AppleOne

Hiring Made Human®

ITN No. TN2021-03

University of Central Florida

Temporary Labor Services

Response Due Date/Time:
November 17, 2021 / 3:00pm CT

Submitted by:
Howroyd-Wright Employment Agency, Inc.
dba AppleOne Employment Services

Submitted to:
University of Central Florida
Procurement Services Department
12424 Research Parkway, Suite 300
Orlando, FL 32816-0975
Attn: Trinh Nguyen

327 W. Broadway
Glendale, CA 91204

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27 January 2022

University of Central Florida
Procurement Services Department
12424 Research Parkway, Suite 300
Orlando, FL 32816-0975
Attn: Trinh Nguyen

Subject: *Response to Request for Proposal - Temporary Labor Services*

Howroyd-Wright Employment Agency, Inc. dba AppleOne Employment Services (AppleOne) welcomes the opportunity to present our response to the University of Central Florida (UCF), with the ultimate goal of furnishing UCF with the top-notch Temporary Labor Services it seeks.

One of the largest privately held human capital management companies in the United States, AppleOne boasts more than 200 offices throughout North America to support recruiting and bring local labor market knowledge and talent to UCF. Guided by our belief in people and our company philosophy, "Hiring Made Human", we work diligently to connect our clients with the best people—aligning talents, skills, goals, and aspirations.

AppleOne emphasizes the importance of quality and cost-effectiveness, providing lasting solutions while remaining cognizant of the taxpayer's dollar. AppleOne acknowledges receipt and review of this Solicitation and Addenda #1 and 2. If UCF has any questions regarding the enclosed proposal response during the evaluation period, please contact our Government Solutions team at one or more of the following:

PHONE	(866) 493-8343
FAX	(714) 596-7798
EMAIL	GovSolutions@AppleOne.com

AppleOne will provide UCF with day-to-day project management from our South Orlando branch office, located at 7680 Universal Blvd, Suite 320, Orlando, FL 32819. There, our primary point of contact and Project Manager, Gina Rosa, will facilitate follow-up, attend meetings, coordinate resources, services, and support, and will be available to UCF directly at (407) 248-8129 and grosa@appleone.com.

We look forward to working with UCF in servicing its Temporary Labor Service needs, and we will do everything necessary to ensure our contract delivery is positive, productive, and fulfills all stated objectives**.**

Sincerely,

Dr. Milton J. Perkins, Senior Vice President
Howroyd-Wright Employment Agency, Inc.
dba AppleOne Employment Services

A. Experience & 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.

AppleOne's proposal centers around three important and interconnected themes: continuity, competence, and responsiveness:

Continuity. Our proposal builds from the experience and successful accomplishments from our current and past support of federal agencies and commercial clients. AppleOne is positioned to continue to provide UCF with highly skilled and experienced personnel who will support all of the performance requirements of the UCF contract. We have a proven track record in customer support, customer relationship management, and on budget and on-time delivery of very large-scale enterprise programs.

Competence. Our management team and key experienced personnel are all highly knowledgeable and skilled in supporting all aspects of the UCF contract. We look forward to providing quality service while enhancing existing systems. Our team embodies the full range of expertise required to perform all project tasks, as contemplated by the proposed RFP requirements, at the highest level of competence and effectiveness. AppleOne strives to deliver business solutions that meet UCF's vision, mission, and long-term goals.

Responsiveness. A key to our success is our capability and willingness to mobilize required resources quickly to organize and perform time-sensitive assignments. This emphasis on agility and responsiveness to client needs is a hallmark of AppleOne's client-centered approach to project management. We offer similar responsiveness in our proposed approach to the UCF contract, and this will be a major feature of the services we will provide to UCF.

AppleOne's proposal reflects our many years of proven innovated processes that are benchmarked by ISO 9000 principles. Our management plan delivers value via efficiency through our program technology that supports better management insight into resources, real time status on processing, and report generation via electronic management dashboards that combine to drive ongoing efficiencies for our clients. It is our hope your final evaluation will reflect upon our innovation, which is an investment on our part at no cost to UCF. Further, we present to you a secure integrated industry-leading program that proactively addresses vulnerabilities immediately, and is implementable with measurable results, within your budget constraints.

AppleOne and the broader ActOne Group enterprise is consistently ranked by Staffing Industry Analysts (SIA) as one of the largest staffing firms in the United States in categories such as administrative and clerical, and IT. EcoVadis has recently recognized AppleOne's parent company, the ActOne Group for our sustainable performance and innovation with their Bronze Award for Sustainability. Additionally, as a fulfillment supplier in hundreds of MSP programs, AppleOne has received several primary vendor (Tier 1) status awards, as well as Minority Supplier of the Year, Supplier Diversity Service Excellence Award, Top Call Center Supplier, Interview to Hire Ratio, Audit Compliance Award and Woman-Owned Business of the Year from our MSP partners. Further, the ActOne Group has been named the 2020 Class IV Supplier of the Year by the National Minority Supplier Development Council.

AppleOne branch offices, strategically located throughout the country, are routinely honored by local and regional trade organizations, publications and Chambers of Commerce as a top employment agency to work for. Our CEO, Janice Bryant Howroyd has been recognized as a leading entrepreneur by the following organizations and associations: Ernst & Young Entrepreneur Of The Year® Award, The BET Honors Entrepreneur of the Year, Entrepreneur of the Year by Honor Society of Beta Gamma Sigma and the American Academy of Business and Commerce "Best in Professional Services Award," and the SIA Peter Yessne Staffing Leadership Award, to name a few.

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

A full-service staffing agency, AppleOne supplies temporary, temporary-to-hire, and direct-hire candidates to commercial and government clients alike. We can readily fill positions within several job categories, including:

- Administrative/Clerical
- Call Center/Customer Service
- Data Entry/Data Processing
- Finance/Accounting/Insurance
- Human Resources

- IT/Technical
- Legal
- Marketing/Graphics
- Operations
- Professional

AppleOne is a privately held corporation, founded in 1964 and incorporated in November 1968. Over its 57 years in the industry, AppleOne evolved from a single-desk staffing agency into a nationwide organization of hundreds of brick and mortar offices, reaching every major city in the United States. Now one of the largest privately held, woman- and minority-owned staffing firms in the country—rated by Forbes as a Top 10 Best Professional Recruitment Firm in America—AppleOne continues to evaluate and develop new, innovative, and creative ways to improve the level of service expected by our clients.

AppleOne boasts the support of more than 200 points of operation across the continental United States, with in-state branch offices operating in half the states of the union, as well as Washington DC and Puerto Rico, and a robust national recruitment division to administer and support operations for large commercial and government clients.

A wholly-owned subsidiary of The ACT 1 Group, Inc. (ActOne), AppleOne and its 630+ permanent employees place more than 145,000 people annually and process hundreds of W2's, meeting the needs of the thousands of clients

Figure 1 - AppleOne In-State Operations

throughout the United States. We possess an extensive history of partnering with public sector and non-profit clients, currently supporting over 400 government entities at the state, local, and federal levels. This includes a

large number of long-term contracts with transit agencies in all corners of the country, to whom we provide temporary, temporary-to-hire and/or direct placement staffing services on an as-needed basis.

Every dollar allocated to AppleOne is a 100% diversity spend. We are nationally certified as an Minority Business Enterprise by the National Minority Supplier Development Council (NMSDC) and as a Women's Business Enterprise by the Women's Business Enterprise National Council (WBENC).

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

AppleOne has over 200 offices throughout the United States, and has an excellent track record in providing staffing to similar government and private clients for over 58 years. As a billion dollar organization, with various offices and support staff located near UCF, AppleOne has the capabilities to provide the temporary staffing services which UCF requires.

