

PROPOSAL RESPONSE TO



INVITATION TO NEGOTIATE (ITN) NUMBER 2021-03TCSA FOR
Temporary Labor Services

PROPOSED TO:

Trinh Nguyen

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

PROPOSED BY:

Justin Acord, Executive Vice President COGENT Infotech Corporation 1800 NW Corporate Boulevard, Suite 130

Boca Raton, FL 33431 Phone: (412) 889-7700 Fax: (412) 774-1515

Email: justin.acord@cogentinfo.com





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ITN COVER PAGE

SUBMIT OFFER TO: Via Bonfire Web Portal UNIVERSITY OF CENTRAL FLORIDA

Phone: (407) 823-2661

www.procurement.ucf.edu https://ucfprocurement.bonfirehub.com/opportunities/49428

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

University of Central Florida INVITATION TO NEGOTIATE

Contractual Services

Acknowledgement Form

time to begin	i the upload	ing pr	rocess and	to finalize your		
submission. S	See Append	ix 4 fo	r submittal i	instructions.		
Page 1 of 38 Pa	ages	OFFE	RS WILL BE C	PENED January 1	3, 2022 @ 2:00pm EST	ITN NO. ITN2021-03
		and m	ay not be with	drawn within 120 da	ys after such date and time.	
UNIVERSITY AD	VERTISING D	ATE:	ITN TITLE:	Temporary Labor	Services	
November 17, 2						
FEDERAL EMPL	OYER IDENTII	FICATIO	ON NUMBER	32-0083904		
SUPPLIER NAM	E Cogent	Infot	ech Corpo	ration	REASON FOR NO OFFER:	
SUPPLIER MAILING ADDRESS 1035 Boyce Road, Suite 108						
CITY - STATE - 2	CITY - STATE - ZIP CODE Pittsburgh, PA 15241			41	POSTING OF PROPOSAL	L TABULATIONS
AREA CODE (412)	TELEPHONE N	NUMBE	R 889-7700		Proposal tabulations with intende for review by interested partie	es on the Procurement
FAX: (412) 774-1515				Services solicitation webpage and period of 72 hours. Failure to file with BOG regulation 18.002 or fa	a protest in accordance	
	EMAIL: Justin	.Acord	@cogentinfo.d	com	other security in accordance with shall constitute a waiver of protes	h BOG regulation 18.003

Government Classifications Check all that apply

 I cortify that this offer is made without prior understanding, agreement, or connection with any corporation, firm or person submitting an offer for the same materials, supplies, or equipment and is in all respects fair and without collusion or fraud. Lagree to abide by all conditions of this offer and certify that I am authorized to sign this offer for the Supplier and that the Supplier is in compliance with all requirements of the invitation To Alegolate, including but not limited to, certification requirements in submitting an offer to an agency for the State of Ploids, the Supplier offers and agrees that I fine offer is accepted the Supplier will conney, sail, suspin or transfer to or hereafter acquire under the Arel-fruit laws of the United States and the State of Ploids for price thing relating to the particular commodities or services purchased to acquired by the state of Florids. At the State's discretion, such assignment shall be made and became effective at the time the procurement agency tenders final payment to the Supplier.

GENERAL CONDITIONS

- SEALED OFFERS: All offer sheets and this form must be executed and submitted as specified in Section 2.6. Offer prices not submitted on any attached price sheets when required shall be rejected. All offers are subject to the terms and conditions specified herein. Those which do not comply with these terms and conditions are either automatically rejected with respect to non-compliance with non-negotiable terms and conditions or may be rejected, at UCF's sole discretion, with respect to any other terms and conditions.
- EXECUTION OF OFFERS; Offers must contain a manual signature of the representative authorized to legally bind the Respondent to the provisions herein. Offers must be typed or printed in link. Use of erasable ink, is not permitted. All corrections to prices made by the Supplier are to be initialed.
- NO OFFER SUBMITTED: If not submitting an offer, respond by returning only this offer acknowledgment form, marking it "NO OFFER," and explaining the reason in the space provided above. Failure to respond

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

AUTHORIZED SIGNATURE (MANUAL)

Justin Acord, Executive Vice President

AUTHORIZED SIGNATURE (TYPED), TITLE



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.

WHY COGENT

Incorporated in 2003, Cogent is a global, award winning Contingent Workforce Solutions with extensive experience providing temporary labor services on an as needed basis to the public sector. Cogent thrives on long-term ethical relationships with its clients, employees, and stakeholders. We have a strong emphasis on the delivery of optimum services and solutions to our clients. Cogent is a certified MBE as recognized by the *National Minority Supplier Development Council (NMSDC)* and Florida Minority Supplier Development Council (FMSDC). Our company is among the fastest growing MBE firms in the United States.

Cogent recognizes the need of The University of Central Florida for qualified and experienced vendor to provide temporary labor services with quality and agility at a competitive price. Cogent possesses the expertise and capability to excel in all areas the UCF deems necessary for a successful business relationship:

- A strong relationship with various clients in the State of Florida such as but not limited to: Florida
 International University, Broward College, The School of Broward County, Tampa International
 Airport, Miami-Dade County, The Broward Sheriff's Office, and other multiple state agencies for
 providing services under Statewide contract.
- An extensive experience in working with similar clients as UCF.
- A proven process to consistently provide quality consultant who match The Temporary labor services technical requirements and fit into department's culture.
- An experienced account management team who understands UCF's business, shares expertise of the local labor market, and is responsive to your day-to-day needs.
- A strategic, consultative, and flexible approach to assessing and meeting UCF's talent and project management service needs.

COGENT brings strong credentials and qualifications to deliver services that separate us from our competitors. This is demonstrated by the following facts:

OUR PEOPLE

- We only hire TOP 10% of talent.
- Over 55% of our people possess master's degrees, majority from leading US Universities.
- One of the highest employee satisfaction ratings on Glassdoor.com.
- 96% employee retention rate.

STRONG RELATIONSHIP WITHIN THE STATE OF FLORIDA

COGENT has been providing services to the State of Florida since 2011 and has developed a strong bond with the State. We have provided similar staffing services to several State agencies including but not limited to *Department of State, Department of Management Services, Department of Financial Services, Department of Children & Families, Department of Education, and Department of Environmental Protection*. We know ins and outs of providing similar service to the State and thus there will be very little learning curve while serving the UCF.

HIGHLY EXPERIENCED IN WORKING WITH SIMILAR CLIENTS

Following are some of our government education-sector clients to whom we have provided similar services till date



St. Louis Community College, MO

West Virginia University.



University of Texas at San Antonio, TX





Rowan University, NJ



Florida International University, FL



West Virginia University, WV

University of California

University of California San Francisco, CA



Eastern Kentucky University,



Arkansas State University, AR



State of Texas - Cancer Prevention Research Institute, Austin, TX



Santa Clara University, Santa Clara, CA



Austin Community College, TX



County College of Morris, NJ



School District of Philadelphia, PA



School District of Greenville County, SC



School District

DeKalb County School District, GA



Broward County Public Schools, FL



Baltimore County Public Schools, MD









Beaufort County School District, SC

Houston Independent School District, TX

Dallas Independent School District, TX





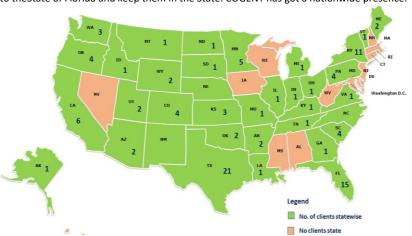


Adams 12 Five Star Schools,

Douglas County School District, CO

NATIONAL REACH

Since inception in 2003, COGENT has been providing temporary labor services to both Public-Sector and Commercial clients on a national level. We can also recruit the very best talent in the World, bring them to the State of Florida and keep them in the State. COGENT has got a nationwide presence.



CURRENT EXPERIENCE

COGENT is currently providing Temporary labor services to both public and private sector entities in the 35+ states. These contracts are very competitive and sometimes these contracts have 200+ vendors on them. We have embraced the competition as a challenge and have used that as motivation to outperform our competitors by providing excellent talent at a much lower cost!

OUR ATS SYSTEM

COGENT has invested a lot of time, effort, and money in customizing **JobDiva (www.JobDiva.com)**, an industry leading ATS system specifically designed for staffing companies. This ATS system manages the entire lifecycle of a requirement and fosters a collaborative environment between various departments within the company (recruiting, sales, human resources, administration etc.) which smoothen the process of delivering the best-in-class services to our clients.

Our ATS system currently comprises an ever-growing database of about 2.1 million resumes of highly qualifiedtalent. There is a dedicated team of recruiting professionals whose sole task is to constantly keep adding to thisdatabase. We are targeting to reach a resume database size of over 3 million resumes by



the end of 2022. This provides us with a competitive edge and ensures quick turnaround time with maximum possible accuracy. Our database has around 124,700 (approx. 6%) consultants from the State of Florida and the neighboring regions.

SINGLE POINT OF CONTACT

COGENT maintains a team of business development professionals who serves as a single point of contact for their respective accounts. This not only ensures continuity, but also reduces the chances of miscommunicationand/or confusion about who to contact.

HIGHLY CAPABLE RECRUITING TEAM

COGENT has a highly capable recruiting team comprising over 96 professionals in different capacities (recruiters, sourcing specialists etc.). The team has 18+ years of experience similar staffing services to various public-sector entities (federal, state and local). Over a period, the recruiting team has formed solid relationships with top notch talent located in the country. They are well versed with the various nuances while working with the government.

UNIQUE SOURCING STRATEGY

Our Unique Sourcing Strategy makes our professional service unique compared to competitive solutions. We use cutting edge Artificial Intelligence (AI) and Natural Language Processing (NLP) technology to extract this information from 190 million data sources. This methodology allows us recruit top notch talent in even niche technologies which would be otherwise impossible to recruit if we followed the traditional recruitment approach with LinkedIn and job portals. In other words, it's a unique way to leverage AI to find niche proven talent as shown below.

EMPLOYMENT STANDARDS

COGENT is committed to being a leader in providing temporary labor services. Therefore, it is imperative that its employees conduct their work in the utmost professional manner. To this end, every COGENT employee is provided with an employee handbook which details all employment standards that every employee must follow.

BUSINESS SIZE

COGENT is a recognized Minority Business Enterprise. We are big enough to deliver for sizable clients like the State of Florida, State of Texas etc., while also being small enough to pay attention to every single important detail. We are nimble, agile and can provide a level of service State deserves.

SUBCONTRACTOR NETWORK

COGENT has forged value-based bonds over a period with over 75 staffing firm (majority of whom are M/WBE/DBE) that are specialized in certain and work as a virtual extension of our recruiting department.



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

BRIEF HISTORY

Cogent brings to the table 18+ years of rich experience in delivering similar services to over 130+ public sector entities across 35+ states, successfully providing similar temporary labor services to several State and Federal Government Clients nationwide including but not limited to the States of Florida, Georgia, South Carolina, North Carolina, Virginia, Maryland, Pennsylvania, New York, New Jersey, Maryland, Kentucky, Texas, Oklahoma, Kansas, Minnesota, Colorado, Montana, Idaho, Utah, California, Oregon, Washington, Alaska, US Department of State, US Department of Justice, US Department of Interior, U.S. Agency for Global Media, Federal Mediation and Conciliation Service and many more.

