Solicitation Type: Invitation to Negotiate

ITN Number: 2021-03TCSA

Project Title: Temporary Labor Services

Due Date: January 27, 2022 @ 2:00 P.M. EST

<table>
<tr><td colspan="1"><u>Submitted to:</u></td><td><u>Submitted by:</u></td></tr>
<tr><td>

University of Central Florida

Attn: Trinh Nguyen
12424 Research Parkway, Suite 300
Orlando, FL 32816
Email: trinh.nguyen@ucf.edu

</td><td>

vTech Solution, Inc.

1100 H St NW, STE 750, Washington DC, 20005
202.644.9774 (O) | 866.733.4974 (F)
Website: https://www.vtechsolution.com/
Email: rfp.vtech@vtechsolution.com

</td></tr>
</table>

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COVER PAGE

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	and may not be withdrawn within **120** days after such date and time.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
20-4271088

SUPPLIER NAME vTech Solution, Inc. | REASON FOR NO OFFER:

SUPPLIER MAILING ADDRESS
1100 H Street NW Suite 750

CITY - STATE - ZIP CODE   Washington DC 20005

POSTING OF PROPOSAL TABULATIONS

AREA CODE (202)	TELEPHONE NUMBER 644-9774
	FAX: (866) 733-4974
	EMAIL: rfp.vtech@vtechsolution.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)

Anisha Vataliya, President
AUTHORIZED SIGNATURE (TYPED), TITLE

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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://fs.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.

Invitation to Negotiate Acknowledgment Form (revised 03/12/20)

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A. EXPERIENCE AND QUALIFICATIONS OF PROPOSER

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

vTech specializes in providing Professional Services and Temporary Staffing Service with over 16 of experience in providing the similar services, vTech supports **95+** federal & state government agencies. Currently, we have **960+** Professionals engaged nationwide in various projects.

We have an internal database of 5K+ pre-vetted resumes, access to various job sites, an internal pool of employees, and experienced recruitment staff who are skilled in providing qualified personnel, for fulfilling the University staffing requests immediately. Our recruitment team consists of 100+ recruiters, data miners, and research analysts, having an average experience of 5+ years recruiting professionals to support the University's needs. vTech is confident and assures the University that we can provide temporary labor requirements immediately or whenever required. Our relationships with our Resource Partners give us access to a wide variety of consultants skilled in various platforms and technologies. Based on our partnerships and our resource base, we have a bench strength of over 900 over the past one (1) year.

vTech Services, solutions, and methodologies are framed around leading technologies and industry best practices, enabling us to provide the best services and solutions to our customers. We bring capability in delivering and managing projects in a timely manner (often ahead of schedule). We intent to utilize an approach based on several successful efforts of similar size and scope; Local, State and Federal incorporating the best practices from both the government and industry, and at the same time delivering quality through our CMMI Level 3 compliant quality processes.

Management Capability
We have addressed the management capability requirements laid out by the client. Our Candidate Selection and Background Checks process is clearly defined and aids search. vTech offers an extended resource Warranty Period, providing extra time to assess a resource's capability and experience. We have addressed the Right to Represent a key quality control factor in managing resources and who has the right to represent them to a client. Performance Expectations define the success of our service. We have tailored our approach to be responsive, identifying metrics and service levels with which we can grow the service. vTech's staffing model promotes transparency into every aspect of our services and solution through our Reporting capability. We provide reports for all aspects of our service reporting on more than just our service level agreements (SLAs), offering detailed insight to stakeholders.

Account Management Team
vTech's personnel, with more than 45 years of combined account management experience, have been with the company since the staff augmentation program was implemented in 2006. They bring unparalleled knowledge, experience, relationships, and familiarity which other vendors cannot meet.

Competitive Rates Targeted for the client and Regions
We propose a pricing model using research data gathered by the Economic Research Institute (ERI) that is competitive and realistically reflects local labor compensation requirements across the regions and states.

vTech understands that the client is looking for an end-to-end solution that allows it to benefit from a modern, streamlined process that provides transparency via performance metrics and reporting requirements.   During the period of performance, vTech will work with client to actively market the Contract to new state agencies. As the aggregate number of agencies using the program grows, financial returns may improve; costs are driven down and performance improves.

OUR KEY DIFFERENTIATORS

Creative and consultative approach: We pride ourselves as the creative problem solvers for our client's business problems by providing various solutions that are tailor made for the situations and are effective to the maximum extend. Our consultants are experienced and seasoned having in-depth knowledge of various domains and industries, but what makes us unique is our dedicated account manager for each client approach that ensures your organization is handled by professionals that has complete knowledge about your organization.

High Quality Customer Service: We believe in providing services without compromising on quality. At vTech, we stand up and take responsibility and are willing to go extra miles to provide high quality services. Through our internal Quality Assurance & Compliance Teams, we go to extensive lengths to ensure we provide you the most accurate and high-quality services because we believe in mutual growth and long-term relations.

Value Added Services: Our innovative and efficient solutions services give a competitive edge to our clients with unique market position. Services such as cloud assessment, optimized infrastructure support, and security solution prepare our client for next information security challenge.

Optimized cost: With budgets tightening, costs become increasingly important criteria influencing critical projects. We are cost effective and provide unmatchable services at extremely competitive prices. We also have highly competent market research team, who continuously keep our list of hourly rate updated.

Prompt delivery: Timely delivery of the service is one of our utmost concerns here at vTech. We have professionals that give special attention to each client and have dedicated resources working on to give immediate response and quick turnaround.

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

vTech Solution Inc. (vTech) is a privately owned company, established in 2006 and headquartered in Washington DC. Over the last 16 years, much of the growth of our organization has been based on the successful implementation of staff augmentation programs across state and local, Federal, and commercial organizations. We provide a positive economic impact to the communities we serve through our Contingent Labor programs. As an organization primed to support this contract, vTech has 17 offices nationwide and is registered to conduct business in 45 states.

Throughout its history, vTech has expanded its offerings and capitalized on evolving trends and technologies to benefit its clients. Expanding its horizons by the day, vTech now has its presence, in the form of deploying its services, in almost all states across the nation.

Drawing on our extensive experience and built on a foundation of integrity, vTech endeavors to overcome the challenges and opportunities confronting private and government sectors by incorporating the latest solutions, complete with industry best practices. vTech, therefore, helps organizations to embrace a leadership model that will focus both on systems and people. In a nutshell, vTech facilitates efficient and effective team resourcing and team building. Realigning the organization's purpose, mission, process, and systems with the needs of its most important asset – its people.

vTech excels in delivering staffing solution that is focused on small to mid-market programs and is tailored toward the strategic needs of such clients, including those in heavily regulated sectors such as government. As a long-time supporter of staffing programs across the United States, vTech has earned a stellar reputation as not only a supplier of managed payrolling and IC compliance services, but as a thought leader in the industry that utilizes a strong technology infrastructure to deliver a superior service experience to its stakeholders – clients, suppliers, and temporary staff. We are a successful Staff Augmentation Provider, having helped establish the staff augmentation model within many client agencies. Since that time we have continually refined and improved the model so that we can deliver a market-leading solution with few rivals.

We specialize in Recruiting & Staffing
vTech focuses on quality talent acquisition with contract, contract-to-hire and Direct Permanent Staffing across all disciplines. We bridge the gap by analysing, Identifying and fulfilling staffing needs of technical organizations with highly qualified, sustainable professionals. We have extensive experience and successful past performance in providing Staffing solutions.

Why work with vTech Solution?
- Nation-wide presence and sourcing capabilities.
- In-depth Background check & thoroughly screened candidates.
- Capability to fulfil crunch time positions.
- Pre-screened pool of vast resources.
- Focus on reducing 'cost per hire' and 'time to fill' on all requirements.
- Complete support on candidate on-boarding, credentialing and relocation
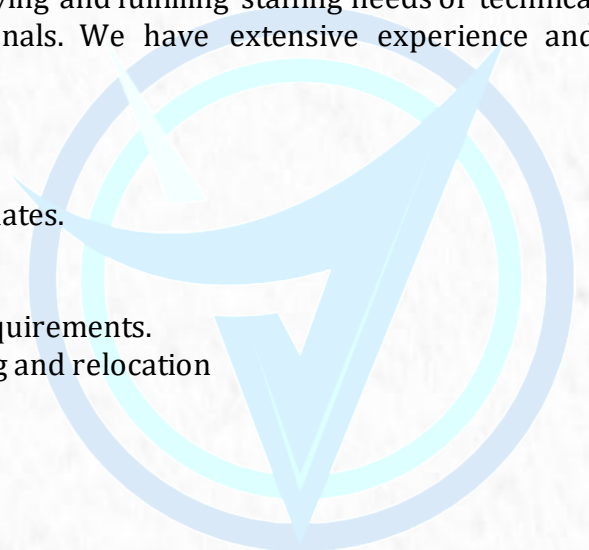
vTech's Certifications & Awards:
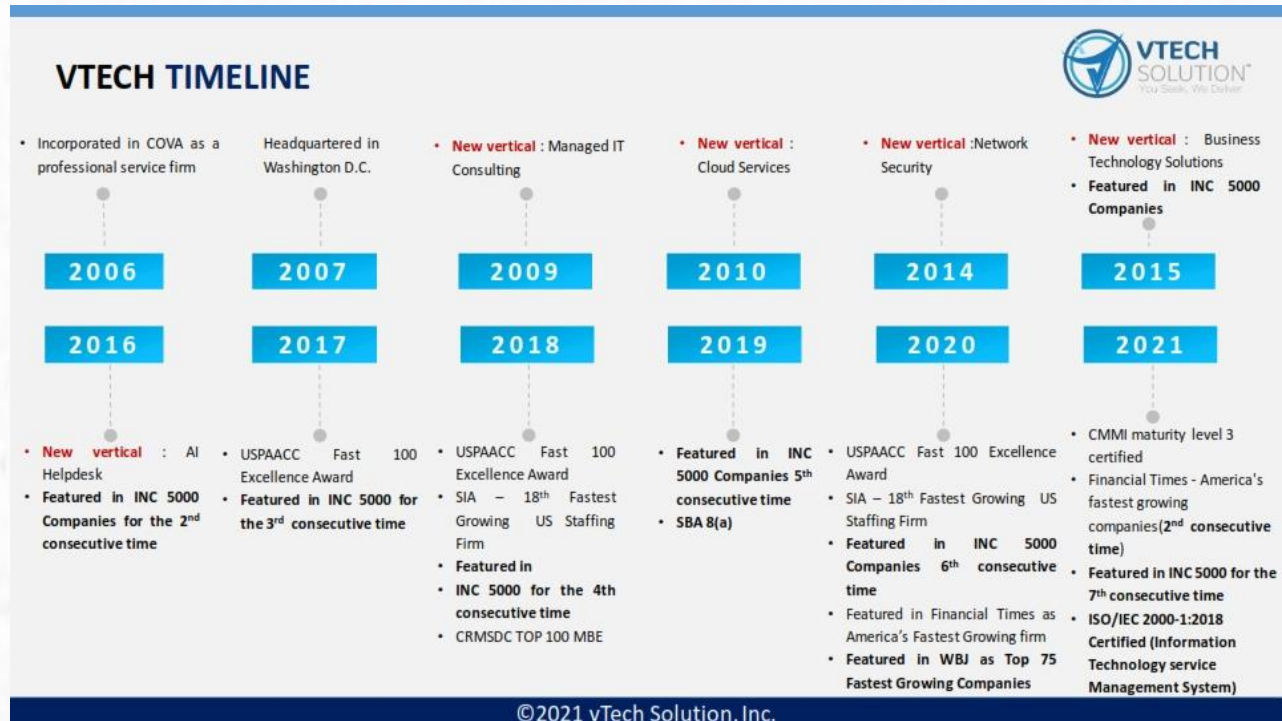
OUR SBE/MBE/DBE CERTIFICATIONS:

- Disadvantage Business Enterprise (DBE) Certification from Virginia Department of Small Business and Diversity-Commonwealth of Virginia, VA
- Small Business Self-Certification (SBE) from Department of General Services, PA
- Small Diverse Business Certification (SBE/MWBE)-Self Certified from Department of General Services, PA
- Certified Business Enterprise (CBE) from Department of Small and Local Business Development's (DSLBD'S), DC
- Local Disadvantaged Business Enterprise Certificate from Metropolitan Washington Airport Authority (MWAA), DC
- Disadvantage Business Enterprise (DBE) Certificate from Metropolitan Washington Unified Certification Program (MWUCP - WMATA/DDOT), DC
- Historically Underutilized Businesses (HUB Office), NC from State Wide Uniform Certification, Program, NC

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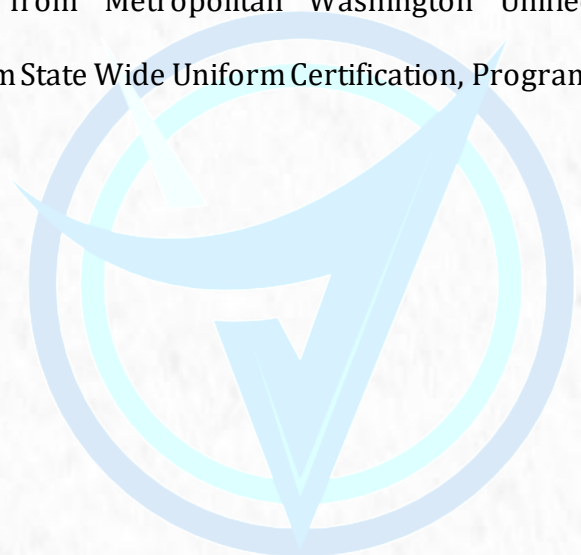
RECOGNIZATION:
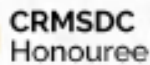
Company Locations: We are headquartered here in Washington DC and we have a strong presence nationwide at the below-mentioned locations.

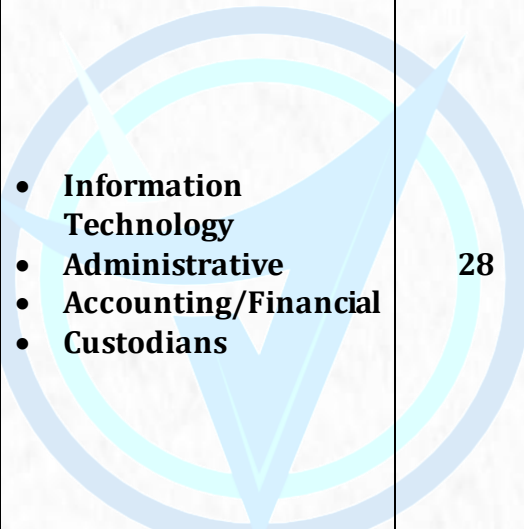| Location	Address	Location	Address
DC	1100 H Street, NW Suite 750, Washington DC 20005-5476	ME	1536 Main Street – PO Box 509, Readfield, ME 04355
OK	Braniff Building 324 North Robinson Avenue, Suite 100 Oklahoma City, OK 73102	MI	2285 S. Michigan Road - PO Box 266, Eaton Rapids, MI 48827
FL	17888 67th Court North, Loxahatchee, FL 33470	NJ	208 West State Street, Trenton, NJ 08608-1002
IA	400 Locust St., Suite 400, Des Moines, IA 50309	AZ	1600 West Monroe, Phoenix, AZ 85007
IL	901 S 2nd St, Ste 201, Springfield, IL 62704-7909	OR	5305 North River Road, Suite B1, Keizer, OR 97303
MA	44 School Street, Suite 325, Boston, MA 02108-4209	SC	317 Ruth Vista Road, Lexington, SC 29073-8628
MD	1519 York Road, Lutherville, Baltimore County, MD 21093	*TX*	805 Carlton RD, Wylie TX 75098
VA	42730 Freedom Street, Chantilly VA 20152	WA	4816 Aurora Ave N, Seattle, WA 98103-6518
WV	555 Poca River Rd N, Poca, WV 25159-6710	PA	9 Langston Cir, Exton, PA - 19321

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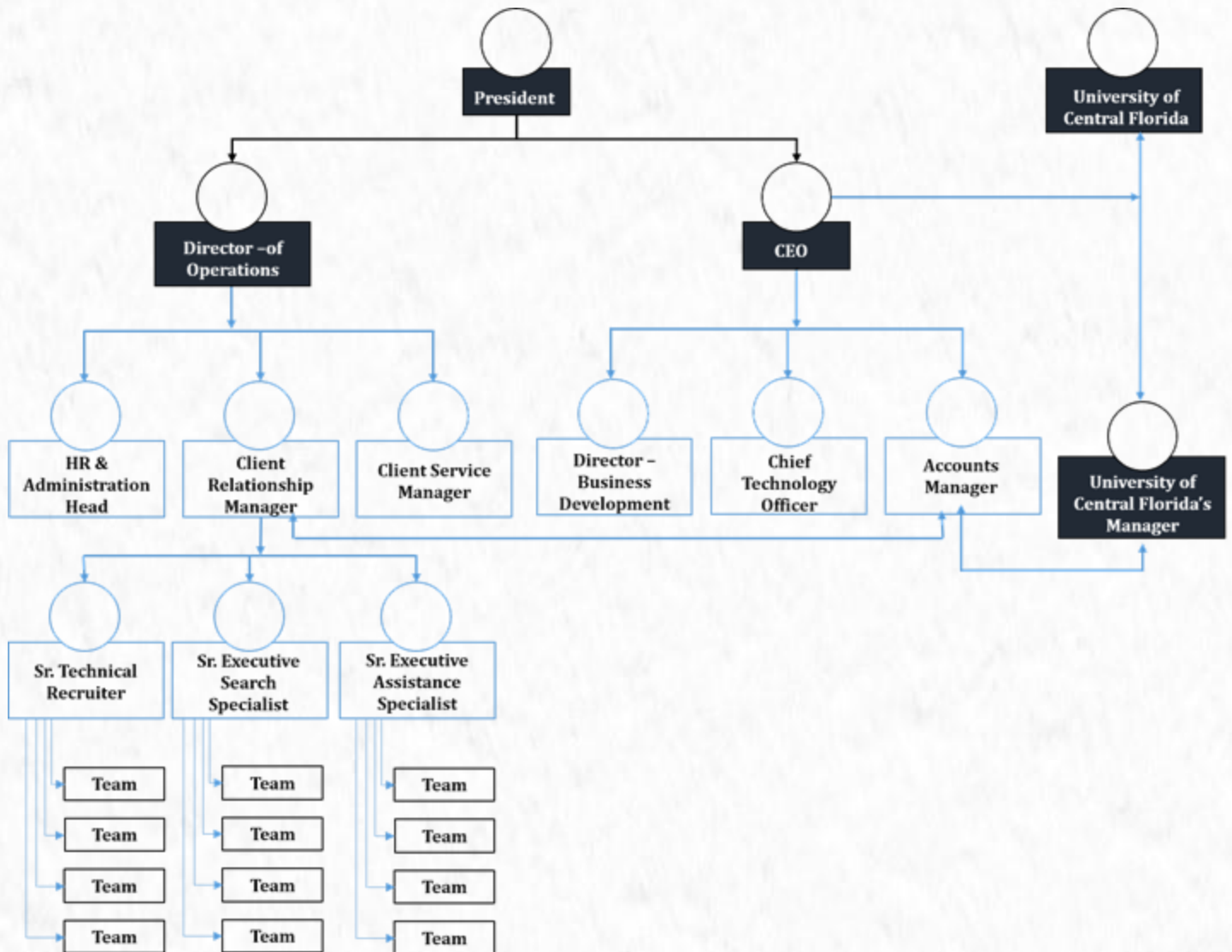
3. *Provide information on your company size, industrial track record, financial stability, and years in business, etc.*

vTech is a Small Business Enterprise, we have 76 full time employees. We have been in business and providing similar services from past 16+ years.