AppleOne boasts an extensive history of partnering with other public sector and non-profit clients to provide temporary staffing and direct hire services on an as-needed basis. We currently support over 600 government entities at the state, local, and federal levels, including numerous counties, and we are regularly adding new government contracts to our list of active clients. In 2020, for example, AppleOne was the recipient of new and/or renewed bid-awarded temporary staffing contracts from government entities such as Seattle Housing Authority, Fresno Housing Authority, Harris County, Collin County, DeKalb County, City of Charlotte, City of Newport News, State of South Carolina, State of Kansas, OmniTrans, Bay Area Rapid Transit System, Alameda County Water District, Education Service Center Region 20, University of Washington, and Shelby County Schools, among others.

A representative list is provided below:

APPLEONE REPRESENTATIVE LIST OF CLIENTS	
CITIES	
City of Atlanta, GA	City of Austin, TX
City of Henderson, NV	City of Ontario, CA
City of Portland, OR	City of Long Beach, CA
City of Glendale, CA	City of Hayward
City of Columbia	City of Reno, NV
City of West Palm Beach, FL	City of Folsom
City of Greeley, CO	City of Doral
COUNTIES	
County of Contra Costa, California	County of Los Angeles, Public Defender
County of Gwinnett, Georgia	County of Los Angeles, Sherriff
County of Hennepin, Minnesota	County of Orange, Florida
County of Houston, Texas	County of Orange, Superior Courts, California
County of Johnson, Kansas	County of Riverside, California,
County of Kane, Illinois	County of Sacramento, California
County of Los Angeles, District Attorney	County of Los Angeles, Internal Services
EDUCATIONAL INSTITUTIONS	
Contra Costa Community College District	Los Angeles Unified School District
Sunnyside Unified School District, Tucson	Pinellas County Unified School District
University of Miami, Florida	Atlanta Public Schools
Clark County School District	Dublin Unified School District

Fort Worth Independent School District	Naropa University
Orange County Public Schools	San Bernardino Community College District
Seattle Public Schools	University of Utah
HOUSING AUTHORITIES	
Burbank Housing Development Corp	Chesapeake Redevelopment & Housing Authority
Collier County Housing Authority	Dallas Housing Authority
Denver Housing Authority	Fresno Housing Authority
Housing Authority of the County of San Bernardino	Housing Authority of Kern County
Housing Authority of San Buenaventura	Housing Authority of San Joaquin County
Housing Authority of Santa Paula	Housing Authority of the City of Alameda
Housing Authority of the City of Bremerton	Housing Authority of the City of Charleston
STATES	
State of Colorado	State of New York
State of Nevada	State of Arizona
State of Utah	State of Texas
Washington State Department of Transportation	State of South Carolina
Commonwealth of Pennsylvania	State of California
State of Florida	State of Georgia
State of Tennessee, Dept. of Education	California Earthquake Authority
TRANSPORTATION AUTHORITIES	
Greater Orlando Airport Authority	Sam Trans
Los Angeles Airport Authority	Central Midlands Regional Transit Authority
Port of Los Angeles	Charleston County Aviation Authority
Chicago Regional Transportation Authority	Gold Coast Transit
Jacksonville Aviation Authority	LA County Metropolitan Transit Authority
Long Beach Transit	North Texas Tollway Authority
Omnitrans	Ontario International Airport Authority
UTILITIES	
Las Vegas Valley Water District	Orlando Public Utilities Commission
Sacramento Metropolitan Utility	San Diego Water District
Alameda County Water District	South Coast Air Quality Management District
Contra Costa Water District	Southern California Water Company
Elsinore Valley Municipal	Southwest Gas
Florida Public Utilities	Inland Empire Utility Agency
Kern County Water Agency	Las Vegas Valley Water District

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

Proposers to include:

• Company/University name and address

• Services rendered and length of service

• Contact information for reference at UCF discretion

ORGANIZATION NAME: Palm Beach Atlantic University	
ADDRESS:	901 South Flagler Drive, West Palm Beach, FL 33416
CONTACT NAME & TITLE:	Suzie Lenart, HR Manager
PHONE:	(561) 803-2171
EMAIL:	suzie_lenart@pba.edu
LENGTH OF SERVICING RELATIONSHIP:	Serviced since 2006
DESCRIPTION OF PROJECTS:	administrative, clerical, accounting, HR staffing

ORGANIZATION NAME: Full Sail University	
ADDRESS:	3300 University BLVD/Winter Park, FL
CONTACT NAME & TITLE:	Tom Lacroix, Vice President
PHONE:	(407) 679-6333 / (407) 285-7576
EMAIL:	Tlacroix@fullsail.edu
LENGTH OF SERVICING RELATIONSHIP:	Since July, 2018
DESCRIPTION OF PROJECTS:	Staffing for Full Time permanent positions in several key roles including Admissions, Customer Care, Technical Support, etc.

ORGANIZATION NAME: Valencia College Organizational Development & Human Resources	
ADDRESS:	1768 Park Center Drive, Orlando, FL 32835
CONTACT NAME & TITLE:	Chanda Postell, Assistant Director, Equal Opportunity & Employee Relations Project Director
PHONE:	(407) 582-3422
EMAIL:	cpostell2@valenciacollege.edu
LENGTH OF SERVICING RELATIONSHIP:	Since June, 2021
DESCRIPTION OF PROJECTS:	Human Resources Specialist- 3 month Temporary Contract

ORGANIZATION NAME: Valencia College Osceola Campus Store	
ADDRESS:	1800 Denn John Ln, Kissimmee, FL 34744
CONTACT NAME & TITLE:	Wahida Rahiem, Osceola Campus Store Manager
PHONE:	(407) 582-4906
EMAIL:	wrahiem@valenciacollege.edu
LENGTH OF SERVICING RELATIONSHIP:	Since November, 2018
DESCRIPTION OF PROJECTS:	Cashiering/Customer Service - 2-3+ weeks – start of the semester (6-8 associates)

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).

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.

AppleOne is led by our one core belief—our belief in people. Thus, assembling an experienced, enthusiastic team to oversee account management is a critical component of AppleOne's "Hiring Made Human" approach. Building the foundation for a positive, productive client relationship starts at the first point of contact.

As standard practice, AppleOne supports our clients through the use of proprietary technology, and local, full-service branch offices that are staffed with highly trained industry professionals. Though AppleOne is a large, multi-divisional corporation, we sidestep issues of bureaucracy and inertia that often hamstring many larger staffing agencies. Each member of our account management staff is empowered to make immediate management decisions in order to promote responsive and versatile service. Responsibility for client satisfaction begins at the account manager level.

AppleOne currently has over 630 employees. As stated in our Cover Letter, the managing office for this contract will be AppleOne's South Orlando branch office, located at **7680 Universal Blvd, Suite 320, Orlando, FL 32819**. Consistently providing high quality service to the region, the South Orlando office staff are fully trained and mentored to be leading recruiting and staffing experts, providing temporary, temp-to-hire, direct hire, and payrolling services.

AppleOne Branch manager **Gina Rosa** will serve as the designated Project Manager for UCF in service of this contract. An integral member of AppleOne's South Orlando operations, Ms. McLean currently assists with account management and recruitment for various AppleOne public-sector clients.

Ms. McLean, who is empowered to take swift and decisive action in the normal course of business with UCF, will be directly supported by Staffing Consultant **Peggy Umbarger**, who will serve as the Assistant Project Manager for this contract, with additional support provided as needed by the rest of the South Orlando branch team and other area offices, who are in turn supported by regional and corporate management.

