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The University of Central Florida desires to obtain IT Staff Augmentation Services from experienced, qualified vendors with a history of successfully supporting their clients with quality resources at competitive market rates. To identify the best vendors capable of supporting the need to hire a variety of individual job titles, the University of Central Florida has released an Invitation to Negotiate to the private vendor community to determine who can sufficiently support the University with Temporary Labor Services.

IntegriSource, Inc is pleased to provide our proposal for inclusion as an approved vendor to the University of Central Florida for Information Technology Staff Augmentation services.

#### 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.**

IntegriSource, Inc believes we are qualified to provide temporary labor services for Information Technology as described in this ITN based on our current qualification to provide the same services to both public and private entities nationwide.

IntegriSource is very proud to be a long serving, active vendor in good standing with the State of Florida, including the current Information Technology Staff Augmentation Services contract (#80101507-21-STC-ITSA). Under the current contract with the State of Florida, we are qualified as an approved vendor across all 130 technical positions (and skill level variants within each position) based on our qualifications and experience providing staff augmentation services to both public and private entities.

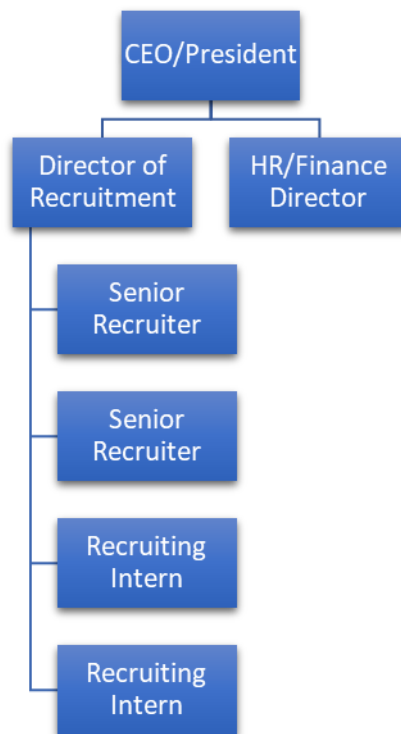
In addition to being an approved vendor with the State of Florida, IntegriSource, Inc was also selected as 1 of 2 approved vendors for staff augmentation by **Florida State University** under the terms and conditions of ITN 5981-6 for IT Managed Services and Staff Augmentation. This contract award expanded IntegriSource's support to Florida State University that began in 2005. Our extensive experience working within a university environment has allowed IntegriSource to understand and meet the wide variety of resource needs across numerous divisions supporting the University as a whole.

Finally, we believe we are uniquely qualified to provide IT staffing solutions to the University of Central Florida as we are very experienced in not only providing temporary (contract) labor services but also in contract to hire as well as direct hire placement services. Our experience as national IT Staffing company working with public entities (state agencies, local municipalities, university and local school districts) along with many private corporations across the United States has allowed for IntegriSource to build a robust database of diverse skills sets as well as a national network of independent and subcontractors who possess an expansive array of technology skills and hiring options to meet the needs of our clients that include contract, contract to hire and direct placement.

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

Founded in 2004, IntegriSource, Inc. is a national Information Technology (IT) staff augmentation company headquartered in Tallahassee, Florida. We are an experienced company with a proven track record focused on providing our clients with cost effective solutions to meet their IT staffing objectives. Over the past seventeen plus years, these client staffing objectives have ranged across all IT skill sets as well as position titles.

IntegriSource, Inc is subchapter S registered, active corporation in good standing with the State of Florida. Our organization is illustrated by the following chart:



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

IntegriSource, Inc is an Information Technology staffing company focused on recruiting and staffing technology professionals specific to the needs of our clients. Since we are a client focused staffing company, we do not carry a “bench” of candidates to try and make them fit into a position, instead we focus on recruiting specific candidates matching the skills required by our clients. For this reason, we are organized with the emphasis on recruiting. Our internal recruiting team is comprised of a Director of Recruitment, two Senior Recruiters as well as two Recruiting Interns. The CEO/President is one of the two originating founders of IntegriSource with 35 years of IT experience and over 24 years in the IT staffing industry.

