



## Integrated Staffing Corporation (ISC)

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### Response To:

University of Central Florida

Invitation to Negotiate (ITN) Number 2021-03TCSA

Temporary Labor Services

Prepared by: Integrated Staffing Corporation

**Opening & Time: Date:** January 27, 2022 @ 2:00 pm

### Submitted To:

Trinh Nguyen

Procurement Services Department

12424 Research Parkway, Suite 300

Orlando, FL 32816-0975

[Trinh.nguyen@ucf.edu](mailto:Trinh.nguyen@ucf.edu)

Phone: 407-823-5551

Fax: 407-823-5551

### Submitted By:

Kara Diem, VP of Business Development

Integrated Staffing Corporation

463 Maple Avenue

Saratoga Springs, NY 12866

[kdiem@integratedstaffingcorp.com](mailto:kdiem@integratedstaffingcorp.com)

Phone: 518-934-3929

Fax: 518-499-6402



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**Cover Letter**

**Building Relationships Exceeding Expectations**

*January 27, 2022*

**Attention: Trinh Nguyen**

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

**Re: Request for ITN Number 2021-03TCSA for Temporary Labor Services – UCF**

Integrated Staffing Corporation (ISC) is pleased to respond to **ITN Number 2021-03TCSA for Temporary Labor Services** issued by **University of Central Florida (UCF)**. Our commitment to flexibility, thoroughness and professionalism ensure that the needs and requirements of the University of Central Florida (UCF) will be met through the life of the contract.

Integrated Staffing was founded by Dhianna Yezzi as an S-corporation in 2009; and is a New York State, certified, Small Women-Owned Business (MWBE) based in the heart of Saratoga Springs, NY and provides satellite offices in Albany, NY and Kansas City, KS, authorized to do business in the State of Florida. Integrated Staffing continues to expand our staffing services across the U.S. while serving various State and Local Departments for over 5 years and commercial businesses for over 12 years. As a temporary staffing company, we have successfully worked on over 100 temporary labor contracts including areas of administrative, accounting, training, support staff, information technology, professionals, light industrial, technical, skilled trades, and general maintenance. Integrated Staffing has successfully delivered over \$34MM of temporary labor services, with more than 1.9 million hours of contractual staffing. Integrated Staffing has the capability of quickly setting up local office(s) in the State of Florida. Kara Diem will serve as the primary contact for all UCF response related communications, including any requests for clarification or other communication needed between Integrated Staffing and UCF. Dhianna Yezzi, President and Owner of the company will be the signer of the proposal, authorized to contractually obligate.

Integrated Staffing has built up a solution centric image with clients, consultants, and third-party partners. **Generating over 3,000 W-4s annually, Integrated Staffing has demonstrated experience of performing temporary labor services contracts** at highest success rate for various clients, including commercial and State agencies and departments. We are also having significant experience in working with government entities in the State of New York and Kansas under similar temporary labor contracts and have developed a strong bond with various organizations throughout both states by complying with all Federal, State and Local rules and regulations.

At Integrated Staffing, our approach is one of commitment in working with clients to understand their business inside and out and to earn a level of trust that goes beyond the typical client/supplier relationship. We enjoy a lasting, ongoing relationship with both our clients and consultants and consider ourselves a partner in their success. Our goal is not to be just a vendor to any organization or applicant, but to be a valued and trusted business partner. We know we earn this recognition and we are very confident in our ability to do so. Our mission is to be a valued proactive member of our client team and partner in their professional endeavors. We bring value to this contract by focusing on speed, quality of execution, overall responsiveness, and flexibility to changing project demands, uncomplicated procedures, and in general, exceeding our customers' expectations and at a reduced cost to build efficiencies for the University of Central Florida (UCF). We are ready to be



dedicated to the necessary resources to ensure that UCF's current staffing needs identified in this proposal are met. Integrated Staffing understands the special needs of Customers, such as the UCF, to bring in quality resources and reducing overall dollars spent on hiring these resources. We, therefore, bring special cost benefit to companies by offering the lowest possible markup percentage on rates.

Integrated Staffing takes pride in its team of professional consultants who have an impeccable record of completing all projects successfully meeting critical deadlines, maintaining schedule commitments and budget constraints. We look forward to working with UCF and, thus, developing a long-term relationship based on our commitment to providing the highest professional and quality standards. The attached ISC's response understands, complies, and addresses all requirements identified in this ITN. We acknowledge the issued Addendum I and Addendum II.

Please feel free to reach out if you should have any questions regarding this proposal.

Authorized Signature

January 27, 2022

Date

<b>SUBMIT OFFER TO:</b> <b>Via Bonfire Web Portal</b> <b>UNIVERSITY OF CENTRAL FLORIDA</b> Phone: (407) 823-2661 <a href="http://www.procurement.ucf.edu">www.procurement.ucf.edu</a> <a href="https://ucfprocurement.bonfirehub.com/opportunities/49428">https://ucfprocurement.bonfirehub.com/opportunities/49428</a>  Your submission must be uploaded, submitted, and finalized prior to the closing time on <b>January 13, 2022 @ 2:00pm</b> . 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 <b>Appendix 4</b> for submittal instructions.		<b>University of Central Florida</b>  <b>INVITATION TO NEGOTIATE</b>  <b>Contractual Services</b>  <b>Acknowledgement Form</b>	
Page 1 of 38 Pages	OFFERS WILL BE OPENED <b>January 13, 2022 @ 2:00pm EST</b>		ITN NO. <b>ITN2021-03</b>
and may not be withdrawn within <b>120</b> days after such date and time.			
UNIVERSITY ADVERTISING DATE: <b>November 17, 2021</b>	ITN TITLE: <b>Temporary Labor Services</b>		
FEDERAL EMPLOYER IDENTIFICATION NUMBER <b>27-0160903</b>			
SUPPLIER NAME <b>Integrated Staffing Corporation (ISC)</b>		REASON FOR NO OFFER:	
SUPPLIER MAILING ADDRESS <b>463 Maple Avenue</b>			
CITY - STATE - ZIP CODE <b>Saratoga Springs, NY 12866</b>			
AREA CODE <b>518</b>	TELEPHONE NUMBER <b>934-3930</b>	<b>POSTING OF PROPOSAL TABULATIONS</b>  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.	
FAX: <b>518-499-6402</b>			
EMAIL: <b>dyezzi@integratedstaffingcorp.com</b>			

**Government Classifications**  
 Check all that apply

- |  |  |
|--|--|
| <input type="checkbox"/> African American        | <input checked="" 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 checked="" type="checkbox"/> Non-Minority         |
| <input type="checkbox"/> Non-Profit Organization | <input type="checkbox"/> PRIDE                           |
| <input type="checkbox"/> Small Business Federal  | <input checked="" 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 renders final payment to the Supplier.*

**GENERAL CONDITIONS**

1. **SEALED OFFERS:** All offer sheets and this form must be executed and submitted as specified in Section 2.6. Offer prices not submitted on any attached price sheets when required shall be rejected. All offers are subject to the terms and conditions specified herein. Those which do not comply with these terms and conditions are either automatically rejected with respect to non-compliance with non-negotiable terms and conditions or may be rejected, at UCF's sole discretion, with respect to any other terms and conditions.

2. **EXECUTION OF OFFERS:** Offers must contain a manual signature of the representative authorized to legally bind the Respondent to the provisions herein. Offers must be typed or printed in ink. Use of erasable ink is not permitted. All corrections to prices made by the Supplier are to be initialed.

3. **NO OFFER SUBMITTED:** If not submitting an offer, respond by returning only this offer acknowledgment form, marking it "NO OFFER," and explaining the reason in the space provided above. Failure to respond

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

  
**AUTHORIZED SIGNATURE (MANUAL)**

**Dhianna Yezzi, President and Owner**  
**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.



## A. EXPERIENCE AND QUALIFICATIONS OF PROPOSER

**1. Describe why your company believe 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 form your competition.**

Integrated Staffing Corporation (ISC) has outlined a brief description of our experiences in the areas of Temporary Labor Services to demonstrate our qualifications and capabilities to the University of Central Florida (UCF) that make ISC able to serve this temporary labor services contract at the highest success rate. ISC has secured over 100+ contracts for temporary staffing services to a combination of commercial businesses and government and state agencies.

Quick Facts
<b>Ownership:</b> <ul style="list-style-type: none"> <li>Incorporated 2009</li> <li>S-Corporation</li> </ul> <b>Size and Scope:</b> <ul style="list-style-type: none"> <li>Woman-Owned Small Business (WOSB)</li> <li>Disadvantage Business Entity (DBE)</li> </ul> <b>Staffing Expertise</b> <ul style="list-style-type: none"> <li>More than 100+ Temporary Labor contracts</li> <li>3,000 W4s generated annually</li> <li>1.9MM Billed Hours for temporary labor</li> <li>Delivered over \$34MM Temporary staffing services</li> <li>Resume database of 7,000+ associates</li> <li>Recently expanded to a national presence with the State of Kansas contract</li> </ul>

Figure 1 Integrated Staffing Fact File

**Some of our key features include:**

**Best in Servicing** – Over 85% of all candidates we placed in the past 4 years are still working at the company we placed them at. We focus on understanding each client’s culture, take care of their workers, place more importance on candidate quality, and have a distinct positive attitude and drive.

**Quality Candidates** – Everything begins and ends with quality. Our methodologies ensure alignment with your perceptions of quality. Our 7-STEP SUCCESS PROCESS is a thorough screening, hiring, and evaluation of our talent pool.

**Cost Saving Initiatives** – Whether your focus is improving your bottom line or enhancing efficiencies, we customize cost saving initiatives to target your unique business goals. Through our custom approach, clients see overall savings upwards of 20%.

**Experienced Management** – Our in-house team has been carefully selected to manage our client partnerships. We assemble individuals with experience managing contingent programs within your industry and who are passionate about enlivening your corporate culture.

**A Focused Mission** – Integrated Staffing is a team of committed, positive and successful people who are always striving to be balanced, integral, and honest. Our mission is to be #1 in staffing solutions. Being #1 does not mean being the biggest but means being the best customer value, service, employee talent, and consistent, predictable growth. We are passionate about connecting great talent with great companies, organizations, and agencies (Federal, State, and Local). Over 25 years of combined recruiting expertise, we have staffed thousands of consultants successfully in the workforce. Our successful track record is built upon a combination of diligence, flexibility, and process, all of which provides a thorough understanding the needs of our associates and clients. Together with our associates and clients we generate opportunities for everyone to thrive and succeed in ways, big and small, which make a huge difference.



**Experience Providing Similar Services** – ISC has delivered \$34MM+ of temporary staffing services, more than 1.9 million billed hours of contractual temporary staffing to commercial, state, county, and local agencies with more than 3,000 highly skilled professionals. The table below shows our similar temporary staffing services experience with various schools/colleges, government agencies, and commercial clients:

College Clients	
SUNY Empire State College	SUNY New Paltz
School Clients	
WSWHE B.O.C.E.S.	Saratoga Independent School
State Clients	
State of New York (Offices of General Services)	State of Kansas
Other Agencies	
NYS Board of Education	NERIC (North Eastern Regional Information Center)
Domestic Violence and Rape Crisis Center	New York Racing Association (NYRA)
Pathstone	New York State Construction Fund
MTA/Compuforce	Neighborhood Preservation Coalition of New York
Preservation Management	The Alcohol & Substance Abuse Prevention Council
American Housing Management	Beacon Communities
Commercial Clients	
Target Distribution Center	AngioDynamics
Toyota New Country Motor Group	Upstate Automation
Architectural Plus	Lafermiere
Lehigh/Heidelberg Cement Group	Quad Graphics
Slack Chemical	Morris Products
Bates Industries	MJ Engineering and Land Surveying P.C.
O'Brien & Gere Engineers, Inc. a Ramboll Company	Haber's Export
Generations Planning Group	Upstate Automation
Ace Hardware Distribution Center	BD (C.R. Bard)
RM Dalrymple	Hexion

Figure 2 ISC Temporary Staffing Experience

**Dynamic Process & High Standards** – We carefully handpick the staff for each assignment, maintain the highest standards of grooming and presentation, and act upon feedback rapidly. This approach, combined with over 12+ years of specialization and extensive experience, allows ISC to partner with and support UCF. As a temporary staffing supplier, servicing Government agencies, we have developed sophisticated and dynamic processes in attracting, selecting, and maintaining a core pool of on-hired employees tailored to the exact requirements of UCF. Our recruiting process utilizes extensive screening procedures, personal interviews, background checks, and onboarding best practices. ISC has the capabilities to fill from one (1) to hundreds (100s) of skilled or non-skilled temporary employees to fulfill the UCF's workforce needs as well as corporate diversity demands. To ensure that ISC consistently achieves our high standards and goals, ISC utilizes best practices and well-defined procedures and policies through the recruiting, hiring, placement, and skill matching process:

- Thorough key personnel interview process
- Comprehensive background screening
- Utilization of Skill Assessments (ExpertRating) to verify skills
- Use of our AkkenCloud database search to identify solid candidates
- Selection and orientation of key personnel
- Arrival check-ins with agency representative(s) on first day
- Assignment of a team leader or project manager to guarantee quality assurance
- Completion of Work Performance Status Report (as requested)





- Ongoing communication with UCF representative(s)

**According to general industry consensus, most staffing service fall short in these areas:**

- Vague recruitment process which promises lofty results, but under-delivers
- Inexperienced recruiters who do not stick around to get the hang of the recruitment process
- Little or no understanding of the companies, agencies, or organizations values and actual needs

ISC is different. We have a rock-solid **Source-Screen-Select-Acquire-Manage** talent acquisition model which more than being “different” is well executed and without loop holes. We hire capable recruiters and train them rigorously. Moreover, our senior executives supervise all important processes to ensure that our clients truly have a rewarding communication and eventual relationship with our team. And last but not the least, ISC’s highly skilled team has the extensive experience, background, and know-how to provide UCF with a high-level of expertise and deliver on UCF’s requirements and recruitment needs.

