

Temporary Labor Services ITN # 2021-03TCSA

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



**Bid Submission: Technostaff LLC
dba HonorVet Technologies**
<https://honorvettech.com>

Due Date: January 27, 2022 at 02:00 PM EST

Trinh Nguyen
Contract Administrator
407-823-2661
trinh.nguyen@ucf.edu
www.procurement.ucf.edu

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COVER LETTER

January 26, 2022

Attn: Trinh Nguyen, Contract Administrator
Procurement Services Department
12424 Research Parkway, Suite 300
Orlando, FL 32816-0975

Technostaff LLC dba HonorVet Technologies (HonorVet) is pleased to respond to Invitation to Negotiate Number 2021-03TCSA for Temporary Labor Services issued by the University of Central Florida (UCF) to provide temporary labor services in numerous categories including, but not limited to, administrative, accounting, training, support staff, information technology, professionals, light industrial, technical, skilled trades, and general maintenance.

HonorVet is confident that it can provide supportive assistance allowing great things to be accomplished to ensure UCF's success.

We deal in various temporary staffing services, contract-to-hire, payroll services, permanent staffing, and other staffing services for various industries, including banking, finance, and health care.

HonorVet is focused on our clients' needs and objectives with a unified approach and all-inclusive services solutions. HonorVet is committed to deliver staffing solutions that meet our clients' standards of excellence by maintaining quality along with quantity and thus instilling the confidence to receive our clients' repeat business.

We can provide cost-effective services and support UCF to achieve the best from HonorVet. We have all the resources required, including experienced manpower, infrastructure, tools and technology, a detailed recruitment process, skill tests, screening, and background check processes. We will also utilize an extensive database of qualified candidates to meet UCF's talent acquisition goals.

Company Information

| | |
|---------------------------|--|
| Legal Company Name | Technostaff LLC |
| Doing Business As | HonorVet Technologies |
| Address | 271 US 46 West, Suite C202, Fairfield NJ 07004 |
| Phone # | 973-552-4242 |
| Fax # | 973-215-2187 |
| Email | procurement@honorvettech.com |
| DUNS Number | 080168345 |
| Cage Code | 7XZNO |
| Federal Tax ID | 38-3986410 |
| Type of SB | SDVOSB |
| Website Address | https://honorvettech.com |



Point of Contact Information

HonorVet Technologies will be the only contractor for our submission. The undersigned has the binding authority to contractually obligate and negotiate a contract on behalf of HonorVet in response to the ITN.

| | |
|----------------|--|
| Name | Rajeev Sharma |
| Title | Chief Information Officer |
| Address | 271 Route 46 W, Suite C-202, Fairfield, NJ, 07004 |
| E-mail | procurement@honorvettech.com |
| Phone | 973-552-4242 |

Firm Information

Founded in 2015, **HonorVet Technologies** is a **Service-Disabled Veteran-Owned Small Business (SDVOSB)** certified by the U.S. Department of Veterans Affairs and accredited by the National Veteran Business Development Council (NVBDC).

HonorVet Technologies is a technology-driven company that provides the reach of a large staffing organization with the feel of a specialized, boutique provider. Our purpose is to lower the underemployment rate in the veteran community by providing them with best-fit opportunities in civilian workplaces. HonorVet is headquartered in Fairfield, NJ, servicing nationwide clients with active contracts in more than 30 states.

We understand the importance of effective and timely delivery of contracts to UCF. We will assist you by providing highly skilled and capable resources, backed by our proven ability to quickly understand your needs and requirements and meet expectations at competitive rates. We are confident we can meet and exceed UCF's expectations and help it to achieve its organizational goals.

HonorVet acknowledges the issued addendums and agrees to the rules, procedures, terms, and conditions specified in this ITN. If you have any questions or further requests regarding our proposed solution, or if we can be of assistance to you in any other way, please do not hesitate to contact us.

Sincerely,

Rajeev Sharma

Chief Information Officer | HonorVet Technologies

ACKNOWLEDGEMENT FORM

| | | | |
|---|--|--|---------------------------|
| SUBMIT OFFER TO: Via Bonfire Web Portal UNIVERSITY OF CENTRAL FLORIDA Phone: (407) 823-2661 www.procurement.ucf.edu https://ucfprocurement.bonfirehub.com/opportunities/49428 | | University of Central Florida INVITATION TO NEGOTIATE Contractual Services Acknowledgement Form | |
| Your submission must be uploaded, submitted, and finalized prior to the closing time on January 13, 2022 @ 2:00pm . We strongly recommend that you give yourself sufficient time and at least ONE (1) day before the closing time to begin the uploading process and to finalize your submission. See Appendix 4 for submittal instructions. | | | |
| Page 1 of 38 Pages | OFFERS WILL BE OPENED January 13, 2022 @ 2:00pm EST | | ITN NO. ITN2021-03 |
| | | and may not be withdrawn within 120 days after such date and time. | |
| UNIVERSITY ADVERTISING DATE: November 17, 2021 | ITN TITLE: Temporary Labor Services | | |
| FEDERAL EMPLOYER IDENTIFICATION NUMBER 38-3986410 | | | |
| SUPPLIER NAME Technostaff LLC dba HonorVet Technologies | | REASON FOR NO OFFER: | |
| SUPPLIER MAILING ADDRESS 271 US 46 West, Suite C202 | | | |
| CITY - STATE - ZIP CODE Fairfield NJ 07004 | | | |
| AREA CODE 973 | | TELEPHONE NUMBER 552-4242 | |
| | | FAX: 973-215-2187 | |
| | | EMAIL: procurement@honorvettech.com | |
| POSTING OF PROPOSAL TABULATIONS Proposal tabulations with intended award(s) will be posted for review by interested parties on the Procurement Services solicitation webpage and will remain posted for a period of 72 hours. Failure to file a protest in accordance with BOG regulation 18.002 or failure to post the bond or other security in accordance with BOG regulation 18.003 shall constitute a waiver of protest proceedings. | | | |

Government Classifications
 Check all that apply

- | | |
|--|---|
| <input type="checkbox"/> African American | <input type="checkbox"/> American Woman |
| <input type="checkbox"/> Asian-Hawaiian | <input type="checkbox"/> Government Agency |
| <input type="checkbox"/> Hispanic | <input type="checkbox"/> MBE Federal |
| <input type="checkbox"/> Native American | <input type="checkbox"/> Non-Minority |
| <input type="checkbox"/> Non-Profit Organization | <input type="checkbox"/> PRIDE |
| <input checked="" type="checkbox"/> Small Business Federal | <input type="checkbox"/> Small Business State |

I certify that this offer is made without prior understanding, agreement, or connection with any corporation, firm or person submitting an offer for the same materials, supplies, or equipment and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this offer and certify that I am authorized to sign this offer for the Supplier and that the Supplier is in compliance with all requirements of the Invitation To Negotiate, including but not limited to, certification requirements. In submitting an offer to an agency for the State of Florida, the Supplier offers and agrees that if the offer is accepted, the Supplier will convey, sell, assign or transfer to the State of Florida all rights, title and interest in and to all causes of action it may now or hereafter acquire under the Anti-trust laws of the United States and the State of Florida for price fixing relating to the particular commodities or services purchased or acquired by the state of Florida. At the State's discretion, such assignment shall be made and become effective at the time the procurement agency tenders final payment to the Supplier.

GENERAL CONDITIONS

- 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 ink. 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)

Rajeev Sharma, Chief Information Officer

AUTHORIZED SIGNATURE (TYPED), TITLE

4. PRICES, TERMS AND PAYMENT: Firm prices shall be negotiated and include all services rendered to the purchaser.

(a) **DISCOUNTS:** Cash discount for prompt payment shall not be considered in determining the lowest net cost for offer evaluation purposes.

(b) **MISTAKES:** Proposers are expected to examine the conditions, scope of work, offer prices, extensions, and all instructions pertaining to the services involved. Failure to do so will be at the Proposer's risk.

(c) **INVOICING AND PAYMENT:** All Suppliers must have on file a properly executed W-9 form with their Federal Employer Identification Number prior to payment processing.

Suppliers shall submit properly certified original invoices to:

Division of Finance
12424 Research Parkway, Suite 300
Orlando, Florida 32826-3249

Invoices for payment shall be submitted in sufficient detail for a proper pre-audit and post audit. Prices on the invoices shall be in accordance with the price stipulated in the contract at the time the order is placed. Invoices shall reference the applicable contract and/or purchase order numbers. Invoices for any travel expenses shall be submitted in accordance with the State of Florida travel rates at or below those specified in Section 112.061, Florida Statutes and applicable UCF policies. Travel reimbursement must be made using the UCF Voucher for Reimbursement of Traveling Expenses available at <https://fa.ucf.edu/travel-payables-forms/>.

Final payment shall not be made until after the contract is complete unless the University has agreed otherwise.

Interest Penalties: Supplier interest penalty payment requests will be reviewed by the UCF vendor ombudsman whose decision will be final.

Vendor Ombudsman: A vendor ombudsman position has been established within the UCF Division of Finance. It is the duty of this individual to act as an advocate for Suppliers who may be experiencing problems in obtaining timely payments(s) from the University of Central Florida. The vendor ombudsman can be contacted at (407) 882-1082 or by mail at the address in paragraph 4(d) above.

The ombudsman shall review the circumstances surrounding non-payment to determine if an interest payment is due, the amount of the payment; and, shall ensure timely processing and submission of the payment request in accordance with University policy.

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

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.

HonorVet understands that UCF is seeking skilled and qualified staffing providers to provide temporary personnel on an as-required basis for categories including administrative, accounting, training, support staff, information technology, professionals, light industrial, technical, skilled trades, and general maintenance, as specified in the ITN.

HonorVet provides staffing services nationwide with an active network of local employment agencies possessing in-house local candidates. HonorVet is strongly positioned to service the staffing requirements under this contract from its headquarters in NJ and local office in Petersburg, FL backed with:

- HonorVet's in-house team of highly skilled consultants, coupled with local candidates from sub-contractors/independent consultants.
- HonorVet's ability to recruit qualified temporary personnel and deliver to the client within the requested timeline.
- Team of Talent Operation Specialists (TOSs), with a strong staffing approach.
- Web-based Recruitment system for automated operations.