COGENT is a certified MBE as recognized by the National Minority Supplier Development Council (NMSDC). The company is among the fastest growing MBE firms in the United States. The company thrives on long-term ethical relationships with its clients, employees and stakeholders.

- COGENT has been nominated to the prestigious TECH 50 Awards (Hosted by The Pittsburgh TechnologyCouncil (PTC), honors technology companies that excel in various categories) as one of the Finalists in the Service Provider categories.
- The Pittsburgh Business Times has also voted COGENT as one of the TOP 100 Fastest Growing Companies.
- COGENT was selected as one of the Top 100 Privately held businesses in The Commonwealthof Pennsylvania by DiversityBusiness.com.
- We were also awarded the "IT Consulting Company of The Year" and our CEO and Founder, Manu Mehta, was awarded the "BEST CEO" award by "The CEO Magazine".

We guarantee a full outsourcing service for the entire recruitment process as well as support in recruitment and selection of candidates for employment. Our well-trained staff combines speed and experience to find the best possible talent, in the most demanding niche skill area too. We possess the ability to mold our business processes and quickly ramp-up and ramp-down as per customer requirements.

Due to unprecedented growth, COGENT has opened several satellite offices throughout the United States to better service our customers and has dedicated teams focused on meeting with customers consistently to understand their needs and deliver the absolute best solutions for their Contingent Workforce Solutions needs. Our ability to network within the local community and user groups gives us the edge to attract, hire and retain superb consultantsacross the nation and we have proven ourselves thus far working with multiple public-sector entities since 2003. We also have a local office and staff in the State of Florida and we will be prompt support to any issue that may arise.

OFFICE LOCATIONS

STATE	ADDRESS	TYPE				
PA	1035 Boyce Road, Suite 108, Pittsburgh, PA 15241	Headquarter				
FL	1800 NW Corporate Boulevard, Suite 130, Boca Raton, FL 33431	Local Office				
VA	701 Cox Road, Suite 285, Glen Allen, VA 23060	Office				
NY	200 Vesey Street, 24th Floor New York, NY 10281	Office				
TX	1425 Greenway Drive, Suite 340, Irving, Texas 75038	Office				



CERTIFICATIONS

CERTIFICATE	ENTITY
MBE	Florida State Minority Supplier Development Council (FSMSDC)
SBE	Empire State Development's Division of Minority and Women's Business Development
MBE	National Minority Supplier Development Council (NMSDC)
MBE	Dallas Fort/Worth National Minority Supplier Development Council (DFWMSDC)
MBE	NYC Department of Small Business Services

CORE COMPETENCIES

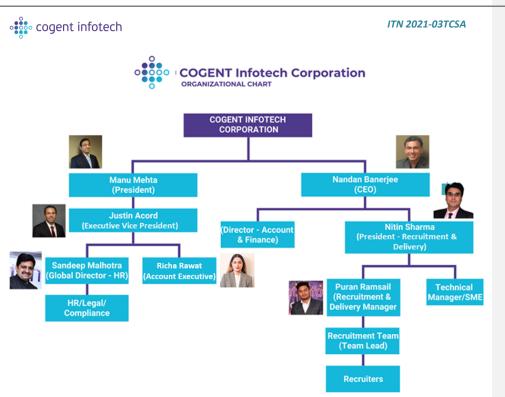
CONTINGENT WORKFORCE SOLUTIONS	SOFTWARE ENGINEERING				
Temporary Labor Services, Temporary Staffing Services, Staff Augmentation and Other Contingent Workforce Solutions.	Develop custom applications using existing & emerging technologies that meet client's				
Permanent Staffing	business.				
Temp-to-perm Staffing					
UNIQUE SERVICES OFFERING					
SOCIAL LISTENING	Website Development				
Customer Sentiment Analytics	Brand Strategy				
 Customer Personality Insights 	Data Analytics				
Customer Persona	Public Relations				
Social Reputation Score	Content Marketing				
Product Innovation	SEO/SEM/SMM				
Brand Health	Reputation Management				

INDUSTRIES SERVED

INDUSTRIES					
 Information Technology 	State and Local Government	 Automotive 			
Federal Government	Non-profit	 Legal 			
Education	Utilities	 Manufacturing 			
Finance	 Pharmaceutical 	 Telecommunication 			
Insurance	Healthcare	 Banks 			
Transportation	Retails	Construction			

ORGANIZATIONAL STRUCTURE

We at Cogent have a streamlined process and policy in place to ensure that we provide our clients with the best services and manage their entire project efficiently. This process involves working with the client and major stakeholders, and meeting with them throughout the project term to ensure total satisfaction and fulfilment of all the aspects of any staffing project. To manage contract with UCF, we have a highly skilled management team who will be responsible for tracking UCF's contract requirements. The organizational structure for UCF's project, including the names of personnel who will perform key roles and tasks throughout the project term is depicted below:



PRINCIPAL OWNERS

MANU MEHTA - PRESIDENT



Mr. Manu Mehta (Founder, President) brings twenty-five (25+) years of progressive techno commercial experience in the staffing industry. He is committed to transitioning COGENT into a leading Temporary Labour Service firm. Manu has held various leadership positions in technology, sales, strategy and general management throughout his career. He holds a bachelor's degree in Mathematics and a master's degree in Computers. In the year 2018, Manu, was awarded the "BEST CEO" award by "The CEO Magazine".

NANDAN BANERJEE - CEO



Mr. Nandan Banerjee is the CEO & co-founder and holds over twenty (20+) years of experience in the Information Technology industry in both advisory and operational roles. His visionary leadership and can-do attitude are propelling Cogent into a fast growing, premier temporary labor staffing services provide. In his role as CEO, Nandan has full responsibility for Cogent's global delivery, client servicing, process initiatives and general management. Nandan has held various management and operational positions throughout his career. He has worked in various roles managing global resourcing and strategic supply chain relationships with diverse companies. He holds a master's degree in Electronics from University of Bombay, and a degree in Business Management



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

COMPANY SIZE

Cogent is an established and experienced company with over 154 employees and over 18+ years of rich experience in delivering similar services to over 100+ public sector entities across 35+ states including but not limited to the State of Texas, New York, Florida, Georgia, Louisiana, New Jersey, Utah, Virginia, Pennsylvania and Vermont. We are also currently providing similar Temporary Labor Services to several Federal and State Government Clients nationwide including but not limited to the US Department of State, US Department of Justice, US Department of Labor, States of Florida, Georgia, South Carolina, North Carolina, Virginia, Maryland, Pennsylvania, New York, New Jersey, Maryland, Kentucky, Texas, Oklahoma, Kansas, Minnesota, Colorado, Montana, Idaho, Utah, California, Oregon, Washington, and Alaska.

INDUSTRIAL TRACK RECORD

OUR EXPERIENCE IN PROVIDING SIMILAR STAFFING SERVICES WITHIN THE STATE OF FLORIDA

CONTRACT DETAILS	COGENT HAS SUPPORT BELOW DEPARTMENTS:		
	State of Florida,	State of Florida,	
	Department of	Department of	
State of Florida (Statewide Contract)	Financial Services	Environmental Protection	
	State of Florida,	State of Florida,	
Contract Name:	Department of	Department of	
Information Technology Staff	Children and Families	Transportation	
Augmentation Services 3rd Bid	State of Florida, Department	State of Florida, Department of	
	of Corrections	Education	

Description of Services:

Cogent is responsible for providing Information Technology Staff Augmentation Services under statewide contract with the State of Florida. We have supported multiple departments within the State that are mentioned above. We have provided multiple professionals such as but not limited to: Sr. Project Manager, Sr. Java Developer, Senior Technical Support Consultant, Sr. Network Engineer, Application Development Analyst and many more.

OUR EXPERIENCE IN PROVIDING STAFFING SERVICES TO SCHOOL DISTRICT AND EDUCATIONAL AGENCIES

CLIENT NAME	CONTRACT NUMBER	CONTRACT TITLE	DATES OF SERVICES	STATE
St. Louis Community College	RFP# B0003830	Information Technology Recruiting Services	December 2019 - Present	мо
Lansing Community College	BV-12301-763- 21BV	Temporary Employment Services	November 2021 - Present	МІ
Austin Community College (ACC) District	RFQ# 920-18- 0032-00-S-SM	Information Technology Staff Augmentation Services	April 2020 - Present	тх
Baltimore County Public Schools	Bid# MDBCPS31038133 / JMI-618-18	Information Technology Staffing Services	July 2018 - Present	MD
The School of Broward	IFB# 19-080V	Technical Contract Staffing and Consulting Services	October 2018 - Present	FL
School District of Philadelphia	RFQ-196	Temporary Staffing for Professional Services	December 2018 - Present	PA

Douglas County School	RFP# 19-04-038	Information Technologies	June 2019 -	co
District	MF# 13-04-038	Staff Augmentation	Present	Ö
Dallas Independent School	RFP KH-205563	IT Professional Consulting Services and Staff	September 2019	тх
District	KFF KI1-203303	Augmentation	- Present	IA
Beaufort County School	RFP# 20-008	Temporary IT Professional	September 2019	sc
District	KFP# 20-006	Services		30
Houston Independent School	Solicitation# 19-	Supplemental #1 - IT	September 2019	TX
District	02-29-A	Contractors	-Present	IX
Challey Cayney Sabaala	RFP# 032620TJ	SCS IT Temporary Staffing	5/11/2020 -	TN
Shelby County Schools	KFP# U3262U1J	Services	Present	IIN
Dallas Independent School	RFP KH-205563	Temporary Labor Services	6/25/2020 -	тх
District	KFF KH-205503	Temporary Labor Services	Present	1.X
Fastorn Kontucky University	RFP-36-2021	Tomporon, Stoffing Convices	10/13/2020 -	101
Eastern Kentucky University	KFP-30-2021	Temporary Staffing Services	Present	KY

WE ARE ALSO RESPONSIBLE FOR SUPPORTING MANY OTHER AGENCIES WITHIN STATE OF FLORIDA. LIST IS PROVIDED BELOW:

Tampa International Airport	MIAMI-DADE COUNTY	ORANGE COUNTY GOVERNMENT
Tampa International Airport	Miami Dade County	Orange County
Staffing Solutions and Services	IT Consulting Services	Staff Augmentation for Information Systems and Services
	BROWARD County Public Schools	
The Broward County Sheriff's Office	Broward County Public Schools	Broward College
Library of Professional Information Technology Services	Technical Contract Staffing and Consulting Services	Temporary Staffing Services

SIMILAR EXPERIENCE WITH OTHER PUBLIC SECTOR CLIENTS

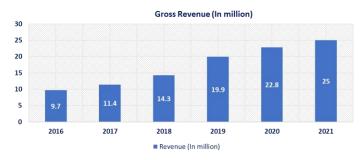
Client Name	Description of Services	State
Arkansas State University	Temporary Staffing Services	AK
Chicago Transit Authority	Temporary Staffing Services	IL
Cincinnati Metropolitan Housing Authority	Contract Labor Services	ОН
Community Transit	Temporary Staffing Services	WA
County College of Morris	Temporary Employment Services	NJ
Dallas Housing Authority	Temporary Staffing Services	TX
Dallas Independent School District	Temporary Labor Services	TX
DeKalb County School District	Temporary Staffing Services	GA
Denver Water	Temporary Staffing Services	СО
Eastern Kentucky University	Temporary Staffing Services	KY