Our company has an excellent track record in fulfillment of our client’s open positions. Evidence of this can be found in the history/tenure of our clients. Many of these clients have engaged IntegriSource since our beginning in 2004 or shortly thereafter and we believe this is directly linked to our approach to working with our clients to meet their needs, learn their environment to better recruit the talent needed that aligns with their culture.

IntegriSource, Inc has been in business for over 17 years. During this time, we have maintained financial stability with a positive cash flow, strong cash reserves and a readily accessible line of credit if needed.

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

**Client Reference #1**

Organization: Florida State University – ITS  
1721 W. Paul Dirac Drive  
Tallahassee, FL 32310  
Services/Dates: IT Staff Augmentation / 2005 – Present  
Contact: Jorge Vidal  
Director, Data and Analytics  
(850) 644-1219

**Client Reference #2**

Organization: Florida House of Representatives  
The Capital  
402 South Monroe Street  
Tallahassee, FL 32399  
Services/Dates: IT Staff Augmentation / 2007 - Present  
Contact: Roger Foutch  
Applications Development Manager  
(850) 717-5781

**Client Reference #3**

Organization: Wayne RESA  
33500 Van Born Rd  
Wayne, MI 48184  
Wayne RESA is a regional educational service agency that provides a broad range of services and support to Wayne County's 33 school districts.

Services / Dates: IT Staff Augmentation / 2007 - Present

Contact: Kurt Rheaume  
Director of Information Technology  
(734) 334-1630

## 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).

IntegriSource will assign two employees to the University of Central Florida account. Each individual's job title and experience is highlighted below followed by resumes for each.

**Name:** Robert Marc Edwards

**Title:** CEO / President

**Years of IT Experience:** 35

**Number of years employed with the Vendor:** 17+

**Education:** Bachelor of Science, Sales Management – Florida State University

**Name:** Bonnie Burk

**Job title:** Director of Recruitment

**Years of IT Experience:** 16 years of staffing (Legal & Compliance, Financial Services, State and Local Government, & Non-Profit), 3 years of IT staffing

**Number of years employed with the Vendor:** 2.5 years

**Education:** Michigan State University College of Law (fka Detroit College of Law), East Lansing, MI JD 1991; Michigan State University, East Lansing, MI BA Social Science and Political Science

**Credentials and Certifications:** State Bar of Michigan 1992 (currently inactive)

#### **Marc Edwards – CEO/President**

Marc Edwards will have a direct role in the execution and management of the contract resulting from this solicitation as he will personally be involved with all solicitations that arise from any University of Central Florida Departments or other entities who are authorized to purchase from the contract for staff augmentation services. His experience managing current Information Technology Staff Augmentation Services Agreements as well as previous contracts awarded to IntegriSource, Inc from the State of Florida for staff augmentation services and Florida State University will ensure a smooth transition into the new contract issued from this solicitation. In addition, prior to the formation of IntegriSource, Inc, Mr. Edwards was the principal personnel for another company serving the State of Florida for staff augmentation services.

Marc Edwards brings additional value to the University of Central Florida due to his firsthand knowledge and experience of working with a major University as well as state government coupled with his many years of private employment directly working with public entities including county and city municipalities. His previous experience as an employee with the State of Florida was invaluable in learning how government agencies acquire resources needed to meet their goals in serving the

public. Mr. Edwards' thorough understanding of how government agencies and universities acquire resources allows him to mentor candidates on the process and expectations during and after the staff augmentation hiring process.

**Bonnie Burk – Director of Recruitment**

Bonnie Burk will have a direct role as it relates to the contract awarded from this solicitation as she is responsible for managing all recruiting efforts for IntegriSource, Inc. In addition, in the absence of Marc Edwards, Ms. Burk has full management decision authority as required by the contract awarded from this solicitation.