VTECH'S PAST EXPERIENCE			
Client Name	**Description of work**	**Labor Categories Supported**	**Total number of staff provided**
State of Florida - Department of Management Services	vTech has been successfully providing the State of Florida with a vast range of resources against their contingent staffing requirements, across agencies such as, the Department of Education, Department of Environmental Protection, Department of Financial Services, Department of Law Enforcement, Department of Management Services, Department of Revenue, Department of Transportation and the Office of the State Courts Administrator. We tapped into various sources, ranging from databases to social media platforms, to recruit top-quality talent for The State of Florida Government covering various positions like Technical & Non-Technical Business Analysts, Systems Analysts, System Administrators, Quality Assurance Specialists, etc. The vTech team was able to supply the client with the volume, quality, and diversity of contractors that went beyond the client's expectations. vTech also provided the requesting State of Florida agencies with meticulously screened talent, assuring the quality of all potential hires, making hiring an efficient process for the client.	• **Administrative** • **Accounting/Financial** • **Information Technology** • **Clerical**	**46**
Baltimore County Public Schools	vTech Solution Inc. has been providing Staff Augmentation and Consulting Services for the Baltimore County Public Schools. Through a contract that was initiated in 2018 and is still	• **Information Technology** • **Administrative** • **Clerical** • **Accounting/Financial**	**10**

	continuing till date, we have placed more than 5 for our client in various Professional positions including:		
Austin Community College (ACC)	vTech has been awarded the contract under which vTech provides ACC with temporary staffing services. ACC's objectives of this solicitation were to issue one (1) or more contracts to a Staffing Agency (or Agencies) to provide qualified temporary personnel for various ACC departments on an as/needed basis during the fiscal year 2019 and beyond, or until the proposed services are no longer needed. The position descriptions represented herein are general requirements for all ACC departments. Additional knowledge, skills, and abilities may be applicable for individual positions. vTech also provided contracted skilled workers in all areas	• **Managerial** • **Information Technology** • **Technical** • **Administrative** • **Clerical**	**3**
University of Arizona	vTech has been awarded a Temporary Staffing contract to provide professional services for multiple categories like administrative and analysis services including Business Analysts, Administrative clerk, Compliance Analysts, etc. The duration of the contract will be until the year 2021. We have successfully placed many candidates within the stipulated time.	• **Information Technology** • **Administrative**	**21**
University of Massachusetts	vTech won the contract of University of Massachusetts, Medical School for providing fully managed Staff Augmentation Master Services. Subsequently, vTech was also competitively awarded with the Master contract for entire University of Massachusetts to provide Managed staff augmentation services. The objective of this Master Contract is to enable University to procure & manage full life cycle staff augmentation, consulting and technical services in a timely and economical manner. Our team is dedicated to the successful and	• **Information Technology** • **Administrative** • **Accounting/Financial** • **Custodians**	**28**

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	resourceful management of contingent labor solutions, reducing risk, providing increased governance and controls, enhancing workforce decision support and cost savings for UMASS.		
University of Maine	vTech is supporting staffing services on various job categories	• **Administrative** • **Clerical** • **Information Technology**	30
US Department of Agriculture (USDA)	vTech is providing onsite administrative services to the USDA, AMS. We are helping USDA by providing highly skilled, reliable, responsive, courteous, and customer-oriented personnel to provide onsite administrative support services required to support the short-term and long-term needs of the agency. vTech is performing all services required at the Department of Agriculture (USDA) Agricultural Marketing Service (AMS) along with providing Project Management of its workforce.	• **Managerial** • **Administrative** • **Clerical** • **Accounting/Financial**	4
Virginia Housing Development Authority	vTech has been awarded Firm Fixed project for Information Technology, Project Management, and Human Resource Staff Augmentation Services for Virginia Housing Development Authority (VHDA), Richmond, Virginia. By using our extensive experience, we are managing resources and staff to work on remote tasks. We are providing continuous/daily scheduled reports on the work performed by our remote staff and using quality control standards to compare the performance of our resources. We have streamlined & simplified the payables process and provided business transparency with an adaptive workflow. We produced marked cost reductions by providing high skilled local candidates with reasonable rates. We have provided configurable, customizable, and robust system reports delivering valuable information and business analytics.	• **Managerial** • **Information Technology** • **Technical** • **Administrative** • **Clerical** • **Accounting/Financial**	78

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DC Water and Sewer Authority	vTech has been awarded a contract to provide Staff Augmentation Services for multiple categories including quality analysis, network services, project management, and more. vTech has been providing skilled candidates within the stipulated time.	• **Managerial** • **Information Technology** • **Technical** • **Administrative** • **Clerical** • **Accounting/Financial**	33
Office of the Chief Financial Officer (OCFO)	The District of Columbia Office of the Chief Financial Officer, Office of Contracts, on behalf of Office of Finance and Treasury (OFT) (the "District") required the Contractor to provide Professional Staff to support essential OFT operations including Central Collection Unit (CCU), Unclaimed Property, Pension, and Other Post Employment Benefit (OPEB) units.	• **Managerial** • **Information Technology** • **Technical** • **Administrative** • **Clerical** • **Accounting/Financial**	41
Acro Service Corporation	vTech was ought to provide temporary staffing personnel on various profiles	• **Administrative** • **Clerical** • **Accounting**	25
The Capital Metropolitan Transportation Authority, TX	vTech is supporting staffing services on various job categories	• **Information Technology** • **Administrative** • **Clerical** • **Accounting/Financial**	86
Chicago Transit Authority, IL	vTech is supporting staffing services on various job categories	• **Information Technology** • **Administrative** • **Clerical** • **Accounting/Financial**	22

FINANCIAL CAPABILITY

Financial Strength & Capability: With current annual revenue exceeding $21Million, vTech has experienced consistent Y-O-Y growth with its strong emphasis on quickly applying new and emerging technology and platforms in its implementations. The company is financially strong and sound, well-funded, owns a company office in Washington DC and having direct & remote support services in various regions of the US sub-continent to deliver and implement projects on time.

Last 4 years Revenue	
FY	Revenue in USD
FY 2018	17M
FY 2019	18.5M
FY 2020	19.8M
FY 2021	21.3M

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

Company/University name and address

Baltimore County Public Schools
600 Stemmers Run Road, Essex, MD 21221

Services rendered and length of service

Temporary Staffing Services
February 2018 - Ongoing

Contact information for reference at UCF discretion

Melody Ashburne-Payton, Administrative Secretary III
mashburnepayton@bcps.org || 443.809.9876

Company/University name and address

Austin Community College

Services rendered and length of service

Staff Augmentation Services
July 2018 – Ongoing

Contact information for reference at UCF discretion

Adrianna Lomas, Supervisor, Student Affairs Help Desk
acardena@austincc.edu || 512-223-7867


Company/University name and address

US Department of Agriculture (USDA)
100 Riverside Parkway, Suite 101 Fredericksburg, Virginia 22406

Services rendered and length of service

On-Demand Temporary Support Contracting Services
February 2018 - Ongoing

Contact information for reference at UCF discretion

Beverly Brown, Contracting Officer
BeverlyS.Brown@usda.gov || 540-361-1126

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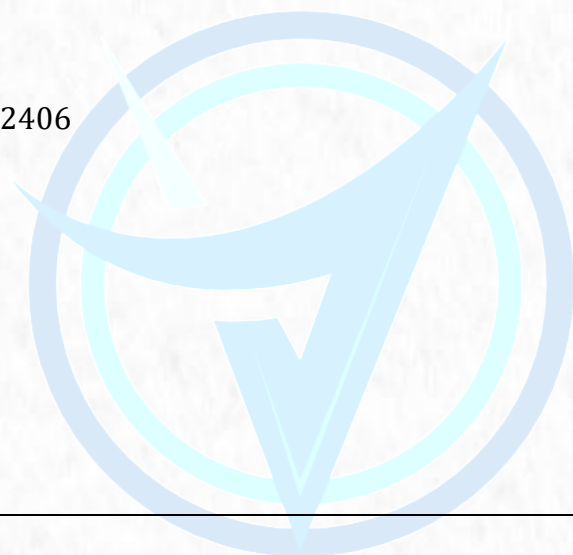
B. PROJECT STAFF QUALIFICATIONS/EXPERIENCE

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

Total Number of Employees: 76

KEY PERSONNEL ASSIGNED

SN	Key Management Personnel	Designation	Total Years of Experience
1	Mr. Michael D. Pereira	Key Account Manager	16 Years
2	Mr. Pratish Nayak	Recruiting Manager	12 Years
3	Mr. Chirag Sulakhe	Recruiting Manager	11 Years
4	Mrs. Israt Shoily	HR & ADMIN Manager	10 Years

We have a team of managers that will all play an important role in fulfilling our responsibilities for the University under this RFP. We have included their names and job functions for your review:

Account Manager – Michael Pereira
- Direct budget activities to fund client contract
- Appoint department heads or managers and assign or delegate responsibilities to them.
- Analyze and evaluate performance on client contracts to determine areas of potential cost reduction, program improvement, or policy change.
- Direct, plan, or implement policies, objectives, or activities to ensure continuing operations with the client or to increase productivity.
- Confer with board members, organization officials, or staff members to discuss issues, coordinate activities, or resolve problems on client contracts.
- Implement corrective action plans to solve problems with services provided to the client.
- Direct human resources activities, including the approval of human resource plans or activities and the selection of high-level staff.
- Establish departmental responsibilities and coordinate functions among departments and sites.

Recruiting Manager - Pratish Nayak
- Identify staff vacancies and recruit interview and select applicants for client vacancies.
- Serve as a link between management and employees to help resolve work-related problems on client sites.
- Analyze and modify compensation and benefits policies for client temporary associates.
- Advise managers on organizational policy matters such as equal employment opportunity and sexual harassment.

### Recruiting Manager - Chirag Sulakhe

- Perform difficult staffing duties for client temps, including dealing with understaffing, refereeing disputes, firing employees, and administering disciplinary procedures.
- Plan and conduct new employee orientation for client temporary employees.
- Plan, direct, supervise, and coordinate work activities of subordinates and staff relating to employment, compensation, labor relations, and employee relations.
- Plan, organize direct and control training activities for client temporary employees.

HR & ADMIN Manager – Israt Shoily

- Hire employees and process hiring-related paperwork for client vacancies.
- Interpret and explain human resources policies, procedures, laws, standards, or regulations.
- Prepare and maintain employment records related to events such as hiring, termination, leaves, transfers, or promotions, using vTech proprietary software.
- Select qualified job applicants or refer them to managers, making hiring recommendations when appropriate.
- Inform job applicants of details such as duties and responsibilities, compensation, benefits, schedules, and working conditions.
- Schedule or conduct new employee orientations. Maintain and update human resources documents.
- Confer with management to develop or implement personnel policies.

Key Staff's Resumes are attached below

![VTECH SOLUTION - You Seek, We Deliver.]
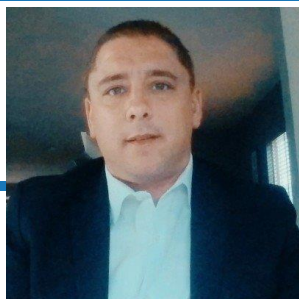
Michael Pereira

Account Manager

(202) 644-9774 x 140

Michael.P@vTechSolution.com

SUMMARY

Michael Pereira is an Account Manager at vTech Solution Inc. he is responsible for improving the company's market position, defining strategic goals, and acting as a liaison with vTech's business partners & stakeholders, identifying new business opportunities, and maximizing its financial growth while managing a team of successful account executives. Michael is a global provider of workforce solutions, always thinking about what's next in the story of work, connecting talented people to companies in need of their skills and designing talent strategies that help businesses embrace the value of all workers and workstyles. With a strong background in both contingent staffing & IT Consulting, He is extremely resourceful and has extensive experience working with both government and Fortune 500 accounts.

