster. Our team has the breadth of resources to both absorb staff in downturns and provide additional staff to meet emergent requirements.

**Communication and Monitoring Process:**
Our communications approach will ensure that we maintain clear, complete, and interactive dialog with the UCF Management team. Our Account Manager, "Ravi Bhaskar" Plan will be the primary point of contact for all type of communication with the UCF. He will be responsible for all aspects of the contract and all requests submitted. We understand that proper communication plays an important role in successful implementation and execution of any project. We are focused on taking care of the UCF best interest and ensure that we are delivering the most effective level of service, innovative solutions that bring value to the UCF, billing them properly and timely only then will all the other stuff (profits, cash flow and anything else) will automatically fall into place. US Tech Account Management team focus on providing only the best quality support and the right solution that meets the UCF professional staffing needs.

We have a well-defined communication and evaluation process in-place with substantial flexibility in Implementing, evaluating, reporting and coordination to meet all the UCF requirements for the purpose. Our Account Manager leading the account management team works diligently with the UCF to identify its needs and to provide best resources for those needs using continuous effective communication channels. We vigorously follow up on all projects to ensure client/consultant compatibility and satisfaction and we monitor progress to ensure successful completion of each assignment. Continual detailed feedback from both employees and clients ensures that we are meeting our goals and helps us to improve our consultant benefits and service offerings.

**Evaluate Performance of all Resources including Human Resources:**
US Tech will maximize the use of performance monitoring, trend analysis, monthly progress reporting, and resource management to communicate effectively contract-related information to the UCF staff to support their strategic planning and decision-making activities. These performance monitoring, trend analysis, and resource management processes will be continuous, and detect potential and actual problem areas, which allow the Account Manager to maximum lead-time to reallocate resources and re-establish priorities to resolve issues in a timely manner.

We use regular reporting mechanisms to ensure that there is a two-way flow of information for effective personnel management. The communication process will consist of weekly/monthly status reports, project status meetings, and periodic face-to-face project reviews. Our Account Executive follows up with our consultants on a regular basis to obtain the required information. Performance will be measured at the individual, task, and project levels. Practices and performance levels are defined as either management – measures performed by the Account Manager to oversee and coordinate work – and measures performed by US Tech Staff. US Tech measures service quality using defined quantitative and qualitative methods established with, and agreed to by the customer, and monitored and managed using automated and manual tools that provide US Tech management and real-time visibility into our processes and ongoing work.

**Enforce Work and Quality Standards:**

Our Account Manager will also serve in the capacity of Quality Manager. The Account Manager will continuously monitor project progress and service-level goals. All project deliverables, including monthly reports, will be read and approved by the Account Manager and issues arising in the quality of deliverables will be monitored and proactively resolved by the Account Manager.

**Here is a snapshot of what UCF can expect under this specialized professional staffing contract.**

- A dedicated point of contact (Account Manager) with objective to deliver the professional personnel as requested and deploy the perfect resource/ staff within requested time. The Account management team will ensure that the UCF has always access to Vendor Firm during and after business hours and over weekends through email, Phone, Chat and Fax.
- End to end resource management including compliance, on-boarding, training and development, of-boarding and candidate replacement.
- Availability of the consultants for in person interview if requested by the UCF.
- Availability of consultants for projects meeting the duration and schedule requirements set by the UCF in cost effective manners.
- Maintain strong compliance to eliminate risk of co-employment claims by consultants.
- Pre-screened, tested, experienced & verified (background checked) professional staff available on one call.
- Monitor and address personnel turnover or other job-related issues as communicated to the firm by the UCF management.
- Perform administrative supervision & activities including timesheets management, payroll services, resolve consultants' queries and other handle by qualified vendor at no cost to UCF.