**ISC offers to provide the following unique functions to UCF that sets us apart from our competition and will allow us to deliver better quality to UCF.**

**Past Experiences with Similar Job Titles** – The following figure highlights our experience in providing similar Job Titles staffing services to various clients as required by UCF.

Job Title Classification	ISC Past & Current Performance												
	State of New York	WSWHE B.O.C.E.S.	AngioDynamics	Target DC	Empire College	Maximus	Pathstone	New York Racing Association	Toyota (New Country)	Saratoga Independent School	American Housing	Becton Dickinson (CR Bard)	Bates Industries
Administrative	√	√	√	√			√	√	√	√	√	√	√
Accounting	√	√						√	√	√			
Support Staff	√	√	√	√		√	√	√	√	√	√	√	√
Training				√				√					√
Information Technology	√					√		√					
Professionals	√	√	√			√	√	√	√	√	√	√	√
Light Industrial			√	√								√	√
Technical						√		√				√	√
Skilled Trades							√	√				√	√
General Maintenance		√			√		√	√			√		√

Figure 3 ISC Experience Supporting Similar Job Titles

**Passionate and Experienced Account Management Team** – We follow a well-defined and documented team management approach for handling all contracts to ensure that contract requirements are supported. We will assign UCF a dedicated Account Management team to ensure the right delivery of services and needs are fulfilled with huge UCF satisfaction. Our VP Account Manager and Account Executives will work closely with UCF and ISC’s on-site staff/consultants.

A list of Key Personnel that are assigned by Integrated Staffing to handle USC's Account and level of experience:

Name	Title	Experience	Department
Dhianna Yezzi	Owner, President	25 Years	Account Management
Peter Yezzi	Vice President	22 Years	Account Management
Kara Diem	VP of Business Development/Account Management	23 Years	Account Management
Matthew Hogan	Senior Project Manager/Customer ECare	10 Years	Account Management
Jennifer Marin	Senior Talent Acquisition Specialist	24 Years	Recruitment
Kelsey Carrera	Talent Acquisition Specialist	4 Years	Recruitment
Heather Lanfear	Talent Acquisition Specialist	4 Years	Recruitment
Lynne Acker	Talent Acquisition Coordinator	31 Years	Recruitment
Amy-Lynn Michaud	Accounts Receivable Billing Lead	15 Years	Payroll
Robin Gates	Accounts Receivable Specialist	5 Years	Payroll
Brandon Duford	Accounts Receivables Specialist Collections	1 Year	Payroll
Valerie Sousa	Payroll Specialist	9 Years	Payroll

Figure 4 ISC Team Experience

Our skilled key personnel will not only serve UCF from the candidate search to the placement of a candidate over UCF's requirement, but also serve UCF through the project completion. Our account management team will regularly stay in touch with UCF's Contract Administrator, UCF contact person, and/or Supervisor(s) throughout the project term.

**Systematic Recruitment Approach** – Our experience, proven through the successful management of temporary labor contracts supporting state and local clients, has shown that each step is essential for recruitment success, no matter how great the hiring volume or how deep the logistical complexity. Our recruitment team consist of 4 recruiters, having average experience of 6+ years recruiting professionals to support our customers. We proactively recruit and maintain full pipeline, qualified candidates who are readily available to start work on contracts.

**Key Business Partnerships** – ISC has built up strong business relationships and partnerships with various organizations. These partnerships are always helpful to our staff to assist them in staying current with the latest HR trends, industry trends, and best practices. All listed partners below in the table provide ISC with vehicles and strategies to train our staff, as well as support our growth needs.

Partnerships
Affiliated with American Staffing Association
Affiliated with SHRM
Member of Federal Access
Affiliated with Dun & Bradstreet Corporation
Member of the U.S. Women's Chamber of Commerce
Member of the Saratoga County Chamber in our local area and Kara Diem, Contract Representative (VP Account Manager) is an Ambassador for the Saratoga County Chamber
AkkenCloud   Salesforce Sales Cloud   Emerge Intelifi   ExpertRating   Sparkhire

**Ability to Staff Work Request/Task Orders Immediately/Large Resume Database** – We understand the importance of the initiatives taken by UCF and we are committed to provide our best resources. ISC has excellent resources in its resume database pool for various categories required by UCF. ISC has more than 7,000 highly, proficient, and experienced candidates in our resume's database.



**Well Established and Financially Stable Company** – ISC is a financially stable company with revenue of \$34MM since its inception. ISC continues growing and achieving year-over-year consecutive financial growth. ISC pays our employees, W2 consultants/associates and vendors within agreed upon timeframe regardless of our payment terms with our clients. ISC is a financially stable and well-funded company that has funding capability of \$500MM in payroll. ISC has handled payroll, including contracts up to \$8MM. Our growth and success are attributed to our honest and flexible approach backed with real client-focused philosophy.

**Staffing Firm that Delivers Qualified Employee** – Our engagement process is focused on our clients and their business needs. ISC provides a customer service delivery approach so that from start to finish our staffing firm selects the perfect candidate for our client's organization. This includes the following steps are customized to service your account most effectively.

**Customer Analysis** - We document & understand our client's business needs and determine the services that will make 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. Our sourcing methodology has helped us develop a fine-tuned process to get the best qualified and equipped candidates meeting the customer's technical and soft skills required. Our search capability entails all necessary industry experience, strong relationships with our associates and wide access to a database of candidates we have built over the years.

**Screening** - At ISC, we get to know each candidate beyond just their resume. We find out the skills and qualities that will achieve the perfect fit for your position.

**Selection** - To complete the hiring process, we ensure all forms, screening and certifications are verified before the employee starts.

**Performance Monitoring** - We continually monitor our performance and the performance of our employees to make sure you are continually satisfied with our service.

**Stellar Communication**: ISC believes in building strong relationships with our clients and becoming a true partner. Our clients have a direct line of communication and ISC works to respond rapidly, efficiently, and effectively to all requests, business and/or recruitment needs, as well as issues. Our process for client communications with the UCF will be kept simple and direct. Our first line of contact will be to our VP of Account Management with access to her 24/7. ISC believes in regular, consistent communication with updates, check-ins, and recommendations.

**Value-Adds**: ISC recognizes and rewards good performance with quarterly and/or annual reviews, drawings for gift cards, personal notes, and bonuses to name a few. We also encourage our clients to offer feedback on good performance which ISC will use in determining the employee recognition. ISC provides a competitive compensation and benefits package. Our salary data is consistently updated based on industry surveys and U.S. Department of Labor Wage Reports. We provide health benefits to our employees to help meet their overall health and medical needs. Our family-friendly policies and programs help balance their personal and professional lives. Integrated Staffing is well-aware of the fact that employees play a vital role in the success of any business, and we have policies to keep them motivated and retain qualified employees. We adhere to staff development policies that are focused on providing employees the essential services they need to succeed, including virtual assistants, talent transformation sabbaticals, and expert guidance for fast-track growth. Below highlights key employee benefits:

- Healthcare (Medical, Dental, and Vision)
- 401K Savings Plan
- Training
- Team Building Functions
- Paid Sick Time

- Attendance Bonus Policy and Program
- Employee Assistance Program
- Telehealth Program Option (for consultant and family)

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

ISC was founded by Dhianna Yezzi in 2009; and is a New York State, certified, Small Women-Owned Disadvantaged Business (WBE/DBE) providing temporary, temporary to direct hire, and direct hire staffing services. When Dhianna made the decision to start her own staffing company 12+ years ago, it has been her vision (and continues to be her vision) to grow ISC's presence nationally with the mission to generate opportunities for everyone (clients and associates), to thrive and succeed in ways, big and small in various industry sectors. ISC has been diligently working to grow the company trying to expand from New York state to other states such as Kansas, Ohio, New Mexico, and Florida.

ISC's **business entity is structured as a corporation** and follows a **functional organization structure** in which employees report to the President and Senior VP Account Manager of the company, as well as their manager. As a smaller organization, Integrated Staffing's **functional structure set-up, at times, can be organic** in which it allows the team to be more integrated and fluid in communication and business-related decision making. As a result, Integrated Staffing provides a more holistic approach to our clients.

Integrated Staffing's **organizational chart** below illustrates the team set-up. The company's corporate operation includes dedicated accounting, payroll, account managers, project managers, and human resources. Integrated Staffing has **six (6) dedicated to the recruitment, management, and coordination of temporary service personnel for UCF**.

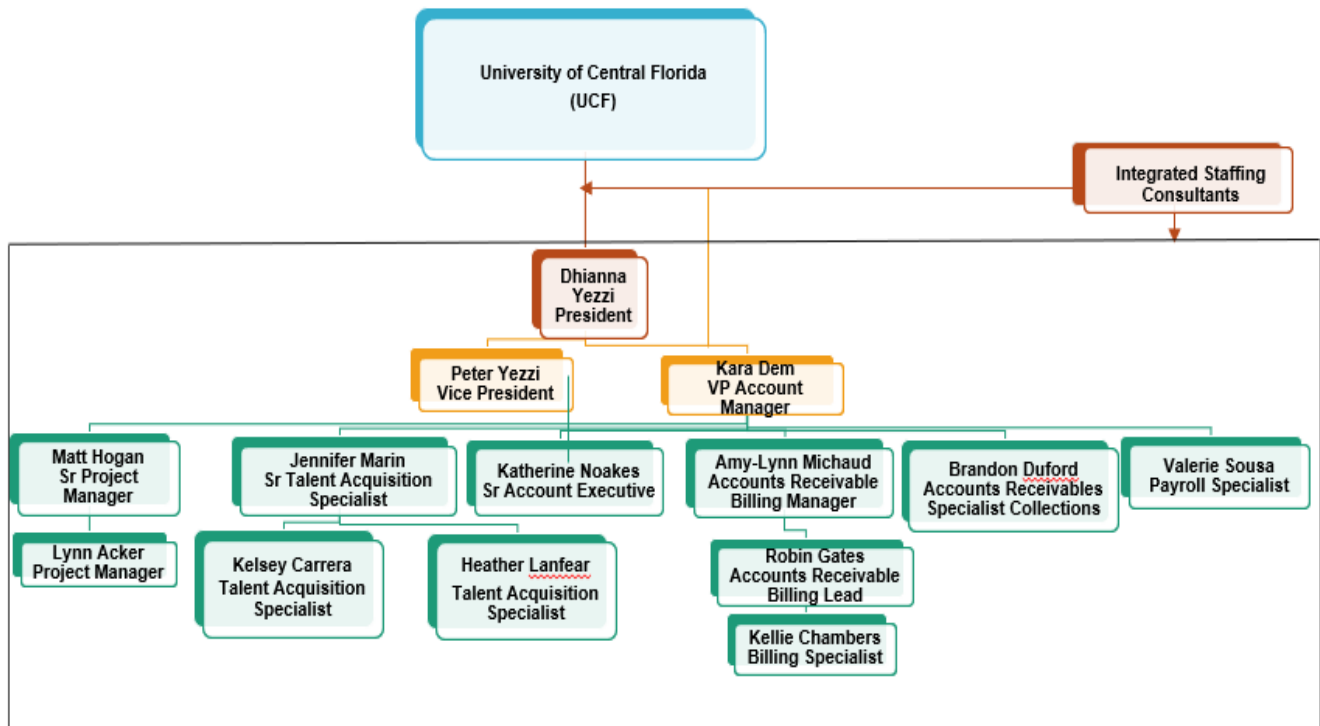


Figure 5 ISC Organization Chart/Structure



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

**Company Size:** ISC W2s 3,000 employees annually with a total of 13 internal staff members.

**Industrial Track Record:** ISC has a long-standing commitment to quality, both in our service offerings and in our method of doing business. ISC has worked steadily and diligently expanding into various industrial categories over the years as outlined below.:

Industrial Sectors	Staffing Services Provided	Clients
Education	Administrative Assistants, Executive Administrative Assistants, Maintenance Workers, Cleaners, Financial Support Specialists, Bookkeepers, Audit Clerks, Computer Specialist	<ul style="list-style-type: none"> <li>• Empire State College, NY (3 Yrs)</li> <li>• WSWHE B.O.C.E.S., NY (3 Yrs)</li> <li>• Saratoga Independent School (2 Yrs)</li> <li>• Board of Education (5 Yrs)</li> </ul>
Financial	Administrative Assistants, Executive Administrative Assistants, Computer Support Specialists, Data Entry Clerks, Accounts, Bookkeepers, Mail Clerks,	<ul style="list-style-type: none"> <li>• New York State OGS (5 Yrs)</li> <li>• Colley Asset Management (2 Yrs)</li> <li>• Generation Planning Group (7 Yrs)</li> <li>• Complete Corporate Planning (2 Yrs)</li> </ul>
Construction	Administrative Assistants, Executive Administrative Assistants, On-Site Project Managers, Mechanics, Service Technicians	<ul style="list-style-type: none"> <li>• RM Dalrymple (7 Yrs)</li> <li>• Darcy Construction (1 Yr)</li> <li>• Bella Home Builders (1 Yr)</li> <li>• Rozell Industries (2Yrs)</li> <li>• RM Pena, Inc (2 Yrs)</li> <li>• PJ Dick Inc (1 Yr)</li> <li>• Harlan Electrical (1 Yr)</li> </ul>
Food	Production Assistants, Food/Recipe Preparer, Sales Assistant, Administrative Assistant	<ul style="list-style-type: none"> <li>• Lafermiere (1 Yr)</li> <li>• Sysco (1 Yr)</li> </ul>
Manufacturing	Medical Assemblers, CNC Machinists, Trainers, Cleaners, Line Workers, AutoCAD Operator, Supervisors, Electrical Technicians, Machine Operators, Administrative Assistants, Extruders/Machinists, HR Assistants, Press Operators, Finishing Associates, Warehouse Operators, Graphic Designers, Material Handlers, Customer Service Specialists, Data Entry Specialists, Production Assistants, Sales	<ul style="list-style-type: none"> <li>• AngioDynamics (12 Yrs)</li> <li>• Becton Dickinson/CR Bard (8 Yrs)</li> <li>• Meridian Manufacturing (2 Yrs)</li> <li>• Quad Graphics (6 Yrs)</li> <li>• Upstate Manufacturing (7 Years)</li> <li>• Bates Industries (12 Yrs)</li> <li>• Hexion (2 Yrs)</li> <li>• Lafermiere (1 Yr)</li> <li>• Sysco (1 Yr)</li> </ul>



	Assistant, Administrative Assistant, Food/Recipe Preparer	
Health	Administrative Assistants, Switchboard Operators, Office Assistants, Office Managers, Data Architects (Level 3 Experience), Software Engineers, IT/Help Desk, Technicians 1 – Help Desk, Technicians 2 – Help Desk, Computer Support Specialists, Data Entry Clerks,	<ul style="list-style-type: none"> <li>• Saratoga Hospital (2 yrs)</li> <li>• New York State OGS (5 Yrs)</li> <li>• Maximus (4 Yrs)</li> <li>• NYS Department of Health (5 Yrs)</li> <li>• Domestic Violence and Rape Crisis Services of Saratoga (2 Yrs)</li> <li>• The Alcohol &amp; Substance Abuse Prevention Council (3 Yrs)</li> </ul>
Hospitality/Entertainment	Customer Service Specialist/White Caps, Marketing Interns, Bookkeepers, Mutuel Clerks, Farriers, Parking Attendants, Guest Services Representatives, Box Office/Ticket Sales Rep, Admissions Cashiers, Maintenance Techs, Hosts/Hostesses, Brand Ambassadors, Program Sellers, Mailroom Attendant & Carrier, Finance Assistant, HR Assistants	<ul style="list-style-type: none"> <li>• New York Racing Association (6 Yrs)</li> </ul>
Housing	Site Managers, Supervisors, Maintenance Technicians, Administrative Assistants, Property Managers, Janitors	<ul style="list-style-type: none"> <li>• Pathstone (5 Yrs)</li> <li>• American Housing (6 Yrs)</li> <li>• Beacon Communities (3 Yrs)</li> <li>• RW Preservation (1 Yr)</li> </ul>
Technology	.Net Programmer/SQL Developer, Administrative Assistants,	<ul style="list-style-type: none"> <li>• NERIC/Northeastern Regional Information Services (5 Yrs)</li> <li>• SCI (2 Yrs)</li> </ul>
Transportation	Computer Systems Analyst, Customer Services Reps, Business Development, Data Entry Clerks, Administrative Assistants, Auditing Clerk, Compliance Office Assistants, Accounting Clerks, Business Development Representative	<ul style="list-style-type: none"> <li>• MTA/Compuforce (7 Yrs)</li> <li>• Toyota/New Country Motor Group (8 Yrs)</li> </ul>

**Financial Stability:** ISC is a financial stable company with revenue of \$34MM since its inception. ISC continues growing and achieving year-over-year consecutive financial growth.

ISC pays our employees, W2 consultants/associates and vendors within agreed upon timeframe regardless of our payment terms with our clients. Integrated Staffing is financially stable, well-funded, sufficient company that has funding capability of \$500MM in payroll. ISC has handled payroll, including contracts up to \$8MM.







Our growth and success are attributed to our honest and flexible approach backed with real client-focused philosophy. If UCF requests audited financial statements for reference, ISC can quickly provide such information as back-up to our financial stability and growth.

**Years in Business:** ISC is a mature Temporary staffing company that has been in business since 2009, providing 12+ years of temporary staffing services to government, state agencies and commercial businesses. Owned and managed by Dhianna Yezzi, with over 25+ years of experience in staffing, training, and managing large groups of temporary associates. Additionally, our senior staff has had almost 20 years of experience, knowledge, and skills to meet the objectives of this ITN outlined in our team's credentials on pages 18-24 Our areas of expertise and core competencies include:

- Short/Long Term Project Based Staffing
- Temporary/Contingent Labor
- Direct Hire/Placement
- Executive Search/Recruitment
- Staff Augmentation
- Areas of Focused Staffing:
  - Administrative/Clerical/Data Entry/Medical Coding/Call Center
  - Professional Personnel
  - Accounting & Finance
  - Information Technology
  - Engineering/Technicians
  - Industrial/Warehouse/Production


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

**Reference 1**



Contracting Company: Maximus/Guidant Global	
Address: 3475 Lenox Rd NE, Suite 450, Atlanta, GA, 30326	
Services Rendered: Temporary Staffing	
Length of Service: 5 Years	
Contact Name & Title: Toni Grimes, Senior Talent Consultant	
Phone #: 301-520-3363   Email Address: <a href="mailto:tgrimes@guidantglobal.com">tgrimes@guidantglobal.com</a>	
<b>Description of Contract Services</b>	
ISC has supported Maximus since 2016 providing professionals in roles such as IT Techs/Help Desk (Level 1-2 experience), Data Architects (Level 3 experience) and Software Engineers (Level 2 experience). Our Software Engineer has been a lead product strategist, driving development, data implementation and post-deployment support of enterprise applications serving the private health insurance industry and state Departments of Health and Human Services. Additionally, the Software Engineer utilizes all phases of agile Software Development Life Cycle (SDLC), handling business and user requirements into functional web/app/software interfaces and experiences. Our employees provide subject matter expertise and have direct engagement with State Clients, as well as Business, Operations, Project Management, System Testing, and Engineering departments. Notable projects include new-to-market mobile applications for NYSOH, state contractors and their consumers; Data migrations to Enterprise Data Warehouse (EDW); and Data Lake integration with Digital Asset Management (DAM), Customer Relationship Management (CRM), and Customer Data Platforms (CDP).	

**Reference 2**


Integrated Staffing Corporation (ISC)  
 Head Office: 463 Maple Avenue, Saratoga Springs, NY 12866 | Phone: 518.583.7823

<b>Contracting Company:</b> NYRA (New York Racing Association)	
<b>Address:</b> 110-00 Rockaway Blvd, Jamaica, NY 11417	
<b>Services Rendered:</b> Temporary Staffing	
<b>Length of Service:</b> 6 Years	
<b>Contact Name &amp; Title:</b> Julie Levine, Director of Recruitment	
<b>Phone #:</b> 718-659-2379   <b>Email Address:</b> <a href="mailto:JLevine@nyrainc.com">JLevine@nyrainc.com</a>	
<b>Description of Contract Services</b>	
ISC's 6-year relationship with the New York Racing Association (NYRA) has continued strong as we have been awarded the prime contractor 3 consecutive terms. ISC has placed a large volume of staffing for roles in Administration, Bookkeeping, Support Services, Professional Personnel, Maintenance, Customer Service, IT, Hospitality, and Skilled Tradesmen. Approximately 850 FTEs are placed annually by ISC at the Saratoga Racecourse and 1,000 associates are placed for short-term positions annually at the Belmont Racecourse for NYRA.	

### Reference 3

<b>Contracting Company:</b> MTA/Compuforce		
<b>Address:</b> 622 Third Avenue, 39 <sup>th</sup> Floor, New York, NY 10017		
<b>Services Rendered:</b> Temporary Staffing		
<b>Length of Service:</b> 9 Years		
<b>Contact Name &amp; Title:</b> Claude Siclait, Managing Director		
<b>Phone #:</b> 212-916-0865   <b>Email Address:</b> <a href="mailto:csiclait@compuforce.com">csiclait@compuforce.com</a>		
<b>Description of Contract Services</b>		
ISC has had a long-standing contract with the Metropolitan Authority of Transportation (MTA) as a subcontractor for IT Consultant Staffing Services.		

### Reference 4

<b>Contracting Company:</b> New York State Office of General Services (OGS)		
<b>Address:</b> 900 Watervliet-Shaker Road, NY 12205	 <small>Office of Information Technology Services</small>	
<b>Services Rendered:</b> Temporary Staffing		
<b>Length of Service:</b> 5 Years		
<b>Contact Name &amp; Title:</b> Marlene MacFee, Managing Program Coordinator		
<b>Phone #:</b> 518-862-5348   <b>Email Address:</b> <a href="mailto:marlene.macfee@neric.org">marlene.macfee@neric.org</a>		
<b>Description of Contract Services</b>		
Integrated Staffing provides Accountants and Auditing services for various departments under (OGS), such as the Higher Education Services Corporation (HEISC) and Northeast Regional Information Center. ISC has had a history with a turn-around time of 3-5 days of candidate selection, onboarded and ready to go for the various RFQs provided. Each year, ISC places 100+ FTEs for OGS.		

## 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).**



From the standpoint of innovation, the first step is building a team of highly intelligent, experienced, and capable employees. ISC hires individuals who culturally take personal responsibility and ownership for the quality of their work, and in this case, the quality of critical thinking to ensure that industry best practices are combined with intelligent and forward-thinking ideas. In addition to these characteristics, we have built a team with individuals who are multi-disciplined. This enables the Integrated Staffing team, regardless of customer locations, to manage and execute multiple activities simultaneously quickly, dynamically, and successfully. Integrated Staffing's multi-disciplined approach to building teams is a cornerstone that will provide immediate and strategic value to UCF.

ISC will provide a team of A list of Key Personnel that are assigned by Integrated Staffing to handle UCF's Account and level of experience:

#	Name	Title	Experience	Department
1	Dhianna Yezzi	Owner, President	25 Years	Account Management
2	Kara Diem	VP of Business Development/Account Management	23 Years	Account Management
3	Jennifer Marin	Senior Talent Acquisition Specialist	24 Years	Recruitment
4	Kelsey Carrera	Talent Acquisition Specialist	3 Years	Recruitment
5	Heather Lanfear	Talent Acquisition Specialist	3 Years	Recruitment
6	Lynne Acker	Talent Acquisition Coordinator/Employee Care	31 Years	Recruitment
7	Valerie Sousa	Payroll Specialist	9 Years	Payroll
8	Robin Gates	Accounts Receivable Specialist	5 Years	Payroll
9	Brandon Duford	Accounts Receivables Specialist Collections	1 Year	Payroll

Figure 6 ISC Team Experience

Resumes of the CORE Account and Recruitment team are provided on the following pages for UCF consideration.



## **RESUME 1: DHIANNA YEZZI – PRESIDENT & PRIMARY CONTRACT MANAGER**

### **PROFESSIONAL PROFILE**

Dhianna Yezzi is a Small Business Owner with 25+ years' experience in a service environment, emphasizing sales, marketing, recruiting, HR, and business development in the staffing industry. Dhianna is highly skilled in sales performance, building a customer base from 2 clients when she opened in the business 10 years ago to \$6 million in business through cold calling, prospecting, referrals and developing relationships with key decision-makers. She is customer-centric with excellent relationship building skills as evidenced of her growth and achievement in the past 10 years. Four years ago, Dhianna was awarded the New York State (OGS) contract and extended the contract for another year. Last year, she was awarded the State of Kansas contract for temporary personnel services. Dhianna brings her expertise, creativity, and an entrepreneurial spirit to all her business endeavors.