SALES TRAINING

Sandler Sales system, Peter Lefkowitz Intensive Sales and Recruiting, Dan Cahill One on One training, Paul Donahue Solution Based Selling, Dept. of Labor Boot camp, & continuous development.

PROFESSIONAL EXPERIENCE

vTech Solution. - Washington, DC   Feb 2018- Present
Account Manager

- Account Management, Project Management & planning for large professional services projects within the Federal, State & Local, and Commercial markets
- Manage a pipeline of opportunities both on shore and off shore for the development of company accounts
- Run capture and strategy on existing and future procurements and professional services projects that fall in the vTech domain
- Manage many large multi-million-dollar accounts on a daily, monthly, quarterly basis

Technalink Inc. - McLean, VA   Nov 2015- Dec 2016
Director of Business Development
- Strategic Planning, Performance Management, Business Analysis, Capture Management on Federal Opportunities
- Created relationships with strategic partners to win large multi-million dollar IDIQ's/GWACS Vets 2, CIOSP3, Alliant SB2
- Formed small business alliance with 5 other firms to capture IT70 federal opportunities
- Placed strategic resources inside FAA for existing and future capture
- Understanding of federal procurement process with focus on building new relationships inside federal agencies to provide solutions within existing contract vehicles

Level 5 Consulting LLC- Arlington, VA   Oct 2012- May 2015
Vice President of Consulting
- Responsible for the direct growth of the organization through both existing customers and new business development delivering customized software for commercial & federal clients
- Maintained Level 5's GSA IT 70 contract for pricing and future proposal business
- Developed strategic partnerships with other organizations to pursue federal procurement opportunities
- Responsible for an $80-million-dollar portfolio of federal RFP's focused primarily on Department of Labor & Energy

DISYS— McLean, VA   Feb 2011- Aug 2012
Account Executive
- Responsible for revenue generation via new business to business development/ sales from acquiring new leads to closing deals for services of information technology and consulting offerings
- Responsible for helping the growth of one of DISYS key accounts growing by 600% in 14 months
- Negotiated a GSA servicing agreement behind a $200-million-dollar consulting spend for DISYS
- Consistently maintained over $10K in gross profit on a weekly basis in past 12 months
- Help secure and collect over $2 million dollars in back invoices from key client dating back12 months
- Key account grew from top 50 DISYS Account to Top 5 within 14 months
- Helped grow the Verizon Account internally from $300K in gross revenue to $17 Million in 14 months

Access National Bank — Washington, DC   May 2009- Feb 2011
National Account Executive
- Responsible for managing clients on a National level through the entire sales cycle
- Project management responsibilities including client relationships and National marketing campaigns

EDUCATION

George Mason University, Fairfax, VA   Sep 1997- May 2002
Major Studies: Public Relations/Advertising
Member of Sigma Phi Epsilon
Student Government Representative, Member of G.M.U. Executive Branch
Scholarship Athlete-GMU for three years (Wrestling)
*Interned on 6-month SAP implementation (Raytheon Systems)

PRATISH NAIK

Director, Client Service

202.664.5955
Pratish.n@vTechSolution.com

SUMMARY

- **19 years of experience in RPO, KPO, BPO Industry with varied roles in leadership positions**
- **Full recruitment life cycle including recruiting and hiring processes, sourcing, interviewing, reference checking, tracking, salary negotiations, and closing.**
- **Possess strong technical/business acumen and understanding of technical requirements; deep sourcing skills and experience sourcing passive candidates; excellent candidate assessment skills.**
- **Possesses a solid understanding of computer systems technical vocabulary, Information Technology, software development lifecycle (SDLC) quality assurance, technical support, administrative support, and professional support services**
- **A resourceful, solution-focused professional with excellent interpersonal and rapport-building skills. Responsible, loyal, reliable, and independent worker with a high level of enthusiasm and creativity. Self-motivated professional who achieves results and has a superior ability to coordinate and perform several projects simultaneously.**

PROFESSIONAL EXPERIENCE

vTech Solution Inc   **Feb 2020 – Present**
Director Of Client Services
- vTech solution Inc. is a Managed Professional Services firm based out of Washington DC with primary focus on Temporary Support Services and Professional Services.
- Currently, we are one of the nation's fastest growing private companies and have been consecutively named in INC. 5000 list for past three years.
- Our focus is to enhance level of success for our clients by offering highest quality services in efficient manner. We use the most advanced IT technologies and practices to add value to our client services.

VIZEBH COMPOSITECH PVT. LTD.   **May 2018 – Apr 2019**
Director – Business Development
- To effectively communicate the benefits and value of a company's products or services to potential customers
- Give professional presentations to customers either individually or in groups
- Excellent communications skills to build relationships with potential new customers and to Primarily responsible for plannireinforce ones with existing clients
- Accountability includes development market plan, competition analysis, planning, and implementing sales programs in India and overseas market.
- Identifying and understanding customer requirements and collaborating with Technical Service team. Attend trials at customer's place. Develop and implement annual business plans and strategies with regular updates and adjustments to meet business objectives and profitability.

INSPIRE HUMAN POTENTIAL PVT. LTD.   **Sept 2014 – May 2018**
Director / Managing Partner
- Built clients starting from cold calling, lead generation, in-person meetings, negotiating terms and getting the agreement signed
- New Client Acquisition by engaging at the C suite and other key stakeholders in the prospective organizations
- Creating new opportunities & independently managing the sales for online branding & recruitment solutions at mid/senior level management
- Engaging with the key decision-makers of large MNC to acquire business & managing their relationship.
- Devising strategies and techniques necessary for achieving the sales targets

Collabera Technologies Pvt. Ltd.   **Aug 2012 – Sep 2014**
Recruitment / Delivery Manager in Business Development Group, Recruitment / Delivery Manager in Regional Accounts
Recruitment / Delivery Manager in Technical Competency Unit (Emerging technologies: Social Media, Analytics, and Cloud)
- Led the delivery of various SMAC technology Consultants (Big Data, Hadoop, Cloud Computing, Internet of Things (IoT), Mobility) for various accounts for Collabera generating $5M revenue annually
- Responsible for Delivery & Strategy Management, Team Management, P&L Management for the mentioned business.

Certifications:
- Certified Master Practitioner of Neuro-Linguistic Programming (NLP) Certified Life Coach
- Certified Practitioner of Neuro-Linguistic Programming (NLP)
- Certification of Basic Course in computers i.e. Microsoft Word, Excel, PowerPoint. Certificate of Proficiency in English from Central Institute of English & Foreign Languages.
- Certificate of successful completion of "Call Center Operations" training. Won the "Rotary Youth Leadership Award" from Rotary International.

EDUCATION
- Bachelor in Commerce (Accountancy) from M.S. University, Baroda, 2007
- Bachelor in Business Administration (Capital Markets) ICFAI University, 2009

VTECH SOLUTION™
You Seek, We Deliver.

CHIRAG SULAKHE

Director, Client Service

202.664.5967
Chirag.s@vTechSolution.com

SUMMARY

- 13+ years of professional US recruiting experience with leading professional services companies; Started with hands-on support in Recruitment initiatives and have successfully transitioned into handling offshore operations & delivery through the years.
- Deployed consultants for multiple clients in the US and made placements with the following companies: Verizon, Southern California Edison, AT&T, Huntington National Bank, Kaiser Permanente, and several other Consulting Clients.
- Grew and managed some of the biggest healthcare accounts of Collabera i.e Kaiser Permanente, Molina Healthcare, etc from scratch.
- As the Delivery and Operational Head, have been involved with developing long-range goals & annual objectives, P&L, Process Improvements, and liaising between US Sales & Offshore delivery teams.
- Implemented recruitment strategies and staffing programs designed to attract and retain the highest quality of candidates.
- Mentored and led a team of recruiters in providing recruiting best practices and strategic direction to business unit leaders and key stakeholders and training them to get on the speed at the earliest.

PROFESSIONAL EXPERIENCE

vTech Solution Inc   April 2019 – Present
Director Of Client Services
- Managing ROI of teams
- P&L Management
- Managing various departments related to delivery & sales
- Ensuring financial targets are met
- Process redefinition & implementation
- Forming strategies to increase productivity
- Improvisation of existing systems & policies

Rang Technologies, Vadodara, India   Mar 2017 – Mar 2019
Associate Vice President – Operations & Delivery
- Offshore Operations & Resource Management
- Delivery Management
- Strategic Planning & Execution
- Process Definition & Improvement
- P&L Management
- POC between US Sales & Offshore Delivery

Resource / Delivery Head   Mar 2017- Oct 2017
- Resource & Delivery Management
- Implementing the best Recruiting Practices
- Strategic planning
- Advisory to Sr Management
- Organizing campus drives for hiring

Collabera, Vadodara, India   Sep 2006 – Feb 2017
Director / Managing Partner
- Managed the entire delivery of telecom accounts and then looking after the regional accounts in the Bay Area and Southern California.
- Managed some of the major healthcare clients in CA. Took the account from scratch and brought it to the top ranking Client's list while competing with other vendors.
- Managed a team of about 20+ Recruiters with major team members based out local in Vadodara while some in Bangalore & US Local offices.
- Visited onsite US office in both Northern & Southern CA twice, one in 2015 & 2016 for client visits along with onsite sales team.
- Responsible for delivery management on time commitment, client satisfaction, performance and feedback retrieval
- Responsible for the development and implementation of recruitment strategies and processes across the team.
- Set metrics that recruiters had to meet on a daily, weekly, and monthly basis.
- Responsible for meeting the assigned targets of the team on monthly/quarterly/yearly basis.
- Doing complete analysis of account and think on strategies to increase profitability of the Organization.

Manager – Recruiting   Apr 2012 – Dec 2012
Managing a team of 15 recruiters starting from selecting them, training them and bringing them up to speed as soon as possible

Senior Recruiter   Sep 2006 – Dec 2009
- Performed full life-cycle of recruiting which includes: Sourcing, Screening, Checking References, negotiating compensation packages, Presenting Candidates, Scheduling interviews, and Delivery.
- Coordinating with the candidate and operations team to ensure that all the required legal documents are in place before the candidate starts.
- Effectively recruited candidates through Internet research, internal database, cold calling, referrals, networking, and other strategies.

EDUCATION
- Masters in Electronics from SP University, Gujarat, India Apr 2006
- Bachelors in Instrumentation from SP University, Gujarat, India – Apr 2004

ISRAT SHOILY

HR & ADMIN Manager

202.241.0071
Israt.s@vTechSolution.com

SUMMARY

Highly motivated, self-directed HUMAN RESOURCES PROFESSIONAL with over 20 years of experience and 10 Years of successfully managing Human Resources Department, Pre & Post Recruitment process, Employees Orientation and On-boarding, Performance Management, Employee Relations, Training & Development, Statutory compliances, and Grievance management. Experience of developing and implementing HR Policy manual, employee's handbook, code of conduct in mutual interest of employer and employees. Highly diverse experience in Organizational Development, Human Resources Development. Possess exceptional abilities in interpersonal relations, project coordination and meeting tight deadlines for achieving results. Proven track record of managing/implementing succession planning for key positions, staff retention, exit management, reward & recognition program. Experienced in leading the administration Team.