US Tech will harness resources from Account Management, Recruitment, E-care (Payroll processing and administration), Client Care teams by consolidating them into a distinct, flawless for the UCF through our CEDO (Client Engagement and delivery Office). This CEDO will lead and direct all delivery efforts covered under this contract. Each team member of the CEDO will be dedicated to the successful execution of the contract. In below given table we have described in details our departments involved in CEDO and key responsibilities areas of CEDO to work under this contract to assure a quality and timely delivery of all professional resources needed by the UCF. Below mentioned are the activities that each department of CEDO will be perform under this contract to ensure delivery of personnel in timely manners.

| Department | Team Personal | Task Description |
|---|---|---|
| **Account Management** | Account Manager | Account Manager (AM) will act as a Single point of contact for the UCF. He will be available in regular and "after-business-hours" to receive and respond to requirements and queries of the UCF thorough email and phone. Based on the nature of requirement or queries Account Manager will assign the work to associated department and |

| | | will be responsible to fill any task order within 24 hours. Account Manager will also ensure continuous communicative relationship with the UCF. |
|---|---|---|
| **Recruitment** | Recruitment Manager, Recruitment Lead, Sr. Recruiter | Whenever any work request will be received from the UCF, Account Manager at US Tech will share and discuss the task order with Recruitment Manager (RM). RM will assign the discussed task order to Recruitment Lead (RL) and RL will assign the task to Recruitment team and will also monitor recruitment performance and share the profile of shortlisted candidate with RM. RM will do the final assessment of shortlisted candidates and share the reports with AM. Shortlisted profiles and reports received from RM, AM will share that profiles with the UCF and based on the feedback received from the UCF, AM will follow further activities. |
| **E-care** | E-care Executive, E-care Manager, HR Manager | E-care stand for Employee care, Once the candidate will be selected by the UCF; E-care will be follow up with candidate and the UCF and conduct all joining formalities and paper work. E-care will be also responsible for receiving and processing approved timesheets by the UCF project supervisor and generates the invoices and submits to the UCF. E-care will also follow up with candidates to identify their needs and provide all required sources to consultants. |
| **Client Care** | Client care department, Account Manager | Account Manager will conduct regular interactions with the UCF to identify if the consultants are meeting all required expectation of the UCF, any change or replacement requirements will be identifying and full fill by Client care department. |

## OUR APPROACH TO PROVIDE TEMPORARY LABOR AREAS, INCLUDING NON-MANAGEMENT, MANAGEMENT AND TECHNICAL CATEGORIES:

US Tech has a proven and established approach to fill the UCF professional staffing requirements to ensure that the right candidates are hired. To guarantee that the qualified candidates are hired and retained, US Tech uses proven methodologies, processes and tools practiced for over 21 years

to recruit professional staff in service categories for non-management, management and technical categories with skills required for the UCF. We use a proven organizational structure and a highly skilled contract management team to ensure that UCF project requirements are supported. We ensure our commitment to satisfy the UCF requests by following these principles:

- Understanding the UCF needs.
- Meeting all requirements/ commitments of customer with intelligent management for temporary labor (Non-management, Management and Technical categories)
- Verifying that our staffing services meet agreed requirements.
- Making provisions of quality assessment, testing and training for accepting market challenges.
- Monitoring, benchmarking and continuously improving its business, products and services, organization and employees' performance.

We begin with dedicated Account Managers and exceptional candidates, focus on our quality recruitment process and deliver outstanding results for UCF staffing engagements.  US Tech Contract Administrator will nominate dedicated Account Managers to handle the UCF account for purposes of overall management. This refers to the full life cycle from receipt of the consultant need from the UCF to the ongoing management of these resources once deployed onsite/offsite.



US Tech will ensure that the candidates presented to the UCF are of the highest competence in technical and soft skills. US Tech follows an internally evolved on-line due diligence process for the recruitment and management of candidates, which has borne success repeatedly and this methodology will be adhered to in its meticulous detail to select and retain high caliber candidates for the UCF temporary labor needs.