#### **Highlights**

- ✓ 12 Years Small Business Owner
- ✓ \$6 Million in Business in the Past 4 Years
- ✓ Cultivated Stellar Client Relationships
- ✓ Expert in State and Local Contracts
- ✓ 26+ Years' Professional Experience in Staffing

### **EDUCATION | RELEVANT CERTIFICATIONS | QUALIFICATIONS | AWARDS**

Bachelor of Arts, Art History, State University of New York at Plattsburgh, Plattsburgh NY, May 1993  
 Bachelor of Science, Biology, State University of New York, May 1996

### **RELEVANT EXPERIENCE**

#### **President and Owner | Integrated Staffing | Saratoga Springs, NY | 10 Years | 2009-Present**

- Opened, built, and established a multi-million-dollar company with two locations in Saratoga Springs, NY and Glens Falls, NY, as well as a satellite office in Albany, NY.
- Handles all financial transactions, accounts payables and receivables, and W-2s over 1,200 Associates annually.
- Creates business plans, arranges financing, hires staff, reviews sales, develops marketing strategies, oversees daily activities of team, and identifies business opportunities.
- Develops and implements business strategies that increase market share and implements marketing, staff development expertise, and keen business instincts, as well develops sourcing/teaming relationships nationally.
- Provides leadership by leading cross-functional teams that collaborate as a focused unit to achieve aggressive business goals.
- Oversees client businesses with close attention to budgets, timeframes, quality, and requirements.
- Created and designed company website and continues to oversee the creative evolution of the site in an ever-changing industry.
- Cultivated relationships and develops community, state, and national networks to further the company's mission and achieve maximum community impact for Integrated Staffing's resources.

#### **Client Relations Manager & Account Executive | AccuStaff | Albany, NY | 12 Years | 1997-2009**

- Opened and managed 2<sup>nd</sup> AccuStaff office in Johnstown, NY, while directly supervising 4 recruitment staffers.
- Increased personal sales to \$2.7 million in 2007 and increased overall sales in AccuStaff-Albany and AccuStaff-Johnstown to \$8 million. Additionally, provided on-site coordination for two high-volume clients.
- Developed marketing strategies for public and private sector accounts. Served as primary contact for contracts, fees, billing, and placement of candidates.
- Interviewed, conducted reference checks, and placed candidates, as well as maintained I-9s, W-2s and all corresponding employment paperwork.

#### **Controls Engineering/Manager | Proliant | Columbus, GA | 1 Year | 2001-2002**

- Opened, staffed, and managed satellite office in Columbus, GA while directly supervising 4 sales and 3 recruitment staffers. Maintained personal and office sales, as well as exceeded yearly recruitment goals.



## **RESUME #2: KARA DIEM RESUME – POINT OF CONTACT**

### **PROFESSIONAL PROFILE**

Kara Diem is a dynamic and elite professional with more than 10 years of direct sales experience, 6 years in human resources management, and over 17 years of project management. Kara has outstanding analytical and organizational skills with an attention to detail, willingness to pitch-in with other team members, entrepreneurial spirit with the ability to think 'outside the box.' Kara has a fearless mentality when it comes to securing customer loyalty, forging authentic relationships, and learning every aspect of the customer's business. Kara has secured, maintained and is responsible for the oversight of a high-volume staffing customer (New York State Private Entity) that requires an extensive project plan, reporting requirements and schedule/timeline. With her stellar communication, leadership, and customer service skills, Kara has maintained this contract for the past 5 years.

#### **Highlights**

- ✓ Track Record of Extended Client Contracts
- ✓ Experience in High-Volume Staffing Projects
- ✓ Cultivated Stellar Client Relationships
- ✓ High Level Knowledge of Government Contracts
- ✓ 25 Years' Professional Experience

### **EDUCATION | RELEVANT CERTIFICATIONS | QUALIFICATIONS | AWARDS**

Bachelor of Science, Corporate Communications, Ithaca College, Ithaca NY, May 1995  
Award: Cum Laude | Ambassador to the Saratoga Chamber of Commerce

### **RELEVANT EXPERIENCE**

#### **VP Account Manager, Integrated Staffing | Saratoga Springs, NY | 6 Years | 2015-Present**

- Sells & markets workforce solutions to small, medium, & large-sized commercial and government businesses in the greater Albany, Saratoga, Fulton, Warren, Washington, & Nassau counties. Additionally, awarded and manage a multimillion-dollar contract with a large company-based client (New York Racing Association), generating \$5 million in annual revenue and has cultivated a strong relationship with this client which has led to continual contract re-engagement for the past 5 years.
- Creates, develops, and writes framework for RFPs and service proposals, resulting in winning the business, such as NYRA and Target Distribution Center. Performs Talent Acquisition Planning with Hiring Managers and provides consultations to make effective hiring decisions.
- Ensures that the scope of the project is maintained through the creation of a project charter and enforcement of a strict change control process that documents and approves changes to project scope, functionality, or the timing of agreed upon major milestones.
- Cultivates and maintains effective working relationships with management (Recruiter level and above) and various key Staffing/HR Stakeholders to help grow and expand Integrated Staffing Corporation's revenue.
- Creates and implements contract templates, processes, and tools and for over 2,000 employees to measure performance, quality, and best practices.
- Extended sales role to a project/process management role in which identifies the vision, establishes plan, executes, and measures projects/initiatives beyond regular scope of responsibility, which has led to longer term contracts.
- Provides expert guidance, make recruiting strategy recommendations, and regularly communicates updates to clients, as well as facilitates a formal project close-down process by holding a formal Lessons Learned session, documenting the results, and providing key insights on how to continuously improve the staffing process overall.

#### **HR/Benefits Consultant/Sales Representative | Paychex, Albany, NY | 3 Years | 2013-2015**

- Sold and consulted on HR benefits, services, and compliance for small to large companies in the Albany, Rensselaer, Schenectady, Schoharie, Otsego, & Delaware counties. Analyzed the customer needs and interests, determined which products were appropriate and refer to the appropriate party when necessary. Probed, presented & closed to business owners by conducting HR compliance consultations and recommendations.

Kara's prior **career (1995-2013)** years entail working in New York City with Advertising Agencies as an Account Supervisor, managing the various departments and clients to ensure all marketing, advertising, business strategy, timelines and budgets were met effectively and efficiently with each Client Project.



### **RESUME 3: JENNIFER MARIN – SENIOR TALENT ACQUISITION SPECIALIST**

#### **PROFESSIONAL PROFILE**

Jennifer Marin is a highly energetic, results-focused full life cycle recruiting professional. She is committed to client service and creative recruiting. She has a proven 20-year track record of success in locating, identifying, and closing top candidate talent, with a special emphasis on hard-filled positions. Jennifer has built and maintained candidate relationships to ensure a consistent talent pipeline, particularly for clients like New York Racing Association (NYRA), New York State (OGS), and Maximus. Jennifer has the proven ability to self-manage multiple positions by sourcing, screening, qualifying, coordinating interviews, negotiating, and closing candidates, with a 90% closing rate. Jennifer uses a collaborative consultative approach and demonstrates a commitment to exceeding client expectations.

#### **Highlights**

- ✓ Track Record of 90% Closing Candidate Rate
- ✓ Experience in IT Placements
- ✓ Cultivated Stellar Candidate Relationships
- ✓ Expert in New York State Recruiting
- ✓ 20 Years' Recruiting Experience

#### **EDUCATION | RELEVANT CERTIFICATIONS | QUALIFICATIONS | AWARDS**

Bachelor of Arts, Communications, State University of New York at Oswego NY, May 1995

#### **RELEVANT EXPERIENCE**

##### **Senior Talent Acquisition Specialist | Integrated Staffing | Saratoga Springs, NY | 5 Years | 2015-Present**

- Manages the entire recruitment function across multiple business units including IT, Finance and Accounting, Administrative, Manufacturing, and Hospitality. Works closely recruiting for NYRA, NYS (OGS), Target Distribution Center, Maximus, and gearing up to work on the Kansas City recruitment contract.
- Consults with business and functional leaders to define competencies for specific roles.
- Interviews, pre-qualifies, negotiates offers and closes hires. Performs reference checks and coaches Hiring Managers on reference techniques.
- Regularly called upon to troubleshoot difficult positions and sources, identifies, attracts, secures, and closes hard-to-find candidates.
- Prescreens candidates with detailed phone screening, evaluating candidates' compatibility with specific job requirements, ensuring a right fit prior to submission to client.
- Edits and reformats resumes as necessary, adding relevant key words increasing candidate match with client positions.
- Fills over 300+ positions annually with top-notch candidates, exceeding hiring goals every year between 2015 and 2020.
- Cuts average cost-per hire by 20% and reduces average days-to-fill positions by 35%, greatly enhancing candidate screening by working closely with Hiring Managers to understand their business requirements.

##### **Recruiter | Favorite HealthCare Staffing/Stat Staff Professionals/Visiting Nurse Service of Northeastern NY 7 Years | 2008-2015**

- Recruited and hired Nursing Professional to work per diem and in extended contracts at local, as well as State-wide health care facilities. Became a liaison with regional hospitals to obtain contract needs for nurses. Interviewed and conducted new hire orientations for all candidates.
- Developed a strategic plan and implemented for RN and LPN events including on-site open houses and job fairs.

Jennifer's prior **career (1995-2003)** years entailed working as a Corporate Recruiter with PricewaterhouseCoopers where she sourced, recruited, interviewed candidates, and negotiated compensation packages for HR positions, taught 50-60 Associates and Consultant level employees' competency-based interviewing skills, developed a 9-week summer intern program, and developed ongoing relationships with college career counselors. She also worked as an Admissions Counselor and was quickly promoted to Assistant Director of Admissions for Pace University where she began her career path.





## **RESUME 4: KELSEY CARRERA – TALENT ACQUISITION SPECIALIST**

### **PROFESSIONAL PROFILE**

Kelsey Carrera has supported and sustained a positive work environment that fosters team performance through her own hard work and dedication to her candidates, team members, and clients. Kelsey is highly motivated and has proven background in providing human resources support to organizations in diverse areas, such as Accounting, IT/Computer Support, Manufacturing, Call Centers, Administrative Assistants, and Data Entry. Additionally, Kelsey works on the **New York State OGS** contract and is very familiar with state government processes and working with multiple Hiring Managers on priority recruitment projects.

#### **Highlights**

- ✓ Preparing for SHRM-CP Examination
- ✓ Experience in High Requisition Workload
- ✓ Cultivated Stellar Employee Relationships
- ✓ High Level Knowledge of Social Media & Trends

### **EDUCATION | RELEVANT CERTIFICATIONS | QUALIFICATIONS | AWARDS**

Bachelor of Science, Business Administration, Southern Vermont College, Bennington VT, August 2018

Award: Alpha Chi Academic Honor Society

### **RELEVANT EXPERIENCE**

#### **HR Associate | Integrated Staffing | Saratoga Springs, NY | 3 Years | 2019-Present**

- Develops and implements creative sourcing strategies to target the most qualified candidates. Conducts cold calls, utilizes the job boards, attends job fairs, and creates job postings.
- Collaborates with the team and Project Managers on a regular basis and proactively identifies future hiring needs, as well as tracks open positions for recruitment.
- Effectively identifies, screens, making hiring recommendations to the Hiring Managers. Successfully manages high requisition workload and proactively utilizing full desk recruiting strategies, working closely with New York State (OGS), New Country Toyota, and Target Distribution Center.
- Manages multiple requisitions and hiring managers, as well as patiently handles Associates' questions, coordinates direct deposits, and manages timesheets for various clients such as Target Distribution Center.
- Conducts interviews and provides hiring managers with candidate summary information, as well as performs reference checks, background checks, and applicant verification.
- Develops job descriptions for approved positions with direction from hiring manager, department heads and Senior Recruiter.
- Prepares/manages onboarding materials for Associates and executes onboarding/orientation with new Associates, ensuring paperwork is completed with proper identification.
- Develops and implements social media strategies, researches, and writes for company blog postings, as well as develops, implements, and manages community relations for the company.

#### **Plan Administrator | Morcon Tissue, Cambridge, NY | 1 Year | 2018-2019**

- Conducted telephone screening of Applicants, scheduled, and conducted Interviews, as well as made offers to potential hires.
- Attended various Job Fairs to promote company awareness, as well as organized company events, including company picnics, company fundraising initiatives, and various employee appreciation events.
- Facilitated onboarding of manufacturing staff and leadership in a 100-person company. Consulted with plant in South Carolina to streamline processes between both plants.
- Provided payroll data entry for new hires in ADP Workforce Now, assisted with employee disciplinary actions and terminations, and conducted Employee Engagement Team and Safety Team meeting.
- Maintained a stellar working relationship with the onsite employees, while administering company policies and collecting signature for employee files.