PROFESSIONAL EXPERIENCE

vTech Solution Inc.   May 2015 (continuing)
Manager Human Resources (Full Time)
- Responsible for leading Human Resources Management Functions, HR Projects and programs
- Develop HR Strategy and effective implementation for employee development for local and offshore office
- Assist and advise Managing Director in all matters related to HR of the organization.
- As Head of Recruitment and Onboarding, responsible for overall recruitment life cycle of employees and consultants that starts with Job posting and ends with exit reporting.
- Review, update and implement HR policies
- Manage Performance appraisal system and pay increase
- Manage end of employment process, compliance, and statutory issues
- Coordinate with State and Federal government agencies for unemployment issues, claims or notices Oversee employee benefits program i.e. Health Insurance, STD, Smart Benefits and Retirement benefit (401K)

Rivkin Agency   February 2015 to April 2015
Human Resources Administrator (Temp)
- Responsible for variety administrative support functions within the department including, but not limited to recruiting, overall office supervision, team member relations, information sharing, payroll and record keeping under the supervision of the Vice President.
- Performing recruitment activities i.e. application screening, interviewing & evaluating candidates for selected positions and maintaining records in hard copy and preparing various reports.
- Writing, revising, editing, and proofreading company policies & procedures and related documents as needed.

Underprivileged Children's Educational Program (UCEP)   July 2012 – September 2014
Dhaka, Bangladesh
Director Human Resources Management
- Responsible for overseeing Human Resources Management Functions i.e. job descriptions, recruitment, salary negotiation, staff performance, salary survey, financial control as per approved budget, market, and other researches for improving HRM.
- To assist and advise the Executive Director in all matters related to HRM of the organization.
- To oversee the HR Training Institute, identify, analyze training needs of the staff and teachers, and implement annual training plans based on the needs generated by the UCEP programs at any time.

BRAC Bank Ltd. (BBL)   July 2009 –August 2011
Dhaka, Bangladesh
Sr. Assistant Vice President & Head of Human Capital Development
Human Resources Division
- Planning and managing the Succession management program.
- Leading the organization wide reward and recognition system.
- Planning and managing the process of staff satisfaction survey and reporting to the MANCOM.
- Leading and supporting the process of BRAC Exposure visit and the Orientation Program of all new employees.

EDUCATION
- **BSS (Hons) International Relations**
University of Dhaka, Dhaka, Bangladesh
- **MSS International Relations**
University of Dhaka, Dhaka, Bangladesh

CERTIFICAION
- SHRM/Villanova University Certificate in Human Resource Professional Management
- Lean Six Sigma Green Belt Certified

OTHER
- A registered Notary Public for state of Virginia.

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 sets that vTech is capable of providing:
- Information Technology
- Technical
- Administrative
- Clerical
- Accounting/Finance
- Custodial
- Managerial

vTech has strong expertise in attracting, recruiting, and retaining qualified consultants. We use our proven and proactive approaches, processes, and tools practiced to provide staff with the required skills. Our project approach is driven by selecting a meticulous screening process and combining our understanding of the requirements. Our culture, technology platforms, and compensation system are consistent across categories which are all designed to find, attract, and retain the BEST talent across the entire numerous job categories.

vTech's corporate philosophy extends to all levels of the company. Corporate and project personnel are committed to providing customer-oriented support and operations to assure the performance of all contract requirements. vTech will work with the University to avoid temporary, passable, or second-best solutions and strives instead for long-term, consistent quality service.

The Account Executive and related support staff will provide the day-to-day contact, account support, and management for the University. An important aspect of temporary staffing is fulfilling job orders in a timely and efficient manner. vTech developed a job order process and response policy to successfully manage these tasks.

Our involvement doesn't end with recruitment and onboarding. We support our employees throughout their assignments and stay connected with you to make sure that we are meeting your needs and expectations. Our (ER) Employee Relationship Executives are engaged with consultants regularly for their needs. ER schedule meetings for respective consultants with Account Managers on the below schedule.

vTech's Post Sales (PS) team will continuously be in touch with the University's representative(s). Feedback survey's will be held with the University, every 30 days. Also, our PS executives will monitor the performance of its resources and ensures that service delivery meets or exceeds the University's expectations.

vTech will provide the following corporate support to this program to ensure that total quality service is provided to the University while fostering a seamless team environment between vTech and the University staff:

- We have an effective and comprehensive plan for regular communication between the University representative(s) and vTech's corporate managers to address issues before they become problems.

- We have developed a professional support network for vTech's personnel to utilize that will assist in providing solutions to situations that may be unique or require additional areas of expertise. This will provide "value-added support" to the University.

Quality Assurance

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

- Tested staffing & performance management processes will be used, enabling goals to be met or exceeded. We engage in a continuous organizational assessment that ensures that our management and staff remain current and can improve upon processes through on-the-job training & professional development. This approach ensures low turnover and the recruitment of quality staff.
- Staffing resources that include professionals with significant experience. We identify what risks we need to mitigate & immediately focus our attention on innovative solutions for value-added results.
- A successful team that utilizes best business practices and processes tailored for each company. This ensures that any problems that may arise will be identified early and resolved quickly, thus minimizing any issue that could negatively impact the project.
- Demonstrated ability to attract new and retain current employees. Continuous recruiting for qualified staff and pre-qualifying candidates provide a pool of viable personnel.

vTech Solution Inc. defines quality as the ability to establish ongoing relationships through providing processes and continuously improved services to better satisfy the needs of our customers and our employees. Our goal is to deliver services following our customers' requirements and expectations & to provide a work environment that positively contributes to our employees' well-being.

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?*

vTech has a substantial history of partnering with public sector clients and collaborating to continually evaluate and develop new, innovative, and creative ways to improve the level of service offered to the University – as well as improve their bottom line. vTech's precise, comprehensive methods for providing staffing services to the University will ensure that you obtain the maximum projected value for each dollar of expenditure. vTech offers proven processes and procedures that have been used effectively to provide the highest quality, professional staffing services for its public sector client base. Communication is a critical component of all of vTech's personnel support efforts.

Whenever a requirement will be released from the University, our dedicated account manager (Michael D. Pereira) will review the requirement with our recruiting manager & SMEs and will create a skill matrix of required skills, recruiting manager will then send the details of the given position requirement and skill matrix to the talent acquisition team; then, the team will review the requisitions thoroughly, search for suitable candidates and will send the candidate's detail to the technical recruiting staff for screening. Afterward, if the candidates are further shortlisted based on their technical skills, their details will be sent to the recruiting manager. Then, the recruiting manager and their team will interview the selected candidates, to evaluate soft skills & interpersonal skills and successful candidate's details will be sent to the recruiting team for a reference check and for validating education & certifications. After checking their references, the successful candidate's resume will be sent, again to our dedicated account manager who will decide if the selected candidate is perfect for University's requirement, and after the account manager's approval the selected candidate's resume will be sent to the department's manager and if the department wants, we will send our candidate for an Interview. If the University decides to move ahead with the candidate, our account manager will send the approved candidate's details to the HR team for background checks, after completion of the background check process, the candidate will sign a contract. Then the selected candidate will report to work. Last and foremost the University's manager will give performance feedback of the selected candidates to our account manager.

We will competently and successfully complete projected goals first by taking the time to understand and simplify the complex staffing administration of University programs. We educate our team regularly and keep them abreast of the intimate knowledge of safety methods, technology, and historical human resource-related scenarios for a wide range of individual activities. We also take cost-cutting measures into account, allowing us to make adequate preparations for conducting multiple activities concurrently. Furthermore, we account for the impact of weather, labor relations, subcontractor qualifications and productivity, personnel availability, and a host of other factors to reduce the potential risk of having to correct or account for deficits.
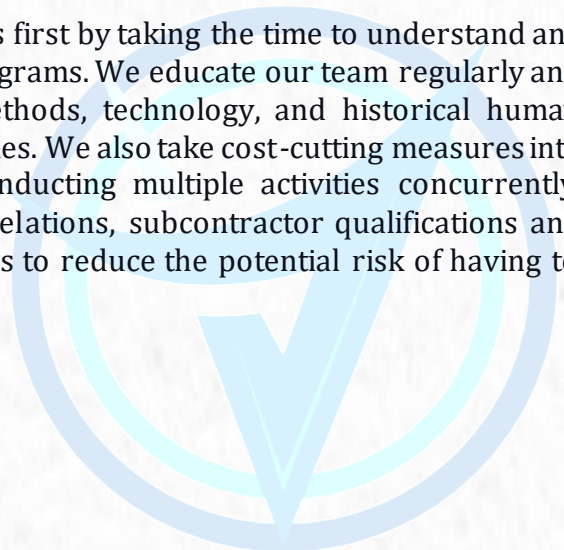
2. *Describe how urgent requests are handled.*

For urgent requests we have a pre-made question form which we will share with the University, in order to completely understand the requirement of the university. We follow the following steps for any urgent requirement:

Step 1: Identify need

This is always the first and most critical step, because how can we get what the University want unless we know what is the actual requirement? In case, the University certainly wants more than one thing and there is more than one need to identify then we follow up with the given questions:

- University's business goals and/or project deliverables
- Candidate hard skills
- Candidate soft skills
- Type of worker or workers (direct hire, contract, or contract-to-direct)

Step 2: Establish timelines

There are two types of timelines associated with the staffing plan:
the hiring timeline and;
the employment guideline

Questions related to Hiring and Employment timeline
When should the workers be hired?
Without a timeline for when the hires should happen, there won't be deadlines associated with the hires. It delays the meeting of the needs outlined above.

How long will the person be employed by the organization?
In a direct hire situation, the answer is easy. They'll theoretically be employed for as long as they want to be employed, or as long as the company wants to employ them. However, in a contract situation, the worker is hired for a set amount of time. We refer to these workers as contingent workers. This is an important consideration when dealing with special projects that bring with them definite deadlines.

Step 3: Establish (and clarify) budget considerations

This being a very important step, as it is very crucial to know the University's budget before starting the search for the suitable profile.