US Tech determines the exact profile and skill level for the request and source candidates from the database of available candidates in US Tech network, both in-house and external recruiting. Rigorous internal selection procedures and a due diligence process are applied to select the appropriate resources for each assignment. Having identified these resources, US Tech dedicated Account Managers then explain the project details/job description of UCF with the selected candidate to foster a further understanding of the project in the candidates US Tech makes the candidates available for telephonic and/or in person interviews for the UCF.  The lead-time in the actual availability of a selected candidate to start a project from the date of hire is around ten to fifteen working days. The efficient back office machinery at US Tech handles the background support work needed to ensure the candidate's smooth transition to begin the project. We provide the necessary support to have the candidate to smoothly transition from his/her current location to the UCF site and look after the necessary accommodation and transportation issues for the candidate to begin work with fewer constraints.

We ensure our commitment/plan to satisfy the UCF professional staffing for requests by following these principles/Tools:

- **Check into the Internal Pool (CONREP) Tool:** as a practice we maintain an internal pool of candidates (Internal candidate pool referred to the pool the temp consultants we have placed). Recruitment Team will check into our internal pool to identify if there are perfect match available. This Pool helps us in providing replacement/ additional unexpected resources to client well within time during project execution so that client's timelines is not suffered.
- **Internal Database:**  US Tech maintains a robust, company-wide proprietary candidate database, in its internal database system. For over 21 years, US Tech has been building a database of the world's most sought-after professionals from diverse backgrounds and domains. Our candidate database populated over **23+M** resumes from entry level to executive level and everyday thousands more are added to our database via our website and e-mail. Resumes are automatically entered into our database for categorization by profession, education, certification, pay rate, years of experience, special skills, location, testing scores, licensing, and availability etc.  Through this approach we keep sourcing and screen the candidates and adding those in our ATS tool called CONREP. We will implement the same approach to accomplish the requirements of the UCF, through this strategic approach we will keep building the network of professional employees that may requested by the UCF under this contract. We will use internal references, advertising the job requirements on various channels, sourcing candidate from LinkedIn, CareerBuilder, ZIP Recruiter etc. for networking and database building. Recruitment Team will search for best and perfect candidates local to NJ in our database and will present the candidates for the UCF consideration within 24 hours or sooner.
- **Artificial Intelligence-based Sourcing (AI) Tool:** We also find and engage a comprehensive pool of high-value candidates quickly and efficiently by applying AI techniques to a traditionally manual process. We have built a technology that uses AI/Machine Learning driven matching algorithm that pro-actively matches the best candidates to the open roles from our proprietary database of over 23 million candidates and open job portals. This helps in finding candidates faster, shorten sourcing from weeks to minutes by utilizing machine learning. We utilize latest tools like Chatbots, Text messaging and Mobile apps to engage with the candidates to drive higher rate of response and better candidate experience.
  - ✓ *Social Media*: US Tech continues to develop innovative social media strategies to stay aligned with the ever-changing marketplace. New tools, services, and applications are revolutionizing the way we are able to market your jobs. Our inbound marketing strategy leverages our social media, search engine optimization, content marketing, and social listening efforts in a unified approach, increasing the effectiveness of each.

**Below is step by step methodology to provide temporary staff**

US Tech also follows a proven and well-documented 3-phase, 9-step recruitment process to source, screen and select best-fit talent. Throughout each phase and step, we are continuously evaluating candidate skills, including hard and soft skills, as well as overall fit for the role and the client. We customize each step and phase of the process to allow for the use of any specific

## OUR 3-PHASE, 9-STEP RECRUITMENT PROCESS

**Key to Phases:**
- Phase 1 — Identify
- Phase 2 — Evaluate
- Phase 3 - Attract

STEP 1 Requirements Evaluation

STEP 3 Screen Candidates

STEP 5 Qualifying

STEP 7 Hiring Decision / Contingent Offer

STEP 9 Onboarding & Orientation

STEP 2 Source Candidates

STEP 4 Testing / Evaluation

STEP 6 Interviewing

STEP 8 Background Checks

elements, tests or assessments the client chooses or requires. We also utilize proprietary structured interview templates, behavioral assessments, and third-party online testing tools.