Bonnie Burk brings extensive recruiting experience from her 16-year career in staffing. Throughout her career, she continuously develops, implements, and utilizes sourcing strategies to deliver recruiting results for open positions through a combination of external search, direct sourcing, online postings, referrals, networking, professional associations, and social media. She is able to do this by keeping up with the latest trends in recruiting, market rates and skills needed for our clients. In addition, and to plan for the future, Bonnie created, tracks, and maintains a strong candidate pipeline via networking and database tracking to create efficiencies so that our outreach for future positions is continuous.

**ROBERT MARC EDWARDS**

<https://www.linkedin.com/in/marc-edwards/>

**EXPERIENCE SUMMARY**

Thirty years of sales experience working with private corporations and public sector agencies on a national as well as local level. From this, I possess twenty four years of experience in the staff augmentation industry providing information technology resources to both private and public entities. My experience as a manager and sales leader within the staff augmentation industry afforded the opportunity to become President and CEO in my current position.

**PROFESSIONAL EXPERIENCE**

**IntegriSource, Inc**

**2004 - present**

**President/CEO**

Responsibilities include the establishment of strategic direction and overall management of a growing Information Technology staff augmentation company. Lead the direction for and performed all sales activities within the company while establishing a national client base in both private and public sectors. Identify strategic business relationships to maximize company strengths in recruiting and staffing diverse information technology projects. Successfully negotiated and qualified IntegriSource as an approved staff augmentation vendor to the State of Florida. Recruit key personnel for the staffing opportunities within the company's client base.

**Consulting Solutions International (CSI)**

**2000 - 2004**

**Manager, Government Affairs**

Responsibilities included the management of daily operations and setting the strategic direction for CSI's exposure within the public sector client base. Led and assisted account executives in the development, cultivation and maintenance of key relationships within state and local government to promote and grow staffing opportunities within the information technology sector. Worked with agencies to identify resource and budget requirements to acquire necessary resources for desired application development. Led the negotiation of corporate contracts, billing and resource durations with both end clients and vendors. Coordinated, composed and submitted company proposals to agencies requiring additional technical resources through use of a formal request process. Schedules and coordinated employee attendance, booth design and set-up, plus marketing material to provide a corporate presence at identified trade shows relating to our industry and target market. Worked with our internal recruiting team as well as independently to properly identify, interview, qualify, recruit and negotiate employment with options including hourly, salary, sub-contract, and contract to hire agreements.



**Consulting Solutions International (CSI)**

**Senior Account Manager**

Responsibilities included the management of executive level accounts with Senior Partners of the “Big 5” consulting firms to provide specific resources for successful national and international software implementations. Identified and developed key accounts within the public sector including state, county and local municipalities. Negotiated contracts, billing, and project duration criteria with end clients and vendors. Developed key strategic partnerships to provide a complete software solution implementation as desired by our clients. Coordinated proposal generation for end client technology solutions. Identified, qualified and recruited highly specialized technical and functional consultants for high profile software implementations.

**Cotelligent**

**1998 - 2000**

**Senior Account Manager – Private Sector**

Responsibilities included the development of senior level accounts with CIO’s, Vice President’s of IT and Senior Managers implementing highly complex application software. Identified and developed targeted accounts to provide contract resource services as required. Performed project scope assessment of end clients and skills analysis of software consultants to ensure the appropriate match. Trained incoming sales and recruiting employees with marketing and recruiting knowledge.

**Greg Allens’, Inc.**

**1996 - 1998**

**Branch Manager**

Responsible for opening a new branch and establish a new geographic territory for multi-million dollar printing and computer/office supply corporation. Developed new accounts within the private and public sectors. Successfully acquired and managed government contracts. Trained new personnel with specific industry knowledge. Successfully coordinated highly time sensitive projects with internal and external resources.

**Unisys Corporation**

**1995 - 1996**

**Account Executive – Public Sector**

Responsibilities included the marketing and management of specific local government accounts and numerous universities. Provided solutions to clients in the area of software, hardware and consulting services.

**Simplex Time Recorder Co.**

**1994 – 1995**

**Senior Sales Engineer**

Responsibilities included supporting 130 national Simplex offices with technical information, systems design and integration of building systems including fire alarm, security and intercommunications. Reviewed bid specifications and proposals for field sales staff. Trained incoming sales representatives attending formal corporate product training. Maintained customer contact through fire alarm and detention trade shows.