Housing Authority of Savannah	Temporary Staffing Services	GA
Houston Housing Authority	Temporary Staffing Services	TX
Houston-Galveston Area Council of Governments	Temporary Staffing, Direct-Hire and Other Employer Services	TX
Lansing Community College	Temporary Employment Services	MI
Multnomah County	Recruitment Services for Specialized IT, Finance, and BusinessAdministration	OR
My Health My Resources (MHMR) Tarrant	Temporary Staffing Services	TX
New York Power Authority	Authority Wide Contingent Staffing	NY
North Central Texas Council of Governments	Temporary Staffing Services	TX
Power Authority of New York	Contingent Staffing	NY
Region 14 ESC	Staffing Services and Related Solutions	TX
Region 20 ESC	Temporary Labor Services	TX
Region 8 Education Service Center	Staffing Services	TX
Rowan University	Temporary Employment Agency for Rowan University Schoolof Osteopathic Medicine	NJ
San Antonio Water System (SAWS)	Temporary Employee Services for Information Systems Positions	TX
San Antonio Water System (SAWS)	Temporary Employee Services	TX
San Diego Metropolitan Transit System	Temporary Staffing Services	CA
San Jacinto College	Temporary Staffing Services	TX
Shelby County Schools	SCS HR Temporary Staffing Services	TN
State of Delaware	Temporary Employment Services	DE
State of Idaho	Statewide Temporary Staffing Services	ID
State of Kansas (Department of Administration)	Temporary Staffing	KS
State of Utah	Temporary Employment Services	UT
State Universities Retirement System	Professional Recruiting Services	IL

FINANCIAL STABILITY

As for financial health of our business, we are a financially strong and sound, well-funded company having direct & remote support services in various regions of US sub-continent to deliver and implement projects on time.





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

DETAILED DESCRIPTION OF SOME OF OUR SIMILAR CONTRACTS

PROJECT 1				
Client Name: School District of Philadelphia				
Client Representative Details:	Margie Sisto, Senior Position Control Analyst			
	(215) 400-4512			
	msisto@philasd.org			
Project Name:	Temporary Staffing for Professional Services			
Nature of Project:	Staffing services			
Size (SF):	Large			
Location: Philadelphia				
Dollar value of the project: \$1.45M/Year				
Project number(s):	Competitive RFQ Number: 196			
Project's term:	01-02-2019			
roject Manager from Cogent: Justin Acord, Executive Vice President				

PROJECT 2				
Client Name:	Dallas Independent School District			
Client Representative Details:	Gerardo Hernandez, IT Services Desk Manager			
	9400 N. Central Expressway, Dallas, TX 75231			
	(972) 925-5627			
	Gerhernandez@dallasisd.org			
Project Name:	IT Professional Consulting Services and Staff			
	Augmentation			
Nature of Project:	Staffing Services			
Size (SF):	Large			
Location:	Dallas, TX			
Dollar value of the project:	Budget: \$15M/5 Years			
Project number(s):	RFP KH-205563			
Project's term:	20-09-2019			
Project Manager from Cogent:	Justin Acord, Executive Vice President			

PROJECT 3				
Client Name:	Austin Community College (ACC) District			
Client Representative Details:	Kristen Thomas, IT Budget Coordinator			
	512-223-1177			
	kristen.thomas@austincc.edu			
Project Name:	Information Technology Staff Augmentation Services			
Nature of Project:	Staffing Services			
Size (SF):	Large			
Location:	Austin, TX			
Project number(s):	RFQ# 920-18-0032-00-S-SM			
Project's term:	04/20/2020 to 12/14/2020			
Project Manager from Cogent: Justin Acord, Executive Vice President				

Commented [CK1]: Add one more university reference



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).

DELIVERY TEAM & KEY PERSONNEL

Below provided is a brief description of our key personnel's and delivery team that will work directly with the UCF and their stakeholders to understand and fully deliver each of the requirements to ensure the delivery of a candidate with the required skills and experience to fulfil UCF's requirements.

NAME	TITLE	YEARS OF EXPERIENCE
Justin Acord	Executive Vice President	13+ Years
Nitin Sharma	Vice President - Global Delivery and Operations	19+ Years
Sandeep Malhotra	Global Director - HR	20+ Years

KEY PERSONNEL 1		
Name:	Justin Acord	
Title:	Executive Vice President	
Role in UCF'sProject:	Project Manager	

Responsibilities in UCF'sProject

- Serve as the lead point of contact for any matter specific to UCF's account.
- Understanding UCF's objective alongside Cogent's vision of contract success to analyse the contract's
 potential and create contract plan/strategy to minimize risks to both Cogent and UCF.
- Establish and maintain effective lines of communication with UCF personnel to ascertain that their needs and requirements are being met as per the contract.
- Ensure the timely and successful delivery of services according to requirement and objectives.
- Consistently seeking new innovations and improvements to the service.
- Forecast and track key account metrics (e.g., quarterly sales results and annual forecasts. Assist with challenging requests from UCF or issue escalations as needed.
- Assist with challenging requests from UCF or issue escalations as needed.

Experience Summary

Mr. Justin Acord is the Executive Vice President and possesses over thirteen (13) years of experience servicing clients in The Public Sector (federal/state/local). He has successfully managed delivery teams that are responsible for servicing several State Temporary Labor Services contracts including but not limited to New York Michigan, California, Florida, Texas, Georgia, Oregon, Maine, to name a few. He has also overlooked the delivery team of our universities and colleges. Mr. Acord is part of COGENT management and has authority to act as deemed necessary to resolve issues and ensure overall project success. He will directly supervise UCF's delivery team and will be available 24x7 for any issue escalation/resolution.

KEY PERSONNEL 2			
Name: Nitin Sharma			
Title:	Vice-President Global Delivery and Operations		
Role in UCF's Project: Recruitment and Delivery Manager			
Departmentalistics in LICE/s Department			

Responsibilities in UCF's Project

- · Design the skill matrix for choosing the candidate.
- Supervise sourcing specialists, recruiters, and report on their performance.
- Work closely with recruiters to manage every stage of recruitment & candidate selection, attracting talent, vetting candidates, and advising on the best recruitment practices & processes.
- Keep track of recruiting metrics (e.g., time-to-hire and cost-per-hire).



• Expand existing pool of potential resources by networking with other employers and employees within the same industry via social media (e.g., LinkedIn etc.) and by attending conferences, seminars.

Experience

A total 14 Years with 19+ years of experience as a Recruitment and Delivery Manager & Technical Recruiter in Government, Healthcare, Insurance, Energy, Utilities, and IT industry. He also possesses immense experience as recruiting manager for a variety of clients including but not limited to several Federal and State Government Clients nationwide including but not limited to the US Department of State, US Department of Justice, US Department of Labor, States of Florida, Georgia, South Carolina, North Carolina, Virginia, Maryland, Pennsylvania, New York, New Jersey, Maryland, Kentucky, Texas, Oklahoma, Kansas, Minnesota, Colorado, Montana, Idaho, Utah, California, Oregon, Washington, and Alaska., Pinellas County, Harris County, Miami-Dade County, Austin Energy, Xerox, Nike, Barclays, Motorola, T-Mobile, ISO NE, Verizon and The Hartford. Further, he is experienced in serving our FL state clients namely, Florida International University, Broward College, The School of Broward County, Tampa International Airport, Miami-Dade County, The Broward Sheriff's Office, and other multiple state agencies for providing services under State-wide contract. Mr. Nitin has proven experience in developing and maintaining MIS and relevant database systems for Recruiting. Also, he has executed comprehensive search strategies designed to recruit niche candidates in highly competitive and unique candidate spaces including driving a sourcing plan built on key networking and direct sourcing. Further, he has networked and maintained relationships with key candidate communities for long-term opportunities and leveraged social networking and proactive tools to develop and maintain potential candidate pools. All recruiters and sourcing specialists will be working under his supervision.

KEY PERSONNEL 3				
Name	Sandeep Malhotra			
Title	Global Director – HR			
Role in UCF's Project: HR Manager				

Responsibilities in UCF's Project

- Proactive handling of employee relations and culture building
- Change management and internal communication interventions during business transitions / transformation.
 Effective design and implementation of HR processes like talent acquisition,
- Performance management / C&B, internal communication, learning and development interventions & employee engagement initiatives.
- Efficient design and delivery of HR operations areas viz benefits administration, payroll and compliance, redundancy management, vendor management etc.
- Build positive relationship with all external and internal stakeholders, Global Teams vertical heads, opinion leaders and other members of leadership team.

Experience Summary

With over 20+ years of multinational experience in Human Resource, Talent Management & Development in shared services environment, matrix driven & Complex Organizations in IT/ ITES / Insurance and Gaming sector. Mr. Sandeep Malhotra is a part of COGENT's leadership team, acting as a trusted HR partner to business heads to enhance people focus and build positive work environment. He is a seasoned HR leader with hands-on experience in building organizational capability, developing HR strategy & policies, talent management, employer brand building.

Team Lead - COGENT will assign a team lead with over six (6+) years of experience in recruiting, managing, and leading a dynamic team of technical recruiters. The team lead will be responsible for:

- Building talent pipeline through alternate sources / innovate methods.
- Building a strong, dynamic and a competent recruitment team by foreseeing demand pipelines.
- Imparting hands-on trainer for recruitment team-member. Do search and recruitment of senior positions.
- Maintain up-to-date Data Bank of candidates for various job profiles
- Take responsibility of uploading latest client openings on Cogent's ATS.



Technical Recruiters - Cogent intends to provide dedicated recruiters whose prime task will be to service UCF's requirements. They will have prior experience recruiting and will be well versed with the various nuances of recruiting for the various healthcare IT agencies. This strategy will ensure that Cogent performs successfully even during phases when there is a sudden spike in requirements.

Account/Resource Manager - Cogent will appoint a seasoned professional for this position. This individual will be the single point of contact for UCF and will be the liaison between UCF and Cogent's delivery team and will have prior experience in managing temporary labor services contract accounts. This Account Manager will visit UCF on a consistent basis.

Technical Manager/SME - Technical professional responsible for ensuring that all professionals submitted to UCF are technically qualified to perform the job.

Human Resources/Legal/Compliance - Responsible for all HR/Legal/Contractual & Compliance issues.

Operations/Accounting - Responsible for all payroll/benefits/invoicing related issues.

Provided below are the resumes of the key personnel who will be serving UCF throughout the contract duration and will be responsible for the proper and quality execution of all the services requested by UCF.