**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.**

Name	Role	Skill Sets & Areas of Expertise	Professional Organizations
Kara Diem	Management	<p><b>Skill Sets:</b></p> <ul style="list-style-type: none"> <li>✓ Stellar customer service &amp; client relationship management skills</li> <li>✓ Ability to solve problems</li> <li>✓ Attention to detail &amp; thorough follow up</li> <li>✓ Meets deadlines efficiently &amp; effectively</li> <li>✓ Leadership</li> </ul> <p><b>Areas of Expertise:</b></p> <ul style="list-style-type: none"> <li>✓ Client Management &amp; Team Management</li> <li>✓ Business Development</li> <li>✓ Contract Negotiations</li> <li>✓ Marketing</li> <li>✓ Strategic Planning &amp; Development</li> </ul>	<ul style="list-style-type: none"> <li>✓ Member and Ambassador of the Saratoga Chamber of Commerce</li> <li>✓ Member of Federal Access (Powered by RSM Federal)</li> </ul>
		<b>Special Projects Staffed</b>	

**New York Racing Association (NYRA)**

Kara has a fearless mentality when it comes to securing customer loyalty and forging authentic relationships. Within 6 months of Kara's start date, she wrote the proposal, secured, and developed a comprehensive project plan for a high-volume privatized government client, **NYRA**. Since the contract was awarded 6 years ago, Kara has continued to maintain and oversee the extensive project plan, reporting requirements, training, and schedule/timeline for the recruitment of almost 2,000 employees within a 5-month planning period. Kara created a successful recruitment project and communication plan with an in-depth step-by-step process from start to finish to ensure every intense deadline is met to the client's satisfaction. With her stellar communication, leadership, and customer service skills, Kara has maintained the Saratoga Racing Meet contract for the past 6 years and she was awarded 3 years ago an extension of the contract to include staffing the Belmont Stakes Racing Festival and the Mutuel Department for the Saratoga Racing Meet (all of which were not part of the original contract). Kara has a natural intuition solving problems effectively and efficiently in which she is often the "go to" person for problem resolution. Not only does she help solve any client or consultant problem, which may happen from time to time, she helps the team solve problems. Before reacting to a problem or issue, Kara carefully gathers the facts or data, analyzes the problem, and weighs the pros and cons to reach a logical decision. With the **NYRA** contract, Kara has worked closely with over 15 Hiring Managers at once and provides swift resolution, responding within 24 hours to emails, texts, and phone calls to ensure the highest level of customer service is executed and this has included weekends as this client's weekly work schedule includes Saturdays and Sundays. Kara, along with the team, has provided 'boots-on-the-ground' handling 1,000 employees on the Belmont Stakes Racing Festival, walking from post-to-post to address any issues, and ensuring an optimal resolution.

**Target Distribution Center**

Kara has built a strong relationship with her **Target Distribution Center** client through her proactive approach providing weekly updates, KPI reporting, as well as running weekly status meetings with the Hiring Managers at the Distribution Center and the HR Team at corporate. Kara goes the extra mile with all her clients, but this is just one example of that action. Safety is Target's #1 priority with all employees. To help reduce some safety concerns, Kara attended Target safety school at her own request to learn, understand, and immerse herself in the role. By providing this service, Kara was able to design weekly safety hot tips sent to associates via email and text blasts, which has reduced safety incidences to 0 in the last 6 months. Additionally, Kara has incorporated these hot tips into Integrated Staffing's onboarding packet, providing a thorough onboarding session that also helps lay the foundation of safety procedures and best practices prior to team members start day.



Name	Role	Skill Sets & Areas of Expertise	Professional Organizations
Jennifer Marin	Management & Recruitment	<b>Skill Sets:</b> <ul style="list-style-type: none"> <li>✓ Stellar customer service and client relationship management skills</li> <li>✓ Ability to solve problems</li> <li>✓ Attention to detail and thorough follow up</li> <li>✓ Strategic Sourcing and Talent Pool Development</li> <li>✓ Leadership</li> </ul> <b>Areas of Expertise:</b> <ul style="list-style-type: none"> <li>✓ Client Management &amp; Personnel Management</li> <li>✓ Recruiting</li> <li>✓ Human Resources</li> <li>✓ Labor Laws, &amp; Employment/Unemployment Regulations</li> <li>✓ Training</li> </ul>	<ul style="list-style-type: none"> <li>✓ Member and Ambassador of the Saratoga Chamber of Commerce</li> <li>✓ Member of Federal Access (Powered by RSM Federal)</li> </ul>

#### Special Projects Staffed

##### New York Racing Association (NYRA)

**NYRA**, a high-volume contract requires the constant and daily ability to problem solve. A major piece of this contract is staffing the Belmont Racing Stakes Festival. This one-day event requires Jennifer, as well as the entire team, to be in a problem-solving mode for a solid 12 hours. On this day, each year, Integrated Staffing effectively manages over 800 associates. Due to the sheer size of the event, Integrated Staffing spends a good portion of the day relocating staff to areas where they may not have been initially assigned. We have perfected this type of on-the-go problem solving and have produced several years of successful race days.

##### New York State Offices of General Service (OGS)

Jennifer's major priority with ALL clients is superior customer service. One of Integrated Staffing's largest clients is the **OGS**. Overseeing this contract is a large undertaking. Integrated Staffing works closely with over 10 different departments and supervisors. Managing this task can be daunting. Jennifer, along with the Integrated Staffing team, works tirelessly to provide each one of those supervisors with the same level of superior customer service. In the two plus years that Integrated Staffing has had the contract, Jennifer has never missed a deadline. Jennifer responds to emails the same day they are received. One department works particularly close with Integrated Staffing has identified us as their "Go To" staffing agency. They chose to work with us exclusively and have been highly complementary of our consultants and Jennifer for her "Go To" attitude.

At Integrated Staffing, we try to get as much information as possible from hiring managers regarding positions and clients alike. As part of our on-going process to make ourselves invaluable to our clients, Jennifer often meets one-on-one with new and existing clients. This process is very much an integral part of the puzzle. Jennifer, along with the recruiting team, often meets with clients at the work site so Integrated Staffing gets a feel for where our consultants will be working resulting in accurate job and culture/work environment information and communication to prospective employees. We have seen that clients enjoy this meeting as it, often, results in a hiring advantage for Integrated Staffing. Jennifer believes strongly that meeting with clients in their own environment is a vital piece to maintaining the client relationship.

Our contract with **OGS** allows Integrated Staffing's consultants to work in administrative roles for a contracted period of time. Often these contracts can without warning, be cut short. Jennifer works diligently to get affected consultants into similar roles as quickly as possible. Jennifer problem solves in this contract by working closely with supervisors and hiring managers from the different departments. Jennifer makes it a practice to engage supervisors to provide feedback regarding consultants so that Integrated Staffing always has recommendations ready should we need to relocate staff to other departments.



Name	Role	Skill Sets & Areas of Expertise	Professional Organizations
Kelsey Carrera	Recruitment	<p><b>Skill Sets:</b></p> <ul style="list-style-type: none"> <li>✓ Stellar customer service and client relationship management skills</li> <li>✓ Strategic understanding of staffing tools and electronic job boards</li> <li>✓ Attention to detail and thorough follow up</li> <li>✓ In-depth knowledge of candidate sourcing techniques for active and passive candidates</li> </ul> <p><b>Areas of Expertise:</b></p> <ul style="list-style-type: none"> <li>✓ Recruiting &amp; Training</li> <li>✓ Labor Laws &amp; Employment/Unemployment Regulations</li> <li>✓ Compliance</li> <li>✓ Social Media</li> <li>✓ Goodwill Ambassador</li> </ul>	<ul style="list-style-type: none"> <li>✓ Member and Ambassador of the Saratoga Chamber of Commerce</li> <li>✓ Member of Federal Access (Powered by RSM Federal)</li> </ul>

#### Special Projects Staffed

##### **AngioDynamics**

Kelsey has a “can do attitude” when given a challenge. Kelsey successfully worked with **AngioDynamics** to create a recruitment strategy that would lead to a successful outcome with this new client. Kelsey worked directly with the hiring manager and shift supervisors daily to find candidates that would be the right fit for **AngioDynamics**. More than 70% of Integrated Staffing’s associates that were placed at **AngioDynamics** were eventually hired on permanently. This is something that **AngioDynamics** stated that they struggled with in the past with other staffing agencies they had contracted. Kelsey’s hard work to find quality candidates that would stay with the company for a long time was much appreciated by **AngioDynamics**.

##### **Toyota New Country Motor Car Group**

Kelsey has worked closely with **Toyota New Country Motor Car Group** to build a strong and long-lasting client relationship. Kelsey works closely with the hiring managers at **Toyota** to find the best candidate possible for each role needing to be filled. Originally, she was tasked to find Customer Service Representatives for their call center. However, as time went on other hiring managers from different departments reached out to her to assist with their openings. She successfully placed numerous candidates into their accounting department. Kelsey was able to assist in streamlining the hiring process to help fill open positions within 3-5 business days of the request.

**Subcontractor Support:** ISC is not opting of any subcontractor support under this ITN.

**Quality Assurance of Staff:** When it comes to Quality Assurance ISC’s 7-STEP SUCCESS PROCESS provides the team with a recruiting framework so that quality assurance is exercised throughout the entire recruitment process from beginning to end. This 7-STEP PROCESS is transparent and clearly defined so that every team follows the same standard operating procedure for consistency, quality, and efficiency. The factors that make our process unique are the way we execute these steps and ISC’s long established, proven staffing experience.

There are management controls throughout the process. Each of the 7 steps has its own key metrics, and team members are held accountable for performance against them. We report on metrics every day on our white board so the team can see it visually and stay top-of-mind, making adjustments to ensure that we’re delivering a client’s objectives as productively as possible. This selective recruitment policy ensures that only



the best of the Accounting/Benefits industry are selected, and they provide cost-effective solutions to the challenging temporary employment needs to meet up to our client's satisfaction.

**Quality Control Steps Applied to Each Stage:**

- ✓ **Recruiting:** ISC begins the quality control process the moment a requisition is provided. ISC establishes the recruitment objectives, which are also created to be aligned with the strategic objectives of ISC's organization. Since our organization has a strategic objective to be a leader in customer service and exceed expectations, this idea is integrated into every recruitment objective. These objectives are discussed and reviewed during team "Huddle" meetings. To ensure consistency and quality control during this phase, each team "Huddle" meeting begins with these conversations:
  - Recruitment objectives discussed and reviewed.
  - Key strategy development questions are asked:
    - What type of individuals should be targeted?
    - What recruitment message should be communicated?
    - How can the target individuals best be reached?
    - What's the timeline look like?
  - Strategy recommendations based on the answers to the previous questions.
  - Metrics are also reviewed:
    - Time-to-hire
    - Yield ratio for each recruitment method
    - New-employee retention rate
    - New-employee performance level
    - Hiring manager's satisfaction with the recruitment process
    - Applicants' perception of the recruitment process
- ✓ **Onboarding:** Studies show that an investment in on-boarding can result in accelerated learning rates, higher productivity, and retention - factors that all employers desire. With this understanding, all Integrated Staffing talent will undergo a thorough on-boarding process prior to the start of any assignment. Our on-boarding process will outline UCF's policies and procedures and further iterate your expectations. Our focus is on seamlessly integrating our talent into UCF culture and equipping them with the information, guidance, and support to become independently productive as soon as possible.

Once a candidate has been interviewed and selected by UCF, the candidate begins the onboarding and orientation process. ISC offers several manual and automated solutions to assist with on-boarding that can be customized to each of your engagements for quality assurance in this phase. On-boarding procedures for all temporaries assigned to your locations will be coordinated by your dedicated single point of contact. The following is an overview of a typical orientation process which will be customized to meet your needs:

- a) UCF summary information
- b) Overview of the UCF's workplace policies, COVID policies & procedures,
- c) Assignment information, job description, work schedule
- d) Software training if applicable (submitting time cards, etc.)
- e) Security/badge access procedure review/assignment (if applicable)
- f) Establish regular series of check-in calls
- g) A review of wages and benefits
- h) Completion/sign-off all required documents

Please note that upon completion of the orientation, our talent will be "ready" (according to the UCF's standards) to start their assignments.

To keep this process consistent for the team, the following checklist is used for each onboarding, and we have customized it based on client need.





**On-Boarding / Off-Boarding Checklist**

**SAMPLE**

Please utilize this checklist to ensure the required documentation has been completed prior to assignment commencement or upon, or immediately following, the end of the assignment.