Our response includes all the required necessary information depicting our capabilities and experience required in providing temporary staffing services to UCF. Our response has been prepared as per "**Section 3.2 – Respondent/Offer Submittal Sections**" of the ITN that addresses all the proposal content requirements. We offer to provide high-quality, cost-effective, professional, and temporary, direct-hire, and temp-to-hire skilled employees to UCF.

HonorVet will be responsible to ensure that all deliverables defined in the scope of work are met. To address the essential components of the scope of services of UCF, we have an enormous contract vehicle, excellent experience providing staffing services, an inimitable account management team, experienced recruiters and data miners, and a gigantic resume database for each geographical location which makes us fully capable to address all the requirements of UCF.

We have experience in serving education clients with similar staffing requirements to (including but not limited to) University of Southern California, West Virginia University, Washtenaw Community College, University of Arkansas for Medical Sciences, Brown University, Rowan College and School District of Greenville County.

Brief description of our services for UCF's consideration

Administrative/Clerical - Administrative and clerical workers are important to any office. They do it all, from document management, filing, and meeting coordination to purchasing and event planning. We provide resources capable of creative thinking and high competency whether it is for clients who need administrative assistants with top-notch computer skills to cover employee absences or office support staff that can also handle customer service and project management on the job.

- **Positions Covered** - Secretaries and administrative assistants, receptionists, operators, desktop publishers, and clerks (all types).

Customer/Community Services – HonorVet cultivates a superior network of professionals, enabling us to provide clients with excellent candidates in a broad range of business disciplines. We help clients to find highly qualified people, best suited to their needs and work culture. We make sure that community service workers help clients with organizing community group activities.

- **Positions Covered** - Customer service representatives, volunteers, data entry operators, and coordinators.

Finance/Accounting - Finance professionals have always played an essential role in effective business management. Expertise, experience, and insight are essential. Our seasoned recruiters survey top talent pools to enlist finance candidates with consummate skills and hands-on experience providing client options such as contract, contract to direct hire, and direct hire placement positions. Our finance and accounting division specializes in recruiting and placing accounting and financial personnel in a wide variety of positions.

- **Positions Covered** - Accounting managers, A/P & A/R specialists, bookkeepers, payroll professionals, budget analysts, cost accountants, general accounting, financial analysts, staff accountants, tax accountants, credit & collections specialists, billing specialists, and auditors.

Professional/Management Services -. Matching talent and capabilities with your specific needs is one of HonorVet's specialties. There are some great candidates out there looking for a rewarding career opportunity, the opportunity clients can offer them in the field of customer services. HonorVet expertly manages the search process so that clients are sure that they are considering the top talent available for their open position. We have experience in recruiting backend staff covering various legal and HR positions.

- **Positions Covered** – Management, Human Resources, Buyers/Purchasing, Marketing, Communications, Engineering, Legal, and Healthcare.

General Labor/Maintenance – At HonorVet, we continually cultivate a pool of professionals for general labor and maintenance ready to join the client's team and perform general maintenance and repairs for their facility. We also have expertise in covering utility and professionals for light industries.

- **Positions Covered** – Custodian, equipment operator, laborer, maintenance worker, and utility technician.

Technical - Technology is essential to any competitive business, be it a global corporation or a local start-up. HonorVet studies the cutting edge of IT trends and develops recruitment and placement strategies that guarantee our clients the best personnel, not just for today's challenges, but for future opportunities. Our recruiters build lasting relationships with top candidates via professional networking events, job fairs, seminars, and the recommendations of our successful placements.

- **Positions Covered** - System administration, software engineer, network engineer, system architect, database administrator, systems/business analyst, web developer, ERP Specialist, and other.

Industrial – HonorVet has been providing clients with a steady and reliable workforce in cases light industrial staffing services is needed.

- **Positions Covered** – Machine operator, mechanic, warehouse coordinator, packaging employee, drivers, Inventory technician, production assistant, QA specialist and others.

Our Capabilities

HonorVet is strongly positioned to service the staffing requirements under this ITN for UCF as we deploy strategic processes and proven search methodology backed by the rich experience of our team. Our methodology provides us with unique capabilities to address the prime requirements of our clients to provide not only high-quality, best-suited resources but also a quick turnaround time. These are achieved by adopting and building upon the following capabilities:



Figure A.1.1: Our Capabilities

Addressing Diversity Needs of Clients: Our status as an SDVOSB allows our clients to meet Veteran spend initiatives and requirements. At the same time, we continually seek opportunities to place veterans in gainful, relevant mainstream careers.

Dynamic Contract Management: Our service delivery team has a collective experience of over 80 years and takes full accountability for candidate retention, payroll management, attendance monitoring, employee relations, terminations, and reporting; and maintains full-time, dynamic contact with clients to address and resolve their needs.

Strategic and Productive Resources: We use Artificial Intelligence (AI) and a Cloud-Based ATS tool (JobDiva) and web portals. HonorVet uses JobDiva as its Applicant Tracking System and provides 24/7 seamless connectivity and service to reduce the Turn Around Time (TAT) and in-time reporting to the clients.

Homegrown Talent Database: HonorVet maintains a robust, company-wide proprietary candidate database, in its internal database system accessible through an Applicant Tracking System (ATS). Currently, our candidate database has over 700,000 resumes and continues to update daily from entry-level to executive-level candidates, ranging from manual labor to IT professionals to cover diverse industries. Resumes are automatically entered into our database for categorization by profession, education, certification, pay rate, GPA, years of experience, special skills, location, testing scores, licensing, and availability, etc.

Effective Collaborations: We work across boundaries to ensure both efficiency and leverage by:

- Collaborating with distinguished universities, colleges, and business schools to enlist fresh talent.
- Registering our company with several local employment agencies throughout the U.S. to take advantage of local pools of skilled resources.
- Partnering with LinkedIn Premium, Monster, Career Builder, Dice, Indeed and ZipRecruiter, and other leading portals to find the right talent for our clients.

Responsiveness: Our rich experience of 6 years and over 160 clients give us a competitive advantage whereby we are prompt at responding to client requirements. HonorVet has a well-established capability to recognize opportunities and act quickly. We focus on a return-on-time-invested (ROTI) index, as we tend to reduce the time invested by the client.

Effective on talent: We not only acquire new talent but also develop existing resources and take care to secure the best for our clients. We assess each candidate personally with appropriate skill tests to ensure quality and sustainability.

Value Proposition to UCF

Having access to data about candidates alone is not enough to find the necessary insights. Conventional recruiting systems can only go so far. To get true insights to understand the entire job market landscape, HonorVet looks at all of the data that impacts the job and the candidate. This includes learning about the company they work for, including the market that the company is in and which industry the market belongs to. This is what HonorVet calls the data journey.



Figure A.1.2: Value Proposition to UCF

Along the data journey, there is so much data available that Artificial Intelligence (AI) and machine learning predictive insights can scale the task of finding relationships and connections so UCF can get to the talent pool faster and more efficiently – with the right message at the right time.

HonorVet's proprietary scoring algorithms can identify candidates that are 2x more likely to respond to a recruiter as well as 63% more likely to change jobs within the next 3 months. These insights can be empowering and provide a competitive advantage by allowing us to get to the talent with the right skillsets and faster than our competitors. Even though we are talking about people, AI-Powered Sourcing & Recruiting seems to be able to help not only source but also validate applicants. Studies have shown that human recruiters along with predictive analytics and AI can outperform just manual recruiting processes alone.

AI-Powered Sourcing & Recruiting solves these problems with data-driven insights that people cannot uncover by themselves. By taking into consideration various markers scouring the digital footprints – Candidate Data, Predictive Analysis, Company Data, Industry Data, Sentimental Analysis, and Natural Language Processing – our algorithms create an engagement score that helps us not only find the right candidate but also predicts the retention of a candidate in that role. At HonorVet, we are sure that with all the experience that our team carries and the tools that we deploy, we shall be able to meet UCF's needs when it comes to staffing for temporary services.

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

HonorVet Technologies is a technology-driven company that provides the reach of a large staffing organization with the feel of a specialized, boutique provider. Our purpose is to lower the underemployment rate in the veteran community by providing them with best-fit opportunities in civilian workplaces. HonorVet is headquartered in Fairfield, NJ, servicing nationwide clients with active contracts in more than 30 states. Backed by a highly experienced team of military veterans and industry professionals with a collective of 100+ years of proven experience, HonorVet has **exponentially grown to exceed \$35 million** in revenue over the past 3 years. HonorVet has successfully achieved its mission of helping veterans, transition into civilian workplaces, via staff augmentation and staffing teams for project work. Repeat business from our long-term clients and the addition of new accounts has significantly contributed to our **CAGR growth of 116% over the last 4 years.**



Figure A.2.1: HonorVet's Vision and Commitment

At HonorVet, we strive not just to deliver cutting-edge recruitment solutions, but also to ensure that our services add value to our clients. We have the experience of working on a variety of projects of varying degrees of complexity and our associates are trained to build and maintain excellence. Our team consists of professionals with vast experience in IT, engineering, medical, healthcare, administrative, legal, clerical, financial/accounting, HR, and specific staffing projects, and has completed staffing projects for over 160 clients.

HonorVet brings a successful track record of managing its long-term contracts with various state agencies, federal agencies & commercial clients. Here is a brief snapshot of HonorVet's accomplishments:



Figure A.2.2: HonorVet by Numbers

HonorVet is fully capable to provide services for temporary employees, full-time employees, and temp to hire employees for selected functional areas like administration, clerical, customer satisfaction, finance, accounting, general labor, professional, technical, and project management, similar to the categories outlined in the ITN.



Figure A.2.3: Contract Staffing

Our placements include categories as diverse as Administrative, Professional, IT, Technical, Legal, Human Resources, Scientific, Education and Healthcare. HonorVet brings a successful track record of managing its long-term contracts and contract vehicles with various state agencies & commercial clients.



Figure A.2.4: Quality of Hiring

HonorVet has a blend of technical and managerial resources with niche skills available, to provide clients with high-quality solutions. Our technical manpower has experience in working on a variety of projects of varying levels of intricacy and is constantly trained to maintain excellence.