AppleOne strives to ensure that, regardless of a client's location, size, or service requirements, they will interact with a friendly, knowledgeable, and responsive staff that pays every attention to detail. This commitment to excellence is reflected in our daily practices and reinforced by executive leadership. Because our mission is "to find, to understand and to fulfill the needs of another," our clients find that our tailor-made solutions lead to enhanced productivity and reduced cost, especially compared to other staffing organizations.

Ms. Gina Rosa, Project Manager, possesses over 18 years of recruitment and account management experience with AppleOne. As the Project Manager for UCF, Ms. Rosa will manage the day-to-day processes, including testing, screening, and ensuring all temporary employees are fully trained and qualified, possess the necessary skill requirements, and are performing up to UCF's standards. She will gather all information needed to recruit, screen, evaluate, and qualify candidates who possess the required skills to be productive at UCF.

Ms. Peggy Umbarger, AppleOne's Assistant Project Manager, has firmly established herself as an invaluable asset within the industry in her over 14 years of staffing and recruiting experience. Ms. Umbarger will be primarily responsible for recruiting and applicant development, and will provide special recruiting services to support UCF. Additional duties will include: staff performance and accountability, client fulfillment oversight, maintenance and expansion of qualified applicant pool, ongoing training and development, and ensuring that UCF receives quality service at all times.

Mr. Rick Hagmann, Vice President of our Government Solutions team, implements and maintains contracts with our public sector clients. Part of AppleOne's dedicated government team for 14 years, he will be the primary contact regarding all contract-administration related issues. Mr. Hagmann is supported directly by our Legal and Risk Management teams as well as his own Government Solutions staff of highly trained professionals. He will work with the AppleOne South Orlando account management personnel to ensure that UCF is properly supported.

Resumes of the personnel listed above are provided on the following pages:

Gina Rosa

Executive Account Manager

PROFESSIONAL BACKGROUND:

AppleOne Employment Services – South Orlando Branch, Orlando FL

Executive Account Manager	*1/21 - Present*
Senior Account Executive	*01/08 - Present*
Account Executive	*10/06 – 1/08*
Staffing Coordinator	*10/04 – 10/06*
Office Coordinator	*10/02 – 10/04*

- Coordinate the recruiting process and accomplish the organization's recruiting goals
- Oversee staff recruitment, development, and performance evaluation of temporary and permanent employees.'
- Enhance operational effectiveness, emphasizing cost containment and high quality application process of all applicants.
- Build relationships with colleges, community leader and government programs to coordinate and schedule event during prime recruiting seasons.
- Establish cost effective and efficiency method to maximize our resources with practical training and staffs involvement for the benefit of the Company and staff.
- Promote and recruit career opportunities and brand our company through attending career fairs, career services meetings and networking, events.
- Work with Hiring Managers to incorporate their needs and garner their participation for successful recruitment Interact with regulatory agencies and other professional and community groups.
- Communicates effectively with clients and candidates.
- Screen, interview, and recommend prospective employees for employment for entry-level, executive or senior positions
- Work with executive search firms or other placement agencies to develop and maintain a highly qualified candidate pool.

Ark Asset Management Co., Inc. – New York, NY

Marketing Secretary/Sales and Client Services (07/98 – 07/02)

- Assisted two Managing Directors and One Manager in all aspects of client servicing and new business development.
- Located, identified and researched potential clients utilizing the Money Market Directory, Nelson's Book of Plan Sponsors, Avenue (Access driven Database) and the Internet.
- Coordinated and managed schedule of meetings with client, prospects and consultants using Outlook.
- Compiled, organized and assembled information and presentation materials for meetings and social events.
- Prepared and distributed monthly and quarterly financial reports detailing clients' investment performance.
- Updated prospect, consultant and client lists in AVENUE.
- Prepared and submit monthly expense reports.
- Open, sort, date and distribute daily mail.
- Assisted in the dissemination of legal documents under the guidance of Managing Director and Legal Counsel.
- Arranged and coordinated all business travel (international and domestic)
- Responded to client inquiries.

Guardsmark, Inc. – New York, NY

Executive Assistant to Eastern and Southeastern Regional Vice President (05/95 – 07/98)
Office Administrator – New York Midtown Branch (07/93 – 5/95)

- Provided administrative support to Chief Executive Officer, Vice Presidents and Sales Managers in the Eastern Regional Office at the Rockefeller Plaza location.
- Coordinated and prepared proposals and presentation materials for prospective clients.
- Complied weekly and monthly sales reports for monthly corporate President's Meeting in Memphis, TN.
- Organized all correspondence, confidential files and sales materials.
- Maintained daily calendar and scheduled travel arrangements for Vice Presidents, Sales Managers and Managers
- Managed and maintained adequate supplies for office operation.
- Developed Eastern Regional Procedures Manual.
- Made arrangements for meetings, special events, parties and ceremonies in the Regional Office (Christmas Tree Lighting Ceremony).
- Screened, processed, administered exams to all prospective applicants
- Implemented and maintained confidential employee and client files
- Purchased all office supplies and services.
- Performed all administrative and clerical duties.

- Conducted Department of Motor Vehicles, neighborhood and employment investigations.
- Trained office staff in use of WordPerfect 6 and Microsoft Word and Excel.
- Promoted to Regional Executive/Administrative Assistant based on excellent work performance.

EDUCTION:
York College Adult Continuing Education
- Basic Concepts in Paralegal Studies and Legal Research – January 2001 (Certificate)
- Basic Laws for the Legal Secretary, Practical Skills, Legal Secretary Critical Topics I and II - June 2002 (Certificate)

Hunter College: Bachelor of Arts Degree – Sociology, Minor Psychology

COMPUTER SKILLS:
Proficient in MS Office Suite (Excel, Word, PowerPoint, Outlook), Word Perfect 10, typing 60 wpm, Internet

AWARDS:
- AppleOne Employment Services – Southeastern Region Employee of the Month - May 2003
- AppleOne Employment Services – Southeastern Regional Office Coordinator of the Year - 2003
- Greatest Attitude Award 2005
- Founders Recipient 2004 – Los Cabos, Mexico
- Founders Recipient 2005 – Hawaii
- Highest Temporary Billing 2006 – 3rd Place
- Founders Recipient 2006 – Cancun, Mexico
- Greatest Comeback 2007

Peggy Umbarger, PHR, SHRM-CP

Branch Manager at AppleOne & ALL's WELL Health Care Services

pumbarger@appleone.com

Summary

The ACT-1 Group is the largest privately held staffing firm in North America and offices currently are expanding throughout the world. ACT-1 has been in the staffing business since 1964 and began in Glendale, California. ACT-1 provides our clients the most talented professionals for Direct Hire and Temporary solutions. Providing these solutions rests on three key values: taking the time to genuinely listen to your needs, protecting your investment with unique programs, such as our 5 year guarantee, and treating the candidate as the center of the universe.

I am committed to supporting "Client for life" relationships through staffing solutions that help companies achieve their long-term goals.

Providing clients the most talented professionals for Direct Hire and Temporary solutions rests on three key values: taking the time to genuinely listen to your needs, protecting your investment with unique programs, such as our 5 year guarantee, and treating the candidate as the center of the universe.

Because my mission is "To find, understand and fulfill the needs of another", my clients find that my tailor-made solutions lead to enhanced productivity and reduced costs.

Specialties: Recruiting for professional positions within an office environment, new business development with organizations that may need AppleOne's staffing efforts, and servicing our current applicants.

Contact me:
E: pclare@appleone.com
P: 407-248-8129

Experience

Branch Manager AppleOne & All's Well at Branch Manager AppleOne & All's Well
May 2016 - Present

Managing clients & finding talented candidates for both AppleOne Employment Services & ALL's WELL Health Care Services. Assume the multi-faceted role of driving service and sales initiatives to increase branch profitability while maintaining existing business for professional office position and healthcare/clinical roles.