**Simplex Time Recorder Co.**

**1992 – 1994**

**Building Systems Sales Representative**

Responsibilities included developing and managing an end user client base within a 26 county geographical territory. Performed cold calls, customer needs analysis and building systems design. Worked with Architects and Engineers in the design and functional operation of building systems including fire alarm, intercommunication and security. Successfully negotiated contracts with electrical contractors and provided project implementation support to ensure successful completion.

**Florida Department of Law Enforcement  
Computer Operations**

**1986 - 1992**

**EDUCATION**

Florida State University  
Bachelor of Science, Sales Management

1988 – 1991

Tallahassee Community College  
Associate in Arts, Data Processing Major

1984 – 1988

## **BONNIE BURK**

<https://www.linkedin.com/in/bonnieburk>

### **CAREER SUMMARY**

**Recruitment Management:** Employee manager and mentor with more than 13 years of experience developing recruiters, training teams on how to source passive talent and utilize social media platforms along with the use of other online tracking tools to attract, interview and confirm candidates for submittal to clients for new positions.

- Develop team members to build and maintain active candidate pipelines for hard-to-fill and/or high-volume positions.
- Train team members to advocate on behalf of candidates when talking with hiring managers.

**Recruiter:** 16 years of recruiting and sourcing candidates for roles within nationwide law firms, fortune-ranked corporate legal, procurement, and compliance departments (financial services, healthcare, technology, energy/utility, retail, and manufacturing), state government, accounting, engineering, and non-profit sectors.

- Continuously develop, implement, and utilize sourcing strategies to deliver recruiting results for open positions through a combination of external search, direct sourcing, online postings, referrals, networking, professional associations, and social media.
- Create, track, and maintain a strong candidate pipeline via networking and database tracking to create efficiencies.

**Account Executive:** 11 years of establishing, building, and maintaining relationships, managing life-cycle sales process working with hiring managers to determine needs and skills for each role, create job descriptions, and build trust through each step of the recruit-to-hire process.

- Establish and maintain relationships with local business/organizational leadership by identifying staffing needs and promoting the efficiency of using an experienced and professional staffing partner.

#### **Strengths:**

- Superior communication, presentation, organizational, interpersonal and negotiation skills.
- Strong initiative, solid problem-solving skills with a strong attention to detail.
- Significant ability to organize activities and manage time efficiently to meet goals, commitments, and deadlines while adapting to changing priorities.
- Ability to quickly learn systems, processes, and procedures.

## **PROFESSIONAL EXPERIENCE**

### **IntegriSource, Inc**

**July 2019 - Present**

#### **Director of Recruitment**

- Responsible for managing all recruiting efforts for our IT, Power Generation and Financial Services clients on a nationwide basis and with a particular focus on state and local government.
- Manage and train a team of recruiters and interns who assist with the sourcing and recruiting for the needs of our diverse client base for permanent, contract and contract to hire opportunities.
- Responsible for the performance of recruiting team and to ensure that our vetting and submittal process is producing quality candidates for our clients to interview and select for their open roles.
- Manage our use of technology tools that enhance our searching capability to find quality candidates for our varied client needs along with creating efficiencies in our overall work process.
- Cultivate relationships within our local Tallahassee market to share the benefits of our services and assist with clients' hiring needs.
- Work closely with our clients to determine best staff augmentation solutions for their specific needs and within their budget constraints.
- Attend local networking events to stay up to date with the local market, salary trends, gaps in the workforce along with the needs of employers and candidates.
- Create content and present webinars for local and nationwide audiences on how to use readily available technology tools to source local talent and how to have a competitive IT resume.

### **CareerSource Capital Region, Tallahassee, FL**

**May 2018 – June 2019**

#### **Account Executive**

CareerSource business solutions team offers strategic resources and tools to help employers recruit, hire, train, and retain talent in Leon, Gadsden, and Wakulla counties.