Geographical Presence

HonorVet leverages the global delivery model to offer onshore offshore services to clients. We have established 12 onshore and 2 offshore delivery centers across North America and Asia, keeping in mind geographic penetration, multi-lingual talent, cultural fit, and specific client requirements. Below are the active onshore and offshore locations of HonorVet.

Onshore Locations

In addition to our HQ in NJ, we have presence in 11 other states and are constantly expanding.

| State | Office Address |
|------------------------|---|
| New Jersey (HQ) | 271 Route 46 W, Suite C202, Fairfield, NJ 07004 |
| Florida | 7901 4th St N, STE 300St. Petersburg, FL 33702 |
| South Carolina | 6650 Rivers Avenue, Suite 100, Charleston, SC 29406 |
| California | 1900 Camden Ave., Suite 101, San Jose, CA 95124 |
| Colorado | 1942 Broadway St., Suite 314C, Boulder, CO 80302 |
| Georgia | 300 Colonial Center Parkway, Suite 100N, Roswell, GA, 30076 |
| Illinois | 18 South Michigan Avenue, 12th Floor, Chicago, IL 60603 |
| New York | 520 White Plains Rd, Suite 5000, Tarrytown, NY 10591 |
| North Carolina | 9805 Statesville Road #5009, Charlotte, NC, 28269 |
| Michigan | 6246 Windemere Pointe, Brighton, MI 48116 |

| | |
|---------------|--|
| Massachusetts | 177 Huntington Ave., Suite 1700, Boston, MA 02115 |
| Texas | 3838 Oak Lawn Avenue, Suite 1000, Dallas, TX 75219 |

Offshore Locations

| Country | Office Address |
|---------|---|
| Canada | 3 Glaze brook Crescent, Cambridge, Ontario N1T 2H7 Canada |
| India | 310 B, BesTech Business Towers, Sector 66, SAS Nagar, Punjab 160066 |

Organizational Structure of HonorVet

HonorVet has a proven organizational structure of a dedicated team having excellent experience and a huge understanding of temporary staffing services, who will take care of all the staffing contracts. Below is the organizational structure:

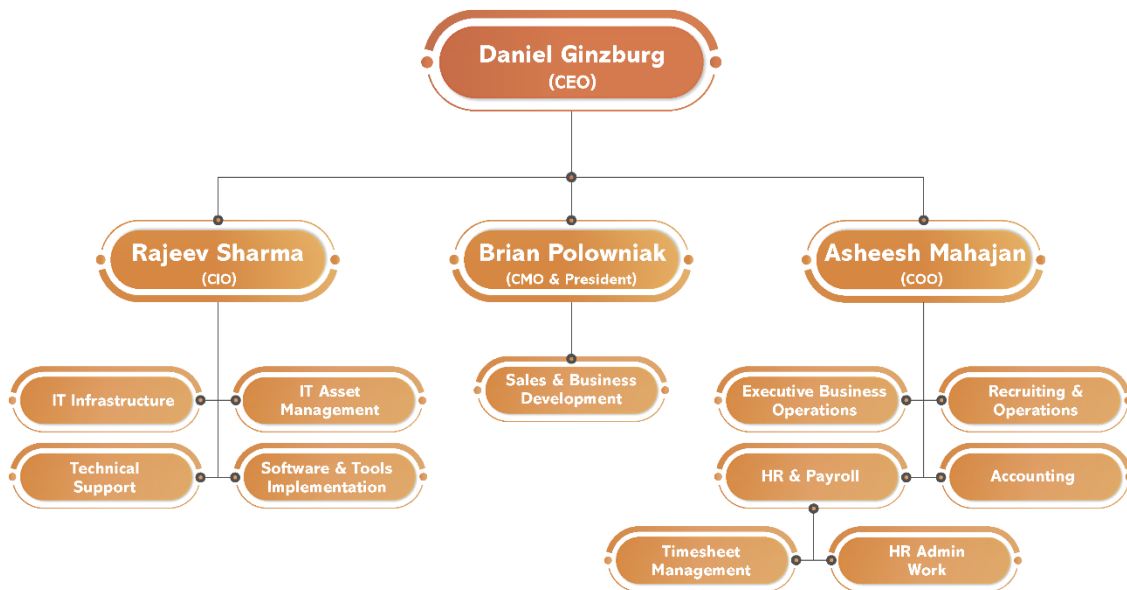


Figure A.2.5: Organizational Structure

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

Company Size: HonorVet's size standard is a small business and currently have 300+ employees and 600+ temporary consultants working together to support our clients.

Industrial Track Record: HonorVet has taken gradual steps as a steadfast team with state-of-the-art infrastructure and best practices, ensuring the timely delivery of our recruitment solutions to our clients' satisfaction.

In addition to our sophisticated platforms, our identification and screening processes ensure that our clients can successfully achieve their talent search and placement initiatives faster than traditional mainstream methods. Our experienced staff operates under the principle of professionalism that

demands excellence. We are committed to providing businesses with innovative solutions enabling more efficiency and technological advancements.

HonorVet holds temporary staffing services contracts with the following clients:

| State Government | | |
|---|--|--|
| State of NC | State of DE | State of GA |
| State of NJ | State of IA | State of AR |
| State of MI | State of SC | State of KS |
| State of PA | State of VA | State of UT |
| State of OH | State of DC | State of MN - MNSite |
| State of WA | Education Service Center, Region 20, TX | Department of Administration (IT), KS |
| Department of Administration (Non-IT), KS | Department of Enterprise Services (ITPS), WA | -- |
| Local Government/ Agencies | | |
| Community Transit, WA | Sacramento County, CA | Richland County, SC |
| Broome County, NY | City of Phoenix, AZ | Rowan College, NJ |
| City of New Haven, CT | King County, WA | Philadelphia Gas Works, PA |
| University of Arkansas for Medical Sciences, AR | Washtenaw Community College, MI | Wayne County Airport Authority, MI |
| Kern Health Systems (City of Bakersfield), CA | State Compensation Insurance Fund, CA | School District of Greenville County, SC |
| Commercial Clients | | |
| Ameri Health | American News Company | American Red Cross |
| APC | Apex Systems | Ascension At Home |
| Atrium Health | BASF | BCBSM |
| Brown University | Canon US (Vincent) | Collabera-IBM |
| Capgemini | Cargill | Charles River Laboratory |
| Children's Hospital of Philadelphia | Becton, Dickinson and Company | Depository Trust & Clearing Corporation (DTCC) |
| COPA | CoreCivic | CTDI |
| DiNi Communications, Inc. | Cone Health | Einstein Healthcare Network |
| Fiat Chrysler Automobiles (FCA) | Houghton Mifflin Harcourt (HMH) | Kaiser Permanente - AMN Healthcare |
| Goldman Sachs | Halliburton | GE Healthcare |
| Ford Motors | HoneyWell | Inference |
| John Muir Health | Johnson & Johnson | Henry Ford Health System |
| Land 'O' Lakes | M&T Bank | Mallinckrodt Pharmaceuticals |
| Mallinckrodt Pharmaceuticals | Marsh & McLennan Companies | New York City Health and Hospitals (NYCHH) |
| Microsoft | Mount Sinai | Maximus |
| Nutanix | NYCO | OTIS Elevators Company |

| | | |
|--|-----------------------------------|-----------------------------|
| Owen & Minor | Partners Health | Pfizer Inc. |
| Public Service Enterprise Group (PSEG) | PIH | PGW |
| Radial | Roush | Recaro Automotive |
| Scout/ Aquent | SJI | Sleep Number |
| Sonoco | Stericycle | Steward |
| Trimax Americas | Trinity Healthcare | Tyson Foods |
| UCSF Benioff Children's Hospital | University of Southern California | Universal Music Group (UMG) |
| Vallen Distribution | Universal Health Services | Walmart |
| West Virginia University | Vudu - Fandango | JELD - WEN |

Professional Areas of Expertise

HonorVet's professional areas of expertise are shown in the figure below. If you are looking to hire temporary or permanent workers or searching for talent in any of the below-mentioned industries, we can help you find the best fit.



Figure A.3.1: Focused Industries

Presence and experience in the state of Florida

HonorVet will be servicing the staffing requirements of UCF through its local office in Miami, FL. We have extensive experience working in the state of Florida. With our experience, we have very good knowledge on the skill availability in the state of Florida market as we have been serving various **private sector clients for temporary staffing** in the state including (but not limited to) **Ameri Health, Apex Systems, American Waters, Becton and Dickinson Company, BASF, CoreCivic, Digital Intelligence Systems, Fahrenheit, Roush, and Stericycle**. The local outreach, experience, and knowledge fully empowers HonorVet to further its pursuit in supporting UCF.

Financial Stability

Below we have provided our financial statements for the last 3 years.