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Branch Manager at AppleOne Employment Services
December 2013 - Present

AppleOne Employment Services is a full-service employment company. Founded in 1965 and committed to building client for life relationships, AppleOne has been providing fast, high-quality staffing results for more than four decades. AppleOne is a part of the Act-1 Group of Companies.

Currently, I continue to perform the duties in a full desk setting by managing clients and finding talented candidates. In additional, I am operating an efficient, profitable branch in accordance with the projections, policies and procedures developed by the Professional Services Management Team. I assume the multi-faceted role of driving service and sales initiatives to increase branch profitability while maintaining existing business.

Senior Account Manager at Appleone Employment Services
September 2013 - November 2013 (3 months)

Perform the duties in a full desk setting by managing clients and finding talented candidates. My goal is to provide top customer service to my candidates that are seeking other career opportunities as well as to my clients that are seeking top talent in their market. Actively communicating with my clients on both ends to identify needs and continuously develop applicant base through recruiting, reactivating and referrals.

Senior Account Executive at AppleOne Employment Services
November 2010 - September 2013 (2 years 11 months)

This role encompasses the ultimate candidate experience and client customer service/retention. I enjoy a mixture of all blended desk selling activities, business development, employer compliance activities, and team job order fulfillment.

Account Executive at AppleOne Employment Services
January 2009 - November 2010 (1 year 11 months)

Excited to have grown into the Account Executive role. Still offering the ultimate candidate experience and client customer service/retention: All blended desk selling activities, business development, employer compliance activities, and team job order fulfillment.

Staffing Coordinator at AppleOne Employment Services
April 2008 - January 2009 (10 months)

After receiving a promotion to this role, Staffing Coordinator, I gained the opportunity to serve our external clients with their staffing needs. I transitioned from direct support of selling associates to individual selling goals and teamwork on order fulfillment: Minimum Standards, all blended desk selling activities, employer compliance activities, quality customer service of clients and candidates.

Office Coordinator at AppleOne Employment Services
November 2007 - May 2008 (7 months)

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As the front line to the ultimate candidate experience and the industry's best customer service, I handled the reception area, candidate new hire paperwork/testing, interview scheduling, payroll, supplies, and general office support.

Team Lead at Ferguson Enterprises
May 2006 - October 2007 (1 year 6 months)

Our team vigorously marketed company and product lines to new and potential customers via incentive programs, a steadfast devotion to customer service, and positive two-way communication. We were responsible for more than $300K of in stock merchandise. We routinely ordered material from a nationwide distribution center network as well as a near infinite list of vendors, researched all inventory history transactions in order to provide most accurate pricing to customers based on ever-changing commodity pricing such as copper, steel, and plastics. Our top initiative was to ensure that all overstock, surplus, and no value inventory received a return goods authorization (RGA) in a timely manner in order to eliminate any interest penalties.

Education

University of Central Florida
Human Resources, 2013 - 2013
Activities and Societies: PHR Certification
University of Central Florida
Professional Human Resources Management Program, 2013 - 2013
University of Central Florida
B.A., Liberal Arts, 2003 - 2006

Honors and Awards

Founder's Club Excellence Award, Most Valuable Player, Rookie of the Year, Excellence in Growth, Outstanding Leadership 2015

AppleOne

16371 Beach Blvd., Suite 240
Huntington Beach, CA 92647

Phone: (866) 493-8343
Fax: (714) 596-7798
E-mail: GovSolutions@AppleOne.com

Rick Hagmann

PROFESSIONAL HISTORY

AppleOne Employment Services – Huntington Beach, CA 07/2007 – Present

Vice President, Operations & Client Services - Government Solutions

- Originally hired as Manager of Government Implementation and Special Accounts, promoted to Sr. Manager of Government Services, Director of Government Services, and, ultimately, Vice President.
- Lead teams responsible for proposals, centralized recruiting, compensation, payroll, benefits administration, employee relations, contract interpretation, performance management, program management, policy administration, and general human resource and staffing operations.
- Successfully recruit and manage all levels including: IT, Engineering, Scientific, Business Professional, Medical, Legal, Industrial and Administrative (exempt and non-exempt), for multiple government agencies, contractors and the private sector.
- Travel with unescorted access to secure federal government facilities serving as on-site Senior Program Manager, Human Resource Business Partner and main point of contact responsible for employee relations, annual reviews, staffing, onboarding, investigations, terminations and other employment/human resource functions.
- Ensure company complies and adheres with all employment rules and regulations of the federal government as well as specific state and city laws and rulings that may exceed federal requirements.
- Represent company at pre-hearing conferences of federal and state labor boards and EEOC mediations.
- Oversee staffing contract transitions, administration, implementation, compliance and quality assurance for both federal and non-federal government entities throughout the United States.

Super Color Digital – Irvine, CA 07/2006 – 03/2007

Project Manager

- Create and execute project work plans and revise appropriately to meet changing needs and requirements.
- Identify resources needed and assign individual responsibilities.
- Manage day-to-day operational aspects of multiple projects and scopes.
- Review quotes, orders and final products/projects prepared by team before passing to client.
- Ensure project documents are complete, current, and organized appropriately.

Solutions Industrial Innovations – Rancho Santa Margarita, CA 11/2000 – 11/2005

National Inside Sales & Customer Service Manager

- Responsible for hiring, training and managing Inside Sales/Customer Service departments

Regional Sales Manager, Australia, New Zealand and Asia Pacific

- Establish strong sales/distribution channels in assigned geography and managing distributor activities.

Special Projects Manager

- Design and implement inventory company-wide location system for all items.

EDUCATION

CHAPMAN UNIVERSITY, Orange, CA
- Graduate Coursework in Human Resource Management & Organizational Leadership/Development
- Bachelor of Arts, Business Communication

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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?

AppleOne will be a strategic partner to UCF in its effort to procure temporary staffing in an efficient and expeditious manner, assisting all departments in filling as-needed vacancies with well-trained and diverse personnel. Our core capabilities in human capital management and 57 years of experience in the industry afford us a deep understanding of challenges and needs across the industry.

Recruitment

One of the many rules AppleOne abides by is that the wider the regional exposure to qualified talent, the better placements one can make. While the typical employer draws candidates from three to six sources, AppleOne draws talent from 25 or more sources. We utilize every available resource when it comes to recruiting, from traditional approaches such as job postings and job fairs to the more modern methods of social media advertising and job sites. We also capitalize on our history in the local market to find top talent.

AppleOne's recruiting and matching processes play a key factor in our continued success in quickly supplying high-quality staff. By implementing a staffing and recruiting plan that is reflective of the latest industry trends in technology, skill demands, and compensation structures, AppleOne is able to take elements like environment, structure, culture, tasks, and goals into consideration to obtain the best qualified candidates. Through needs analysis and benchmarking, we are able to recruit candidates who not only meet the needs of UCF, but identify candidates with the strongest likelihood to succeed in particular working environments. Hence, we can proactively recruit, hire, train, and retain quality personnel.
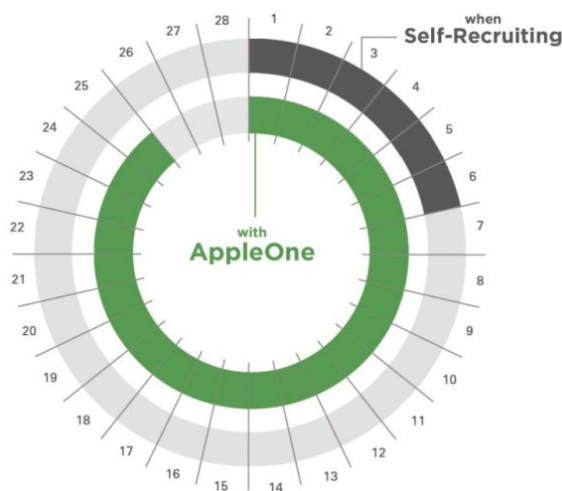
To accomplish this, we utilize powerful proprietary systems and tools to assist AppleOne's recruiters in writing and placing employment ads. We also employ on-line registration and database systems that allow us to aggregate and maintain a vast pool of local, qualified candidates, giving our recruiters instant access to the right people at the right time.