RESUMES OF KEY PERSONNEL

JUSTIN ACORD, EXECUTIVE VICE PRESIDENT

EDUCATION

Bachelor's Degree from West Virginia University

2005

EXPERIENCE

COGENT Infotech Corporation

January 2013 - Present

Executive Vice President

- Overall responsibility for the success of all sales related activities.
- Oversee, manage, and ensure success with clients in over 35 different states including Federal Government,
 State & Local Governments and Fortune 500 companies.
- Heavily focused on servicing clients including Department of Financial Services, Department of Environmental Protection, Department of Transportation, Florida Department of Environmental Protection, Florida Virtual School, Dallas Fort Worth International Airport Authority, Tampa International Airport Authority, City of Austin, Texas Workforce Commission, Department of Motor Vehicles and other Public funded entities. Responsible for delivering solutions and services to C-Level executives, IT Decision Makers and Procurement/Contracting personnel.
- Highly experienced in serving as Account Manager for various county clients including but not limited to to several Federal and State Government Clients nationwide including but not limited to the US Department of State, US Department of Justice, US Department of Labor, States of Florida, Georgia, South Carolina, North Carolina, Virginia, Maryland, Pennsylvania, New York, New Jersey, Maryland, Kentucky, Texas, Oklahoma, Kansas, Minnesota, Colorado, Montana, Idaho, Utah, California, Oregon, Washington, and Alaska.
- Develop account penetration strategies to maximize our success rate with new and existing customers.
- Experience successfully managing Multi-Million Dollar Government contracts including: State of Florida IT Staff Augmentation Contract, State of Texas - DIR Staff Augmentation Contract, GSA 8(a) STARS II GWAC and many more large sized contract vehicles, MSAs and IDIQs.
- Managing a sales team consisting of individuals in Dallas, Pittsburgh and Internationally.



- Experienced consistently exceeding customer set KPI's on Staff Augmentation contracts.
- Mitigating objections and compliance issues with current clients to resolve any issues.
- Ensuring Sales targets and goals are met, while maximizing company profits.
- Overseeing timeframes and updating clients on projects moving through the research and development process.
- Responsible for responding to RFP's by presenting winning proposals for new client acquisition.

COGENT Infotech Corporation

January 2009 - January 2013

Business Development Manager

- Responsible for leading the company initiatives in the Public Sector.
 - Tasked with marketing our 8(a) Certification to Federal Agencies which led to contracts with several
 agencies including the Department of Justice, Department of State and the General Services
 Administration. Tasked with overall Account Management responsibility for State Government
 contracts including: State of FL, OR, TX, GA Department of State, Orange County, Department of
 Management Services, St. John's River Water Management District, Department of Financial Services
 and many more.
- Tasked with responding to all relevant RFPs as a Prime.
- Developed partnerships with firms who could add value for our customers enabling us to provide the
 absolute best solutions. Responded and won direct contracts with the State of Florida and State of Texas to
 provide IT Consulting Services.

COGENT Infotech Corporation

August 2007 - January 2009

Account Executive

- Responsible for new business development in the Private Sector.
- Focused on connecting with IT Executives to understand the challenges they were faced with and developed solutions to solve those problems.

EDMC

June 2006 - August 2007

<u>Assistant Director of Admissions</u>

Johnson Marketing Inc.

Outside Sales Representative

December 2005 - June 2006

NITIN SHARMA, VICE-PRESIDENT GLOBAL DELIVERY AND OPERATIONS

SUMMARY

Nitin Sharma is the Vice President and possesses over 19+ years of overall experience in IT Operations, Customer Relationship Management & Business Development. He has worked on key proposals for major commercial clients and PSUs. He is experienced in managing operations in large business area, formulating, and implementing strategies, and developing new markets for business excellence and is equally resourceful at maintaining excellent relations with international clients and providing value added customer service, ensuring quality and service norms. He is well versed in managing, motivating and leading teams for running successful business process operations with proven ability of achieving Service Delivery/Targets. He also has a proven track record of carrying out business realignment/restructuring for improving profitability & operational efficiencies. He has also executed comprehensive search strategies designed to recruit niche candidates in highly competitive and unique candidate spaces—including driving a sourcing plan built on key networking and direct sourcing. Further, he has networked and maintained relationships with key candidate communities for long-term opportunities and leveraged social networking and proactive tools to develop and maintain potential candidate pools. All recruiters and sourcing specialists will be working under his supervision.

Below provided are some his functions:

- Design the skill matrix for choosing the candidate.
- Supervise sourcing specialists, recruiters and report on their performance.

- Work closely with recruiters to manage every stage of recruitment & candidate selection, attracting talent, vetting candidates and advising on the best recruitment practices & processes.
- Keep track of recruiting metrics (e.g. time-to-hire and cost-per-hire).
- Expand existing pool of potential resources by networking with other employers and employees within the same industry via social media (e.g. LinkedIn etc.) and by attending conferences, seminars.

PROFESSIONAL EXPERIENCE:

Cogent Infotech Corporation

Feb 2019 - Present

<u>Vice President – Global Delivery and Operations</u>

- Gathered and organized information on upcoming State and Federal opportunities. In-depth analysis on all aspects of technical requirements.
- Creation of proposal scripts, evaluation and drafting technical white papers and appropriate case studies.
- Understand the requirements of the qualified accounts, firm up a unique value proposition addressing the
 opportunities, present the same to the stake holders at client and formalize the contract.
- Managing teaming and data collection for major Federal and State Government Clients nationwide including but not limited to the US Department of State, US Department of Justice, US Department of Labor, States of Florida, Georgia, South Carolina, North Carolina, Virginia, Maryland, Pennsylvania, New York, New Jersey, Maryland, Kentucky, Texas, Oklahoma, Kansas, Minnesota, Colorado, Montana, Idaho, Utah, California, Oregon, Washington, and Alaska.
- · Develop strategic relationships and alliances with small and large businesses for effective partnerships.
- Post-award participation in project planning to understand scope of work and create delivery milestones, identifying areas of improvement, optimizing solutions and resources.

22nd Century Technologies, Inc., McLean

Jun 2014 - Feb 2019

Management Analyst

- Develop multiple Standard Operating Procedures (SOPs) to describe efficient practices for daily work practices.
- Responsible for managing workflows, content, and activity tracking of two web-based software programs,
 Salesforce and GovDelivery.
- Gather and organize information on federal projects. Meticulous analysis of the data capture deviations and recommend solutions for successful functioning and completion of the IT projects.
- Develop marketing plans based on trend analysis and past experiences to strategize revenue growth.
- Provide strategic insights by collaborating with product and IT engineering teams to improve overall serviceability, usability and marketability of products.
- Prepare procedures related to client communications, information flow, integrated production methods, inventory control and cost analysis.
- Creation of scripts, white papers and case studies of services provided by the organization.

ComterSoft Pvt. Ltd.

May 2011 - May 2014

Sr. Director-Operations

- Restructured operations to channelize existing workforce and streamline revenue generation.
- Implementation of a business development team to explore new business opportunities and alliances.
- Need analysis and effective client communication for sustained business relationships.
- Drive business results by identifying process improvement opportunities.
- Formulated key result areas for management team in accordance with client SLAs.
- Defined business objectives and revenue targets for each quarter.
- Maintained client relationship for business retention and new avenues.

HCL Technologies Ltd.

Sep 2004 - Apr 2011

Senior Manager - Operations



- Joined the organization as Team Leader Operations with British Telecom and later on got promoted as Asst.
 Manager Operations. Moved to Sprint Telecom in June'07, as part of the pilot project, got promoted as Manager Operations in July'08.
- Got promoted as Senior Manager in July'10
- Closely associated with HCL sales team in USA from Feb'09 onwards, handling all presales activities and client relationship.
- Programme manager for onsite Globalization meet in Kansas City, USA in April'10 to discuss and formulate
 the business requirements for the year ahead.
- Spearheaded a team of 324 advisors, 20 team leaders, 6 Asst. Managers and 2 Managers for Customer Service and Back Office campaigns for Sprint Telecom USA.
- Ensured timely achievement of Client SLA and Client satisfaction and as well as targets set internally by HCL Management through effective management of Asst. Managers and Team Leaders.
- Defined and implemented MIS requirements for the campaigns.
- Took business process restructuring initiatives for enhancing business and operational effectiveness.
- Formulated the key result areas of Managers and Team Leaders.
- Managed revenue for the approved headcount and ensure minimal shrinkage.
- Effective relationship management with key clients for achieving customer satisfaction and business retention

GKS Projects Pvt. Ltd.

Jan 2003 - Sep 2004

Manager-Corporate Planning

- Spearheaded a team of 28 professionals for achieving the business targets.
- Driving business growth through identification & penetration of market.
- · Took business process restructuring initiatives for enhancing business & operational efficiencies.

SANDEEP MALHOTRA, GLOBAL DIRECTOR (HR)

EDUCATION

- Post-Graduate Diploma in Computer Systems and Management and Human Resources Management from XLRI, Jamshedpur, India
- Bachelor's Degree from Delhi University, Delhi, India

QUALIFICATIONS & EXPERIENCE COGENT Infotech Corporation

March 2018 - Present

<u> Global Director - HR</u>

- Has been providing the type of services as described in this RFP for over 5 years.
- Responsible for ensuring policies comply with any laws that affect the company; overseeing hiring, training and retention practices; and ensures smooth on boarding of employee.
- Driving suitable HR initiatives for all aspects of the organization including performance management, retention, compensation, benefits, and employee communications, and staffing from our offshore office in India.
- Makes sure that any employee or client related issues are handled within the law.
- Responsible for leadership and expertise for the full scope of the Human Resource function.
- Responsible for dealing with the culture building in the organization and employee relations.
- Handling human resources compliance, policies & procedures, and ensuring standardization and consistency of human resource practices and policies across the organization.
- Responsible for establishing credibility throughout the company in order to solve employee issues.
- Responsible for efficient design and delivery of HR operations areas viz benefits administration, payroll and compliance, redundancy management, vendor management etc.



- Implementing a succession and replacement-planning program focused on the organization growth.
- Responsible for building positive relationship with all external and internal stakeholders, global team vertical heads, opinion leaders and other members of leadership team.
- Responsible for leading the development, communication, implementation of policies and procedures in support of short- and long-term business goals towards increasing the quality and speed of hires and increasing retention levels.
- Consulting with VP-Sales to define appropriate human resource and recruitment plans in support
 of key business needs in a dynamic and changing environment while managing and directly
 involved in intensive domestic and international recruiting and selection initiatives for all regions.

Aristocrat

July 2015 - February 2018

<u>Head - Learning and Organizational Development</u>

Sun Life Financial

July 2013 - September 2014

<u> Associate Director - Corp HR</u>

Steria Group

June 2001 - July 2013

<u>Head - Global Academy (India wing), Learning, Resourcing & Capability Development</u>

STG International Limited

June 1996 - May 2001

Sr. Manager - Learning & Development

Uptron ACL

October 1994 - May 1996

<u>Trainer</u>



2. Clearly identify the skill sets your staff is capable of providing, and clearly indicate if subcontractors or subconsultants 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.