- Provided comprehensive employer services to the Information Technology, Professional/Social Services, Government and Non-Profit industry sectors that included talent-sourcing qualified applicants, offering retention strategies and professional development opportunities.
- Responsible for establishing, building, and maintaining working relationships with perspective and existing business/organizational leaders by identifying business needs and promoting CareerSource Capital Region's services and programs.
- Worked closely with the Talent Acquisition Team and Career Consultants to identify and source careerseekers for open positions.
- Provided Professional Development workshops (Customer Service, Professionalism on the Job/Etiquette, Time Management, Consensus Building and Effective Communication) to employer teams in various industries.
- Participated in hiring fairs, and employer recruitment events assisting with talent recruitment.

**Burk Legal Search, LLC, Tallahassee, FL**

**September 2016 – February 2018**

- Burk Legal Search focused on the search and placement of experienced attorneys and paralegals with varying practice area expertise.

**TGR Partners, Tallahassee, FL**

**April 2015 – August 2016**

- Responsible for identifying, sourcing, and cultivating continued relationships with passive talent for senior level positions in various industries: Professional Services, IT, Accounting/Finance, Human Resources, Compliance and Legal.

**Lumen Legal, Royal Oak, MI and Tallahassee, FL  
Nationwide legal staffing company**

**December 2005 – April 2015**

*Senior Account Executive/Market Manager, Southeast Region, May 2010 – April 2015*

**Client Development/New Market Expansion** - Cultivated relationships with key decision makers in Fortune-ranked corporate legal departments and Am Law ranked firms.

- Established brand presence in southeast market with a primary focus on Atlanta, GA and Charlotte, NC cultivating relationships with key decision makers in Fortune-ranked corporate legal departments and Am Law/NLJ ranked firms.
- Managed full life-cycle direct sales marketing strategies and expansion for Southeast Market (Atlanta, GA and Charlotte, NC) that included identifying prospects, networking, and cold calling through to client engagement.
- Developed new business strategies and opportunities through monitoring industry trends and partnering with clients.
- Leveraged established customer base (Midwest market) and market-reach to drive introductions and create new business opportunities.
- Skill marketed highly talented and exceptional candidates to increase placement opportunities by practice areas and within target markets.
- Attended/sponsored professional industry events and conferences
- Collaborated with hiring managers to assess staffing needs and develop job descriptions.
- Initiated, negotiated, and obtained signed service agreements with new clients.

**Management** - Created and trained nationwide recruit and fulfill team of four on best practices in sourcing passive candidates for both open assignments and pipeline building with emphasis placed on the use of various online sourcing techniques including the use of LinkedIn.

**Legal Staffing Consultant**

**December 2005 – May 2010**

- Continuously reviewed/sourced thousands of resumes and online profiles for specific search assignments and proactive outreach for temporary and full-time positions.
- Maintained continuous communications with managing partners, law firm recruiting managers and human resource/hiring managers about submitted candidates, potential job offers, and future personnel needs.

- Coached candidates on resume writing, content, and format improvements, interviewing skills, career, and position research, along with networking using social media tools.
- Conducted continuous account management with both client and candidate to ensure successful placements.
- Sourced, screened and evaluated potential candidates (attorneys, paralegals, contracts managers & administrators, litigation support and compliance professionals) for temporary and full-time positions with leading law firms and corporate law departments for positions nationwide.
- Participated in job and career fairs, utilized internet job boards, and participated in multiple professional associations.

### **EDUCATION & PROFESSIONAL AFFILIATION**

- **State Bar of Michigan**, Member since 1992 (currently inactive)
- **Michigan State University College of Law (fka Detroit College of Law)**, East Lansing, MI
- Juris Doctorate -May 1991
- **Michigan State University**, East Lansing, MI B.A. Social Science and Political Science - June 1988

### **VOLUNTEER AND COMMUNITY ENGAGEMENT**

- **TalTech Alliance** Board Member December 2020 - Present
- **Temple Israel of Tallahassee Jewish Food Festival**: Chair, 2019-Present; Volunteer 2011 – Present.  
Rabbi Search Committee: April 2018 - June 2019
- **Greater Tallahassee Chamber of Commerce Leads 3** – August 2018 – June 2019; Secretary, Oct 2018 –June 2019
- **Hang Tough Foundation**, Board Member and Community Development Chair, 2018-2019