The job-order filling procedures at AppleOne are based on our in-depth knowledge of the needs of clients and our dedication to gaining and maintaining an understanding of your unique staffing needs. AppleOne finds that one of the best ways to deliver qualified candidates is to perform job profiling and benchmarking, establishing parameters that will assist in identifying the skill

levels required to succeed in clients' specific working environments and gaining a clear understanding of what that environment will entail.

Technology plays a key role in the success of AppleOne's service offerings. AppleOne achieves the highest level of effectiveness and economy in delivering precisely targeted staffing solutions by integrating all staff member's experience and expertise with cutting-edge technological resources developed in-house by AppleOne's staff:

JobCaster: A powerful proprietary system which is utilized for enhancing the database of available candidates to fill job orders from UCF. *JobCaster* speeds the recruitment process by assisting with the writing and placing of advertisements. Once the job posting is composed it is broadcast to more than 75 of the most popular career sites. These include, but are not limited to: Monster, CareerBuilder, LinkedIn, Indeed, Dice, Glassdoor, SimplyHired, and ZipRecruiter. *JobCaster* can be customized to target specialized career sites most appropriate to the job classifications needed.

AppleXpress: An automated client/server tool to intake and store qualified applicant resumes. Relevant information on all potential candidates, including resumes and personal profiles gathered from each expertly structured candidate interview, is entered into the *AppleXpress* system, where they can be filtered according to a customized pre-screening process. This process can include customized searches for applicants based on location, skills, education, salary range, experience, key words, and other qualifications that may be requested. *AppleXpress* even allows clients to search AppleOne's pre-qualified candidate base from their own computers.

As a further time saving measure, all applicant information is received directly into AppleOne's *Office Automation* database digitally, making their information instantly available to AppleOne's clients, reducing the need to transcribe information into the system. As one of the proprietary systems at AppleOne, *AppleXpress* is a revolutionary tool that allows clients the opportunity to identify candidates, schedule interviews and dispatch temporary associates in one comprehensive solution.

Office Automation: AppleOne utilizes a software system called *Office Automation (OA)*. This internal management software database allows our staff to index information on our temporary associates' and client companies, which in turn is shared on our network. Using this software, AppleOne can easily track and match candidates, allowing our branch offices to quickly select a pool of temporary associates from our entire national network. Using *OA*, AppleOne fully services our clients, including large organizations with locations across the country. *OA* also has the ability to download resumes and generate client reports. In addition, all correspondence with both client and associate is documented.

Universal Search: A network portal which allows our recruiting professionals to respond to our clients' needs with unprecedented speed and precision, tapping into a vastly larger candidate pool to capture more accurate results. The software scours through the million-plus candidates in AppleOne's database of detailed personnel profiles gathered from expertly structured associate interviews to include personalities, temperaments, and strengths, as well as backgrounds and activity comments left by other AppleOne account managers. Qualified candidates are rapidly tracked and identified, staffing vacant positions more quickly and efficiently than ever.

AppleOne invests in the best tools and processes to provide the highest standards in talent screening and benchmarking. We are ISO 9001:2015 and Department of Homeland Security ICE IMAGE certified to ensure a thorough and consistent evaluation process, which includes extensive interviews with each applicant using behavioral-evaluation techniques. Our staff invest the extra time to learn an individual's aspirations, talents, skill

level, experience, preferred work environment, and other variables such as work styles, allowing the applicant to be placed in the position best-suited to their personality and skill set. Personnel profiles are created for every candidate entered into our *OA* system. As part of our standard Job Order process, specific thresholds and custom requirements can be set, including basic qualifications, to evaluate and determine a candidate's disposition at every step of the requisition process.

As part of our comprehensive approach, we bring a structured continuous process improvement with knowledge transfer and lessons learned to all our activities. AppleOne will be working closely with UCF. Our project and programs staff will work to fully understand and implement what has been successful and how to identify and resolve potential issues should they arise. We also, as part of our commitment to knowledge transfer, will work with County staff to incorporate the most useful aspects of our methodologies and activities into internal department efforts. We have developed an overall strategy and approach that addresses the following priorities and demonstrates our value to a project and contract. We will listen carefully to management, and identify the value AppleOne can bring in our approach to address priorities and mission objectives.

The AppleOne team will implement a solution to manage the end-to-end recruitment activities for all the positions required by UCF. The following lists AppleOne best practices utilized across phases of the recruitment lifecycle.

Procedure For Requesting Temporary Personnel

UCF's notification of need will initiate AppleOne's streamlined job ordering process. AppleOne has a standardized Job Order Response Process that provides an overview of how we will ensure the availability and qualifications of contractor personnel. The breakdown of AppleOne's Job Order Response Process is as follows:

- **Step 1 – Job Order Submitted**: Job Order is submitted by UCF to an AppleOne account management team member via your preferred method (phone, fax, or the Internet). The PM, Ms. Gina Rosa, will serve as the single-point-of-contact for UCF.
- **Step 2 – Acceptance of Order and Initial Response**: The AppleOne account management team accepts the order and enters it into AppleOne's internal Office Automation database. Ms. Rosa or Ms. Umbarger (Assistant PM) will respond within 4 hours or less to confirm that they received the order as well as provide a status update. Working collectively, all team members of the South Orlando branch will identify potential candidates for UCF's consideration. Further information may be requested at this stage from the contracting officer or department head at UCF.
- **Step 3 – Evaluation Process**: Once a qualified candidate is identified, AppleOne completes a customized evaluation process for UCF. This includes an in-depth, in-person interview, as well as review of job requirements and expectations, and verification of references. If the candidate meets all requirements and accepts the positions, we will move onto the next step. If not, the previous step is repeated until a qualified candidate match is made.
- **Step 4 – Interview/Final Approval**: The candidate is then interviewed or presented for a final approval by UCF. AppleOne will notify the temporary associate in writing with information specific to his or her assignment if the position is accepted.
- **Step 5 – Orientation**: Prior to the start date, AppleOne will provide the candidate with a full orientation on the job and UCF environment, as well as information on how to complete their timecard or assign them a badge/password for AppleOne's Web Time Capture software.
- **Step 6 – Quality Control**: On the first day of assignment, a member of the account management team will conduct a quality control call to the candidate's supervisor. At the end of the first week, another

quality control check will be completed. Afterwards, the team will conduct ongoing quality checks to ensure that the candidate is performing up to, or better than, expectations for UCF.

Placement Of Temporary Personnel

AppleOne knows that having the best in professional personnel is integral to the ongoing success at UCF locations. Our precise, comprehensive methods for providing staffing services will ensure that UCF obtains the maximum projected value for each dollar of expenditure. We remain committed to providing personnel with the skills, experience and character to excel in their positions with UCF.