Our staff, comprising of Mr. Justin Acord, Executive Vice President, Mr. Nitin Sharma – Vice President global delivery and operations and Mr. Sandeep Malhotra, Global director of HR, are our finest and highly qualified team in the business. Justin Acord will assume the role of Program Manager for this contract and will be responsible for the overall success of this program. Mr. Acord possesses over eleven (11) years of experience servicing clients in The Public Sector (federal/state/local). He has successfully managed delivery teams that are responsible for servicing several Temporary Labor Services - Florida, Georgia, Texas, Oregon, Pennsylvania, New York, New Jersey, Maine - to name a few. He has also managed the Government delivery team for ThermoFisher, Global Atlantic Financial, Suez Water and Technology and many more projects across the United States. Mr. Acord is part of COGENT management and has authority to act as deemed necessary to resolve issues and ensure overall project success. He will directly supervise the UCF delivery team and will be available 24x7 for any issue escalation/resolution.

Our team is highly qualified and equip with qualities such as Marketing skills, communication skills, Relationship building skills, Multitasking skills, Time management skills, IT skills and are extremely patient and resilient in their handling of day-to-day activities of the project. Our qualified teams are also capable of managing the entire recruitment cycle right from receiving Task Orders to onboarding the candidates, and beyond.

PROCESS TO ENSURES CUSTOMER SATISFACTION/OUR PERFORMANCE STANDARDS

We believe that quality of hire is the top most performance KPI. Because it is what makes the recruiting process worthwhile. We use below mentioned metrics to check our quality of hire.

To check quality	Time-to-productivity	Retention Rate	Hiring Manager
of a hire	Time-to-productivity	Retention Rate	Satisfaction Rating

COGENT's commitment to Total Quality Management ensures that our clients receive the highest level of value-added service. From our adherence to leading quality standards to our use of quality control processes for technical testing, reference and background checks, and consultant training, COGENT has demonstrated a dedication to excellence that has enabled us to significantly enhance the value proposition that we offer our clients.

We follow below mentioned process:

Our dedicated account team will be in contact with consultants on regular basis. For the first three (3) months, we will schedule monthly meetings for respective consultants with Account Manager and the client. After this period, account team will schedule meeting after every two (2) months. Below mentioned is in-details description of each meeting.

1. Meeting I - At 1month completion

We schedule this meeting to evaluate our consultant's performance and discuss about challenges faced, key achievements, required trainings to accomplish upcoming stages of the project and other required support to deliver the required services.

2. Meeting II - At 2 months completion

We schedule this meeting to know, whether we can efficiently and effectively deliver the pre-defined deliverables as per the timeline? Or are we on the right track to deliver the pre-defined deliverables as per the timeline?

3. Meeting III - At 3 months completion

We schedule this meeting to discuss our consultant's performance and project status. We also discuss about challenges faced, key achievements, required trainings to accomplish upcoming stages of the project and other required support to deliver the required services. Also, we request the project officer supervising the consultant to fill the below mentioned performance evaluation sheet.

cogent infotech				PERFORMANCE EVALUATION OF INDIVIDUAL CONSULTANT							
CONSULTAN				ANT II	VFORM	ATION	ı				
Name of Consultant:					Dat	Date of Birth:					
				PROJEC	T INF	ORMAT	ION				
Project Name:	:		Cont	ract No:				Positio	n:		
Period:			Dura	tion:				Divisio	n/Office:		
CRI	TERIA			R	ATIN	ΓING		COMMENTS			
CKI	ILNIA		E	S	GS	US	NA		COMMI	WIS	
Practical knowledge of and experience in the field concerned		erned									
Ability to adapt knowledge and experience to assigned tasks											
Initiative											
Productivity											
Ability to work w	ith others										
Adherence to clie regulations	nts workin	g									
Quality of work c	ompleted										
OVERALL PERF	ORMAN	CE									
Evaluated By:		Signatu	nature:			Date:			Action Recommend	led:	
GLOSSARY											
E: Excellent S: Satisfactory				Genera isfacto	•	US: Un:	satisfacto	ory			
NA: Not Applicable											

We keep note of each meeting and use the latest CRM (Customer Relationship Management) tools to document related information. This information is archived in COGENT's servers on a regular basis. This information is available to the firm's senior management ensuring visibility at the highest level. This strategy has resulted in client retention, repeat business and client satisfaction to the highest levels. Apart from this, we have score cards for various timeframes.



This process helped us to make sure that our client receives the requested services.

Further, below specified is our performance evaluation criteria which is discussed with the project officer supervising the candidate

1. Practical knowledge of and experience in the field concerned

Did the consultant demonstrate practical knowledge and experience in the claimed areas of expertise? Were gaps apparent in the consultant's knowledge or did the consultant lack experience in one or more areas? Did the consultant demonstrate a professional appreciation of the problems that arose?

2. Ability to adapt knowledge and experience to assigned tasks

Did the consultant thoroughly investigate, understand, analyse, and report on all the aspects of the assignment? Were the client staff involved confident that the consultant would competently complete the assignment?

3. Initiative

Did the consultant propose any sound innovations? Was the consultant's method of searching for data practical? Did the consultant need more or less assistance than usual with the arrangements?

4. Productivity

Did the consultant complete all the tasks in the terms of reference? Were the consultant's tables, calculations, and other written outputs complete?

5. Ability to work with others

Did the consultant maintain cordial relations with client staff and counterpart officials? While on mission, did the consultant work cooperatively with the group? Did the consultant respect the local culture?

6. Adherence to COGENT's and UCF's working regulations

Did the consultant work within UCF's and the COGENT's normal procedures and regulations?

7. 7. Quality of work completed

Assess whether the quality of the consultant's outputs was fully satisfactory. Was the consultant's report or contribution to the team's report well organized, clearly, and simply written, without jargon? Did the consultant present his or her conclusions logically and convincingly, with adequate references? Were the consultant's inputs and outputs complete, covering all the requirements in the terms of reference? Did the consultant's report cover all the issues raised?

COGENT tracks several metrics to track the service performance. However below provided are the details regarding our top 5 metrics.

- **1. Time** to Fill: Time to fill is a super useful metric for measuring the speed and efficiency of our recruiters. A poor time to fill rate suggests potential serious operational efficiencies that could be costing our firm money.
- **2. Candidate Satisfaction:** From our point of view candidate satisfaction isn't about measuring the results. We use data in our ATS (JobDiva) to proactively make changes to our process and ensure higher rate of satisfied candidates.
- **3. Ratios:** These ratios are not a single metrics, but a whole category of metrics. This is critical for us because a candidate placement is a result of long chain of actions. If any of the link is weak, it severely

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ITN 2021-03TCSA

impacts the result. Ratios allow us to analyse every stage of the process to determine any potential inefficiency.

Below provided are the five metrics which represent various fundamental stages in a candidate placement. We track the relationship between each metrics to discover if there's a usual drop – off between any two stages.

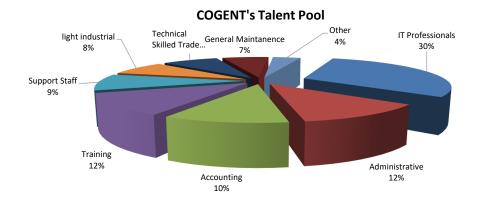
- Client Submission Count
- Internal Submission Count
- Job Count
- Interview Count
- Placement Count
- **4. Recruitment and Retention:** Hiring new employee's costs money. Therefore, we focus on retaining our existing employees by reducing the turnover and finding opportunities to improve efficiency to avoid replacing outbound employees.
- **5. Client Service Metrics:** This part covers how we will measure the client satisfaction. Below provided are our methods which help to measure as well as identify up to what level our client is satisfied with our services.

METHODS	DESCRIPTION
First Call Resolution	Here we measure what percentage (%) of complaint calls are completely resolved, the first time the client calls us.
Client Retention	Here we keep a track of what percentage of client base do we retain, year over year.
Time with client	This records the amount of time we spent with the client via various means like on telephone, in person meetings etc.
Response time	This measures how quickly we respond to clients inquires or job orders



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?



ALL TEMPORARY LABOR AREAS, INCLUDING NON- MANAGEMENT, MANAGEMENT AND TECHNICAL CATEGORIES:

	ACCOUNTING	
	ACCOUNTING	
 Accountant 	 Auditor 	 Comptroller
 Accounting Clerk 	 Bookkeeper 	 Controller
 Finance Manager 	 Budget Analyst 	 Corporate Accountant
 Accounting Manager 	 Budget Manager 	 Cost Accountant
 Accounting Superviso 	r • Certified Public Accountant	 Credit Analyst
 Accounts Supervisor 	 Compliance Auditor 	 Payroll Manager
Financial Analyst	 Grants and Contracts Assistant 	Tax Specialist
Tax Accountant	 Grants and Contracts Specialist 	Senior Budget Analyst
 Financial Assurance 	 Contracts and Financial 	 Senior Cash Management
Specialist	ComplianceManager	Analyst
 Environmental Audito 	or • Staff Accountant	 Senior Financial Analyst
	ADMINISTRATIVE	
	SUPPORT & CLERICAL	
	Administrative Assistant	Administrative Services Manager
	Administrative Coordinator	Administrative Services Officer
	Administrative Director	Administrative Specialist
Administrative	Administrative Manager	Administrative Support Manager
Assistants and	Administrator	Legal Secretary
Secretaries		Medical Secretary
	- Scoretary	•
	Executive Assistant	Program Administrator
	 Executive Services Administrator 	Program Manager

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General Office Clerk Information Clerk Material RecordingClerks Receptionists	Cont File C Gene Data Infor Reco Facil Mate Clien Office	g Clerk ract Administrator Clerk eral Office Clerk Entry mation Clerk ords Management Analyst ity Manager erial Recording Clerk at Relations Manager e Assistant eptionist EDUCATION	•	Office Clerk Staff Assistant Typist Word Processor Support Assistant Support Specialist Senior Coordinator Virtual Assistant Virtual Receptionist
A 1				
Academic Adviser		Driver Education Teacher	•	Program Coordinator
Academic Support Coc	ordinator	Education Coordinator Education Coordinator	•	Reading Specialist
Administrator		Education SpecialistEducation Technician	•	Registrar
Admissions Assistant Admissions Bonnescontative		Education TechnicianEducator		Residence Hall Manager Resource DevelopmentCoordinator
Admissions Representative Adjunct Professor		Financial Aid Administrator		School Administrator
Adjunct ProfessorAdviser		Food Service Aide		School Bus Driver
Adviser After-School Program Aide		Food Service Coordinator		School Counselor
After-School Program		Food Service Manager	•	School Librarian
CoordinatorAssistant Coach		Guidance Counselor		School Nurse
Assistant Coach Assistant Dean		Instructor		School Psychologist
Assistant Dean Assistant Instructor		Instructional Assistant	•	School Secretary
Assistant instructor Assistant Principal		Interpreter	•	School Social Worker
 Assistant Preschool Te 	acher	Intervention Staff	•	Secretaries/Clerical
 Assistant Professor 		Lead Teacher	•	Special Education Assistant
 Assistant Registrar 		 Lunch Monitor 	•	Special Education Coordinator
 Assistant Teacher 		 Occupational Therapist 	•	Substitute Teacher
 Associate Dean 		 Paraprofessional 	•	Superintendent
 Associate Professor 		 Preschool Assistant Teacher 	er •	Superintendent of Schools
 Career Counselor 		 Preschool Director 	•	Teacher
 Child Care Assistant 		 Preschool Group Leader 	•	Teacher Aide
 Child Care Center Teach 	her	 Preschool Lead Teacher 	•	Teacher Assistant
 Coach 		 Preschool Specialist 	•	Teaching Assistant
 Crossing Guard 		Preschool TeacherPrincipal	•	Tutor
•	 Day Care Assistant 		•	Youth Care Worker
 Day Care Center Teach 	ier	Program Assistant	_	
		OPERATIONS AND MAINTENA		
		mbler	•	Material Handler
		Operator	•	Medical Assembler
Light Industrial		ronic Assembler	•	Order Selector
Ligitt illuustriai		ronic Technician	•	Production Operator
		lift Operator	•	Quality Control Inspector
	• Inve	ntory Clerk	•	Quality Control Technician