Financial statement for year 2018

HonorVet Technologies, LLC Balance Sheet

As of December 31, 2018

ASSETS
Current Assets

| | |
|-----------------------------|-------------------|
| Checking/Savings | 23,861.17 |
| Accounts Receivable | 810,870.49 |
| Other Current Assets | 21,435.00 |
| Total Current Assets | 856,166.66 |

| | |
|--------------|------------|
| Fixed Assets | 123,125.30 |
| Other Assets | 344.00 |

| | |
|---------------------|-------------------|
| TOTAL ASSETS | 979,635.96 |
|---------------------|-------------------|

LIABILITIES & EQUITY
Liabilities
Current Liabilities

| | |
|----------------------------------|-------------------|
| Accounts Payable | 580,502.30 |
| Other Current Liabilities | 88,570.06 |
| Total Current Liabilities | 669,072.36 |

| | |
|--------------------------|-------------------|
| Total Liabilities | 669,072.36 |
|--------------------------|-------------------|

Equity

| | |
|------------------------|------------|
| 32000 · Members Equity | 308,158.63 |
| Net Income | 2,404.97 |

| | |
|---------------------|-------------------|
| Total Equity | 310,563.60 |
|---------------------|-------------------|

| | |
|---------------------------------------|-------------------|
| TOTAL LIABILITIES & EQUITY | 979,635.96 |
|---------------------------------------|-------------------|

Approved by Carlo De Pinto 6/11/2020
Sr. Financial Controller

Financial statement for year 2019

HonorVet Technologies, LLC

Balance Sheet

As of December 31, 2019

| ASSETS | |
|---------------------------------------|---------------------|
| Current Assets | |
| Checking/Savings | 198,104.77 |
| Accounts Receivable | 1,852,430.95 |
| Other Current Assets | 52,452.80 |
| Total Current Assets | 2,102,988.52 |
| Fixed Assets | 194,750.30 |
| Other Assets | 8,535.68 |
| TOTAL ASSETS | 2,306,274.50 |
| LIABILITIES & EQUITY | |
| Liabilities | |
| Current Liabilities | |
| Accounts Payable | 586,178.62 |
| Other Current Liabilities | 1,225,047.73 |
| Total Current Liabilities | 1,811,226.35 |
| Total Liabilities | 1,811,226.35 |
| Equity | |
| 30700 · Members Draw | -7,389.00 |
| 32000 · Members Equity | 310,563.60 |
| Net Income | 191,873.55 |
| Total Equity | 495,048.15 |
| TOTAL LIABILITIES & EQUITY | 2,306,274.50 |

Approved by Carlo De Pinto 6/11/2020
 Sr. Financial Controller

Financial statement for year 2020

HonorVet Technologies, LLC

Balance Sheet

As of December 31, 2020

| | Dec 31, 20 |
|--------------------------------------|---------------------|
| ASSETS | |
| Current Assets | |
| Checking/Savings | |
| 10021 · Technostaff - Provident Bank | 47,488.70 |
| 10022 · Provident OPERATING Account | -146,153.88 |
| 10050 · Technostaff - BOA | 100.00 |
| Total Checking/Savings | -98,565.18 |
| Accounts Receivable | |
| 11000 · Accounts Receivable | 2,159,550.75 |
| Total Accounts Receivable | 2,159,550.75 |
| Other Current Assets | |
| 11005 · Accounts Receivable Other | 11,550.00 |
| 12000 · Undeposited Funds | -8,362.23 |
| 13005 · Prepaid Expenses | 34,332.04 |
| Total Other Current Assets | 37,519.81 |
| Total Current Assets | 2,098,505.38 |
| Fixed Assets | |
| 15010 · Computer Equipments Offshore | 155,000.00 |
| 15595 · Offshore Operations Setup | 333,000.00 |
| 16050 · Office Improvements | 10,125.30 |
| 17000 · Accumulated Depreciation | -86,035.74 |
| Total Fixed Assets | 412,089.56 |
| Other Assets | |
| 18005 · Security Deposits | 344.00 |
| Total Other Assets | 344.00 |
| TOTAL ASSETS | 2,510,938.94 |
| LIABILITIES & EQUITY | |
| Liabilities | |
| Current Liabilities | |
| Accounts Payable | |
| 20000 · Accounts Payable | 408,123.49 |
| Total Accounts Payable | 408,123.49 |
| Other Current Liabilities | |
| 18100 · Loan Receivable from Citruss | 11,808.32 |

HonorVet Technologies, LLC

Balance Sheet

As of December 31, 2020

| | Dec 31, 20 |
|--|---------------------|
| 24000 · Payroll Liabilities | |
| 24003 · EE SUI/SDI Withheld | 151.61 |
| 24010 · NJ State Tax Withholding | 3,100.91 |
| 24011 · 401K Payable | 7,205.74 |
| 24000 · Payroll Liabilities - Other | 49.68 |
| Total 24000 · Payroll Liabilities | 10,507.94 |
| 25550 · Access Capital | 982,811.99 |
| Total Other Current Liabilities | 1,005,128.25 |
| Total Current Liabilities | 1,413,251.74 |
| Long Term Liabilities | |
| 25025 · Loan Payable - Rajeev Sharma | 29,556.63 |
| 25050 · Loan Payable - Asheesh Mahajan | 26,751.77 |
| Total Long Term Liabilities | 56,308.40 |
| Total Liabilities | 1,469,560.14 |
| Equity | |
| 30700 · Members Draw | -124,511.07 |
| 32000 · Members Equity | 501,787.12 |
| Net Income | 664,102.75 |
| Total Equity | 1,041,378.80 |
| TOTAL LIABILITIES & EQUITY | 2,510,938.94 |

Years in Business: HonorVet has been in business since August 2015 under the name Technostaff LLC dba HonorVet Technologies.

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

Below we are providing four (4) references for similar projects to this ITN:

| Reference #1 | |
|-------------------------|-----------------------------------|
| Company/University name | West Virginia University |
| Address | PO Box 6201, Morgantown, WV 26506 |
| Contact Name | Marsha Payton |
| Title | Assistant Director |
| Telephone Number | 304-293-5768 |
| Email | Medicalmanagement.hr.wvu.edu.in |
| Contract Duration | Aug 2020 – Current |
| Services Rendered | Temporary Staffing Services |

| Reference #2 | |
|-------------------------|---|
| Company/University name | Brown University – Next Source (MSP) |
| Address | 1040 Avenue of the Americas, 24th Floor, NY 10018 |
| Contact Name | Ashley Kosman |
| Title | Program Specialist |
| Telephone Number | 917-818-2326 |
| Email | akosman@nextsource.com |
| Contract Duration | Dec 2020 – Ongoing |
| Services Rendered | Temporary Employment Services |

| Reference #3 | |
|-------------------------|--|
| Company/University name | Walmart – Ranstad Professional (MSP) |
| Address | 3625, Cumberland Blvd., Suite 600, Atlanta, GA 30339 |
| Contact Name | Kim Hutson |
| Title | Supplier Relationship Manager |
| Telephone Number | 314-283-6366 |
| Email | kim.hutson@randstadsourceright.com |
| Contract Duration | Apr 2016 – Current |
| Services Rendered | Temporary Labor Services |

| Reference #4 | |
|-------------------------|---|
| Company/University name | Halliburton – Tapfin (MSP) |
| Address | 10200 Bellaire Boulevard, Houston, TX 77072 |
| Contact Name | Rocio Luviano |
| Title | Program Professional |
| Telephone Number | 281-871-2098 |
| Email | rocio.luviano@halliburton.com |
| Contract Duration | Sep 2018 – Ongoing |
| Services Rendered | Temporary Staffing Services |

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).

HonorVet understands UCF's service requirements and to fulfill those, we will allocate a dedicated service delivery team to support UCF on this contract. Mr. Ravi Bhambri will be the National Account Manager and lead the team.

| | |
|-------------------------|--|
| Name | Ravi Bhambri |
| Business Address | 271 US 46 West, Suite C202, Fairfield NJ 07004 |
| Telephone Number | 973-521-5746 |

John Paul will our dedicated account manager for this contract, who will interact regularly with UCF's procurement/project manager for feedback and any issue resolutions. John will be responsible for end-to-end process and other administrative activities including but not limited to handling requirements and responding to UCF's inquiries regarding the contract activities, answering questions related to ordering and delivery, and more.

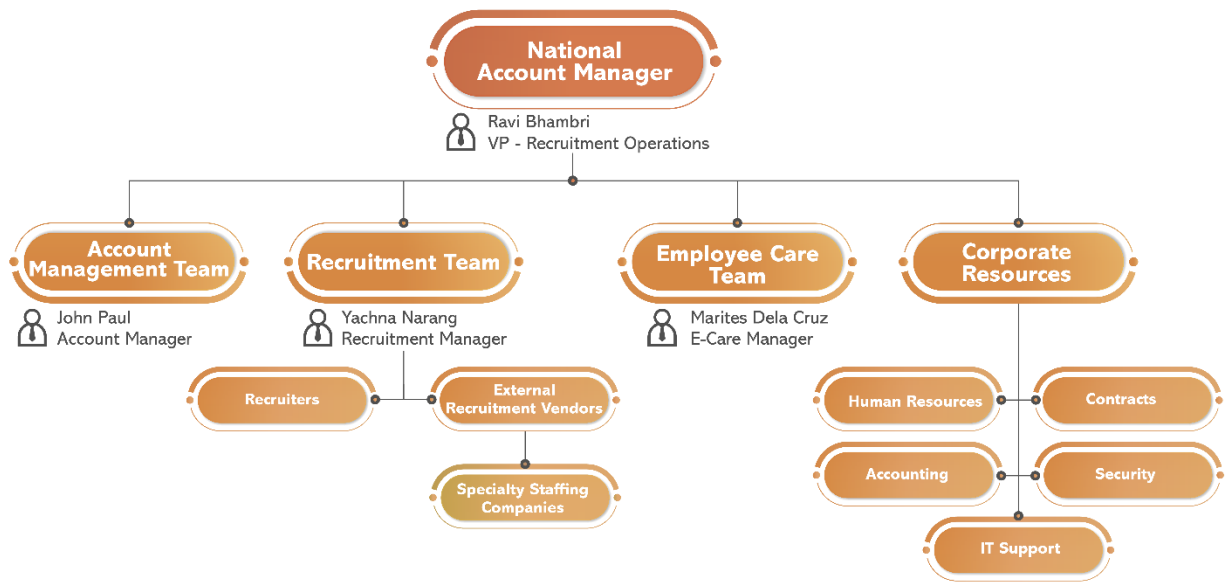


Figure B.1.1: Service Delivery Team

Below are the detailed resumes of our proposed delivery team:

Ravi Bhambri | National Account Manager

Ravi is a strategic, logical, and focused leader with over 20 years of high business acumen having over 15 years of management experience across Federal, State, local governments, private, and non-profit sectors. He is currently managing more than 150 clients across the Federal, State, local, as well as private sectors. With in-depth knowledge and profound experience in project management and operations in many Non-IT and IT domains he is an expert in Vendor Management Systems (VMS), supplier, program, change, risk, quality, and performance management. He is proficient in business strategy, planning and managing multi-million-dollar projects, aligning business goals with

technology solutions to drive process improvements, competitive advantage, and marketing strategies. He is a hands-on practitioner utilizing innovative strategic workforce planning, human capital value management, and talent acquisition strategy to help enterprise-level clients create agile workforces and achieve best-possible business outcomes and sustainable advantage through the talent supply chain. He demonstrates strength and experience in resource management, recruitment, manpower planning, research, account management, directing and conducting search assignments, operations, and managing the recruitment team.