Our service delivery performance measurements are devised based on our quality driven customer centric approach. Our efforts are focused on achieving the goal of Excellence in all aspects of service, and these including:

- **On-time availability of the candidate**: After selection of the candidates, AppleOne ensures timely availability of the candidates. They will start on the agreed to date and time.
- **Monitoring of hours**: AppleOne conducts regular monitoring of employee hours while on assignment. This will serve to ensure they do not exceed maximum allowable hours in a calendar year with UCF.
- **Background check compliance:** We ensure that all candidate submitted to clients are cleared to work, and all background checks have been completed in accordance with all client requirements.
- **Close monitoring of the services performed**: We monitor the performance of the staff engagement on a continuous basis and in consultation with the designated client manager(s).
- **Performance evaluation of services delivered**: AppleOne reviews the performance of our services delivered on a quarterly basis. In this connection, UCF designated staff receives one-page performance evaluation document from AppleOne. This evaluation helps AppleOne to discuss where our performance is exceeding and the areas, which would need further efforts to develop. This feedback mechanism helps us and our candidates to improve their skills, knowledge and personality.
- **Replacement of candidate**: In the rare case that there is a need for replacement of a candidate, AppleOne ensures replacement is provided to the client within 5 days of such situations. The first week of the replaced candidate is not billed to the client.
- **Defect Prevention Program**: This program, used across the board, is aimed at achieving quality improvements in all phases of AppleOne service deliveries as defined above. This has been implemented by setting quality standards for *How can we serve our customers better?* One of the important measurements we have in place is – 'Continuous review of our business processes' for delivering value added services, quality and responsiveness, timeliness of deliverables, risk minimization and cost effectiveness.
- **Implementing Customer Feedback Evaluation Process**: We believe such quality of service measures as customer feedback surveys play an essential role in cementing a satisfactory relationship between supplier and customer, as well as uncovering a potentially serious problem.
- **Management Monitoring and TQM in our service delivery to our Clients**: We believe in Total Quality Improvement Programs (TQIP), which is the cornerstone of AppleOne's business strategy. It is a structured, planned approach to continuous quality improvement and establishes an ongoing quality management program in every aspect of our business. Its goal is to create a customer oriented quality culture committed to making quality improvement a permanent way of life for the company. Its major elements are:
  - o Management commitment
  - o Functional organization ownership in approach
  - o Employee involvement at all levels
  - o Practical measures to track progress

- o Recognition for team and individual performance
- o Ongoing training and communications.

Our emphasis is on quality services and we continuously improve our business processes to support our service delivery model. This allows us to refine our function processes in each area of services (human resources, sales and marketing, contracts and client relationships) with the overall result providing us a capability to be highly responsive to client needs. We maintain a large database of qualified candidates who are available for projects.

2. Describe how urgent requests are handled.

UCF's Primary Point of Contact/Project Manager for day-to-day management, Ms. Gina Rosa, or an alternate point-of-contact at the AppleOne South Orlando branch, will promptly respond to all standard requests (including those received by email or voice mail) within 30 minutes with a confirmation that the Job Order Request was received. These responses will also include a progress report. After receiving an order from UCF, the turnaround time to place a qualified temporary employee is typically four (4) hours. Specialty positions require a 24 to 48-hour turnaround, and ASAP orders generally can be filled within two (2) hours. For technical positions, the turnaround time for placement is five (5) days.

Emergency Response

AppleOne has in-place the following business continuity and disaster recovery plan based upon our years of experience providing human capital management services to public sector agencies.

I.   Localized Emergencies: In the event that an AppleOne facility is damaged or otherwise deemed uninhabitable, emergency facilities can be made available at one of our other AppleOne branch and/or satellite locations. Those in need of temporary sites will have access to over 200 AppleOne offices located throughout the United States. AppleOne offices utilize Voice-Over-Internet-Protocol (VOIP), a technology that provides the ability to make voice calls using a broadband Internet connection instead of a regular (or analog) phone line. Payroll and invoice processing can also be shifted as necessary, as all locations will be linked through our eProcurement system.

II.   Large-Scale and National Disasters: To ensure continued operation during these high-level emergencies, AppleOne has assembled a *National Emergency Response Team* (NERT) to manage our client operations. For our public sector clients, the lead contact will be VP of Operations & Client Services, Rick Hagmann, located in Huntington Beach, California and Senior Lead for AppleOne's NERT. Mr. Hagmann is directly supported by Dr. Milton Perkins, Vice President of ActOne Government Solutions, as well as additional employees in AppleOne branches throughout Illinois and the surrounding area. Mr. Hagmann will be responsible for coordinating our rapid response efforts, which are critical to ensuring continuity of service, operational efficiency and minimizing downtime.

The NERT has set as its first priority the safety and well-being of all staff and contract employees. This includes daily attendance monitoring of all contract personnel by appropriate regional staff, overseen by Mr. Hagmann. Contract employees will be identified by full name, schedule, work assignment and location. This allows us to quickly ascertain the immediate effect to our current workforce during a crisis. We can then establish vital lines of communication for ongoing status updates and emergency services.

III.   <u>Technology and Data Security:</u> Using our proprietary Office Automation (OA) software, AppleOne maintains a vast database with over 155,000 candidates who are ready to start assignment at a moment's notice. OA allows us to aggregate and maintain a vast pool of qualified candidates. Through OA, AppleOne can easily track and match candidates, allowing our branch offices to quickly select a pool of candidates from our entire network and take action to promptly supplement any staffing deficiencies. In the past, AppleOne's emergency response team has implemented immediate staffing ramp-up and support for the Federal Government for both Hurricane Andrew and Hurricane Katrina support, recruiting and providing call center personnel (approximately 1500 personnel) at three (3) FEMA call center locations.

AppleOne's proprietary network is hosted at Qwest CyberCenter, located in Burbank, California, and all backups are stored off site. This facility is SAS 70 level 2 certified. Qwest CyberCenter is designed specifically to withstand any seismic activity and utilizes fire detection and suppression systems. This network is configured to allow the system to be redirected to an alternate data center within 6-8 hours. Only authorized personnel have access to the data center, and all personnel have been screened prior to hire through extensive background checks and biometric fingerprinting.

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

Background Checks

Prior to sending an employee to work for UCF, AppleOne's account management team, in conjunction with the appropriate representative, will confirm which pre-employment background checks are required for the position(s) in question.

In order to ensure that AppleOne's clients receive the best candidates in an efficient manner, AppleOne utilizes its affiliate company, *A-Check Global* (*A-Check*), an internationally-recognized and respected employment screening organization, to conduct extensive backgound checks as needed. In addition to criminal background checks, reference checks, and drug testing, pre-screening may include social security checks, education verifications, DMV verifications, employment certifications, social security traces, and more, as allowed by local, state, and federal law. *A-Check*'s services are available for AppleOne's employees and clients' permanent employees. We also understand that UCF may elect to conduct its own background check on temporary personnel.

To maintain Fair Credit Reporting Act (FCRA) compliance, is it AppleOne's policy to provide clients with an attestation of background screen completion pursuant to the client's requirements, but not the actual results. Contact with and updates to the candidate are frequent, to both ensure the background check process is on track and that they remain invested in the position.