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	Loader/Unloader Machine Assembler Machine Operator	 Quality Control Tester Test Technician
Heavy Industrial	Audio Visual Technician Boiler Makers CDLA & Drivers Combo Welders Construction Managers Electricians Electronics Technician	 Transportation Clerk I & E Technicians Instrumentation Fitters Laborer's Low Voltage Technician Mechanical Oil & Gas Workers Pipe Coverers Pipe Fitters Pipe Insulators Pipe Welders Project Managers Safety Personnel Service Technicians
	Technicians	
Acquisition Specialist Procurement Manage Buyer Product Manager Category Manager Production Manager Commodity Manager Purchasing Director Contract Administrat Asset Coordinator Asset Manager Assistant Facility Ma Attorney Auto CAD Draftsman Business Developmed Manager	er Contracts Manager Purchasing Specialist Contracts Specialist Senior Buyer Director, Contracts Sourcing Manager Director, Procurement Sourcing Specialist PROFESSIONAL Human Resource Specialis Inspection Manager Inspection Specialist Insurance Specialist Inventory Management Specialist	Director, Sourcing Strategic Sourcing Manager Materials Manager Subcontracts Manager Procurement Director Supply Chain Manager Procurement Manager Vendor Manager Procurement Specialist Project Accountant Project Analyst Project Coordinator Project Engineer
Community Relation Representative Design Draftsman Enterprise Facility M Executive Consultant Facility Manager Field Service Engineer Fire Specialist Housing Specialist Human Resource Ass Human Resource Cool	 Logistics Analyst Logistics Coordinator Logistics Manager Logistics Specialist Logistics Supervisor Marketing Specialist Paralegal Assistant Paralegal Manager Park Ranger 	Project Manager Proofreader Public Assistance Specialist Safety Manager Sales Engineer Security - armed Security - unarmed Senior Writer Social Media Manager Transportation Manager



	SCIENTIFIC			
 Archaeologist 	 Ecologist 	 Oceanographer 		
Biochemist	 Geographer 	 Paleontologist 		
Biologist	 Geologist 	 Pathologist 		
Biomedical Scientist	Herpetologist	Petroleum Geologist		
Botanist		Physicist		
	Microbiologist	,		
● Chemist	 Naturalist 	• Zoologist		
	SUPERVISORY/MA	NAGE		
	MENT			
 Assembly Supervisor 	•	Facilities Planner		
 Building and Grounds Supervisor 	•	Facilities Supervisor		
Building Maintenance Manager	•	Field Operations Executive		
Builder Operations Manager	•	Field Operator		
Campus Maintenance Manager	•	Field Service Coordinator		
Clinical Facilities Planning Manager Contact and Manager	•	Floor Supervisor		
Custodial Manager		Head of Housekeeping		
 District Technical Service Manager 		 Housekeeping Manager 		
 Electrical Superintendent 	•	 Housekeeping Supervisor 		
 Estimating Manager 	•	 Installation & Maintenance Executive 		
 Facilities Director 	•	 Installation & Maintenance Technician 		
		Director		
 Facilities Management Executive 	•	Lawn Service Manager		
Facility Manager	•	Maintenance and Service Manager		
, 5				

OUR APPROACH TO DELIVER SERVICES TO THE UCF IN A TIMELY MANNER

Contract Initiation and
Kick Off
(0-3 Days)

•Our process starts with a kickoff meeting which we conduct as soon as we receive the award notification. Our process includes meeting the client before the contract starts in order to understand the needs, expectations, cultural environment and requirements in detail. We are a technology-centric company that uses technology to create a diverse talent pool of pre-vetted, ready to hire individuals after carefully understanding the needs of the client.

Task Order (Day 1)

- Receiving Task Orders from client.
- •Identify and analyse the requirement and create a synopsis
- Allocate Task Orders to Task Leads through internal tool

Prescreening

- •Sourcing best available candidates through both Active and Passive sourcing tools.
- •Verifying work Authrorization, education and Professional work histroy
- •Determine skills, strength, work ethic
- •Thorogh vetting of the candidate using online screening tools and keeping the results for sharing it with the client
- Assess fit to client

Submission (0-4 Days)

- $\bullet \mbox{\sc Preparing feedback}$ form and collating the screening results
- Relaying screening results to the client
- •Reference check of the candidates
- •Submitting best 4 candidates with skill checklist and screening results for client interview (if needed)

Offers & Onboardin

- •Partner with client manager to determine approprate offer details
- Faciliate negoitations
- •Communicate Onboarding expecations, timlines
- \bullet if application, utilize electronic offers & onboarding via COGENT HR

Ongoing Feedback and reporting (Weekly/Monthly)

- •Check-in at 30/60/90 days following start date with both candidate as well as client manager
- •Utlize electronic engagment surveys to encourage timely feedback
- Participate in review or coaching convseration to ensure placement sucess



2. Describe how urgent requests are handled.

We will have dedicated team whose sole responsibility will be to serve UCF. This team has rich experience handling urgent requests from a number of our government clients including, recently, **Philadelphia School District, Dallas Independent School District, and Austin Community College.** The team has been successfully fulfilling requisition on several contracts where the acknowledgement of receipt time is as low as 2 hours and turnaround time is as low as 2 days! This team will ensure that UCF gets only the best services from our end.

Moreover, Our Program Manager is available 24/7 for any urgent matter to handle regarding any issue. Mr. Acord will be overseeing all day-to-day activities of the project and will be managing the entire recruitment cycle right from receiving Task Orders to onboarding the candidates, and beyond

Contact information:

Name	Justin Acord	
Phone	(412) 889-7700	
Email	Justin.Acord@cogentinfo.com	

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

OUR BACKGROUND CHECK POLICY

EMPLOYMENT CHECK

Objective: To verify whether the candidate's working experience are in tandem with what he/she has specified in the BGV form/supporting documents.

- On receipt of BGV form COGENT will check whether the employer's name is figured in the list of FAKE Employers database maintained by COGENT.
- In case the name matches with the negative database, then the same will be communicated to the
- After validating that the company is not in the FAKE Company's list, validate whether the name appears in the Master DB List of genuine employers.
- In case the name is not appearing in the master, COGENT will perform web analysis and check the Genuinity of the company and further, a physical visit will be conducted to check the appearance and infrastructure of the company.

Steps followed to carry out prior employment verification:

Following parameters mentioned below will be covered while initiating mails for prior employment verification.

- · Name of the employee including first name and last name
- Employee ID
- Designation
- Tenure of employment
- Reason for leaving
- Last drawn salary

The first Point of Contact will always be the HR of the previous employer and many more questions. If the HR does not respond after two email follow ups (roughly 3 days), then the COGENT will contact the



Reporting Manager (RM) if available. COGENT will contact the RM on his/her Landline number. If the landline is not available, then the associate would contact on the mobile number.

Where the associate contacts RM on the mobile number, details of Landline and official email id to be procured from the RM. On receipt of mail confirmation, the COGENT will validate the output with the following

- Name & Employee ID
- Designation
- Tenure
- Exit formalities are completed or not
- Whether the Candidate is eligible to re-hire or not

After validating the output, the COGENT will update the same to client

Details Covered in Final Report: The final report will comprise the Employers Name & Address, Name of the Respondent & contact Details, Designation of Respondent, mode of confirmation, comparative analysis of candidates input and HR Feedback with respective to a period of employment and last designation of the candidate.

REFERENCE CHECK

Objective: To verify the candidates' performance, Strength & weakness, the general attitude towards complying with rules & regulations. Also, to gather information with regard to the candidate's sincerity, Integrity and general reputations about the candidate.

Steps: On receipt of BGV Form, COGENT will touch base with the referee telephonically and administer a questionnaire in the specified format. Through reference checks, hiring authorities are able to:

- Confirm any details on the BGV form (through relationship-neighbor/friend)
- Check for any prior discipline problems.
- Learn new information about a candidate; and
- Ask questions that may predict a candidate's performance, integrity

Details Covered in Final Report: The final report will comprise the Name of Referee, Designation & Department,

Organization name with address, contact details and response given by the Referee for the above questions and the Cogent Remarks

CRIMINAL RECORD CHECK

Objective: To verify whether the candidate has been convicted of or arrested for any crime and to verify whether any pending charge sheet pertaining to an offense is filed against the name of the candidate with the police records at the nearest police station whose jurisdiction covers the current address for the last Seven years.

Activity: COGENT representative will make a visit to the police station whose jurisdiction covers the current address in the last seven years of the applicant to confirm whether the applicant's name figures adversely for any of the reason mentioned above in the police records. COGENT also get the records maintained by the Department of Justice (DOJ) pertaining to the identity and criminal history of any consultant.

Felony and Misdemeanor

Details required: Candidate's name, SSN number, Present address, Date of Birth & Fathers name Details Covered in Final Report: The final report will comprise the details about the address verified, the address of Police Station covering the jurisdiction of residence, name & Designation of person met in Police Station and feedback obtained.



IDENTITY CHECK

Objective: To verify whether the proof of Identify check submitted by a candidate was duly issued from the concern government authorities.

The below-listed identity proof shall be verified with the concern issuing authorities.

- Driving License
- S.S.N Number
- Passport
- E-verify

Details Covered in Final Report. The final report will comprise the type of Proof and Remarks.

ACADEMIC RECORD CHECK

Objective: To Verify the candidate's academic qualification and to confirm whether he has passed the given course and the course has been conducted and certificate given by genuine educational institutions.

COGENT will first try to reach out to the college wherefrom the candidate has completed the course. The request for confirming the educational details of candidates shall be raised in four modes: Personal Visit to Educational Institutions, Courier, Email or Fax

Details to be mentioned in Raising Request:

- On receipt of BGV form, the COGENT will initiate verification request to the educational institution with the belowmentioned details,
- Name of the candidate
- Roll number
- Year of passing
- Stream of study
- Name & Designation of the person providing confirmation

Validation

- Once the verified details provided by the University/College, COGENT will validate the same with the details given in BGV form & support document submitted by the candidate.
- After that, the agency shall take the decision to close the academic check as Positive / Negative. Details Covered in Final Report: The final report will comprise the details about the qualification attained, Name & address of Education institution, a period of Study, Year of Passing, Verifier name and contact details, Mode of verification and COGENT's comments.