After we are through with all the 3 steps and we have received all the clarifications from the University we find the most suitable candidate for the requirement within 24-48 hours of the clarification.
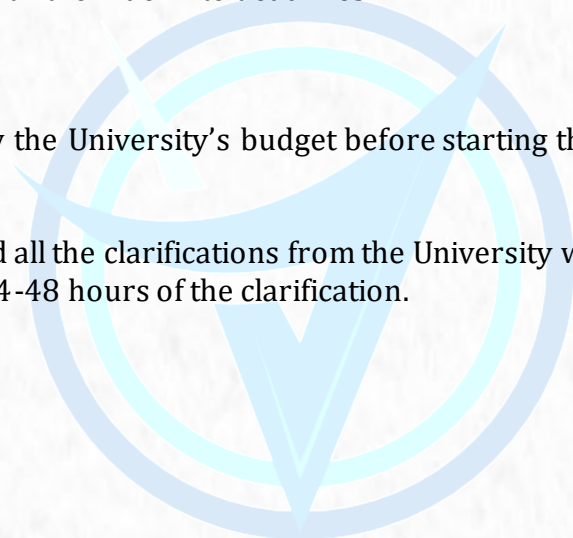
3. *Provide an explanation of how background checks will be processed.*

At vTech, we have a well-defined and documented Background Check Policy to perform as pre-employment medical exam. Under this policy, depending upon the client requirement, candidates are subjected to compulsory pre-employment background checks.

The candidate is notified and is required to sign a consent and authorization form as to the procedures set forth in our Background Check Policy. We notify the client in writing regarding the result of the background checking conducted for a candidate. The candidates successfully clearing the background check proceed to join the project.

Candidates can be screened pre-hire, pre-offer, pre joining, post-offer or post joining. In addition to our thorough screening, sometimes we also rely upon third party vendors like HireRight to perform checks against public databases. It starts when the candidate submits the duly filled background verification (BGV) form along with supporting documents to us and either we do BGV or share with BGV agency.

The BGV form also contains the self-declaration, binding the candidate's employment in that organization subject to clearance of all the checks positively.

- The candidate signs the Letter of Authority empowering the vTech to carry all the relevant checks. In turn vTech itself or gives the LOA to BGV agency to carry out verification process.
- The coverage of each and every check depends on the criteria's decided at the time of signing the contractual obligation.
- Also not necessary all the checks to be done to the candidates. It varies on the Clients requirement, the industry it pertains to, candidate's profile, nature of work etc.

Based on the contractual obligation, the vTech/BGV agency shall proceed for verification of any or all below listed background checks.

Academic Record Check	Criminal Record Check	Identity &Residence Check
Database Check	Drug Test	Reference Check
Emerging Background Checks	Employment Check	Civil Litigation Check

Residence Check
Objective: To verify whether the candidate is staying in the given address at the time of joining the company. Our representative will physically visit the candidate's address and check if the candidate has been staying in the given address either with the neighbor's / family members.
Acceptable Documents: The executives will verify the candidate's period of stay in that address with the respondent. The executive will request the candidate / respondent to submit any document to verify the address proof in case the verification is carried directly with the family member / candidate.
Details covered in final report: The final report will comprise the details about the address verified, name of respondent and his relationship with candidate, period of stay and own or rented house details.

Database Check
Objective: To verify whether the candidate's name figures in any pubic/proprietary database of negative profiles including criminal databases, civil litigation databases, credit databases and compliance databases.

Coverage: vTech/BGV Agency representative will search in the world check web site to confirm whether the applicant's name figures adversely from more than 250 database checks like money launderers, fraudsters, terrorists and sanctioned entities, plus individuals and businesses from over a dozen other cate oriel.
Details required: Candidate's name, SSN number, Present address, Date of Birth & Fathers name Details Covered in Final Report: The final report will comprise the type of check and Remarks.

Criminal Record Check
Objective: To verify whether the candidate has been convicted of or arrested for any crime and to verify whether any pending charge sheet pertaining to an offence is filed against the name of the candidate with the police records at the nearest police station whose jurisdiction covers the current address for the last Seven ears.
Activity: vTech /BGV Agency representative will make a visit to the police station whose jurisdiction covers the current address in the last seven years of the applicant to confirm whether the applicant's name figures adversely for any of the reason mentioned above in the police records.
Details required: Candidate's name, SSN number, Present address, Date of Birth &Fathers name **Details Covered in Final Report:** The final report will comprise the details about the address verified, address of Police Station covering the jurisdiction of residence, name & Designation of person met in Police Station and feedback obtained.

Reference Check
Objective: To verify the candidates' performance, Strength &weakness, general attitude towards complying with rules & regulations. Also to gather information's with regard to the candidate's sincerity, Integrity and general reputations about the candidate.
Steps: On receipt of BGV Form, vTech/BGV Agency will touch base with the reference telephonically and administer a questionnaire in the specified format. Through reference checks, hiring authorities are able to: • Confirm any details on the BGV form (through relationship-neighbor/friend) • Check for any prior discipline problems; • Learn new information about a candidate; and • Ask questions that may predict a candidate's performance, integrity
Details Covered in Final Report: The final report will comprise the Name of Referee, Designation & Department, Organization name with address, contact details and response given by the Referee for the above questions and the vTech /BGV Agency Remarks

Civil Litigation Check
Objective: To verify whether the cases are filed in court against the candidate's name.
vTech conducts each civil litigation or lawsuit search at the federal jurisdiction levels. Federal civil searches are conducted at specific US District courts. The Court record check covers the below listed courts. • District Courts • Tribunals • Supreme Court • Bankruptcy Courts
The final report will comprise the type of check and Remarks.

Emerging Background Checks
Credentials Check: This is a new background check emerged recently in market. III-intentioned individuals and criminals hide their backgrounds or use stolen identities to pose as legitimate people, resulting in billions of dollars in damages to individuals and businesses every year. Trust is essential to any good relationship, and vTech gives you the tools you need to assess others' trustworthiness as well as to prove your own.
Social Media Check: This Check is primarily involved in validating the candidate's participation in Social media. It mainly checks whether the candidate has expressed any aggressive or violent acts or assertions, unlawful activity, discriminatory activity (for example, making racist statements), and sexually explicit activity in social media network.

Employment Check
• On receipt of BGV form vTech /BGV Agency will check whether the employers name is figured in the list of FAKE Employers database maintained by vTech /BGV Agency. • In case the name matches with the negative database, then the same will be communicated to the Client. • After validating that the company is not in the FAKE Company's list, validate whether the name appears in the Master DB List of genuine employers. • In case the name is not appearing in the master, BGV Agency will do web analysis and check the Genuinity of the company and further a physical visit will be conducted to check the appearance and infrastructure of the company.
Steps followed to carry out prior employment verification Following parameters mentioned below will be covered while initiating mails for prior employment verification. Name of the employee including first name and last name • Employee ID • Designation • Tenure of employment • Reason for leaving • Last drawn salary • The first Point of Contact will always be the HR of the previous employer. If the HR does not respond after two email follow ups (roughly 3 days), then the vTech will contact the Reporting Manager (RM) if available. The vTech will contact the RM on his/her Landline number. If landline is not available, then the associate would contact on the mobile number. Where the associate contacts RM on mobile number, details of Landline and official email id to be procured from the RM. On receipt of mail confirmation, the vTech /BGV Agency will validate the output with the following • Name &Employee ID • Designation • Tenure • Exit formalities are completed or not • Whether the Candidate is eligible to re-hire or not After validating the output, the vTech /BGV Agency will update the same to client
Details Covered in Final Report: The final report will comprise the Employers Name & Address, Name of the Respondent & contact Details, Designation of Respondent, mode of confirmation, comparative analysis of candidates input and HR Feedback with respective to period of employment and last designation of candidate and the BGV Agency's Feedback.

Identity Check
The below listed identity proof shall be verified with the concern issuing authorities. • Driving License • S.S.N Number • Passport • E-verify
Details Covered in Final Report - The final report will comprise the type of Proof and Remarks.

Drug Test
Objective: To detect an illegal drugs in a person's system.
The drug test can be done at three levels: viz, 5 Panel and 9 Panel drug test.
Drugs covered in 9 Panel Drug Test: • Marijuana, Cocaine, Amphetamines, PCP, Opiates, Barbiturates, Benzodiazepines, Methamphetamines, Methadone
Drugs covered in 5 Panel Drug Test: • Hallucinogenic drug PCP • Marijuana • Cocaine • Methamphetamines/amphetamines • Opiates
Details Covered in Final Report - The final report will comprise the test details and Remarks.

Following are the important steps followed in this regard:
- The candidate is notified and is required to sign a consent and authorization form as to the procedures set forth in the Drug Policy.
- The drug testing consists of the collection of a urine sample from the candidate under the supervision of a clinical laboratory technician.
- Each urine sample is analyzed for the presence of banned drugs by an independent laboratory contracted by vTech to provide such services.
- An independent laboratory meeting District requirements for collection, security, screening and transportation, storage and analysis and certified by the College of American Pathologists, Athletic Drug Testing (CAP-ADT) will test the samples.
- The laboratory reports all test results to vTech.
- vTech reviews the results to determine which, if any, of the testing are considered positive as reported by the independent laboratory.
- A positive result is defined as a urine sample revealing the presence of one or more of the banned drugs or metabolites.
- vTech notifies the client in writing regarding the result of the drug screening conducted for a candidate.
- The candidates with negative drug test result proceed to join the client.
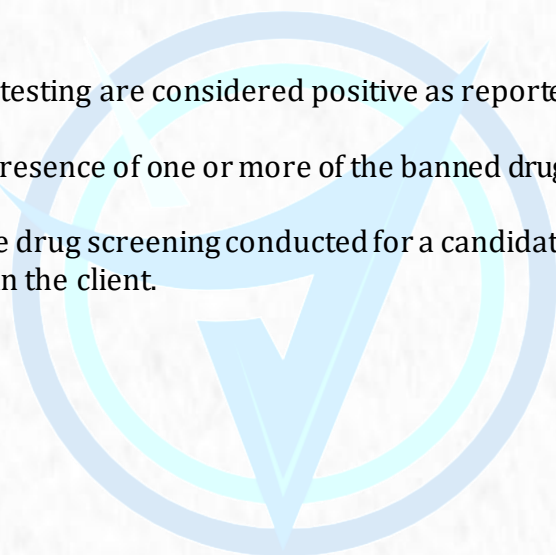
4. *Describe your process of vetting employees to meet the needs of the university; including professional appearance, reliability and workplace skills.*

The first step in our screening methodology is short-listing of qualified resumes by Technical Recruiters. At this stage, the Technical Recruiters conduct first level Technical Screening by a Job Description with our exhaustive Question Bank. The proprietary Question Bank includes questions across technologies, skill-set and domains. It is also the duty of a Technical Recruiter to verify the contents of a resume for authenticity by conducting reference checks and a thorough HR evaluation by virtue of an interview.