### **WEBINAR PRESENTATIONS**

- **CareerSource Capital Region – Power Hour: *The Magic Formula for Recruiting Talent. It's Not What You Think***, May 2021
- **ISACA: *Good, Better, Best: Competitive IT Resume Styles***, April 2020

- 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.**

IntegriSource's staff is fully capable of providing qualified, experienced information technology resources across a multitude of disciplines. Our ability to perform across these vast disciplines is illustrated on the current State of Florida Information Technology Staff Augmentation contract (#80101507-21-STC-ITSA) where IntegriSource was awarded as a qualified vendor across all 130 job titles and skill level variants for each job title. This contract can be found at [https://www.dms.myflorida.com/business\\_operations/state\\_purchasing/state\\_contract\\_s\\_and\\_agreements/state\\_term\\_contracts/information\\_technology\\_staff\\_augmentation/complete\\_contract\\_contracts/complete\\_contract\\_contractors\\_d\\_through\\_i/complete\\_contract\\_integrisource\\_inc](https://www.dms.myflorida.com/business_operations/state_purchasing/state_contract_s_and_agreements/state_term_contracts/information_technology_staff_augmentation/complete_contract_contracts/complete_contract_contractors_d_through_i/complete_contract_integrisource_inc)

To maintain a successful staff augmentation company, one must utilize a focused approach that ensures the ability to locate, recruit and retain qualified candidates to meet the needs of their clients. IntegriSource, Inc's focused approach has allowed it to not only meet specific needs within the IT field but to also expand its capabilities to provide quality resources across a vast majority of skills in use today. Our formula includes the daily development of a proprietary database that aggregates resources across a multitude of skill sets that include (but are not limited to): ERP, application development, database design and administration, network engineering and administration, business analysis, project management, web development, quality assurance, technical writing and helpdesk support.

In addition to our proprietary database of resources in excess of 31,000 candidates, we also subscribe to numerous resource search engines of active candidates. These paid subscriptions allow us to identify on a daily basis, additional resources interested in pursuing new opportunities.

We believe another equation in our formula that allows us to effectively serve our client's diverse skill set needs, is to align with companies who specialize in niche areas for when we are called upon by our clients for that particular skill set. This network of niche skill set of subcontractors and sub-consultants allows IntegriSource, Inc to respond to a majority of requests from our clients with quality candidates for their review and ultimate selection to begin a project.

IntegriSource believes that the best way to ensure the quality of the staff during the term of the agreement is through communication with the hiring managers and supervisors of the candidates we place on a project with the University of Central Florida. Through consistent communication, IntegriSource is able to verify that the quality of staff and their work being provided meets or exceeds the expectations for

the position filled.

IntegriSource wants all of our clients to have a successful experience with the staff augmentation resources we provide. However, in the event that a performance issue occurs, we will provide immediate attention to address the appropriate action required. Regardless of the performance issue needing remedy, we work with our clients to ensure the action we take is the desired action they believe will resolve the issue. Many performance issues are able to be handled through communication. Some of these issues simply may need to be shared with the staff augmentation resource on the corrective actions they need to take to solve a performance concern. These actions will be documented and signed by the staff augmentation resource so they acknowledge the corrective actions needed to be taken and a copy will be provided to the University of Central Florida. If more extreme performance issues are a concern, IntegriSource will remove and/or terminate the staff augmentation resource immediately upon request by the hiring manager. We strive to provide a proactive approach to working with our client and our staff augmentation resources but when corrective action is required, we take immediate steps to resolve the issue.



## **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?**

IntegriSource is capable of providing Information Technology staff augmentation to the University of Central Florida across all technical skill sets within this category. In addition, IntegriSource is capable of providing both managerial and non-managerial level I.T. resources that best meet the needs for the University.