**Step 1: Requirement Evaluation:** To correctly understand UCF need for resources, it will be important to thoroughly evaluate all requirements. Understanding of the UCF organizational structure, team culture, mandatory and desired skills needed for success in a particular role, project scope, and the competitive landscape will all be essential when assessing a requirement.

**Step 2: Source Candidates:** To zero in on the resource that is a right fit for any particular requirement, we will source numerous profiles from US Tech extensive and diverse database, hundreds of job/resume portals, and a variety of social media channels to develop a deep, diverse candidate pool for the requirement. This includes initial resume review.

**Step 3: Screen Candidates:** Shortlisted candidates from Step 2 will be further screened based on skills, years of experience, industry knowledge and other relevant factors. This list of sourced and pre-screened candidates will be further refined by additional screening and initial interviewing to find the best matches to UCF requirement.

**Step 4: Testing/Evaluation:** In this phase, potential resources will be further evaluated and tested on technical expertise by our highly experienced and domain-specific recruiters. In addition to in-depth technical skills evaluation and relevant business domain skills evaluation, candidates will also be subject to Behavioral Interviews for skills like leadership qualities, ability to work in a team, etc. Skill metrics will be applied to narrow down the list to a select few of best matched profiles. This step also includes preliminary verification of degrees, licenses, educational credentials, certifications, and employment eligibility status.

**Step 5: Qualifying:** Candidates that proceed to the qualifying step will then be ranked according to relevant job-specific criteria to be presented to UCF based on best match and alignment with the specific needs of the requirement.

**Step 6: Interviewing:** Candidate interviewing will be conducted to match the UCF requirements.

**Step 7: Hiring Decision/Contingent Offer:** Hiring Decision will be made by the UCF for the candidate selected in the interview process. US Tech will then communicate the offer to the candidate.

**Step 8: Background Check:** We will verify candidate references and provide background screening per the UCF guidelines, and wherever reasonably possible and feasible we will, when instructed, provide details of the results of such details, subject to our terms of business, our contract with the UCF, and any applicable laws. This will include comprehensive verification of the candidate's identity, credentials and background according to the UCF guidelines and in compliance with Federal, UCF and local laws, with reporting on the following:

• Identity
• Social Security Number
• Residence/ Address History
• Employment History
• Education (and highest degree received), Skills and Certificates
• Criminal Records (National/UCF)
• Driving Record (as applicable)
• Credit/Civil Records (as requested)
• Federal Debarment and Denied Parties
• Drug Screening (if required)

We utilize tools and vendors such as Justifacts Credential Verification, Easy Background, Hire Right, Sterling and Pembrook to perform our background checks and other pre-employment screening. Our drug screening includes the application of a 5-panel or 10-panel industry-standard drug test (if required by the UCF through recognized laboratories and services such as Quest Diagnostics.)

**Step 9: Onboarding/Orientation:** All new hires will complete formal onboarding and orientation with US Tech. This will also include client-specific guidelines, information and documentation. This step also includes legal verification of eligibility for employment.

**OUR TIMEFRAME TO PROVIDE UCF TASK SERVICES:**

Our Account Manager, supported by Recruitment Team, is responsible for ensuring the timely fulfilment of client temp labor needs for categories (Non-management, Management and Technical). US Tech will assign a dedicated account to handle the UCF Project. On receiving the requirement from the UCF, our Account Manager will prepare a skill matrix of the specific job requirement for position(s) from Category. The steps and timeline to fulfil the job requirements



## US TECH RECRUITMENT TIMELINES

are shown in the table below:

| Deliverable | Responsibility | Timeframe |
|---|---|---|
| • Analysing the Job Description and need <br> • Designing recruitment strategy <br> • Updating requisition in ATS <br> • Updating job vacancies in social media <br> • Sharing requirement across the sourcing channels | Account Manager | 1 Hour |
| • Searching and Sourcing the right candidates | Recruitment Team | 2-6 Hours |
| • Preparing skill matrix and summary sheet of shortlisted candidates in client format for submittal | Recruitment Team | 2-4 Hours |