Core Competencies

- Guides overall program performance, quality standards, and strategy, builds and maintains strong partnerships with program managers, agencies, contracting officers, and staffing vendors.
- Strong experience in communicating company strategy with directors, oversees revenue generation, presides over operations.
- Participates in and nurtures broad networks of alliances with others to exchange knowledge and information about learning and change in support of change initiatives.
- Sets goals, monitors work, and evaluates results to ensure that departmental and organizational objectives and operating requirements are met and are in line with the needs and mission.
- Hands-on experience in methods of increasing revenues and decreasing costs, analyzing financial reports, and working with staff and audit committees to prepare operating budgets.

Education

- Bachelor's in Business - Sales and Marketing 1991 – 1993
 Victoria University of Technology, Melbourne, Australia

Professional Experience

| Organization | Role | Duration |
|---|----------------------------------|---------------------|
| Technostaff LLC dba HonorVet Technologies | VP – Recruitment Operations | Apr 2016 – Current |
| Amirit Technologies, Inc. | Senior Manager – Client Services | Mar 2014 – Apr 2016 |
| Alltech Consulting Services, Inc. | Talent Acquisition Professional | May 2009 – Nov 2014 |
| TSR Consulting Services | Sr. Staffing Professional | Oct 2007 – Dec 2008 |
| Object Data Inc. | Sr. Technical Recruiter | Apr 2005 – Sep 2007 |
| Corpus, Inc. | Lead Resource Professional | Aug 2004 – Apr 2005 |
| C-Shell, Inc. | Technical Recruiter | Jun 1999 – Aug 2004 |
| Electronic Arts Pvt Ltd. | Account Manager | Jun 1997 – Jun 1999 |
| Commonwealth Bank of Australia | Customer Service Manager | Dec 1995 – Apr 1997 |

John Paul | Account Manager

HonorVet's proposed Account Manager for this engagement, John Paul is a seasoned sales professional with twenty plus years of diverse IT experience including Account and Bid management. He has successfully managed multi-year government-wide acquisition contract vehicles like GSA Schedule 70 & OOCORP, NIH LTASC, NIH NITAAC CIO-SP SB, GSA 8a STARS, GSA OAS Admin Support Services and numerous state-wide multiyear IT staff augmentation contracts with States of TX, SC, NC, MI, DE, VA, MD, CA, FL, OR, GA, CO, AR, CT, PA. He has successfully performed bid management for projects ranging from 5 Mill to 2 Billion USD, worked with team in On-site – Off-

shore model to prepare solution design for public sector / eGovernance projects, collaborate with team members to ensure smooth operations in end2end proposal development activities including but not limited to acquiring Bid/design Team resources, hold Bid Kick-off Call and solution workshop calls, validate Client conditions of satisfaction, Perform Prebid Consulting, Prepare Proposal plan, get required approvals (both administrative and technical) Involve 3rd party contracting if required, responsible for overall pricing, and drive the deal to contract closure.

Achievements

- IBM certified Bid Manager in 2013 in IBM India Pvt Ltd.
- Eminence & Excellence award in 2012 IBM India Pvt Ltd
- Best Bid Manager for 1st Quarter 2011 in IBM India Pvt Ltd.
- Best Performer of the year 2008-09 in Outline Systems India Private Limited
- Appreciation Certificate for excellent performance by Director-cum-Secretary, Department of Information Technology, Government of Punjab

Associations and Development Programs

- Certificate in PMI's Project Management
- Workshop on MS Project
- Management Development Program on Information Security
- Management Development Program on Cyber Crime

Education

Bachelor's Degree – Computer Engineering 1991 – 1996
 Moscow State University of Instrument Engineering and Computer Sciences (MGUPI)

Professional Experience

| Client | Position | Duration |
|---|--|------------------|
| Technostaff LLC dba HonorVet Technologies, Dover, DE | Director (State & Federal Practice) | Oct 19 - Present |
| Global Consulting and Staffing, Dover, DE | Program Manager (State & Federal Practice) | Mar 16 – Sep 19 |
| IBM, Armonk, NY | Complex Bid Manager (High Value Deals) | Dec 09 – Feb 16 |
| 22nd Century Technologies, NJ | Associate Manager | Jul 07 – Nov 09 |
| Department of Information Technology, Government of Punjab Chandigarh | System Manager / IT Consultant | Aug 00 – Jul 07 |
| Stellar Peripherals Pvt. Ltd., New Delhi | Sr. Application Developer | Oct 99- Apr 00 |
| MedKare, Moscow, Russia | Database Programmer | Jul 96 – Aug 99 |

Yachna Narang | Recruitment Manager

Yachna has more than 7 years of experience in IT Recruitment including servicing requirements for many commercial and public sector clients. She has been working in the full cycle of recruiting efforts from sourcing candidates and arranging interviews for shortlisted candidates to closing requisitions while ensuring the best matches for hiring managers and candidates.

Core Competencies

- Talent recruitment supervision and acquisition professional with experience developing and executing recruiting plans within both agency and in-house settings.
- Manage all phases of full-cycle recruiting, from initial sourcing and screening through offer negotiations, placement, and onboarding.
- Creatively source high-calibre candidates by leveraging recruiting software, social media, cold calling, and employee referrals.

Education

- Bachelor's in Human Resource Management 2012
 Dickinson State University, Dickinson, ND

Professional Experience

| Organization | Role | Duration |
|-----------------------|-----------------------------------|---------------------|
| HonorVet Technologies | Recruitment Manager | Mar 2020 – Present |
| ETalentNetwork, VA | Sr. Talent Acquisition Specialist | Dec 2014 – Mar 2020 |
| Bara Infoware, Inc. | Recruiter | Jul 2014 – Dec 2014 |

Marites Dela Cruz | Employee Care Manager

Marites is a highly skilled and experienced professional with more than 15 years of experience and a proven ability to manage all payroll processes, lead a team of finance professionals, and successfully develop and implement new risk-reducing procedures and policies. She is proficient in working on ADP Workforce Now, ADP Run, Paychex, Balance Point/Evolution, HRIS/HRMS – HR Matrix, DocuSign, FieldClix, ADP Essential Time, MAS 90, TinyTerm, and QuickBooks. She is an expert in managing, leading, coaching, and developing payroll unit supervisors and payroll team members, providing guidance on workload, priorities, assignments, and performance. She has demonstrated experience in interpreting and applying the understanding of corporate policies and practices, employment law, and other regulations to provide advice, guidance, and clarification for any inquiries. She has in-depth knowledge of Federal, State, local, and multi-state, multi-jurisdiction tax compliance.

Core Competencies

- Providing day-to-day coaching to assigned employees in a large variety of employee relations issues, performance management, and policy interpretation.
- Proficiency in processing multi-state payroll for 200-300 employees on a weekly and bi-weekly basis.
- Supervising time and entry team, analyzing regular and overtime hours, maintaining Paid Time Off (PTO) balances, and running certified payroll for prevailing wages.
- Reviews and assists managers in drafting corrective action, performance improvement, and termination documentation as requested.

Education

- Higher Diploma in Software Engineering (HDSE) 2000
 APTECH Computer School
- Bachelor of Science in Business Administration, (Major in Accounting) 1998
 Philippine School of Business Administration, Manila, Philippines

Professional Experience

| Organization | Role | Duration |
|---|-------------------------------|---------------------|
| Technostaff LLC dba HonorVet Technologies | Employee Care Manager | Sep 2019 – Present |
| Crosslink Wireless Technologies | Payroll & Benefits Specialist | Jun 2017 – Sep 2019 |
| ComForCare Senior Services | Payroll Specialist | Jun 2013 – Oct 2016 |
| Hilton Hotel | Night Auditor | Mar 2003 – Dec 2004 |
| Premier Warehousing and Transport | Account Manager | Dec 2002 – Mar 2003 |
| Le Bernardin | Accounts Payable | Jan 2001 – Dec 2002 |
| MTV Forwarders | Accountant/Owner's Assistant | Jan 1998 – Jan 2001 |

2. Clearly identify the skill sets your staff is capable of providing, and clearly indicate if subcontractors or sub-consultants will be used. Identify special projects they have staffed, any membership in professional organizations relevant to the performance of this contract. Also indicate how the quality of staff over the term of the agreement will be assured.

Below are the job roles and responsibilities of our proposed staff:

| Key Personnel | Roles and Responsibilities |
|--|---|
| Mr. Ravi Bhambri, National Account Manager | <ul style="list-style-type: none"> Oversees all contract operations, management, and execution. Builds and maintains relationships with UCF and subcontractors. Identifies and resolves performance, process, invoicing, billing, and personnel issues to ensure we meet all Service Level Agreements (SLAs). Participates in interviews and acts as a backup to the account manager. Approves role agreements and conducts regular touchpoints with users to gather feedback on consultant performance. Conducts regular touchpoints with consultants and subcontractors to share feedback received. Monitors performance of the consultants and resolves issues that may arise, including replacement of candidates. Performs key functions throughout staff lifecycle, including requisition review, candidate screening and submission to UCF, interview coordination, and on-boarding/off-boarding. Creates, maintains, and delivers staffing process training to subcontractors during onboarding and mentoring/ coaching throughout the contract. |
| John Paul, Account Manager | <ul style="list-style-type: none"> Key resource acting as a single point of contact for UCF for all types of staffing and reporting requirements. Daily interaction with UCF for understanding technical requirements, qualified candidate submissions, interviews, joining formalities, feedback, etc. |