<b>Employee Name:</b>	<b>Start Date:</b>
<b>Job Title:</b>	<b>End Date:</b>
<b>Client:</b>	<b>Assigned Supervisor:</b>

On-Boarding Documentation/Pre-Assignment	Reviewed/ Signed/ Completed	Date of Completion
Fully Completed I-9 Form on File		
Perform Background Check		
• Education Verification		
• Employment Verification		
• Professional License Verification (if required)		
• Social Security Trace Results		
• Criminal Conviction History		
• Sex Offender Results		
Review Drug & Alcohol Use Policy		
Review Workplace Violence Policy		
Review Harassment Policy		
Complete and Review NDA and Assignment of Work Product		
Notice for Hourly Rate (NYS Employees)		
Review Harassment Policy		
<b>*ADD ANY OTHER PAPERWORK REQUIRED BY STATE</b>		

Off-Boarding Items	Reviewed/ Signed/ Completed	Date of Completion
Secure any equipment provided to Consultant		
Return any equipment to Client if provided		
Secure ID Badge from Consultant (if any)		
Notify Security and/or IT to Cancel Access		
Finalize Work Hours for Week for Final Payroll Processing		

Talen Acquisition Manager Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Account Manager Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Figure 7: ISC On-Boarding / Off-Boarding Checklist**

- ✓ **Monitoring:** We have a long-standing commitment to quality, both in our service offerings and in our method of doing business. The key to achieving our quality goals is in fostering long-term relationships with our clients and talent, and in using their feedback to continually improve our service. Many of our clients have come to trust ISC and know that they will receive the optimal match of talent, service levels, and pricing to stay competitive. Recognizing that total customer satisfaction is critical to our mission, we monitor our performance to ensure parameters previously defined are being met. The following is an overview of the processes that will be used to measure and track our performance with UCF:
  - a) Generation of key performance statistics
  - b) Regular talent performance evaluations



- c) Web-based quality surveys
- d) Regular monitoring of UCF's service level commitments

As part of our continuous improvement initiative, we will solicit feedback of the hiring managers via surveys at the end of every quarter and upon the completion of a talent's assignment. These forms serve to evaluate the performance of both the talent and us. We will review to ensure parameters previously defined are being met. A comprehensive report will then be forwarded to UCF. Further, the exit interview process is one of the most crucial steps in evaluating performance. We solicit feedback via an electronic evaluation form sent directly to the hiring manager. Feedback is requested on the talent's performance (technical capabilities, professionalism, quality of work and reliability) in an effort to increase overall client satisfaction and to determine eligibility for rehire.

✓ **Removal Workers:**

If there is a need for a worker to be removed from a position and terminated, ISC's VP of Account Management will work closely with the hiring manager in that process. ISC has a well-defined and documented process to handle that situation. Integrated Staffing shares the termination plan/process with the hiring manager (upfront) as it allows to modify based on the hiring manager's input as every situation differs.

ISC also works closely consultants to address any issues that may develop throughout the consultant's time working with Integrated Staffing and our clients. We strive to check in with our client's weekly to ensure the consultant is meeting expectations of the client. By doing this we are made aware of any issues that may develop and can address them promptly, so it does not lead to termination.

Below highlights a step-by-step disciplinary process of how we work to address employee issues:

**Step 1:** Verbal warning. If a client has made ISC aware of an issue, we will discuss the issue with the associate. They will be told that this is considered a verbal warning and that all conversations will be documented in their employee file.

**Step 2:** Written warning. If a client has made ISC aware of an issue that persists after a verbal warning, Integrated Staffing will discuss the issue with the consultant. They will be told that this is considered a written warning and that all conversations will be documented in their employee file.

**Step 3:** Suspension. If the issue continues to occur, ISC will discuss with the client if a suspension would be considered for the consultant. The suspension would be without pay. This step is optional as the client and ISC see fit. Integrated Staffing understands if this is not feasible for the client and can move directly to step 4.

**Step 4:** Termination. If an issue persists, the client will notify ISC that they would like to end out the position. ISC would then call the consultant to terminate their employment. If needed, ISC will remove the belongings of the associate and return any belongings (i.e., ID badge, laptop, etc.) back to the client.

Throughout this process, all issues will be documented into the employee file. If a client feels that the issue/s were too severe to continue with employment, ISC will terminate the associate immediately without going through the disciplinary action process. ISC will not place a candidate with a different client if there were issues with the consultant. ISC will work to find a replacement associate for the client as soon as possible.

Consistent practices, transparency among both client and consultant, accurate communication between all parties, problem-solving, notification, corrective action, and continue improvement of the steps are integral in keeping quality control and quality staff during each phase outlined above.

## C. OVERALL RESPONSIVENESS OF PROPOSAL TO SATISFY SCOPE/PROJECT APPROACH

**1. Describe your company's capability 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?**

ISC's capability providing services in all temporary labor areas in non-management, management, and technical categories have been demonstrated in our background, history, past experiences, staff credentials, and references detailed throughout this proposal. Our ability and capacity to meet our client's requirements, rests on the following:

- Experienced and knowledgeable Staff
- Financial resources
- Hiring techniques and processes
- Past and current performance with non-management, management and technical categories. For specific examples refer to:
  - Page 8 – Figure 2: ISC Temporary Staffing Experience
  - Page 9 – Figure 3: ISC Experience Supporting Similar Job Titles
- Expansive industrial track record – refer to page 13 for details
- Systematic and consistent recruitment approach and methodology as outlined from page 33 – 38 of this proposal
- Software capabilities we've customized and built up over the years through a TRMS tool, AkkenCloud enabling our team to manage and coordinate end-to-end talent base management with over 7,000 resumes we've accumulated throughout the years

**Delivering Services to UCF in a timely manner:** Integrated Staffing understands the importance of establishing a clearly, defined schedule and key milestones to ensure meeting important deadlines and recruitment goals/needs.

Each of the project deliverables will be detailed in the Project Plan. The Plan will define the tracking and communication methods that will be used to monitor the status of deliverables and milestones. A detailed schedule will be included in the Project Plan and the project team will utilize reporting mechanisms to update and track actual project activity, as well as forecast task completions, for the duration of the project. These mechanisms will ensure communication of project status and activity to all stakeholders, including clear identification of implementation phase gateways, major milestones, and critical paths. The VP Account Manager supported by the Recruitment Team is responsible for ensuring timely fulfillment of The New York Racing's staffing needs and requirements.

### PROJECT IMPLEMENTATION PLAN

PROJECT MANAGEMENT TASK	DURATION/FREQUENCY	PROCESS/METHOD	OWNER(S)
Contract Awarded/Issued	Milestone	Once project is initiated with the award of the contract, the ISC team will be briefed and in place on the first day of the contract by Upper Management.	ISC, UCF



Health Insurance & Safety Compliance Set-Up	2-3 days	ISC shall furnish UCF with certification of insurance effecting coverage(s) required by this RFP. The certificates will be received and approved before work commences. ISC will maintain the insurance full term of the contract.	Dhianna Yezzi
<b>PHASE-IN/START-UP PLAN</b>			
Kick-Off meeting(s)/Debriefings	1 day	Follow contract execution and after "Notice of Award" letter has been issues, the ISC team will meet with key personnel and stakeholders to solidify contract needs, requirements, review rates, job categories, COVID policies and procedures, and any updating to key timeline. The ISC team will be briefed and in place on the first day of the contract. It is anticipated that all notices to former employer will take place prior to this time.	D.Yezzi, ISC Senior Account Manager, and Recruiters
Project Implementation Logistics	1 day	Upon contract award, ISC will collaborate with UCF on the transfer of all standard operations to the Integrated Staffing team.	ISC Team
Marketing & Communication Planning & Implementation	1--2 days Implementati on will take place throughout the duration of the contract	<ul style="list-style-type: none"> <li>Create a marketing and communication plan to build awareness with UCF</li> <li>Create all consultant and Job Posting Communication Templates ready for implementation</li> <li>Create templated job descriptions to be ready and easily updated according to the requirements provided upon acceptance of RFQs</li> </ul>	ISC VP Account Manager
<b>RFQs ISSUED BY STATE AGENCIES</b>			
Acceptance of RFQs	Within 24 hours upon receiving RFQs	Upon acceptance of Price Quote Requests, the following initial steps are taken: <ul style="list-style-type: none"> <li>Client Price Quote Requests document sent and reviewed</li> <li>ISC performs Administration work on Price Quote Request to ensure all required information to be entered in AkkenCloud and shared with our Field Support Center facility, Madison Resources so that the team executes all invoice requirements accurately on the invoice for prompt payment</li> </ul>	ISC VP Account Manager
'Team Huddle' Review	Throughout the duration of the contract	Each day at 10 am, Account Manager and Recruiting Team meet to review priorities for the day and any new Price Quote Requests that have been sent from UCF. A regrouping is met each at 2 pm to determine the status of those priorities to ensure productivity, collaboration, communication, and completion of priorities to deliver timely recruitment needs to our clients	ISC VP Manager, and Recruiting Team
<b>SOURCING METHOD OF IMPLEMENTATION</b>			
Method 1: Continuous Staffing Approach	Throughout the duration of the contract	Identifying, vetting, recruiting, and pre-screening personnel are critical for ISC to ensure successful delivery of Temporary Staffing Services to UCF. To ensure that the qualified resources are available as per the UCF's requirements, ISC will uses its proven and proactive approaches, processes and tools practiced for over 12 years and ISO 9001 compliant, to provide consultants with required skills.	ISC Recruiting Team
Method 2: Talent Resource Management System (TRMS) Tool (AkkenCloud) and Web Portals	Throughout the duration of the contract	AkkenCloud is a TRMS tool which helps in end-to-end talent and database management at ISC. Below highlighted few are the features of our TRMS: <ul style="list-style-type: none"> <li><b>Web Based System:</b> TRMS is web based that allowing our entire Recruitment team to interact with each other to work on client's requirements, and allow to communicate with consultants and clients in real time.</li> <li><b>Automated Agents:</b> Automated Agents are set up within the online system that constantly search both our internal database as well as external database systems for candidates with skills that match the needs required on our most</li> </ul>	ISC Recruiting Team



		<p>important programs. Once the agent identifies a candidate, it is delivered to the Recruitment Team's desktop.</p> <ul style="list-style-type: none"> <li>• <b>Skills Inventories:</b> Each candidate within our system has a detailed skills inventory associated with their profile. Our software parses this information directly from candidate resumes into the database. We are then able to match candidate's skills directly with the skills required by the client's job requirements.</li> <li>• <b>Automated Postings:</b> As we enter client job requirements into our system, they are automatically posted to the internet for potential job seekers with the click of a button.</li> <li>• <b>Instant Communication:</b> Our system is equipped with a feature that allows our Recruitment Team to do a broad or narrow search and then instantly contact each candidate with a personalized email.</li> </ul> <p><b>Job Boards:</b> ISC also uses a combination of several leading job portals / boards, major news publications, and numerous other industry and skill-specific databases to Source the candidates and advertise our open positions locally and/or nationally. Such web portals include Indeed, Career Builder, Monster, Job Diva, ZIP Recruiter, LinkedIn, Recruiter and many more.</p>	
Method 3: Internal Resume Database	Throughout the duration of the contract	<p><b>Internal Resume Database:</b> ISC maintains a robust, company-wide proprietary candidate database, in its internal database system (AkkenCloud). For over 12 years, ISC has been building a database of the world's most sought-after professionals from diverse backgrounds and domains. Our candidate database populated over 7,000 resumes from entry level to executive level and everyday thousands more are added to our database via our website and e-mail. 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. Through this approach we keep sourcing and screen the candidates and adding those our Internal Database in our Talent Resource Management System (TRMS). The classifications include Administration/Clerical, Finance/Accounting, IT, Light Industrial, Engineering, Special Skills Trades, and Other. We will implement the same approach to accomplish the requirements of the State, through this strategic approach we will keep building the Network of temporary employees that may requested by UCF under this contract. We will use internal references, advertising the job requirements on various channels, sourcing candidate from LinkedIn, CareerBuilder, ZIP Recruiter and job diva etc. for networking and database building.</p>	ISC Recruiting Team
Method 4: Local Employment Agencies and Sub Contractors:	Throughout the duration of the contract	<p>We have registered our company with local employment agencies throughout the US and post the job requirement there. We also use resumes of qualified candidates registered with these local employment agencies and we also have maintained a large network of Subcontractors that (if needed) can help us accomplish any work order in limited span of time</p>	ISC Recruiting Team
Method 5: ISC's Internal Pool/ References:	Throughout the duration of the contract	<p>ISC has a staff annually of almost 3,000 people experienced in various skills. ISC regularly checks on project end dates of these consultants and submit those, whose projects are going to end. In parallel, we share the requirements with our consultants by posting them on our internal web site for internal referrals.</p>	ISC Recruiting Team
<b>IDENTIFYING &amp; EVALUATING METHOD OF IMPLEMENTATION</b>			
Pre-screening	4-8 hours	<p>ISC follows our comprehensive screening approach to source the best resumes for the position(s) required. The methods used are our Resume Evaluation question format and "Must Have" Framework.</p>	ISC Recruiting Team