Following this, a Resourcing Manager conducts resume and candidate assessment. Depending on the skill-set and level of experience, he calls upon the Technical Screening Experts to conduct a thorough Technical Interview of the candidates in line with our understanding of a client requirement. Once a candidate is cleared by the Technical Screening Experts, the Resourcing Manager conducts a final round of discussion with the candidate before forwarding his resume to the Account Manager.

The Account Manager then conducts his own assessment of the candidate's fitment of a client requirement - taking into consideration the feedback (which is documented in prescribed formats — at all levels) he receives from the Technical Recruiter, Resourcing Manager, and the Technical Screening Expert. It is only once the Account Manager is completely satisfied with a resume then that resume will be presented to the University.

After we select a candidate, we conduct a thorough background check on the candidate's education, work experience, skill set /certification and criminal record. In addition to our thorough screening, we also rely upon third party vendors like Hire Right for Background Verification.

Through our rigorous screening processes, we carefully evaluate and select the right candidates —for the position as well as for the organization. Each prospective candidate is interviewed by multiple staff members in order to ensure the best fit for the University.

As soon as a staffing request is raised by a client, vTech Talent Acquisition team utilizes multiple channels to locate the most skillful resources available for the position. The Talent Acquisition team then reaches out to the identified candidates for an initial interview. All interviewed candidates are evaluated &compared against each other on various parameters. Subsequently, each candidate is interviewed by senior technical staff (one or two rounds). Based on the feedback of our interviewers, candidates are shortlisted &sent forward for further evaluation by the University's representatives. As a sample, we have included evaluation reports for a hypothetical position:

Step 1: Initial Vetting by a Recruiter
Skill Set /Position - Accountant

Candidate Name Candidate 1
Current Location PA
Availability Immediate
Contact Numbers XXX-XXX-XXXX
Relocation NA
Visa Type GC
Candidate Name Candidate 2

Current Location PA
Availability Immediate
Contact Numbers XXX-XXX-XXXX
Relocation NA
Visa Type USC

Step 2: Feedback/ Evaluation by Senior Technical Staff
Comments:
Candidate 1: "Overall I like the attitude, approach and tech understanding. Shows promising learn ability, good communication (precise, correct and adequate). Able to think through a given problem and come up with right approach /solution"

Candidate 2: "Technically more solid. Had specific & pointed answers to many questions. Overa((good attitude, approach and understanding. Shows promising (earn ability, good communication (precise, correct and adequate). Able to think through a given problem and come up with right approach / solution".

Step 3: Evaluation Based on Client Requirements

Structured Interview
vTech interviews all prospective temporary employees using our Structured Interview Guide, which was designed to identify how well a candidate effectively performs as a vTech employee. The interview guide asks questions related to the applicant's work history, interpersonal and team skills, creative problem solving, professionalism, and communication skills.

Behavioral Assessments
The Assessment Series is a validated applicant classification system that focuses on customer service skills, aptitude and attitude assessment. The content underlying these tests was carefully studied and determined to be related to the job performance of vTech positions. All vTech tests have a proven track record of success, showing that those who take the tests have better performance on the job, significantly increasing their productivity. If needed, vTech's assessment series can be customized to meet the Client's specific requirements for job descriptions.

Software Assessments
vTech extensively tests candidates on their software proficiency. vTech's talent acquisition team ensures that candidates possess the necessary skills for exceptional performance. These tests provide the highest quality performance-based testing for virtually all of today's top office software on Windows and other operating systems. Before assignment, vTech can test candidates on over 250 applications across several disciplines, with customized training and evaluation programs that simulate the work to be performed at locations within vTech.

Step 4: Technical Screening Feedback Form
A sample candidate evaluation (internal screening) form has been sent to hiring manager.

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Interview Rating/Scoring Sheet & Candidate Assessment
- We have 2 level screening process for candidate assessment

Level-1 Screening

Job Title :	Select Job Title	⌄

1) Question: Did you get a chance to look at the detailed job description we sent ? what are your thoughts about the position ?

Select Feedback	⌄

(ANS -1) = *(JD)* : Network Engineer -: *(Answers)* Yes, Interested! -: *(Created By)* : Shivam Prabhat (*ON* : 2020-08-21 15:30:28)

2) Question: Have you been submitted for this position OR to this client at the same location by any other vendor?

Select Feedback	⌄

(ANS -1) = *(JD)* : Network Engineer -: *(Answers)* No -: *(Created By)* : Shivam Prabhat (*ON* : 2020-08-21 15:30:28)

3) Question: Did you ever got a chance to work with the same client in past ?

Select Feedback	⌄

(ANS -1) = *(JD)* : Network Engineer -: *(Answers)* No -: *(Created By)* : Shivam Prabhat (*ON* : 2020-08-21 15:30:28)

4) Question: Are you comfortable with the location of this job?

Select Feedback	⌄

(ANS -1) = *(JD)* : Network Engineer -: *(Answers)* Yes -: *(Created By)* : Shivam Prabhat (*ON* : 2020-08-21 15:30:28)

5) Question: How far client location is from where you live? How would you commute on a daily basis?

(ANS -1) = *(JD)* : Network Engineer -: *(Answers)* 39 min (31.5 mi) -: *(Created By)* : Shivam Prabhat (*ON* : 2020-08-21 15:30:28)

6) Question: If relocation is required, are you ready to absorb the expenses related to relocation?

Select Feedback	⌄

7) Question: Will you relocate with/without family?

Level-2 Screening

Job Title :	Select Job Title	⌄

1) Question: Phone Interview Summary

2) Question: SparkHire Interview Summary

3) Question: SME Interview Summary

General Note

Submit Close

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After the screening process, the resume is passed on to our post-sales team for evaluation. They will evaluate the candidate's resume and will also provide valuable feedback for the same before submitting it to the University's.

Pre Submission PS Team Feedback on Resume

Job Title : Select Job Title

1) Question: As per the Client's requirement, was the minimum qualification of the candidate matching ?
Select Feedback

2) Question: Is the mandatory skill requested by the client matching candidate's resume ?
Select Feedback

3) Question: Does the candidate agree for the interview mode mentioned in the requirement ?
Select Feedback

General Note

Submit   Close

After the candidate is submitted to the University's, the PS executive will take the University's Feedback on the resume. If the University's likes the resume, find it suitable as per their requirement and wishes to interview the candidate. Our PS executive will schedule the interview. After the interview, our recruiter will take feedback

Post Submission Client Feedback on Resume

Job Title : Select Job Title

1) Question: Would the client like to schedule an interview with the candidate ?
Select Feedback

2) Question: Is there any skill missing ?
Select Feedback

General Note

Submit   Close

Post Interview Candidate Feedback

Job Title : Select Job Title

1) Question: How long was the interview?

2) Question: Who were the Managers (Name)? & how many?

3) Question: What type of questions / technical questions did the manager ask you?

4) Question: Were you able to answer all of the questions?
Select Feedback

5) Question: How many interview(s) are in pipeline for the same position (if manager described)?

6) Question: Did the manager mention you for any second level interview setup?

7) Question: When are they planning to make hiring decision?

8) Question: As manager described about the role in detail, how are you feeling about the position? (feeling good / excited / etc)

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

Metric	Professional	Clerical / Administrative	Information Technology	Accounting
vTech's fill percentage	85%	88-90%	90%	85%

Average Lead Time for Major Steps of the Process

- Acknowledge and clarification of request: **8 hours**
- Resume Submit: **2-3 days**
- Candidate placement at client's facility: **within 2 Weeks of notification**
- Placement bench consultant at client's facility: **within 1 week**

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**	X		AV
2.2 **Non-negotiable**	X		AV
2.3 **Non-negotiable**	X		AV
2.4	X		AV
2.5	X		AV
2.6 **Non-negotiable**	X		AV
2.7 Section Not Used			
2.8 **Non-negotiable**	X		AV
2.9	X		AV
2.10	X		AV
2.11 **Non-negotiable**	X		AV
2.12	X		AV
2.13 **Non-negotiable**	X		AV
2.14 **Non-negotiable**	X		AV
2.15	X		AV

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

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

Company: vTech Solution, Inc. Authorized Representative's Name: Anisha Vataliya

Authorized Representative's Signature: _____ Date: 1/26/2022

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APPENDIX II

CERTIFICATE OF NON-SEGREGATED FACILITIES

We, _____ vTech Solution, 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

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

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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: ____vTech Solution, Inc._____

Authorized Representative's Name: ___Anisha Vataliya_____

Authorized Representative's Signature: _____

Date: ___1/26/2022_____

APPENDIX III

**COMPLIANCE AND
CERTIFICATION OF GOOD STANDINGS**

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

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

CERTIFICATION

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

Company: _vTech Solution, Inc._

Authorized Representative's Name: _Anisha Vataliya_

Authorized Representative's Signature: _____

Date: _1/26/2022_

APPENDIX A – VTECH'S CAPABILITIES

vTech's Sourcing Capabilities

vTech's Resource Pool:
The company has developed an extensive resources database across several technologies & regions for its future staffing requirements for Customers. Our pool has more than 98,000 resources, out of which around 13% (approx. 12,740) are from Florida and nearby metropolitan areas.

Following are the sources of our candidates and percentage allocation:
- vTech's pool of pre-screened resources / Internal database/our Applicant Tracking System: 43% Job boards/portals (Monster, CareerBuilder, Dice, etc.): 36%
- Industry Partners: 7%
- Social Media: 7.5%
- Google/Yahoo groups: 3.5%
- Referral Program: 2%
- Other online candidate sourcing sites: 1% (It includes but not limited to Craigslist, Ladders.

Tools: In order to fulfill resource requirements and provide the best candidates by ensuring maximum possible conformance to University's set of requirements, we:

Existing Database
We offer one of the most extensive candidate databases in the Nation, with all job seekers interviewed and screened prior to registration.

The advantage with our existing employees /consultants is that they are reliable, pre-screened and proven performers. In the event of a client requirement matching resource availability within the pool, our Managers thoroughly check for suitability and fitment by following the internal screening guidelines, before proposing candidates to the University.

Targeted Search
We have a dedicated research team that analyses the market to identify the most suitable talent for your organization. We have vast pool of qualified personnel for projects in our ATS which is daily fetching resumes from job portals like Monster, Indeed, CareerBuilder etc. This centralized management system also allows vTech to track job orders, generate reports, and perform other related functions.

Network / Referrals
We have built up an extensive candidate network in our 15 years of operation. Each consultant also has a personal network of contacts from which to gauge interest and solicit referrals. In our experience, the best candidates often come from networking rather than advertisement. We therefore focus a great deal of time on the networking and personal contacts.