RESIDENCE CHECK

Objective: To verify whether the candidate is staying at the given address at the time of joining the company.

Our representative will physically visit the candidate's address and check if the candidate has been staying in the given address with the neighbor/family members.

Acceptable Documents: The executives will verify the candidate's period of stay in that address with the respondent. The executive will request the candidate/respondent to submit any document to verify the address proof in case the verification is carried directly with the family member/candidate.

Details covered in the final report: The final report will comprise the details about the address verified, the name of respondent and his relationship with the candidate, a period of stay and own or rented house details.



DATABASE CHECK

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

Coverage: COGENT representative will search in the world check website to confirm whether the applicant's name figures adversely from more than 250 database checks like money launderers, fraudsters, terrorists and sanctioned entities, plus individuals and businesses from over a dozen other categories.

Details required: Candidate's name, SSN number, Present address, Date of Birth & Fathers name Details Covered in Final Report: The final report will comprise the type of check and Remarks.

CIVIL LITIGATION CHECK

Objective: To verify whether the cases are filed in court against the candidate's name.

COGENT conducts each civil litigation or lawsuit search at the State and federal jurisdiction levels. Federal civil searches are conducted at specific US District courts. The Court record check covers the below-listed courts.

- District Courts
- Tribunals
- Supreme Court
- Bankruptcy Courts

The final report will comprise the type of check and Remarks.

EMERGING BACKGROUND CHECKS

Credentials Check: This is a new background check emerged recently in the market. Ill-intentioned individuals and criminals hide their backgrounds or use stolen identities to pose as legitimate people, resulting in billions of dollars in damages to individuals and businesses every year.

Trust is essential to any good relationship, and COGENT gives you the tools you need to assess others' trustworthiness as well as to prove your own.

Social Media Check: This Check is primarily involved in validating the candidate's participation in social media.

COGENT mainly checks whether the candidate has expressed any aggressive or violent acts or assertions, unlawful activity, discriminatory activity (for example, making racist statements), and sexually explicit activity in social media network.

Procedure:

Final candidates must complete a background check authorization form and return it to Human Resources. Human Resources will order the background check upon receipt of the signed release form, and either internal HR staff or an employment screening service (SterlingBackcheck + TalentWise) will conduct the checks. A designated HR representative will review all results.

The HR representative will notify the hiring manager regarding the results of the check. In instances where negative or incomplete information is obtained, the appropriate management and the director of Human Resources will assess the potential risks and liabilities related to the job's requirements and determine whether the individual should be hired. If a decision not to hire or promote a candidate is made based on the results of a background check, there may be certain additional Fair Credit Reporting Act (FCRA) requirements that will be handled by Human Resources in conjunction with the employment screening service (if applicable).

Background check information will be maintained in a file separate from employees' personnel files for a minimum of five years



Offeror's Response: Please state what procedures or processes are in place to refresh the criminal and financial background check of employees and subcontractors.

Once we receive the green flag from the client for candidate, we coordinate with the selected candidate for the acceptance, background check, relocation and project start.

All offers of employment at COGENT are contingent upon clear results of a thorough background check. Background checks will be conducted on all final candidates and on all employees, who are promoted, as deemed necessary.

COGENT is able to provide stated background checks and we have a well-defined and documented Background Check Policy to perform as pre- employment medical exam. Under this policy, depending upon the WBG requirement, candidates are subjected to compulsory pre-employment background checks. If the candidate is being selected by the WBG, COGENT or an independent third-party agency will perform a background check on the selected candidates. The candidate is notified and is required to sign a consent and authorization form as to the procedures set forth in our Background Check Policy. We notify the WBG in writing regarding the result of the background checking conducted for a candidate. The candidates successfully clearing the background check to proceed to join the client project.

Our in-depth knowledge of the background screening process and wide reach across industry sectors will make COGENT best partner. Candidates can be screened pre-hire, pre-offer, pre-joining, post-offer or post-joining. With a focus on innovation, COGENT functions on a smart technology solution which makes the end-to-end process error-proof and speed-oriented.

It starts when the candidate submits the duly filled Background Verification (BGV) form along with supporting documents. Based on the contractual obligation, the COGENT shall proceed for verification of any or all below listed background checks. In addition to our thorough screening, sometimes we also rely upon third party vendors like SterlingBackcheck + TalentWise to perform checks against public databases.

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

- The candidate signs the letter of Authority empowering the COGENT to carry all the relevant checks. In turn, COGENT carry out verification process.
- What are the Criteria of Background Checks? The coverage of each and every check depends on the criteria's decided at the time of signing the contractual obligation.
- Also, not necessary all the checks to be done to the candidates. It varies on the Clients requirement, the industry it pertains to, candidate's profile, nature of work etc.

OUR DRUG SCREENING POLICY

Purpose

All candidates who have received a written offer of employment will be required to undergo testing for commonly abused controlled substances in accordance with this policy.

Substances Covered by Drug and Alcohol Testing:

Candidates will be tested for use of the following:

• Marijuana



- Barbiturates
- Cocaine
- Benzodiazepines
- Opiates
- Methadone
- Amphetamines (Amphetamine & Methamphetamine)
- Propoxyphene
- Phencyclidine (PCP)
- Chemical derivatives of these substances.

Candidates must advise the testing lab of all prescription drugs taken in the past month before the test and be prepared to show proof of such prescriptions to testing lab personnel.

Testing Methods and Procedure

Upon receipt of an offer of employment, candidates must complete required drug testing within 24 hours. All testing will be conducted by a licensed independent medical laboratory, which will follow testing standards in accordance with state law. Testing will be conducted on a urine sample provided by the candidate to the testing laboratory under procedures established by the laboratory to ensure privacy of the employee, while protecting against tampering/alteration of the test results.

COGENT will pay for the cost of the testing, including the confirmation of any positive test result by gas chromatography. The testing lab will retain samples in accordance with state law, so that a candidate may request a retest of the sample at his or her own expense if he or she disagrees with the initial test result.

Refusal to Undergo Testing

Candidates who refuse to submit to a drug test or who fail to show up for a drug test within 24 hours of an offer of employment will no longer be considered for employment, and any offer of employment will be rescinded.

Positive Test

If a candidate tests positive on an initial screening test, the test will be confirmed using gas chromatography. On receipt of the second positive confirmation test, the employment offer will be formally withdrawn, and the candidate will be provided with a copy of the test results and the reason why he or she is no longer being considered for employment.

Right to Explain Test Results

All candidates have the right to meet with the testing laboratory personnel and with COGENT to explain their test results. These discussions will be considered confidential except that information disclosed in such tests will be communicated to personnel within Cogent or within the lab who need to know such information to make proper decisions regarding the test results or employment of the individual.

Retesting

Candidates may request a retest of the original urine sample within five working days after notification of a positive test result. This retest is at the expense of the candidate unless the original test result is called into question by the retest.

Re-Application and Rehire



Individuals who are rehabilitated drug users or engaged in a supervised drug rehabilitation program and are no longer using drugs may be protected under the Americans with Disabilities Act. Therefore, COGENT will consider the applications of candidates who formerly tested positive for drugs if candidates can show evidence of rehabilitation and compliance with this policy.

Right to Review Records

COGENT will provide a copy of test results upon written request to candidates who test positive.

Confidentiality

All records concerning test results will be kept in medical files that are maintained separately from COGENT personnel files.

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

OUR RECRUITMENT APPROACH

We use multiple methods for sourcing and have a large database of pre-screened candidates. COGENT's employee base, referral program, and existing recruiting force have lent COGENT the ability to meet client requirements in some of the hardest to find skill-sets and on large-scale projects that require teams of resources. COGENT's vertical market experience with its clients over the years has invariably created a pool of existing employees and resources from referrals and/or in our database, from which COGENT works with on an on-going basis. This talent pool has taken shape in such a way that we have seen many clients come to COGENT for conceptually similar functional and technical needs that we were prepared to respond to give our business structure and how we operate. We allocate resources for early on-boarding and adequate training. We use hired employees that have worked for us before and have list of seasonal workers on-call who are willing to come back in subsequent years. This gives our company plenty of time to on board staff before the busy time arrives.

SOURCING

We strongly believe in combining technology and the "human touch" for our sourcing and recruiting activities. This strategy affords the company to Personalize, Differentiate and effectively Network with its prospective hires. Following are our sources of our candidates:

• COGENT's Talent Pool

Our ATS system currently comprises an ever-growing database of about 900,000 resumes of highly qualified technical talent available in the Unites States. There is a dedicated team of recruiting professionals whose sole task is to constantly keep adding to this database. We are targeting to reach a resume database size of over 2 million resumes by the end of 2020. This provides us with a competitive edge and ensures quick turnaround time. Our database has around 35,937 (approx. 6%) consultants from the State of Florida and neighbouring regions.

• Job Boards and Career Sites

Our recruiters utilize sites such as Career Builder, Monster, Dice and Indeed to find candidates who aren't on our internal tracking system. These databases contain millions of resumes that span different industries, experience levels and geographical locations. To source a perfect candidate for any role, these act as gold mines for our recruiters

Social Media/Company Website

LinkedIn acts as one of the most popular recruiting tool for our recruiters. Each of our recruiter has got a recruiter account which allows them to search for candidates based on their work history, job title, or college. One of the primary advantages for our recruiters is finding qualified candidates on LinkedIn who would be otherwise impossible to be located as they won't be actively looking for



iobs

Apart from this our recruiters also utilize various other sources of social media namely Facebook, twitter

On our company website we advertise company's open roles and build employer brand.

Networking Events

We still consider industry networking events as best way to make connections, for both recruiters and candidates. Our recruiters attend specific industry or event related opportunities to:

- Network with active job seekers
- Meet professionals in the industry they staff for
- Identify candidates who are strongly engaged for future hiring purposes
- > Learn more about positions in the field that they hire for

Employee Referrals

We consider employee referrals to be strong candidates. This allows our recruiters to save a lot of time hunting down for candidates when they get referrals passed along to them.

Advanced Technologies

Various technologies like Stackoverflow, Google/yahoo groups Github, Behance, Mogul, We Work Remotely etc. are being utilized by our recruiters to find candidates of specific kinds.

Fulfilling Sourcing Requirements

Our recruiters are trained stay up to date with the latest technologies available in the market to handle clients fluctuating requirements. To ensure the same, our recruiters review/attend/analyse the below mentioned events/entities. This process has resulted in successful and smooth delivery of services to the client involving use of new technologies.

- Events: Our recruiters attend industry events on a regular basis. This helps them gain
 knowledge on new technologies & trends. Also, it provides a platform to make new
 connections in the recruitment field.
- Webinars: On a frequent basis, our recruiters attend webinars to ensure they regularly hear
 from industry experts. The webinars are attended through various sources including but not
 limited to Glassdoor webinars, LinkedIn Webcast etc.
- Industry Reports: Our recruiters draw from the data that's constantly being collected within
 the same industry. They examine industry reports available in the market (ex. LinkedIn's
 Global Recruiting Trends Report) to analyze which technologies are trending and available in
 a particular region of world.
- Niche skill talent pool: COGENT maintains a talent pool of candidates possessing any niche skills or having worked on any new technologies. This pool is being utilized to fulfil client requirements which require work on any new/emerging technology.