| | | |
|---|---|---|
| • Confirming interview schedule | Account Manager and Service Delivery Manager | 1-2 Hours |
| • Aligning and arranging interview schedules with client<br>• Conducting detailed interview and tech check<br>• Phone/Skype screen is performed by committee or hiring manager | Account Manager and Service Delivery Manager | Client Dependent |
| • Keep Candidate Informed | Recruitment Team | On going |
| • Review Options for candidate finalization with client<br>• Communicate decision of top candidate to Account Manager and HR | Account Manager | Client Dependent |
| • On-boarding formalities | HR Manager and Account Manager | 3-7 Days |
| • HR will reach out to the candidate to extend a verbal offer<br>• Paperwork to be send to candidates | HR Manager and Account Manager | 0-1 Hour |
| • Background checks | Account Manager | 2-7 Days |

## 2. Describe how urgent requests are handled.

Upon notification of short notice/urgent request(s), US Tech uses all available resources to support the subject Program Manger to start processing the hiring packets and begin evaluating those qualified and approved members of the applicant workforce and to begin executing a short-turn staffing action which are delivered within client-required timelines or sooner if at all possible.

Should the need arise to rapidly fill short notice/urgent requirements, US Tech employs the same methodology in longer-lead-time hires, but we streamline the process and expedite delivery in order to meet client mission timelines. As with all Task Order-driven contract requirements, timing and ability to flex / surge according to critical requirements is centered on providing the same quality level of individuals to support this contract regardless of the shortened suspense. Within this timeline, Liaison Executives and Recruitment Manager define and rapidly assess personnel requirements and execute the following:

1) Determine if a cross-trained backfill is available from within another Tier location; if not-
2) Gather archived resumes and/or standing candidates for rapid accession;
3) Select candidate(s) based on requirements and government approval requirements (if necessary);

4) In-process and deploy personnel to required location(s);
5) Closely monitor performance and coordinate follow-on staffing actions.

As with our "short notice" staffing capabilities noted above, in the event that an individual and/or our subcontractor departs the contract for any reason US Tech as Prime Contractor, assesses the scope of work and supported efforts, realigns supporting personnel and allow zero degradation of the mission and/or zero degradation of the supported customers.

US Tech operates as a matrix organization in which expertise across the company can be quickly applied to any task from our customers. Under a matrix-workforce, our employees quickly gain breadth of experience on many systems by being exposed simultaneously to various dimensions of a project. The nature of operating under this structure results in highly agile workforce. Bara rapidly responds to any urgent requirement within the scope of our contracts.

As our customers experience urgent and sometimes previously unknown personnel requirements, Bara corporate leadership and support managers execute the following personnel action process:

a. Analyze the requirements,
b. Identify the skills needed to successfully complete the project,
c. Review the employee base for those having these skills,
d. Meet with all affected managers, Task Lead (TL), and Program Manager (PM) that will supervise support employees,
e. Review schedules to prioritize tasks and delivery dates,
f. Recommend employment schedules that meet all customers' needs,
g. Advise customers of temporary resource reassignments and resolve any concerns,
h. Review task definition, schedule changes, and establish new milestones with those employees being reassigned,
i. Urgent requirements critically impact a customer's operation and therefore have high visibility within Bara - especially those requiring work rescheduling and employee reassignments. As these steps are executed to satisfy any urgent requirements, BARA management closely monitors these activities to ensure customer requirements /missions are progressing according to a defined process to ensure successful completion.

Using the procedures outlined above, Bara's options for short notice staffing include, but are not limited to:

- Utilize in-house staff to execute temporary task requirements
- Utilize a current employee as a replacement employee on the client's site
- Hire a temporary replacement from our prequalified candidate database
- Transfer an employee temporarily from another less critical contract provided that it is closely coordinated with the affected 3rd party client

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

US Tech uses HireRight, Verifications and Go Background to perform application and background verification on temporary staff before beginning of their employment. They are screened using efficient and detailed employee hiring verification services, which ensures that the process is prompt, accurate, reliable, cost effective, and provides the information needed to verify qualifications and background information.