An overview of our available background check offerings are included in the tables below:

AVAILABLE BACKGROUND CHECKS	
Criminal Felony / Misdemeanor – 7 years	This includes a one (1) county, one (1) name, criminal record search of felony records, and will include misdemeanor records when available. All information will be obtained at the courthouse by a dedicated county researcher unless direct connection to the courthouse is established. Five (5) and 10 year options are also available upon request.
Criminal Search - National Federal -	This search includes a one (1) name federal criminal record search of federal records. All information will be obtained through the Federal Public Access to Court Electronic Records

AVAILABLE BACKGROUND CHECKS	
7 years	(PACER) system with on-line direct connection to records and dispositions. Five (5) and 10 year options are also available upon request.
National Criminal Database Search – 7 years	This search includes one (1) name. A-Check Global's National Criminal Database search (NATCRIM) includes over 250 million criminal records from all fifty states, the District of Columbia and Puerto Rico. This database search perfectly complements county courthouse searches by increasing the chances of catching additional criminal data from places of work or residence not disclosed during the application process. Results are available within minutes when ordered via A-Check Direct™ and all information reported is FCRA compliant. Five (5) and 10 year options are also available upon request.
National Sex Offender Registry	While convictions for sexual offenses will appear upon the criminal record in the county or state where the offense was committed, oftentimes sexual offenders will relocate where their criminal records will not reflect the offense. Information returned from sexual offender registry inquiries may include: name, AKA name, physical characteristics, date of birth, residential address, employer, county, state of conviction, date of conviction, and offense(s).
County Civil Records Search	Includes one county, one name search obtained by a court researcher at the county courthouse. Information obtained may include plaintiff and defendant's actions, case outcome.
Compliance Link Search	Comprehensive list of Compliance searches available upon request.
Motor Vehicle Records - Driver's Report	Depending on state law, search will reveal a three (3) to five (5) year driving history. Reported information will include type of license, any violations, disciplinary actions, convictions, issue date, expiration date, revocations, suspensions, accidents, status and restrictions.
Professional Reference	A-Check will verify a professional reference by seeking answers to predetermined questions including information on communication skills, work attitude, professionalism and punctuality. This information will be obtained through a phone interview with a former supervisor or personnel department.
Employment Verification - Plus	Contact up to three (3) times daily, made for up to three (3) days. Documentation will be requested from the applicant for any verifications of employment not obtained. A-Check will verify present or past employment to include position(s) held, dates of employment, salary, confirmation of specific job duties, reason for leaving, eligibility for re-hire, and overall job performance. Information will be obtained through phone interviews with former supervisor or personnel department. Pricing is per individual screened.
Education Verification - Basic	Contact up to three times daily, will be made for up to three (3) Days. This search verifies Colleges/Universities attended with dates of enrollment, Major/Degrees obtained, Grade Point Average, and professional certification. Pricing is per individual screened.
Professional License Verification	This search verifies a professional license or professional certification. Additional fee if transcripts are requested or if educational institution/licensing body requires use of a records clearinghouse.

AVAILABLE BACKGROUND CHECKS	
Credit Report	This report provides information into a person's financial background. It also provides present and past addresses, current and past employers, and verifies and identifies users of the social security number provided.
Social Security Trace	This search verifies the Social Security number provided is valid, the person/people associated with the number, current and past addresses, and current and past employers.

Drug Testing

A-Check is a full service, turnkey national drug-testing administrator. Their program includes the analytical testing services of over 35 of the finest certified laboratories. They utilize Quest Diagnostics and LabCorp (Laboratory Corporation of America) Patient Service Centers (collection sites) and Laboratories as well as collection facilities and laboratories of Concentra and U.S. Healthworks.

A-Check can generally provide in-network collection facilities within a 25-mile radius of our clients' locations. They work closely with clients and make every effort to incorporate facilities already established within their network of clinics and hospitals, if one exists. If an in-network site is unavailable or not within a reasonable distance, then a third party (out-of-network) facility will be established. When a third party collection facility must be set up for remote offices outside of the 30-mile radius.

A-Check can set up an account with any collection facility and/or lab a client chooses. However, they are able to offer large discounts by utilizing in-network collection facilities and laboratories, and are able to offer electronic self-scheduling if clients use our in-network partners. Their collection and lab partners are the largest and most trusted in the nation, so it is likely that the client is already using them. *A-Check*'s drug screening programs aid in protecting our clients from the negative effects of substance abuse. Their Occupational Health Screening services help ensure candidates are fit for duty. Services are available for regulated and non-regulated industries.

A-Check performs 5-, 10-, and 12-panel urinalysis tests utilizing EMIT (Enzyme Multiple Immunoassay Test), performed by their laboratory partners along with Adulteration Testing via PH, Specific Gravity, and Creatinine; GC/MS (Gas Chromatography/ Mass Spectrometry) Confirmation Testing, and Medical Review Officer review of results. They also administer Saliva Testing, Hair Testing, and BAT (Breath Alcohol Testing). Their network of medical services providers and collection facilities allow A-Check to support complex drug screening program.

NON D.O.T 10-Panel Drug Screening	This includes screening for ten (10) categories of drugs including Amphetamines, Barbiturates, Benzodiazepines, Cocaine, Marijuana (THC), Methadone, Methaqualone, Opiates, Phencyclidine (PCP) and Propoxyphene.
NON D.O.T 10-Panel Plus Extended Opiates Drug Screening	This includes screening for ten (10) categories of drugs including Amphetamines, Barbiturates, Benzodiazepines, Cocaine, Marijuana (THC), Methadone, Methaqualone, Opiates, Phencyclidine (PCP), Propoxyphene and Extended Opiates.

Negative results are returned in 24 hours after the specimen is received by the SAMHSA-certified lab and positive results (non-negative) are usually returned in 48 to 72 hours after the specimen is received by the SAMHSA-certified lab.

AppleOne invests in the best tools and processes to provide the highest standards in talent screening and benchmarking. We are ISO 9001:2015 and Department of Homeland Security ICE IMAGE certified to ensure a thorough and consistent evaluation process, which includes extensive interviews with each applicant using behavioral-evaluation techniques. Our staff invest the extra time to learn an individual's aspirations, talents, skill level, experience, preferred work environment, and other variables such as work styles, allowing the applicant to be placed in the position best-suited to their personality and skill set.

Personnel profiles are created for every candidate entered into our *OA* system. As part of our standard Job Order process, specific thresholds and requirements can be set, including basic qualifications, to evaluate and determine a candidate's disposition at every step of the requisition process.

Reference Checks

AppleOne's policy regarding reference checks is to acquire at least two (2) positive references from each employee's most recent employers. AppleOne will verify a professional reference by seeking answers to predetermined questions including information on communication skills, work attitude, professionalism and punctuality. This information will be obtained through a phone interview with a former supervisor or personnel department. If requested, AppleOne can also submit a Work Performance Evaluation form to prior employers to get a more detailed reference profile. The form can be customized to meet County requirements.

In addition to references, successful candidates must have also:

- Completed and signed all required pre-employment paperwork, including our "Best Foot Forward" agreement, confidentiality and arbitration agreement, and our background investigation consent form
- Provided all required I-9 documentation
- Favorable in-person interviews with our branch team members
- Have passed any required skills tests with scores acceptable to UCF

Structured Interview

AppleOne conducts an interview with each candidate to determine their needs, desires and goals, as well as to determine if they are right for our clients. Taking advantage of the expertise gained from more than 57 years in the staffing industry, AppleOne developed a structured interview guide to assist staffing managers and recruiters in conducting focused interviews with each candidate to eliminate nonproductive processes.

The structured interview guide was designed to identify how well a candidate effectively performs as an AppleOne employee. The interview guide asks questions related to the applicant's work history, interpersonal and team skills, creative problem solving, professionalism, and communication skills. The applicant's responses help us assess how they have responded in past work situations. Questions are framed in this way because research has shown that past work behavior is one of the best predictors of future work behavior.

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

Screening

The expertise of AppleOne's account management team, combined with the consistency in evaluation standards provided by the structured interview guide, will ensure that all candidates not only have the skills requirements needed for positions, but the reasoning ability and work ethic to excel in those positions.

AppleCore Behavioral Assessments
To enhance AppleOne's ability to find skilled, able, and educated candidates for government and public sector entities, AppleOne uses the AppleCore Assessment Series, a validated applicant classification system that focuses on soft skills like customer service, aptitude, and attitude.