PRELIMINARY SCREENING

Recruiters initially screen resumes for basic requirements of all applicants for a position. The screen covers the basic qualification information including:

- Availability
- Suitable Educational Qualification
- Requisite number of years of work experience in relevant technologies or functional areas
- Accurate project duration dates, references for last three or four projects
- Requesting work samples from previous projects he/she worked on.
- Initial verification of skill-set and summary of technical knowledge
- Additional HR related information will be gathered (W2, I-9 etc.)



IN-DEPTH SCREENING

Review of Job Duties at Most Recent Placement (s)/ Validating Pre-Employment Experience

The role of the Recruitment Manager (RM) is to work closely with the Account/Sales Executives and the client to understand technical and functional needs of a requirement/position. RMs have a technical background and are all former field employees with practical technical project experience of no less than 5-7 years with COGENT.

Once the RM receives a resume from the recruiter for a position a very detailed technical screen takes place including a very detailed discussion of all projects on the resume to verify that the resume best reflects the technologies used, where and how each skill was used, what type of applications the project entailed, and overall role of the candidate on the project.

In this phase we verify the employment history to confirm the work experience conveyed by the candidate to us and to be sure the candidate possesses the best suited professional background and appropriate work experience required for this position. As a part of verification, we directly contact the candidate's previous company to confirm the information provided is true. Also, we request W-2 or other document as proof of work history from candidate.

Above all, we perform a technical skills test which will measure the candidates' technical abilities as compared to others with the same and/or similar level of expertise.

REVIEW OF SKILLS AND DISCUSSION

A Subject Matter Expert (SME) is assigned to work with a Sales/Account Executive and designated accounts to become as familiar with the account as the Sales/Account Executive and the technical environment of the client. The SME speaks with the candidate to further qualify the candidate and inform them candidate of the account details, location, project information (technical requirements, functional requirements, type of applications, team size, and other relevant technical/functional information the candidate may have questions about.). Every skill critical to the completion of assigned deliverables is identified and assessed in terms of the level of skill required (a scale of 1 to 4 is used where 1=Proficient and 4=Novice) using the below matrix. Only when it's established that the candidate meets or exceeds the qualification of the position, the SME approves him/her for submittal to the client.

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

COGENT has a high fill percentage of 92%. Our lead time to get an employee ready for work is 10 days. This time also includes background checks, drug testing and relocation of candidate if necessary.



AKNOWLEDGEMENT OF ADDENDA

AKNOWLEDGEMENT OF ADDENDUM 1



UNIVERSITY OF CENTRAL FLORIDA

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

ADDENDUM

IMPORTANT DOCUMENT - INVITATION TO NEGOTIATE

ITN NUMBER: 2021-03TCSA

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

ITN TITLE: STAFF TEMPORARY SERVICES

ADDENDUM NUMBER: I ADDENDUM DATE: December 15, 2021

Purpose of this addendum is to:

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

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

Justin Acord

PROPOSERS SIGNATURE

PRINT OR TYPE PROPOSER'S NAME

COGENT Infotech Corporation

COMPANY NAME

Justin.Acord@cogentinfo.com EMAIL ADDRESS



AKNOWLEDGEMENT OF ADDENDUM 1



UNIVERSITY OF CENTRAL FLORIDA

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

ADDENDUM

IMPORTANT DOCUMENT - INVITATION TO NEGOTIATE

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

ITN TITLE: TEMPORARY LABOR SERVICES

ADDENDUM NUMBER: II ADDENDUM DATE: January 13, 2022

Purpose of this addendum is to:

· Answer questions submitted during the Q/A period

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

1 100

Justin Acord

PROPOSERS SIGNATURE

PRINT OR TYPE PROPOSER'S NAME

COGENT Infotech Corporation
COMPANY NAME

Justin.Acord@cogentinfo.com EMAIL ADDRESS



APPENDIX I

APPENDIX I SUPPLEMENTAL OFFER SHEET TERMS AND CONDITIONS

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

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



ITN 2021-03TCSA

SECTION	<u>YES</u>	<u>NO</u>	RESPONDENT INITIALS
2.16	✓		JA
2.17	<u> </u>		JA
2.18 **Non-negotiable**	✓		JA
2.19	<u> </u>		JA
2.20 **Non-negotiable**	<u> </u>		JA
2.21	<u> </u>		
2.22	<u> </u>		JA
2.23	<u> </u>		JA
2.24	<u> </u>	<u></u>	JA
2.25	<u> </u>		JA
2.26	✓		JA
2.27 **Non-negotiable**	<u> </u>		JA
2.28 **Non-negotiable**	<u> </u>		JA
2.29	✓		JA
2.30 **Non-negotiable**	<u> </u>		JA
2.31 **Non-negotiable**	<u> </u>		JA
2.32	<u> </u>		JA
2.33	<u>~</u>		JA
2.34	<u> </u>		JA
2.35 **Non-negotiable**	✓		JA
2.36	✓		JA
2.37	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\		JA
2.38	<u> </u>		JA
2.39 **Non-negotiable**	<u> </u>		JA

ITN 2021-03TCSA

SECTION	YES.	NO	RESPONDENT INITIALS
2.40	<u> </u>		_JA
2.41	~		JA
2.42 **Non-negotiable**	✓		JA
2.43	✓	<u> </u>	_JA
2.44	✓	<u></u>	JA
2.45	<u> </u>		JA
2.46	✓	<u></u>	JA
2.47	<u> </u>		JA
2.48	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	<u></u>	JA
2.49 **Non-negotiable**	✓		JA
2.50	<u> </u>	<u></u>	JA
2.51	~	<u></u>	JA
2.52 **Non-negotiable**	✓		JA
2.53 **Non-negotiable**	✓	<u>10</u>	JA
2.54	<u> </u>	<u></u>	JA
2.55	<u> </u>	<u></u>	JA
2.56 **Non-negotiable**	_	<u> 12-</u>	JA
2.57 **Non-negotiable**		<u></u>	
2.58 **Non-negotiable**	~	<u> </u>	JA
2.59 **Non-negotiable**	~	<u> </u>	JA
Appendix I	_		JA
Appendix II	<u> </u>		JA
Appendix III	<u> </u>		JA
Appendix IV	✓		JA
Company: COGENT Infotech Corporation Authorized Representative's Name: Justin Acord			
Authorized Representative's		fatu farl	Date: 01/26/2022



APPENDIX II

APPENDIX II

CERTIFICATE OF NON-SEGREGATED FACILITIES SUBPART - CONTRACTOR'S AGREEMENTS

SEC. 202. Except in contracts exempted in accordance with Section 204 of this Order, all Government contracting agencies shall include in every Government contract hereafter entered into the following provisions:

During the performance of this contract, the contractor agrees as follows:

- (1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, sexual orientation, gender identity or national origin. Such action shall include, but not be limited to the following: employment, upgrading demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of this nondiscrimination clause.
- (2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.
- (3) The contractor will send to each labor union or representative of workers with which the contractor has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer, advising the labor union or worker's representative of the contractor's commitments under Section 202 of Executive Order No. 11246 of September 24, 1965, and shall post copies of notice in conspicuous places available to employees and applicants for employment.
- (4) The contractor will comply with all provisions of Executive Order No. 11246 of September 24, 1965 and of the rules, regulations, and relevant orders of the Secretary of Labor.
- (5) The contractor will furnish all information and reports required by Executive Order No. 11246 of September 24, 1965, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the contracting agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations and orders.
- (6) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of such rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts in accordance with procedures authorized in Executive Order No. 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoiced as provided in Executive Order No. 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.
- (7) The contractor will include the provision of Paragraphs (1) through (7) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued



pursuant to Section 204 of Executive Order No. 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or Supplier. The contractor will take such action with respect to any subcontract or purchase orders the contracting agency may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, however, that in the event the contractor becomes involved in, or is threatened with, litigation with a subcontractor or Supplier as a result of such direction by the contracting agency, the contractor may request the United States to enter into such litigation to protect the interest of the United States.

SEC. 402 Affirmative Action for Disabled Veterans and Veterans of the Vietnam Era:

(1) The contractor agrees to comply with the affirmative action clause and regulation published by the US Department of Labor implementing Section 402 of the Vietnam Era Veteran's Readjustment Assistance Act of 1974, as amended, and Executive Order 11701, which are incorporated in this certificate by reference.

Company: COGENT In	fotech Corporation
Authorized Represen	stative's Name:
Authorized Represen	ntative's Signature:
Date: 01/26/2022	V



APPENDIX II

CERTIFICATE OF NON-SEGREGATED FACILITIES

We, COGENT Infotech Corporation

certify to

the University of Central Florida that we do not and will not maintain or provide for our employees any segregated facilities at any of our establishments, and that we do not and will not permit our employees to perform their services, under our control, where segregated facilities are maintained. We understand and agree that a breach of this certification is a violation of the Equal Opportunity clause required by Executive Order 11246, as amended.

As used in this certification, the term "segregated facilities" means any waiting rooms, work areas, rest rooms and wash room, restaurants and other eating areas, time clocks, locker rooms and other storage or dressing areas, parking lots, drinking fountains, recreation or entertainment areas, transportation and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, creed, color or national origin, because of habit, local custom or otherwise.

We, further, agree that (except where we have obtained identical certifications from offered subcontractors for specific time periods) we will obtain identical certifications from offered subcontractors prior to the award of subcontracts exceeding \$10,000 which are not exempt from the provisions of the Equal Opportunity Clause; that we will retain such certification in our files; and that we will forward the following notice to such offered subcontractors (except where the offered subcontractors have submitted certifications for specific time periods):

NOTE TO PROSPECTIVE SUBCONTRACTORS ON REQUIREMENTS FOR CERTIFICATIONS OF NON-SEGREGATED FACILITIES. A Certificate of Non-segregated Facilities, as required by the 9 May 1967 order on Elimination of Segregated Facilities, by the Secretary of Labor (32 Fed. Reg. 7439, 19 May 1967), must be submitted prior to the award of a sub-contract exceeding \$10,000 which is not exempt from the provisions of the Equal Opportunity clause. The certification may be submitted either for each sub-contract or for all subcontracts during a period (i.e., quarterly, semiannually, or annually).

The Contractor and subcontractors shall abide by the requirements of 41 CFR Section 60-1.4(a), 60-300.5(a), 60-741.5(a), and 29 CFR Part 471, Appendix A to Subpart A with respect to affirmative action program and posting requirements. These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities and prohibit discrimination against all individuals based on their race, color, religion, sex, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, national origin, protected veteran status, or physical or mental disability.

NOTE: Whoever knowingly and willfully makes any false, fictitious, or fraudulent representation may be liable to criminal prosecution under 18 U.S.C. 1001.



APPENDIX III

APPENDIX III

COMPLIANCE AND CERTIFICATION OF GOOD STANDINGS

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

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

CERTIFICATION

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

Company: COGENT Infotech Corporation	
Authorized Representative's Name:	n Acord
Authorized Representative's Signature: _	Juste freyl
Date: 01/26/2022	