		<ul style="list-style-type: none"> <li>Execute a comprehensive prescreening that confirms previous experience, motivation, salary, skill level, and potential team-fit.</li> <li>Pre-Screening includes online test and internal tools</li> <li>Discuss salary requirements and relocation needs with candidates and update in AkkenCloud</li> <li>Evaluate attitude and aptitude by discussing team scenarios</li> </ul> <p>Provide ISC overview and explain benefits</p> <p><b><u>Security Prescreening</u></b></p> <ul style="list-style-type: none"> <li>Review existing clearances (if necessary)</li> <li>Check References</li> <li>Conduct basic background checks</li> </ul>	
Interview	4-8 hours	<p><b><u>Skill Evaluation</u></b></p> <ul style="list-style-type: none"> <li>Conduct initial assessment of the candidate's qualifications</li> <li>Conduct detailed interviews based on job requirement</li> </ul> <p><b><u>Soft Skills Evaluation</u></b></p> <ul style="list-style-type: none"> <li>Evaluate candidate's communication, creativity, analytical thinking, diplomacy, flexibility, change-readiness, problem solving, leadership, team building, and listening skills</li> </ul>	Recruitment team and Qualified Screening team
Evaluation	1 day	<ul style="list-style-type: none"> <li>Prepare the feedback form to summarize the results of the interview and update AkkenCloud with qualified consultants</li> <li>Relay interview results to the consultants</li> <li>Check consultant's references</li> </ul>	VP Account Manager/ Recruitment Team
Candidate Presentation	2 hours	<ul style="list-style-type: none"> <li>Create skill matrix matching required skills with experience of consultants to present consistent skill summary to UCF</li> <li>Submit resumes with a Skill summary of the selected consultants and references to UCF</li> <li>Discuss interview schedule with hiring manager for pre-qualified consultants</li> <li>Set face to face or telephone interview depending upon UCF's requirements</li> </ul>	VP Account Manager/ Recruitment Team
Final Security Screening	24 hours	<ul style="list-style-type: none"> <li>Conduct criminal, credit and background check including driving record and sexual offender database search</li> <li>Conduct drug check for selected consultants</li> <li>Verification of employment, education, certifications, and licenses</li> </ul>	ISC Employee Care
<b>JOINING FORMALITIES CONDUCTED</b>			
Offer	1 day (depending on response time from consultants)	<p>Complete all due diligence before extending an offer to successful consultants</p> <ul style="list-style-type: none"> <li>Extend the offer</li> <li>Share candidate's decision or initial response with hiring managers</li> <li>Submit Security Forms to UCF (if needed)</li> </ul>	Senior Talent Acquisition Specialist
Joining	1 hour	<ul style="list-style-type: none"> <li>Inform the joining date of the candidate to the State</li> <li>Conduct e-Verification</li> <li>Candidate joins the project on specified date</li> </ul>	ISC Employee Care
Safety Training/Onboarding	1 hour	<ul style="list-style-type: none"> <li>Safety and onboarding process be completed several days prior to start of hire date</li> <li>Safety Checklist is reviewed with each that is customized to job requirement</li> <li>Onboarding – During the onboarding process the following will be reviewed with the consultant:                             <ul style="list-style-type: none"> <li>Reporting Information &amp; Details</li> <li>Assignment Overview and Requirements</li> <li>Dress Code – ISC to review dress code policy to ensure that the consultant must conform to the Agency's personal appearance dress code policy.</li> <li>Time Records/Timesheet Procedure</li> </ul> </li> </ul>	ISC Employee Care



		<ul style="list-style-type: none"> <li>○ All other items on the onboarding safety checklist to be completed during this process</li> <li>○ Ensure all paperwork is completed and signed off</li> </ul>	
Arrival Call/1 <sup>st</sup> Working Day		<ul style="list-style-type: none"> <li>• ISC Account Manager calls within one (1) hour of the first working day for verification that the consultant reported to work at the Agency as scheduled.</li> </ul>	VP Account Manager
<b>ONGOING SUPPORT</b>			
Ongoing Support and Training		<ul style="list-style-type: none"> <li>• Conduct training on need/ project basis</li> <li>• Update PDP (Personal Development Plan) of each consul</li> <li>Inform the joining date of the candidate to UCF</li> </ul>	ISC Employee Care
Performance Evaluation Review		<ul style="list-style-type: none"> <li>• ISC to provide Temporary Staff Evaluation Report Form to be used to assess the consultant's quality of the work, productivity, and work habit. A copy of the evaluation to be submitted to UCF and retained as a permanent record of the consultant's overall performance. Poor performance will be reported immediately to UCF who will require ISC to provide a written response citing how the non (or poor) performance issue(s) will be corrected.</li> </ul>	ISC Employee Care
Project Reporting	Duration of contract	On a frequency determined by UCF, the ISC Team will provide detailed status updates and reporting (weekly, monthly, and quarterly).	ISC VP Account Manager

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

ISC's Primary Point of Contact/VP Account Manager for day-to-day management, Kara Diem, will promptly respond to all standard requests, as well as urgent requests. Urgent requests will be handled by using our company-wide recruitment staff to fill urgent needs within 24 hours. ISC has a back-up pool of candidates for key roles that can be placed on project(s) at short notice as the urgent demand is requested. Our approach begins with searching for our candidates in our database system that we have built up since 2009, accumulating over 7,000 resumes. In our systems we can type in key words to quickly parse out those candidates that are readily available and fit the requirements of the request. Although our intention is not to use a sub-contractor on this project, we do have the ability and partnership to reach out to other employment agencies that we have ties with to assist with an urgent work order in a limited period of time.

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

All background checks are done in accordance with contract terms and scope of work. ISC will ensure that all associates are cleared before placement at the University. ISC utilizes an Accredited Background Check Company, Intelifi.com, for all background checks. Intelifi's proprietary software, EMERGE is in its 5<sup>th</sup> generation and has become a leading Pre-Employment Screening Software in the industry. Currently Integrated Staffing screens the following:

- National criminal history check (10 yrs)
- State and county criminal checks (10 yrs)
- Sex Offender Registry
- Verification of previous employment (10 yrs)
- Verification of social security number and U.S. citizenship or legal resident status using everify.com

We understand that under this ITN the required background check is a Florida state Level 1, with statewide criminal history background check through the Florida Department of Law Enforcement (FDLE), National Sex Offenders Registry, Florida's Driver's License Record, federal criminal database and national criminal history. Integrated Staffing also works with DATAScreening that provides Employee Monthly Monitoring. This includes a National Criminal, Sex Offender and Terrorist Watch (OFAC) check run monthly on each employee.





Background checks are ordered after a contingent job offer is made to the candidate and after the candidate has accepted the job offer. A background check will never be ordered without a written signed authorization form from the candidate. When the background check results are received, the results of the report are furnished to the University.

ISC understands that depending on the nature of the position or duties required, hiring officials may require ISC to provide evidence of additional levels of background checks performed pursuant to State of Florida Level 2 background check standards prior to commencement of work.

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

ISC customizes and uses a service delivery approach based on detailed understanding of your corporate culture and business environment. Our structured approach will deliver value across your initiatives while leveraging a combination of diverse recruiting mediums, a dedicated single point of contact, routine performance monitoring/reporting, and ongoing improvement initiatives to achieve maximum results.

From recruiting top talent to ensuring UCF's satisfaction through ongoing communication, our approach is designed to ensure that UCF does not experience any gaps in productivity, provides flexible configuration to meet new and changing business requirements and programs, provide a cost-effective source of resources, and ensure that temporary services employees meet customer requirements. Additionally, ISC POC (Kara Diem) is available 24/7 to meet customer requirements.

Our methodology and process in vetting and finding qualified employees includes the following:

The methodology to find qualified employees used by Integrated Staffing includes the following:

**Phase 1: E-Campaigns & Cold Calling**

- ISC will jumpstart the recruitment process (upon contract awarded and signed) by sending out a mass e-campaign through our AkkenCloud software promoting the various positions available at UCF. The second e-campaign will follow several days later as a second touchpoint.
- Integrated Staffing will cold call candidates and potential "rehires" at the onset of the recruitment timeline for each event.

We have experience in executing E-Campaigns to over 10,000 current applicants in our AkkenCloud database. Here are some quick highlights of the various E-Campaigns and an example of the software used to send the E-Campaigns, as well as an example of the software:

- The **Standard Campaign** option allows us to send bulk emails without attaching the profiles.
- The **Candidates Campaign** option allows us to send emails without attaching the profiles.
- The **Job Order Campaign** option allows us to send specific job orders to candidates.

**SEE EXAMPLE ON FOLLOWING PAGE**



To view eCampaign inquiries:

1. Click on the **'eCampaign title' link** from eDesk for which you wish to view inquiries. Result: The New Inquiries pop up window is displayed.
2. The New Inquiries pop up window displays the inquiries received from various parties against the selected e-campaign.
3. Select the required inquiry and click on the **'Delete'** link to delete selected inquiry.
4. To close the pop up window, click on the **'Close'** link.

## eDesk - eCampaigns

Modified on: Thu, 23 Apr, 2015 at 9:44 AM



eCampaigns - Marketing people can send numerous eCampaigns to promote their recruitments. Using the eCampaigns feature in eDesk allows you to track the inquiries received against the eCampaigns owned by you.

### Responding from New Inquiries window

You can respond to eCampaign Inquiry from New Inquiries pop up window. The process of creating the response is very simple and relatively easy.



Refer to the **'Creating response against eCampaign Inquiry'** topic in CRM to know how to send response for an eCampaign inquiry.

### View eCampaign Inquiries

The number of Inquiries received per eCampaign that was sent, will be displayed on the eDesk, along with the count of unread responses to the eCampaign.

Figure 8: ISC eCampaign Software Example

ISC has the capability to text to all 10,000 candidates through TextUs. We can now engage with and track our text messages in real-time directly within the AkkenCloud platform. This will allow us to promptly follow-up with employees that are late or not showing up for employment, provide text updates and reminders for training sessions or communicate any other important information or announcements.

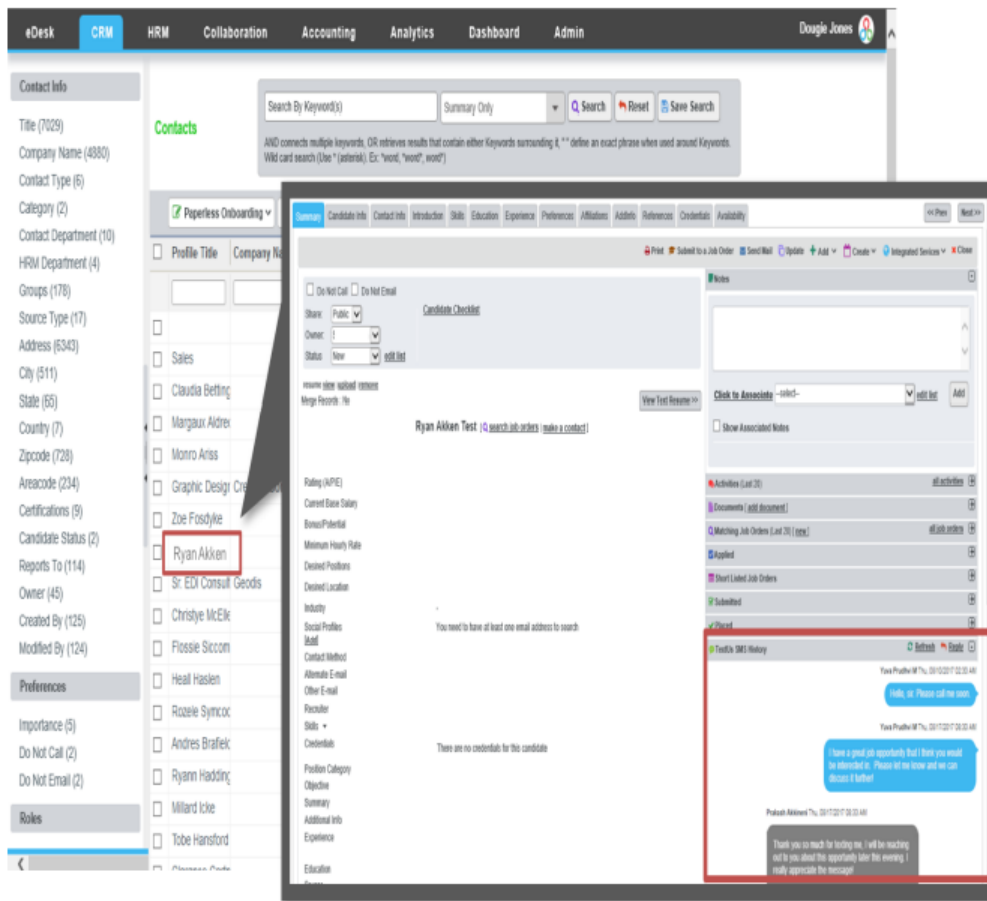


Figure 9: ISC TextUs Software Example

## Phase 2: Online Job Postings

- ISC will promote job positions on high traffic job websites, local/regional websites & local college websites
  - The main job site used will be Indeed.com and ZipRecruiter, which will filter into the websites highlighted in the section highlighting our on-line/web-based tools experience. Integrated Staffing will post UCF jobs on the website regularly to keep a steady flow of candidates. Additionally, ISC has recently secured a position on Indeed.com as the featured company on the website. This helps by increasing visibility on Indeed and can directly lead job seekers to the UCF job postings.
  - UCF jobs will be posted on the www.integratedstaffingcorp.com, Integrated Staffing's Facebook Page, Instagram, LinkedIn, Twitter & Blog.
  - Promote UCF job postings on the College Central Network Postings which connects job seekers to entry-level jobs in the local region.