The content underlying these tests was carefully studied and determined to be related to the job performance of AppleOne positions. All AppleOne 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. We have in place assessment tests for all types of job categories. If needed, AppleOne's assessment series can be customized to meet clients' specific requirements for temporary personnel.

Candidate Skill-Based Assessment
AppleOne extensively tests candidates on their software proficiency, particularly important in today's high-tech and increasingly work-from-home environment. Using the sophisticated evaluation and training system of SHL *TalentCentral*, in partnership with IBM Kenexa, AppleOne leverages the platform's behavioral science techniques to measure traits, skills, and culture fit of each candidate. Benefits of the *TalentCentral* platform include:

Mobile/Tablet Capability: User interface employs responsive design principles, dynamically adjusting to the type of display the candidate is using, supporting a wide variety of devices.

Languages: Currently available in over 40 languages and offers expansive globalization abilities.

Accessibility: User-friendly experience for candidates with a range of disabilities, including those who use assistive technologies such as screen readers.

Prior to assignment, AppleOne is able to test candidates on over 250 applications across several disciplines that simulate the work to be performed at any location in UCF's network. For administrative and clerical candidates, for instance, *TalentCentral* allows for in-depth evaluation of the various skill sets. Test titles include:

ADMINISTRATIVE/CLERICAL TESTS	
Business Writing	Microsoft Internet Explorer
Counting	Microsoft Office Suite
Customer Service Mindset Survey	Proofreader Marks
Data Entry 10 Key	Punctuation
Email Etiquette	Reading Comprehension
English as a Second Language	Recruiting Fundamentals
Filing by Name	Sales Concepts
Following Verbal Instructions [audio]	SAS 9 - Data Analyst
Following Written Instructions	Shorthand

ADMINISTRATIVE/CLERICAL TESTS	
Healthcare Benefits Knowledge	Software Quality Assurance
Human Resources Basics	Software Testing
Human Resources Benefits Knowledge	Spanish Basic Office Skills
Internet Basics	Spanish Basic Reading Comprehension
Internet Research Skills	Spanish Office Grammar and Spelling
Interviewing and Hiring Concepts	Spanish Typing - General
Listening Skills [audio]	Spanish-English Bilingual
Macintosh Basics OS 9	Technical Terminology
Mailroom Management Skills	Translation Sample - English to Spanish
Marketing Fundamentals	Translation Sample - Spanish to English
Matching (Alphanumeric, Numeric, Images)	Typing - General
Math Word Problems	Vocabulary
Microsoft Windows	Writing Sample (letters, etc.)

For Accounting and Finance positions, AppleOne uses the Accounting and Financial Knowledge test package to evaluate core accounting and finance competencies. Testing titles include, but are not limited to:

ACCOUNTING/FINANCE TESTS		
Accounting Terminology	Cost Accounting	MYOB Accounting Plus
Accounts Payable	Financial Analysis	Partnership Tax Accounting
Accounts Receivable	Financial Management	Payroll Clerk
ACCPAC Pro Series	Fixed Assets	Payroll Management
ADP - Payroll	General Accounting	Peachtree Accounting
Advanced Accounting	General Ledger Knowledge	QuickBooks Pro
Auditing	Individual Income Tax	Quicken
Bookkeeping - Professional	JD Edwards	Sage MAS 90/200
Business Income Tax	MAS 90 - Bookkeeping	Simply Accounting
Corporate Tax Accounting	Microsoft Dynamics GP	

Tests include examples and illustrations from real-world accounting environments, and cover general job categories such as Accounting and Bookkeeping, as well as numerous specialized accounting subjects such as Cost Accounting and Taxation. Customized test making is available.

Platform-Specific Testing
For clients who wish candidate skill assessments specific to Microsoft, Adobe, and other software suites, *TalentCentral* offers several assessment options, including but not limited to those listed below.

SOFTWARE PLATFORM TESTS		
ACCPAC Pro Series	Lotus 1-2-3 Millennium	Microsoft Word
Adobe Acrobat	Lotus Freelance Graphics Millennium	MYOB Accounting Plus

SOFTWARE PLATFORM TESTS		
Adobe Flash	Lotus Notes	Netscape Navigator
Adobe Flex	Lotus Word Pro Millennium	Peachtree
Adobe Illustrator	MAS 90 – Bookkeeping	Peachtree Accounting
Adobe InDesign	Microsoft Access	QuarkXPress
Adobe PageMaker	Microsoft Excel	QuickBooks Pro
Adobe Photoshop	Microsoft FrontPage	Quicken
ADP - Payroll	Microsoft Internet Explorer	Sage Line 50
Corel Presentations	Microsoft Office Integration	Sage MAS 90/200
Corel Quattro Pro	Microsoft Outlook	Sage Peachtree Pro
Corel WordPerfect	Microsoft PowerPoint	Sage Simply Accounting Pro
Desktop Publishing Theory Skills	Microsoft Project	Simply Accounting
FileMaker Pro	Microsoft Publisher	Summation Blaze
JD Edwards	Microsoft Windows	Summation iBlaze

A similar array of relevant software- and hardware-skills tests are available through *TalentCentral* platform for Customer Service, Program Management, Professional, Technical, and other labor categories as needed.

AppleOne functions in a competitive business environment in which quality and reliability are extremely important. Our company expects each employee to contribute to the quality and reliability of our services within the scope of his or her job responsibilities. Failure to meet this standard of performance may be the basis for adjustment in compensation or disciplinary action. Conduct that may result in discipline, up to and including discharge, includes:

- Unauthorized release or use of confidential or proprietary information
- Unauthorized disclosure or use of information regarding company business matters, product information, operational procedures, or any other kind of confidential or proprietary information or trade secrets

AppleOne considers data security to be one of our highest priorities. To ensure the confidentiality of client and third-party data, all stored system data requires user ID and password. Additional user protocols ensure that only authorized individuals may access this information. Any outward-facing systems, their application unit and database unit all reside in the DMZ zone in two separate servers with redundancy. An Internet user does not have direct access to the database server and only the application server has access to the database server. All data is transmitted to and from the user under 128-bit SSL encryption.

AppleOne has taken additional steps to ensure that the privacy of company, client, and vendor data is protected. All internal employees have passed a background check and have signed a confidentiality agreement to safeguard client data. AppleOne also complies with all state and federal regulations for data security, integrity, and privacy, including FISMA and the Gramm Leach Bliley Act.

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

AppleOne maintains an overall national fill rate of 91%. However, the following information reflects our average fill rate by labor type within three (3) days of order request:

Administrative and Clerical (96%)
Call Center (90%)
Technical (93%)
Professional (94%)

Gina Rosa, or an alternate point-of-contact at the South Orlando office, will promptly respond to all standard requests, including those received by email or voice mail, within 30 minutes with a confirmation that the Job Order Request was received, as well as a progress report. After receiving an order from UCF there is typically a four (4) hour turnaround time to place a qualified temporary employee. Specialty positions require a 24 to 48-hour turnaround, and ASAP orders generally can be filled within two (2) hours. AppleOne utilizes a proprietary software system called Office Automation (OA), which allows the account management team to instantly identify a select group of candidates that match the job descriptions submitted by the UCF. This allows the AppleOne [location] office to expedite job order requests by UCF by identifying candidates instantly. AppleOne's streamlined job order process will ensure that our response time meets all of the requirements of UCF.

Forms

AppleOne has included the forms listed below, following this page:

- **ITN Acknowledgement Form**
- **Appendix II**
- **Appendix III**
- **Addendum I**
- **Addendum II**

ITN Acknowledgement Form

Appendix II

Appendix III

Addendum I

Addendum II