Online Advertising / Social Media
As one of the largest national and international advertisers, we guarantee prime positioning and visibility in the print media to ensure maximum response.

- **Recruitment Brochure**: Qualifications and criteria for the position will be developed from review of job descriptions, review of budget, strategic planning, other relevant University documents.
- **Advertising:** Appropriate advertising will be used. This includes hard-copy publications and electronic media and other organizations and publications specific to the type of position including to the job type as well as our web-site, local & social media, etc.

Utilize the incumbent staff (if applicable &required): Many a times, our clients prefer retaining the incumbent staff because of their knowledge on clients' environment /customized applications and/or high performance levels. We have a proactive hiring policy in place in order to cater to incumbent staff that ensures uninterrupted services to the client.

Utilize a set of pre-qualified subcontractors: vTech has independently provided numerous resources for various technologies to several Federal, State, and Local Government agencies. However, on occasions, we rely on our partners (sub-contractors) to augment our staffing capabilities. We follow a tiered approach for segmenting our partners: Tier 1— Subcontracting Partners. The subcontractors that are included in Tier 1 are those that have over a sustained period in time proven their expertise and reliability in supporting our staffing /tech support requirements.

vTech Applicant Tracking System: Enables aggregation and maintenance of a vast pool of qualified personnel for projects. This centralized management system also allows vTech to track work orders, generate reports, and perform other related functions. We use CATS Applicant Tracking System, and also our internal and External Databases of Thousands of pre-Screened Resources for faster processing of work orders. By using the latest assessment and screening tools, we would provide the best applicants and superior candidates. We also Contact our partners for seasonal hiring to achieve our goals. vTech is perfectly placed to respond to unforeseen events, issues and work with the University as a partner to deliver solutions that maximize the achievable benefits. We have leveraged artificial intelligence technology in our ATS to ensure to remove bias from the resume screening process entirely. We have pre-programed our platform to flag and filter for specific skills and experience, and let the AI technology analyze our candidate resumes for those parameters. This provides us with a completely impartial shortlist, free from any sort of bias.

CATS is vTech's Intranet portal powered by an exhaustive database of resumes on varied skillsets and experience levels that has continuously evolved over the last 15 years. The portal database is regularly updated and maintained keeping in line with our current and medium to long-range forecast of resource requirements. The portal also contains a database of labor categories that are based on industry-standard salary surveys appropriate to the areas in which we do business. The requirements from various clients we have serviced also contribute to the labor category database.

Proprietary Recruiting Tools
Recruiting efforts will include identifying and screening potential, highly qualified personnel from the open market. We use the following powerful proprietary systems which assist vTech's recruiting professionals in writing and placing employment advertisements:

Staff Search Strategy
vTech provides the strategic approach you need to achieve business impact, applying a best-practice engagement methodology that spans key areas of activity, including:

- **Analysis** - Determine Workforce Planning Strategy; Assess Employment Brand; Identify Gaps and Inefficiencies.
- **Strategy** - Develop Recruitment Programs; Set Project Timelines and Objectives; Establish Project Team; Establish Service Level Agreement and Key Performance Indicators.
- **Deployment** - Initiate Change Management and Communication; Project Launch.
- **Execution** - Manage Full-Lifecycle Recruitment; Manage Sourcing and Recruitment Programs
- **Performance Management** - Conduct Program Reviews; Identify Optimization Opportunities; Conduct Surveys and Communicate Results.
- **Competency-Based Tools & Resources** - Job Profiling; Competency Modeling; Interview Tools; Candidate Assessment.
- **Technology** - Employment Background Screening; E-Reference Checking; Best-In-Class Applicant Tracking; Applicant Tracking System Administration, Training and Reporting; Compliance.
- **Service and Delivery** - Recruiting Program Design/Management; Full-Lifecycle recruitment; Project Management with Continuous Improvement.

We will deliver a fully comprehensive sourcing strategy that covers standard forms of sourcing as well as innovative solutions to ensure we are attracting the most suitable candidates in the market. We work with each of our clients to develop a sourcing solution based on a combination of the following:

vTech will conduct regular meetings with appropriate University representative(s). We will emphasize careful, frequent planning and feedback, periodic corporate and quality reviews, and regular project meetings. vTech's management methodology ensures in-depth coverage and responsiveness to all of the University's requirements. Our management approach allows us to forecast resource requirements throughout the life of the project; assess the quality of work performed; monitor and evaluate execution against milestones or specific standards; identify problems quickly and move to timely resolutions, and evaluate personnel performance.

Link to our feedback forms:
https://forms.office.com/Pages/ResponsePage.aspx?id=MuK9H0gih0WqEdhlXWySQCOkRkxAMhBAmiba_99S49ZUMFQ2MFBTTU5XNkpaSkVTSUYzTjlEUk1YMy4u

Staff Replacement Process
vTech's Team will be responsible for ensuring the appropriate and timely off boarding of resources assigned to the University. This includes successful assignment completions, as well as performance-based terminations of resources. Should immediate termination and removal of a resource be required, vTech's Team will coordinate this activity with University personnel so the resource is removed without incident. Should a replacement be requested to complete the project, vTech's team can either re-open the original requirement and engage potential "silver medalist" candidates who were deemed qualified but were not offered the original opportunity or have the Subcontractor network renew their sourcing activities for qualified resources.

We will record the reason code to be identified for all worker terminations (good or bad) to be tracked. We recommend this be done via a dropdown list of reason codes, as this will prevent information from being entered in free text form that could compromise client's role as a client and co-employer. Such reason codes shall become reportable and are reviewed with client during periodic business reviews. vTech's Team shall ensure the retrieval of any assets provided by client to the worker and will take steps to deactivate site and network access.

vTech will continuously monitor the performance of its resources and ensures that service delivery meets or exceeds the University's expectations. However, should any requirement arise to replace personnel due to performance issues; we assure the University that we will provide an alternate resource with similar qualifications within 4 days. Replacement of candidates will be provided at no additional cost to the University. Also, vTech will be solely responsible for disengagement of Resources from Contract services due to removal, attrition, end of funding, or end of the project period of performance. Disengagement will include the return of all the University furnished equipment and badges and the removal of access privileges to the University systems and facilities.

vTech's Reporting Capabilities

HRM Timesheet

We will submit the itemized invoices to include copies of timesheets for payment directly to University. The invoice will indicate the full name of the temporary personnel, the agreed upon hourly rate paid to us. We will be responsible for all payroll withholding requirements and will provide any benefits required by law and/or as per the agreement to each temporary personnel. We will provide the University with detailed temporary personnel reports that include data such as name of employee, classification specification, title, start and end dates, (or anticipated end date), etc., and ad hoc reports as requested.

We will provide our HRM portal credentials to the Candidates via email. Candidates will be able to edit the timesheet. After adding working hours, they need to select their reporting manager on the portal. The reporting manager will receive the auto-generated link in their email, and they need to approve or reject the timesheet. In this portal, candidates will be able to see all timesheets submitted for approval. Candidates will be able to check the status of their timesheet by logging in to the portal.

Day	In		Out		Break		Over Hour		Regular Hour		Total Hour		Details
Sun 14		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00	-------
Mon 15		08:30:00		16:30:00		01:00:00		00:00:00		07:00:00		07:00:00	60 min break
Tue 16		08:30:00		16:30:00		01:00:00		00:00:00		07:00:00		07:00:00	60 min break
Wed 17		08:30:00		16:30:00		01:00:00		00:00:00		07:00:00		07:00:00	60 min break
Thu 18		08:30:00		16:30:00		01:00:00		00:00:00		07:00:00		07:00:00	60 min break
Fri 19		08:30:00		16:30:00		01:00:00		00:00:00		07:00:00		07:00:00	60 min break
Sat 20		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00	-------

From 2020-06-14 To 2020-06-20

Add/Edit Submit for Approval Cancel

Manual Timesheet

We will provide all of our candidates with timesheets to input manually, if necessary. The reporting manager will then sign the timesheet, and the candidate needs to attach the approved scanned copy of the timesheet on the portal or they can send it to our HR team for further processing.

vTech Solution Inc Weekly Time Sheet

Employee Name :	Oscar Bryant Wright V	Address :	9541 Hyde Park Dr
Employee Phone :		City / Town :	
Employee Email :	oscar@oscarwright.com	Zip :	
TimeSheet Status :	Approved	Phone :	
Approved By :	Gary Brinker	Fax :	

Timesheet From : 05-31-2020   Timesheet To : 06-06-2020

Day	In	Out	Break Hours	Regular Hours	OverTime Hours	Total Hours	Comments
31 May 2020	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	——
01 June 2020	09:00:00	17:00:00	00:00:00	08:00:00	00:00:00	08:00:00	
02 June 2020	09:00:00	17:00:00	00:00:00	08:00:00	00:00:00	08:00:00	
03 June 2020	09:00:00	17:00:00	00:00:00	08:00:00	00:00:00	08:00:00	
04 June 2020	09:00:00	17:00:00	00:00:00	08:00:00	00:00:00	08:00:00	
05 June 2020	09:00:00	17:00:00	00:00:00	08:00:00	00:00:00	08:00:00	
06 June 2020	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	——
						40	

Submitted By : Oscar Wright V   Approved By : Gary Brinker

Reporting Expectations

Report	Delivery Schedule	vTech Notes
Active Engagements List (Including New Engagements)	Monthly	Report will have the all active engaged candidate's name, start date, hourly rate, location.
Timesheets	Weekly	Timesheet links will be submitted to the reporting manager via email.
Disengagements	As Needed	Disengagement Reporting will have recently disengaged candidate's name, start date, hourly rate, location.
Invoice	Monthly	vTech Accounting Team shall run the payroll
Ad Hoc Reports	As Needed	vTech Team will assist University's Program Managers with reporting needs as they surface and will utilize capabilities to deliver on reporting needs of the stakeholders.

ACKNOWLEDGEMENT OF ADDENDUMS

UCF

UNIVERSITY OF CENTRAL FLORIDA

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

ADDENDUM

IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE

ITN NUMBER: 2021-03TCSA

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

ITN TITLE: STAFF TEMPORARY SERVICES

ADDENDUM NUMBER: I   ADDENDUM DATE: December 15, 2021

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

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

_____   Anisha Vataliya, President
PROPOSERS SIGNATURE   PRINT OR TYPE PROPOSER'S NAME

___vTech Solution, Inc.___   ___rfp.vtech@vtechsolution.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.

_____
PROPOSERS SIGNATURE

Anisha Vataliya, President
_____
PRINT OR TYPE PROPOSER'S NAME

vTech Solution, Inc.
COMPANY NAME

rfp.vtech@vtechsolution.com
EMAIL ADDRESS