| | |
|---|--|
| | <ul style="list-style-type: none"> • Work with recruiting manager to ensure the quality of the candidate selection process. • Maintain and shares performance reports. |
| Yachna Narang, Recruiting Manager | <ul style="list-style-type: none"> • Supports key functions of the recruitment cycle, including assessing objective (e.g., improper format) non-compliance of candidate submissions, interview coordination, engagement processing, and candidate compliance verification, onboarding, and off-boarding. • Oversees HonorVet's recruiters and helps develop a strategy for hard-to-find candidates. • Leverages understanding of talent market to manage HonorVet's recruiting functions. • Deploys expertise in recruitment and consultant management, sourcing strategies, recruitment process improvement, recruitment of complex skills. • Ensures skillsets sought to align to UCF's requirements for each requisition. • Guarantees each milestone and activity is complete within the required timeline. • Manages and monitors the ATS to ensure HonorVet is following all processes and meeting SLAs; assists in resolving any bottlenecks. • Assists account manager in arranging and managing interviews between clients and candidates. • Mentors and trains small business subcontractors to find and staff consultants. |
| Ms. Marites Dela Cruz, Employee Care Manager | <ul style="list-style-type: none"> • Manages and handles joining and onboarding requirements. • Responsible for background screening, quality tests, retention, and training. • Employee management activities like benefits, insurances, etc. • Ensure that candidates are up to date with the latest work techniques and get the required training. |

| Corporate Resources | |
|----------------------------|---|
| Human Resources | <ul style="list-style-type: none"> • Assists the contract manager with performance management of the candidates. • Provides best practices in recruitment, retention, training, and development of talent. • Assists in implementing Performance Improvement Plans (PIP). • Works with HonorVet resources to complete all onboarding paperwork such as offer letter, benefits registration, W4, E-Verify, etc. • Conducts new hire orientation for HonorVet's employees. |
| Accounting | <ul style="list-style-type: none"> • Supports timesheet, invoicing, and payment processes as needed. |

| | |
|-------------------|--|
| | <ul style="list-style-type: none"> Creates, maintains, analyzes, and delivers status reports to the contract manager and other executives. Processes timely payment to HonorVet's subcontractors. |
| Contracts | <ul style="list-style-type: none"> Assists the contract manager with contractual matters for UCF. Ensures all contractual documentation with UCF and subcontractors is complete, accurate, and submitted on time. Monitors compliance with UCF's internal regulations. |
| Security | <ul style="list-style-type: none"> Ensures background checks, fingerprinting, and other security requirements are complete for HonorVet employees before the start date. Assists subcontractors with background checks, fingerprinting, and other security requirements for their employees. |
| IT Support | <ul style="list-style-type: none"> Provides email accounts to team members. Assists in resolving technical issues with emails, timesheet systems, and provides access to internal systems. |

Subcontractor Info

We are not utilizing any subcontractor under this contract. We have capability to provide staff for all categories specified in this ITN without using any subcontractor.

Quality Control (QC) and/or Quality Assurance (QA) measures & procedures

HonorVet's performance audit is a plan which measures our internal workings, programs, and functions for proficiency. It analyses and evaluates policies, procedures, and other internal processes for effectiveness. Utilize a performance audit to gauge whether HonorVet is meeting its objectives and carrying out UCF's objectives in the most efficient way.

| Performance Measure | Definition | Target |
|---|--|---|
| Timeliness to Present Candidates | All categories - Provide qualified resumes within 24 – 48 hours as per the client's requirement. | 100% |
| Candidate Quality Satisfaction | The overall score received on the end of assignment satisfaction surveys (sent by HonorVet's ATS system). | Quality Satisfaction score should show a score of 83% or above. |
| Worker Quality Check-Ins | HonorVet QA assurance department to deliver quality check-in to their employees at the following days post the start of their assignment at UCF: <ul style="list-style-type: none"> 2 weeks 30 days 90 days Monthly, post 90 days check-in | If audited, provide proof that these were completed |
| Internal Audits | HonorVet QA assurance department to complete annual supplier audits of suppliers with an active worker(s) filled | Successful "pass" |

| | | |
|--|--|---|
| | during January – December of the previous year. Audits may also be conducted ad hoc throughout the year. Audits will include a verification that contractual terms are being met and any federal, state, or local laws are being adhered to. | |
| Internal Performance Scorecards | HonorVet QA assurance department to regularly evaluate internal department's performance and deliver ad hoc scorecard data as needed/requested. Formal scorecards are to be provided to the client on an annual basis. | Satisfactory performance or resolution within 20 days |

When an issue occurs, the HonorVet team aggressively applies corrective measures until we have corrected the problem. Should a concern with quality ever develop, HonorVet will develop a Quality Improvement Plan based on the identification of the deficiency.

After receiving a customer complaint, the Account/Program Manager immediately proposes which actions should be taken to resolve the issue/discrepancy. The request will be forwarded to the recruitment team and HonorVet will immediately replace the existing employee and ensure a smooth transition for a new employee. In the rare case, an employee is unable to perform on a project, the following steps are initiated to provide a replacement candidate to the client within 24 hours.

- Facilitate client interview with a new candidate
- Execute proper transition between the outgoing consultant to the new candidate
- Provide Knowledge Transfer (KT) to the new candidate, to avoid delay in the project schedule

Concurrently, the complaint is forwarded to HonorVet's Corporate Quality Manager to initiate our Corrective Action Process. The Quality Manager oversees the Corrective Action process to expedite the resolution of the customer complaint. We apply an established Corrective Action process to quickly address performance issues and document the results to prevent a recurrence. HonorVet's Corporate Quality Manager also conducts spot audits throughout the year to ensure adherence to our overall Corporate Quality Management System (QMS).

All these Quality Control Plan mechanisms provide HonorVet managers the ability to monitor and track progress for the customer, help us identify trends that may affect deliverables, allow us to inspect and review for high quality, and provide us the tools to anticipate potential areas where process and procedures may break down.

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?

HonorVet has people, processes, technologies, experience, and infrastructure available to complete UCF's service requirements at a high success rate. Below is the detailed description of our assets available to meet the expectation level of UCF.

Dedicated service delivery team: We follow a well-defined and documented team management approach for handling staffing contracts to ensure that contract requirements are supported. Our service delivery team will ensure the right delivery of services and fulfillment of needs with huge client satisfaction. Our account manager & account executives will work closely with UCF' staff.

Access to a pool of candidates: Our sourcing methodology has helped us develop a fine-tuned process to get the best qualified and equipped candidates to meet client's technical and soft skills. HonorVet has a proprietary database of candidates for various industries that are refined, thus enabling us to source the best-suited candidates. The recruitment team will source the candidate using the following sources:

- **AI and Cloud-Based Applicant Tracking System (ATS) Tool (JobDiva) and Web Portals:** HonorVet uses JobDiva as its applicant tracking system. A few highlighted features are:
 - **Cloud-Based System for 24/7 seamless connectivity and service:** Our applicant tracking system is cloud-based, which allows our recruitment team to interact nationwide with each other and communicate with consultants and clients in real-time.
 - **Artificial Intelligence (AI) based automated agents to reduce Turn-Around-Time (TAT):** Automated agents are set up within the ATS system that constantly searches both our internal database as well as external database systems for candidates with skills that match the needs required on our most important programs. This process reduces TAT on every requirement.
 - **Detailed skills inventories for quality matching:** Each candidate within our system has a detailed skills inventory associated with their profile. Our software processes this information directly from candidate resumes into the database. With this information, we can match a candidate's skills directly to the requirements.
 - **Automated postings:** As we enter client job requirements into our system, they are automatically posted to the internet for potential job seekers.
 - **Instant communication:** Our system is equipped with a feature that allows our recruitment team to perform broad or narrow searches and then instantly contact each candidate with a personalized email.
- **Job boards:** HonorVet also uses a combination of several leading job portals/boards, major news publications, and other industry and skill-specific databases to source the candidates and advertise our open positions locally and/or nationally. Such web portals include Career Builder, Indeed, Monster, ZipRecruiter, LinkedIn Premium Recruiter, and many more.
- **Internal resume database for nationwide and diverse skills candidates:** HonorVet maintains a robust, company-wide proprietary candidate database in its internal database system, accessible

through ATS. HonorVet's database comprises professionals from diverse backgrounds and domains. Currently, our candidate database has over 700,000 resumes and continues to update daily from entry-level to executive-level ranging from manual labor to IT professionals to cover diverse industries. Resumes are automatically entered into our database for categorization by profession, education, certification, pay rate, GPA, years of experience, special skills, location, testing scores, licensing, and availability, etc.

- **Local employment agencies:** HonorVet is registered with various local employment agencies and post the job requirements there. We receive resumes of qualified candidates registered with those agencies thus, making us more capable of sourcing qualified candidates for the requirement.

A detailed implementation plan to the requested services to UCF in a timely manner

Our engagement process is focused on our clients and their business needs. This consultative approach details from start to finish, how our staffing firm selects the perfect candidate for the client. Our implementation plan includes five phases, which are customized to serve UCF most effectively.

- **Customer Analysis** - We document & understand our client's business needs and determine the services that will make the staffing process more efficient and effective.
- **Sourcing** - Our professional recruiters quickly identify the most qualified candidates using their industry knowledge and the extensive networks of our staffing firm.
- **Screening** - At HonorVet, we get to know each candidate beyond just their resume. We find out the skills and qualities that will achieve the perfect fit for UCF positions.
- **Selection** - To complete the hiring process, we ensure all forms, screenings, and certifications are verified before the candidate starts working with the client.
- **Performance Monitoring** - We constantly monitor our performance and the performance of our employees to make sure UCF is continually satisfied with our service.

HonorVet has a proven and established recruitment process which helps us to consistently exceed client's regulatory and other quality requirements. Our experience is proven through the successful management of over 160 staffing contracts across the U.S. HonorVet proactively recruits and maintains a full pipeline of qualified candidates ready to hire for requirements. Our recruitment team will work closely with our account manager to understand UCF's requirements to provide the best match. We believe in a proactive and reactive recruitment approach.

Proactive approach - We work proactively by building a database by understanding the client's needs. The recruiting team takes the proactive approach to identify the resources internally and externally to build a database for the client.

Reactive approach: The work is initiated as soon as we get the staffing requirement from UCF. The account manager understands the requirement of UCF that includes an understanding of the project requirements, SOW, environment, qualification, experience, mandatory, and desirable skill set requirements. The account manager drafts a requisition about the requirement and submits the requirement on JobDiva along with sending it to the recruitment manager. The recruitment manager assigns this requirement to the dedicated recruitment team for UCF. From there, the recruitment team sources the candidate using internal staff and referrals, resume databases, job sites, and local employment agencies.