As a national Information Technology staff augmentation company, IntegriSource has vast experience providing resources to clients across the United States in an effective and timely manner. We believe that our clients request for assistance is a great opportunity to demonstrate our ability to exceed their expectations. Often, we provide qualified candidates for open requests to our clients ahead of their planned schedule to begin evaluations and interviews. We take pride in delivering quality, vetted candidates to our clients generally within a twenty-four to seventy-two hour period of time from receipt of the request.

- 2. Describe how urgent requests are handled.**

IntegriSource takes pride in responding to urgent request by our clients. We understand that unfilled positions directly affects our client's ability to move forward with a project. Therefore, when IntegriSource receives and urgent request, the follow steps are taken:

- a. We ask for a detailed position description from our client for the urgent role to be filled.
- b. Where time allows, we schedule a call with the hiring manager to discuss additional details that may not be captured in a position description so we can better identify qualified candidates on the front end of our search.
- c. Once we have the information provided, urgent requests are sent to or internal recruiting team, our network of independent consultants (who match the position description) as well as our network of subcontractor vendors to allow for as wide of coverage for the position as possible.
- d. Upon identifying qualified candidates, our internal recruiting team will speak to each candidate to determine their skill set and match to the urgent request.
- e. Candidates who qualify for the position will then be sent to the hiring manager or other designee for their review and scheduling of an interview with our candidate.

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

IntegriSource utilizes a third party, electronic background check service to match the request of level of the search requested by our clients. The available services include but are not limited to National Sex Offenders Registry, national criminal history records (includes using all federal, state and county databases), statewide criminal history background check through the Florida Department of Law Enforcement and driver's license records. A certification is available that the background check was performed and cleared by the agency.

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

Once a candidate is identified as a potential qualified candidate, we schedule an initial internal phone interview or video interview via Microsoft teams, Zoom or Skype to further match the skills they possess against the needs of the position our client desires to. Each interview is tailored and driven by the specific position in which we are recruiting to fill for our client. For example, a .Net Developer candidate will have specific criteria relating to their common core of training and experience that is different than another position such as a Business Analyst, Project Manager or Network Engineer. In the case of a .Net Developer, a sample code exercise (to be reviewed by a technical lead) may be appropriate to ask for in order to determine their coding style and adherence to acceptable practices. In contrast, a Network Engineer may be asked specifics on the configuration of routers and switches in a particular layout of a network. In either case, common interview criteria may include the request for copies of certifications that a candidate lists as possessing. IntegriSource believes we have a thorough process for interviewing candidates prior to submission to our client, however, we have occasionally been asked by clients to obtain very specific information in addition to our criteria that is critical to the client environment. In these cases, we are easily able to accommodate our client requests to provide a custom interview for their specific need.

During the interview process, IntegriSource will provide information to the candidate provided by our client regarding the appropriate dress code, schedule of hours required to be met as well as other pertinent information regarding the client environment to ensure the candidate is aware of the requirement for the position and they agree to uphold the level of expectations for the role.

Upon selection of a candidate by our client, unless otherwise requested, IntegriSource's standard practice is to provide three (3) references per candidate. If so desired, IntegriSource is also pleased to perform the actual reference checks for all candidates the client has interviewed and expressed an interest in. Depending on our client's candidate submission process, we are able to provide the reference names and contact details at the time of resume submittal for review, or as in the majority of

requests by clients, we are able to provide either the reference names and contact details or a completed reference check once the client expresses interest in moving forward with a candidate. Over the years of providing staff augmentation services to numerous clients, we have found that some clients prefer to perform their own reference checks as a part of their internal process. In this case, we supply the candidate's reference contact information and job titles for the client to contact. In cases where the client prefers for IntegriSource to perform the reference checks, we have a standardized form of questions we developed over the years based on client feedback, and we complete the references which are then provided to the client for their review. Should a client have a preferred reference form, IntegriSource will gladly utilize the form in the performance of doing reference checks.

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

IntegriSource's fill percentage is 80% for University requests. This fill percentage increases when cancelled requests are removed from the equation. The lead time to get employees to work following completion of all required paperwork, background checks, etc is 3-5 days.