This information is retained to verify the references, credit rating, experience and criminal history, which will inform the managerial team of the candidate's honesty, skills, education; thus, allowing us to submit a candidate that is ideal for the position. Background checks also allow us to obtain pertinent information about an employee that might otherwise not be revealed.

**Verification of Education and Credentials** - US Tech uses HireRight, Verifications and Go Background to perform application and background verification on selected candidates. Through this screening, we are also able to verify a candidate's education and credentials.

**Verification that individuals are eligible for employment in the United States** - All I-9 forms will be extensively reviewed and verified by our Account Managers prior to on-boarding the candidate. We use E-Verify (Employee Eligibility Verification program), which is an Internet-based system that allows businesses to determine the eligibility of their employees to work in the United States.

**Background Checks and Credit Record Checks** - US Tech uses HireRight, Verifications and Go Background to perform application and background verification on selected candidates. They are screened using efficient and detailed employee hiring verification services, which ensures that the process is prompt, accurate, reliable, cost effective, and provides the information needed to verify qualifications and background information.

This information is retained to verify the references, credit rating, experience and criminal history, which will inform the managerial team of the candidate's honesty, skills, education; thus, allowing us to submit a candidate that is ideal for the position. Background checks also allow us to obtain pertinent information about an employee that might otherwise not be revealed.

**I-9 verification process -** All I-9 forms will be extensively reviewed and verified by our Account Managers prior to on-boarding the candidate. We use E-Verify (Employee Eligibility Verification program), which is an Internet-based system that allows businesses to determine the eligibility of their employees to work in the United States.

**Fingerprinting -** Fingerprinting is performed when deemed necessary or required by the client. Not all clients request a fingerprinting record, but for those that do require fingerprinting, we execute the test through a reliable and official source that will send the results directly to our clients for review.

When the testing is completed and approved, the US Tech team will notify the candidate of the start date and any other additional instructions provided by the hiring manager. We will supply the candidate of with contact information for the US Tech Account Manager and Payroll Specialist

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

To maintain the high level of quality, US Tech ensuring the proper qualifications of the prospective employees is paramount. US Tech employs a meticulous vetting process, combining our understanding of environment, customer and requirements with our relevant experience in staffing federal, state and local organizations including the UCF. We operate rigorous quality controls in all aspects of recruitment, vetting and registrations to ensure that all our candidates exceed the regulatory standards set by the Client. We have a robust candidate screening and selection process that make us able to provide right talent for right project. We ensure the UCF that we will only provide the best candidate with zero exception of assignment delay or incompletion. We will deliver the qualified and best temporary labor that will make perfect fit according the requirements and support UCF to achieve their business objective with every position.

**US Tech vetting process includes following steps:**

| Steps | Owner |
|---|---|
| **Prescreening –** Recruitment team of US Tech provide position overview, introduce company and benefits to the Candidates and evaluate general aptitude of the candidates; execute a comprehensive prescreen that confirms motivation, experience, salary, skill level, clearance, and potential fit for the Client culture | Recruitment Team |
| **Screening –** Recruitment Manager at US Tech verify certifications with certificate requests through verification sites and check candidates motivation to join/change current jobs | Recruitment Manager |
| **Skills Evaluation –** Account Manager and SMEs Conduct detailed interviews; check effective communication, leadership, expertise, creativity, analytical thinking, and problem-solving capability over a multitude of the PWS/SOW task areas to see if they fit. | Account Manager/ SMEs |
| **Background Check-** US Tech conduct detailed background check of the candidate and share the status with client. We only consider those candidates for further process who clear all checks "Listed below in Background check response section". | HR department and "hire right" Info-Cubic, and "First Advantage" |

*Table: Assure Quality Candidate*

We always hire the right matching resources at competitive cost for such skills without bothering for big effort or complexity required in fulfilling such requests. We have a strong team of Subject Matter Experts, available as and when required for projects undertaken by US Tech. Our approach

to finding and retaining personnel will provide the UCF with talented staff who has the experience and skills necessary to meet project goals.