The process is elaborated below:

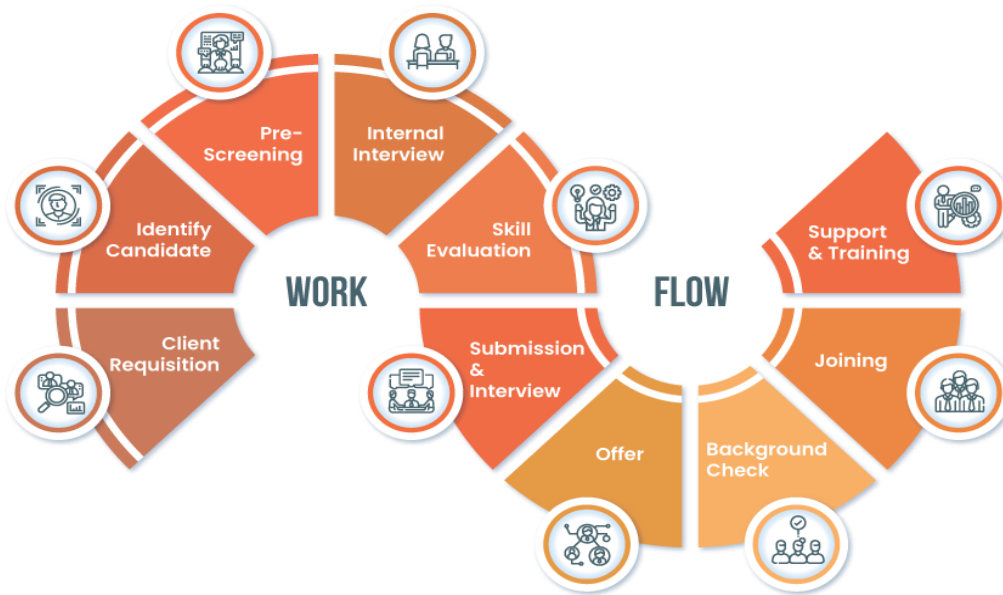


Figure C.1.1: Recruitment Process Workflow

Members of our dedicated service delivery team perform specific duties from requirement gathering to onboarding, completing every aspect of the recruitment life cycle. Each of the ten steps has its key metrics, and team members are accountable for performance against them. We report on metrics on time ensuring that we are meeting UCF's objectives. Our selective recruitment policy ensures that only the best available in the industry are inducted and provide cost-effective solutions to the challenging needs to meet UCF's expectations.

HonorVet follows the delivery process and timelines as mentioned below:

| Recruitment Process | Responsible Role | Timeline |
|--|-------------------------|-------------|
| Client Requisition | | |
| <ul style="list-style-type: none"> Analyze requisition and preparation of synopsis. Submit position description and UCF's requisition in HonorVet's ATS Tool JobDiva. | Account Management Team | 0 – 2 Hours |
| Identify Candidate(s) | | |
| <ul style="list-style-type: none"> Assign to recruitment team via JobDiva tool. Check if there is a matching candidate(s) available on-bench. Identify existing skill sets and candidates using the JobDiva database. Share job requisition via web portals and job sites. Check with local partners and referrals to identify matching candidates. | Recruitment Team | 2 – 6 Hours |
| Pre-Screening | | |
| <ul style="list-style-type: none"> Execute a comprehensive pre-screening that confirms previous experience including | Recruitment Team | 1 – 2 Hours |

| | | |
|---|--|------------------|
| <ul style="list-style-type: none"> motivation, skill level, salary, and potential team player capabilities in addition to other traits if required. Updating progress in the JobDiva tool. | | |
| Internal Interview | | |
| <ul style="list-style-type: none"> Conduct an initial assessment of candidates' skills and qualifications. Conduct detailed interviews based on the job requisition. Conduct an online test to check further suitability for the job requisition. | Recruitment Team/Subject Matter Experts (SMEs) | 1 – 2 Hours |
| Skill Evaluation | | |
| <ul style="list-style-type: none"> Evaluate candidates' soft skills (as applicable to the requisition). Preparation of feedback form to summarize candidates' skills. Updating JobDiva with results and summary. Checking candidates' references. Salary negotiation and other benefit expectations. | Recruitment Manager and Account Manager | 1 – 2 Hours |
| Client Submission and Interview Scheduling | | |
| <ul style="list-style-type: none"> Creating skill metrics matching the job requisition. Submit resume(s) with profile summary. Scheduling interviews with the appropriate authority assigned by the client. Discussing interview feedback with the shortlisted candidates | Recruitment Manager and Account Manager | Client Dependent |
| Candidate Selection and Offer | | |
| <ul style="list-style-type: none"> Extending an offer to the selected candidate(s). Completing necessary documentation with the candidate(s) and client. | Employee Care Team | Client Dependent |
| Background Check | | |
| <ul style="list-style-type: none"> Conducting a background check of shortlisted candidates Checking criminal history, credit history, and other required background screenings before issuing an offer. | Employee Care Team | 1 – 2 Days |
| Joining | | |
| <ul style="list-style-type: none"> Assisting candidate(s) for smooth joining and understanding of the work environment Handling relocation needs (if required) Coordinating with the Hiring Manager for first-day reporting. | Employee Care Manager and Account Manager | Client Dependent |

| Ongoing Support and Training | | |
|--|---------------|-----------------|
| <ul style="list-style-type: none"> Ongoing candidate performance and training assessment Update PDP (Personal Development Plan) of each candidate. | Employee Care | Ongoing Support |

2. Describe how urgent requests are handled.

In case of any urgent service requests, we are fully capable of providing qualified and experienced resources in a short time frame. HonorVet has a rich database consisting of over 700,000+ candidates for various verticals that are refined by recruitment consultants who consistently deliver the best candidates as requested. We have more than 500 active profiles added to our database every month, with more than half of them willing to work for any client/contract at any given point in time.

HonorVet follows the below-mentioned steps in case of urgent service requests:

- Whenever UCF releases a service request for temporary personnel staff, within two (2) hours of the County's initial request, HonorVet's Account Manager will acknowledge and confirm via telephone/facsimile/e-mail, receipt of UCF's request that the search has begun for acceptable candidates.
- Within the same two (2) hours' period, HonorVet will notify UCF regarding the capability of finding a qualified candidate(s).
- The Account Manager enters the details in our database to allow recruiters from all our offices to search for resources.
- Our Recruitment Manager along with the Recruitment Team will conduct a resume search within our large candidate database to find the right skilled resource on time. They will work to provide exclusive and timely delivery within 4-8 hours to UCF.
- Our Recruitment Team will check the availability of the candidates who are already employed or have been screened till the interview and identify which candidate can join instantly.
- Once the team takes confirmation on-call whether the candidate can join or not, the resume of the candidate will be sent to UCF for their approval.

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

If a candidate is found to be proficient, a thorough background check is conducted on the candidate's education, reference, work experience, skill set/certification, and criminal record. HonorVet will share a copy of background check for each candidate with UCF. HonorVet has a well-defined and documented Background Check Policy. Under this policy, depending upon the UCF requirement, candidates will be subjected to compulsory pre-employment background checks. Background Checks for temporary employees are conducted by our E-Care department and results are stored on our internal server.

Our minimum pre-employment background check procedure includes:

- Verification of education and credentials:** HonorVet uses HireRight, Verifications, and Go Background to perform application and background checks on shortlisted candidates.

- **Verification of work authorization:** All I-9 forms are extensively reviewed and verified by our account manager, before onboarding the candidate. We use E-Verify (Employee Eligibility Verification Program), which is an online system, that allows us to determine the eligibility of any candidate to work in the United States.
- **Work history:** HonorVet obtains work history from candidate's past employers; that includes the duration of employment with them, job role in each company, pay, performance history, conduct in the company, and medical history.
- **Address verification:** HonorVet conducts verification of address history to confirm the current address of an applicant and to determine if there are any other names (alias) and/or addresses that should be used when performing criminal record searches.
- **Drug testing:** Selected candidates are required to go through the drug testing process. HonorVet has outsourced these tests. The outsourced partner has met performance standards and is also certified by the U.S. Department of Health and Human Services which includes a test for the following drugs at a minimum:
 - THC (Marijuana)
 - Cocaine
 - Opiates – Morphine, Codeine, and Heroin
 - Barbiturates – Amobarbital, Butalbital, Pentobarbital, and Secobarbital
 - PCP
 - LSD

We can provide 5-panel, 9-panel, 10-panel, and 12-panel drug screenings as requested by clients.

- **Fingerprinting:** Fingerprinting is performed when deemed necessary or required by the client. When desired, we execute the test through a reliable and contracted source/that sends the results directly to the client for review.
- **Health Screening:** As required, HonorVet makes sure that selected candidates go through standard health screening tests and provide us with reports before joining. Health screening tests include lung function, evaluation of cholesterol, blood pressure, tuberculosis (PPD), chickenpox history, Hepatitis B, and measles. Considering the current pandemic all over the country, candidates must have a negative COVID-19 report within 3 days before a join date.

Additional Screening Requirement: HonorVet can provide additional enhanced screening required by UCF for a job of special trust that is not included in the above procedures.

Criminal Background Check Process

HonorVet has a well-defined and documented criminal background verification procedure. Our team takes 3-5 days to verify criminal records of a candidate that includes a review of commercial, legal, employment, and/or financial records for any wrongdoing which could be detrimental to the needs of the client. HonorVet has created a well-defined criminal background check process to evaluate a candidate before he/she has been sent to the client for review.

Following are the types of checks we usually perform to evaluate candidature:

- **Criminal history:** Through our effective vetting process, we assure the client that no candidate with a criminal history is referred for employment.

- **Motor vehicle records:** HonorVet checks the driving record of candidates who may have to operate an organizational vehicle or drive personal/rental vehicles on company business. These checks may include license status, license class, end date, traffic violations, arrests, convictions for driving under the influence, and license suspensions or cancellations. By checking this information, we can reduce the risk to the client.
- **Public records:** HonorVet can access available court records and/or criminal history by any law enforcement agency (as permitted by law).
- **Past reference checks:** HonorVet team pays special attention to verify the experience and personality traits of the candidate(s). We check candidates' references to make sure the candidate has good technical and social skills. Typically, past performance is a strong indicator of future performance and can reveal an individual's professionalism, productivity, job skills, and interpersonal communication abilities.

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

HonorVet has created a well-defined skill test process to evaluate a candidate before it is sent to the client for review. HonorVet has a strategic step-by-step screening process. We are actively utilizing this process to recruit the best available talent for our clients. After sharing the detailed job description and requirements, our well-trained recruiters follow the below process:



Figure C.4.1: Screening Process

Pre-Employment Skill Testing

HonorVet uses different skill assessments testing tools like TestGorilla to verify candidates' skills. Under skill-testing assessments, we measure the qualities and qualifications necessary to perform a job. In addition to these tools, HonorVet performs listening, personality, and/or written tests of the candidates. Tests can be customized to UCF's needs. Customized testing gives various options to clients to determine the potential of any given candidate.

- Online software verifies candidate skills.

- Listening tests consist of a series of detailed storylines, followed by a multiple-choice test(s).
- Personality tests consist of a variety of multiple-choice questions. The formulated test determines the personality traits of the candidate(s).
- Written tests display appropriate business-related questions. These questions require the candidates to highlight their writing skills and knowledge, by formulating detailed answers.

Screening Process Steps

Step 1: Candidate Identification

HonorVet has a proactive recruiting approach that strives to build quality by understanding job requirements. HonorVet pays close attention to our clients' needs, which leads us to post job orders and source candidates from an array of networking and online resources. As a result, we have successfully filled many "hard-to-find" positions, earning accolades from our clients. HonorVet relies on dedicated recruiters, internet advertising, career fairs, personal networks, employee referrals, professional associations, diversity councils, a strong company reputation, and attractive compensation and benefits packages, to attract the best candidates.

Step 2: Initial Screening

As per the client's requirements, our well-experienced recruiting team screens resumes from our internal database to ensure we match the resources that possess the right attitude, experience, skill, competency, ability to perform, and availability to fit each client's needs. The technical ability of a candidate is evaluated by the recruiter with a set of applicable questions predefined for various disciplines within HonorVet.

Step 3: Validation

This step involves listing potential candidates for the first level of interviews, the next step involves informing shortlisted candidates about interview schedules.

Step 4: Interview/Skill Testing

A meticulous technical interview process conducted by experts within HonorVet ensures that the underlying fundamentals of the candidates are solid and adequate for the job requirements. The relevant validation is conducted by the interviewer to ascertain the candidates' technical skills. In some instances where the candidate is to be potentially involved in a quick start specialized role, his or her prior references relevant to the actual technical work are reviewed and specific reference checks in those areas are performed.

Step 5: Client Submission

Resumes of qualified candidates are reviewed by our trained recruiters and then screened for efficiency by our account manager. After an account manager determines that the candidate is ideal for the requested position, the candidate's resume along with the skill summary and experience description is submitted to the client for review.

Step 6: Client's Review

The client's review is most important, i.e., the HonorVet team is always keen to get feedback. The account manager receives the client's feedback on the shortlisted candidate(s). As per the client's suggestion, we schedule the candidates' interviews with the client's hiring personnel.

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

HonorVet's fill percentage is 95.6%.

HonorVet is capable of presenting potential candidates/resumes within a timeframe of 24-48 hours.

The figure below depicts our process to identify and deploy an appropriate resource upon request for services by UCF:

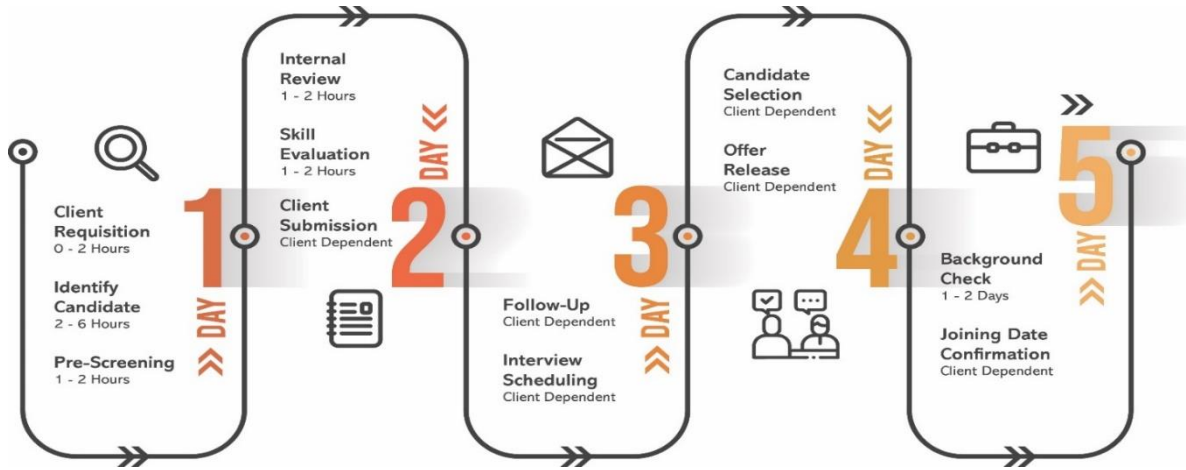


Figure C.5.1: Time to hire

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D. CONFORMANCE TO ITN'S PREFERRED CONDITIONS AND REQUIREMENTS

HonorVet confirms and agrees to all the conditions and requirements specified in the ITN.

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APPENDIX I – SUPPLEMENTAL OFFER SHEET
**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.

| <u>SECTION</u> | <u>YES</u> | <u>NO</u> | <u>RESPONDENT INITIALS</u> |
|-------------------------|------------|-----------|----------------------------|
| 2.1 **Non-negotiable** | ✓ | _____ | RS _____ |
| 2.2 **Non-negotiable** | ✓ | _____ | RS _____ |
| 2.3 **Non-negotiable** | ✓ | _____ | RS _____ |
| 2.4 | ✓ | _____ | RS _____ |
| 2.5 | ✓ | _____ | RS _____ |
| 2.6 **Non-negotiable** | ✓ | _____ | RS _____ |
| 2.7 Section Not Used | | | |
| 2.8 **Non-negotiable** | ✓ | _____ | RS _____ |
| 2.9 | ✓ | _____ | RS _____ |
| 2.10 | ✓ | _____ | RS _____ |
| 2.11 **Non-negotiable** | ✓ | _____ | RS _____ |
| 2.12 | ✓ | _____ | RS _____ |
| 2.13 **Non-negotiable** | ✓ | _____ | RS _____ |
| 2.14 **Non-negotiable** | ✓ | _____ | RS _____ |
| 2.15 | ✓ | _____ | RS _____ |

| <u>SECTION</u> | <u>YES</u> | <u>NO</u> | <u>RESPONDENT INITIALS</u> |
|--------------------------------|-------------------------------------|--------------------------|----------------------------|
| 2.16 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.17 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.18 **Non-negotiable** | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.19 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.20 **Non-negotiable** | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.21 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.22 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.23 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.24 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.25 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.26 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.27 **Non-negotiable** | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.28 **Non-negotiable** | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.29 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.30 **Non-negotiable** | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.31 **Non-negotiable** | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.32 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.33 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.34 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.35 **Non-negotiable** | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.36 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.37 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.38 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.39 **Non-negotiable** | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |



| <u>SECTION</u> | <u>YES</u> | <u>NO</u> | <u>RESPONDENT INITIALS</u> |
|--------------------------------|-------------------------------------|--------------------------|----------------------------|
| 2.40 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.41 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.42 **Non-negotiable** | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.43 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.44 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.45 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.46 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.47 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.48 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.49 **Non-negotiable** | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.50 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.51 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.52 **Non-negotiable** | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.53 **Non-negotiable** | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.54 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.55 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.56 **Non-negotiable** | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.57 **Non-negotiable** | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.58 **Non-negotiable** | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| 2.59 **Non-negotiable** | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| Appendix I | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| Appendix II | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| Appendix III | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |
| Appendix IV | <input checked="" type="checkbox"/> | <input type="checkbox"/> | RS |

Company: Technostaff LLC dba HonorVet Technologies Authorized Representative's Name: Rajeev Sharma
 Authorized Representative's Signature:  Date: Jan 06, 2022

APPENDIX II – CERTIFICATE OF NON-SEGREGATED FACILITIES**APPENDIX II****CERTIFICATE OF NON-SEGREGATED FACILITIES**

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

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

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

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

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

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

APPENDIX II**CERTIFICATE OF NON-SEGREGATED FACILITIES
SUBPART - CONTRACTOR'S AGREEMENTS**

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

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

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



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

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

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

Company: Technostaff LLC dba HonorVet Technologies

Authorized Representative's Name: Rajeev Sharma

Authorized Representative's Signature: 

Date: Jan 06, 2022

APPENDIX III – COMPLIANCE AND CERTIFICATION OF GOOD STANDINGS**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: Technostaff LLC dba HonorVet Technologies

Authorized Representative's Name: Rajeev Sharma

Authorized Representative's Signature: 

Date: Jan 06, 2022

ADDENDA ACKNOWLEDGMENT FORM I & II

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.



PROPOSERS SIGNATURE

Rajeev Sharma

PRINT OR TYPE PROPOSER'S NAME

Technostaff LLC dba HonorVet Technologies

COMPANY NAME

procurement@honorvettech.com

EMAIL ADDRESS

Addendum #2



UNIVERSITY OF CENTRAL FLORIDA

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

ADDENDUM

IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE

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

ITN TITLE: TEMPORARY LABOR SERVICES

ADDENDUM NUMBER: II ADDENDUM DATE: January 13, 2022

Purpose of this addendum is to:

- **Answer questions submitted during the Q/A period**

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



PROPOSERS SIGNATURE

Rajeev Sharma

PRINT OR TYPE PROPOSER'S NAME

Technostaff LLC dba HonorVet Technologies

COMPANY NAME

procurement@honorvettech.com

EMAIL ADDRESS



Thank You!

We appreciate the team at the **University of Central Florida** for showing interest in our proposal.
Thank you for your consideration and attention.

-----**End of Response**-----