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

US Tech fill Percentage is 85-90%. Our lead time to get an employee ready is 48-72 Hours.

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

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

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

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

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

Company: __US Tech Solutions, Inc.__  Authorized Representative's Name: __Srini Palnaty__

Authorized Representative's Signature: _____PCX_____ Date: ___Jan 27, 2022___

## APPENDIX II

### CERTIFICATE OF NON-SEGREGATED FACILITIES

We,_____ US Tech Solutions, 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: _____ US Tech Solutions, Inc. _____

Authorized Representative's Name: ___ Srini Palnaty _____

Authorized Representative's Signature: _____ *Pcy* _____

Date: __ Jan 27, 2022 _____

**APPENDIX III**

**COMPLIANCE AND**
**CERTIFICATION OF GOOD STANDINGS**

The parties shall at all times comply with all applicable ordinances, laws, rules and regulations of local, state and federal governments, or any political subdivision or agency, or authority or commission thereof, which may have jurisdiction to pass laws, ordinances, or make and enforce rules and regulations with respect to the parties.

Suppliers shall certify below that they are in good standings to conduct business in the State of Florida. **The awardee of any contract resulting from this solicitation shall forward a certification of good standing, upon request of UCF**. Noncompliance with this provision may constitute rejection of proposal or termination of a contract at UCF's sole discretion.

**CERTIFICATION**

I certify that the company submitting an offer under this solicitation is in compliance with all applicable laws to conduct business in the State of Florida, is in good standings and will provide a certificate of good standings from the State of residence prior to initiating any performance under any contract resulting from this solicitation.

Company: _____ US Tech Solutions, Inc. _____

Authorized Representative's Name: _____ Srini Palnaty _____

Authorized Representative's Signature: _____ Pcy _____

Date: ___ Jan 27, 2022 _____

APPENDIX IV

BONFIRE SUBMISSION INSTRUCTIONS FOR SUPPLIERS

# Submission Instructions for Suppliers

Please follow these instructions to submit via our Public Portal.

## 1. Prepare your submission materials:

### Requested Information

| Name | Type | # Files | Requirement |
|------|------|---------|-------------|
| Proposal | File Type: Any | Multiple | Required |

### Requested Documents:

Please note the type and number of files allowed. The maximum upload file size is 1000 MB.

Please do not embed any documents within your uploaded files, as they will not be accessible or evaluated.

## 2. Upload your submission at:

https://ucfprocurement.bonfirehub.com/opportunities/49428

Your submission must be uploaded, submitted, and finalized prior to the Closing Time of **Jan 13, 2022 2:00 PM EST.** We strongly recommend that you give yourself sufficient time and **at least ONE (1) day** before Closing Time to begin the uploading process and to finalize your submission.

### Important Notes:

Each item of Requested Information will only be visible after the Closing Time.

Uploading large documents may take significant time, depending on the size of the file(s) and your Internet connection speed.

You will receive an email confirmation receipt with a unique confirmation number once you finalize your submission.

Minimum system requirements: Internet Explorer 11, Microsoft Edge, Google Chrome, or Mozilla Firefox. Javascript must be enabled. Browser cookies must be enabled.

### Need Help?

University of Central Florida Procurement Services uses a Bonfire portal for accepting and evaluating proposals digitally. Please contact Bonfire at Support@GoBonfire.com for technical questions related to your submission. You can also visit their help forum at https://bonfirehub.zendesk.com/hc

**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.

| | |
|---|---|
| *[signature]* | Srini Palnaty |
| PROPOSERS SIGNATURE | PRINT OR TYPE PROPOSER'S NAME |
| US Tech Solutions, Inc. | govt@ustechsolutions.com |
| COMPANY NAME | EMAIL ADDRESS |

UNIVERSITY OF CENTRAL FLORIDA

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

ADDENDUM

IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE

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

ITN TITLE:  TEMPORARY LABOR SERVICES

ADDENDUM NUMBER: II      ADDENDUM DATE: January 13, 2022

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

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

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|---|---|
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