## Phase 3: Local Employment Agencies

- ISC registers our company with local employment agencies and post the job descriptions and requirements on their site. Additionally, we receive resumes of qualified candidates registered with that agency.

To ensure a consistency in providing quality candidates, ISC uses a 7-step recruiting framework which breaks the recruitment process down into clear, distinct steps for our Account Management and Recruitment Team to



follow each time with each contract awarded. There are management controls put in place throughout the process. Each step has its own key metrics, prioritization allotment, and team members are held accountable for performance against them. We report on the metrics, status, and prioritization for each team member during our daily “Huddle” meetings. This provides a fluid, holistic approach which seems to help close any gaps and continue an efficient flow of work so that we deliver client’s requests, objectives, and requirements in a timely fashion.

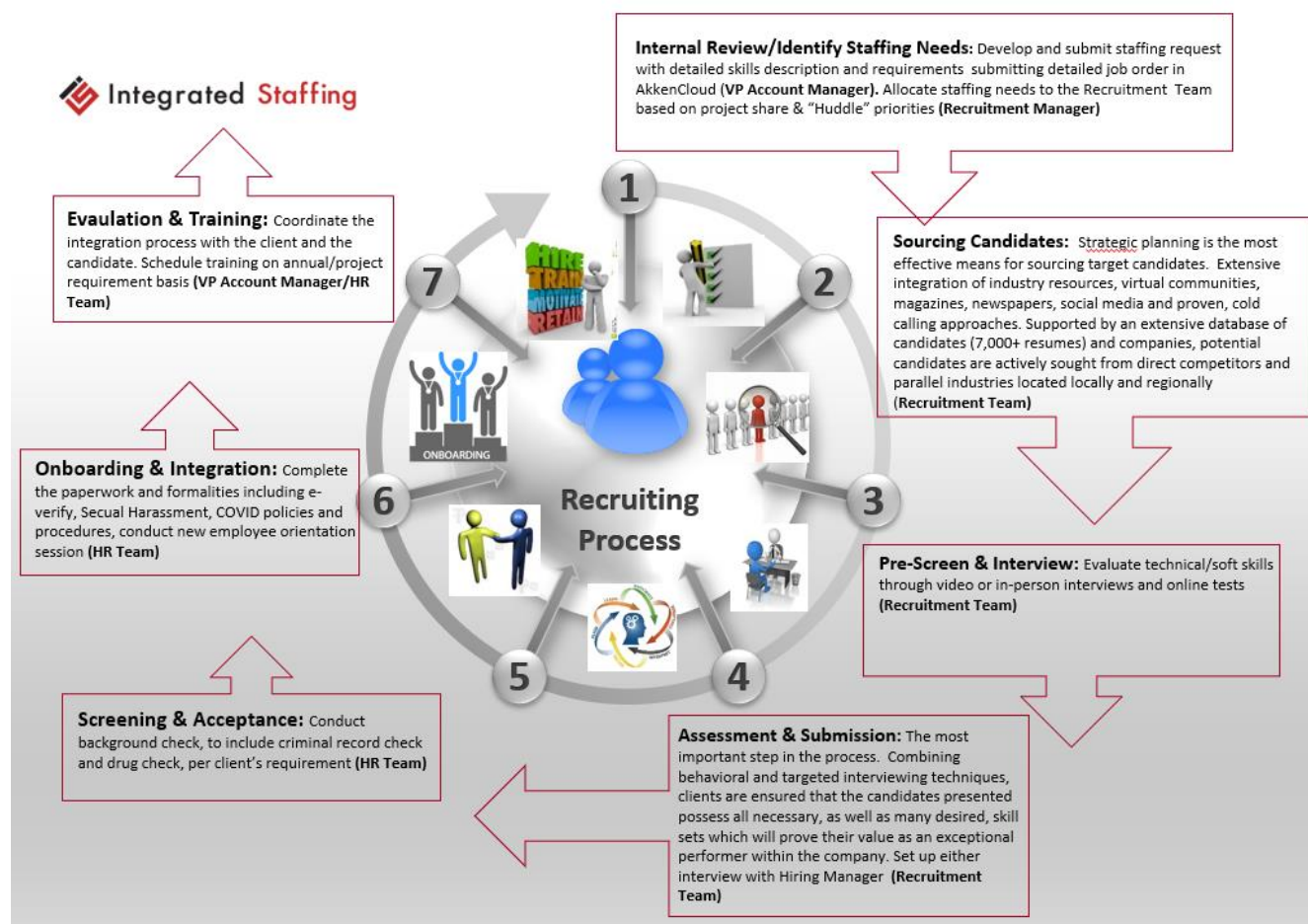


Figure 10: ISC 7-Step Recruiting Framework

When vetting applicants, ISC administers a comprehensive candidate selection, screening, and **hiring process** as we aim to ensure a perfect fit to the project requirements as outlined by UCF. During the evaluation phase all applicants are required to go through a detailed resume review, screening, testing, and interview process before assigned to any project or position as outlined below:

**Internal Review:** ISC reviews the job duties, the requested skill set, and job location, and then assigns the open position to a dedicated Talent Acquisition Specialist. The Talent Acquisition Specialist responds to all requests for temporary employment within 1-2 business days from the time a request is received. The Talent Acquisition Specialist creates an open job that is set up in our TRMS system, AkkenCloud, which allows our entire Recruitment team to interact with each other to work on client’s requirements, and to communicate with consultants and clients in real time. Once the job is set up in AkkenCloud, the job posting filters to the ISC



website and our on-line sources. ISC uses the following resources for recruitment: Indeed, Monster, ZipRecruiter, along with additional on-line programs as needed.

In addition to the on-line sources, the Talent Acquisition Specialist reviews the skills and experience requirements with current candidates already in our AkkenCloud system who may have previously interviewed for, or successfully completed, a similar position. ISC maintains a robust, company-wide proprietary candidate database, in its internal database system (AkkenCloud). For over 12-years, ISC has been building a database of the most sought-after professionals from diverse backgrounds and domains, populating over 7,000 resumes.

**Resume Review & Prescreening:** Resumes are reviewed for relevancy and experience utilizing the job parameters and skills requirements provided thereby reducing potential candidates to a short list. These candidates will have a brief telephone screening which then removes those candidates that are not serious contenders. In this screening, the Talent Acquisition Specialist confirms motivation, salary, skill level, clearance, and potential team fit for the client culture.

**Skills Evaluation:** The final group of candidates will have a more in-depth video interview and an additional on-site/in-person interview or through a video interview platform, Sparkhire.com, that indicates a specific set of questions for each position and a follow-up in-person behavioral assessment interview if possible. This capability enables ISC to assess professional appearance, dig deeper on assessing workplace skill set, and get a solid understanding of how reliable the candidate has been in past positions, as well as a new position with UCF. During this process, the Talent Acquisition Specialist solidifies the candidate's qualification, as well as evaluates the candidate's soft skills (including effective communication, creativity, analytical thinking, problem solving, change-readiness, and leadership skills).

Additionally, 5000 testing protocols through PROVE-IT and ExpertRating are available to all candidates. Through these testing protocols, ISC can further determine the technical and soft-skill experiences that may pertain to the position. It also allows ISC to eliminate candidates that may not be the best fit for the position. ISC prefers to work with quality candidates, not quantity of candidates.

**Reference Check:** A minimum of 3-references are checked for each finalist applicant before the resume is submitted to the hiring manager for review and selection for potential interviews either via on-line programs or in-person.

**Orientation/Onboarding:** Once a candidate has been interviewed and selected by UCF, the candidate begins the onboarding and orientation process. ISC offers several manual and automated solutions to assist with on-boarding that can be customized to each of your engagements for quality assurance in this phase. On-boarding procedures for all temporaries assigned to your locations will be coordinated by your dedicated Talent Acquisition Specialist. The following is an overview of a typical orientation process which will be customized to meet your needs:

1. UCF summary information
2. Overview of the UCF's workplace policies
3. Safety training (if required)
4. Assignment information, job description, work schedule
5. Software training if applicable (submitting timecards, etc.)
6. Security/badge access procedure review/assignment (if applicable)
7. Establish regular series of check-in calls
8. A review of wages and benefits
9. Contract flow downs
10. Completion/sign-off all required documents





11. A company specific background check is requested on all finalists which includes employment and education verification, along with a six-panel drug screen test

Please note that upon completion of the orientation, our talent will be “ready” (according to UCF’s standards) to start their assignments.

Our strategy has always been to recruit based on the unique needs of our clients and to become experts in those skill sets. Accordingly, our talent generally does not require a lot of **training**. However, we are committed to continually exceeding high expectations and recognize that ongoing training is essential both for clients and talent who want to thrive in today’s rapidly changing technology marketplace. In the event a talent requires training, we offer free and discounted training opportunities. We have formed a partnership with a best-in-class training provider - ExpertRating. By partnering with ExpertRating, ISC has access to hundreds of certifications and tests suitable for candidate evaluations. ExpertRating provides a unique combination of technical knowledge, educational expertise, and an understanding of methodologies to provide a dynamic, self-paced learning environment that offers professionals the training they need. Courses include a mixture of static conceptual content, interactive “knowledge builders” to reinforce topics, embedded quiz questions to verify comprehension and hands-on exercises. Currently, our training programs are available to Consultants who are placed on assignment with our clients. This program provides every ISC talent the opportunity to benefit from both free and discounted training (if necessary). Our goal is to ensure that our Consultants maintain their certifications (if necessary) and remain cognizant of new industry practices that bring innovative thinking to customer challenges. We understand that our people are at the core of our success and, thus, by providing a challenging work environment, ISC helps attract and retain a diverse pool of the best available talent.

If a specialized position requires a specific test, ISC will work with UCF to perform that test and provide results prior to offering a candidate a position.

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

ISC’s current fill percentage is 92% with similar temporary staffing needs. The lead time to get an employee ready to work is 48-72 hours, depending on an additional levels of background screening required. For more technical positions, turn-around time for placement can be between 4-5 business days.





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

Dhianna Yezzi  
\_\_\_\_\_  
PRINT OR TYPE PROPOSER'S NAME

Integrated Staffing Corp  
\_\_\_\_\_  
COMPANY NAME

dyezzi@integratedstaffingcorp.com  
\_\_\_\_\_  
EMAIL ADDRESS

**Answers to Questions  
ITN 2021-03TCSA  
TEMPORARY LABOR SERVICES**

1. Does this ITN include healthcare staffing? If so, What types of positions?  
*UCF Answer: There may be situations where the university will need the assistance with healthcare staffing, particularly in our student health services areas, for RNs, LPNs, CMA, phlebotomists.*
2. Is it acceptable to respond to this ITN to support only one or two specific categories?  
*UCF Answer: Yes. This is an ITN where a pool of vendors for each category are awarded.*
3. What is the estimated budget for this ITN? If unknown, please specify previous spending.  
*UCF Answer: There is no estimated budget for this ITN. Various university departments use this contract on an as needed basis so the spend will vary. The estimated spend for previous years are:  
FY19: 1.17M  
FY20: 909K  
FY21: 984K*
4. Please provide name of the current vendor providing the services with a copy of their proposal.  
*UCF Answer: The list of incumbents for ITN1602 and a copy of their proposals are available on our website: <https://procurement.ucf.edu/contracts/>.*
5. Kindly provide total number of temporary staffs on current assignment.  
*UCF Answer: We do not have visibility of the total number of temporary staffs on assignment. The positions are identified and filled on an as needed basis from various university departments.*
6. What are the most frequently used job categories in the subject matter ITN?  
*UCF Answer: This is an ITN where a pool of vendors for each category are awarded. We are looking to cover all job categories.*
7. What is the average length of the assignment?  
*UCF Answer: Various university departments use this contract on an as needed basis so the length of the assignment will vary.*
8. Is there any preference for local vendor?  
*UCF Answer: Although we would not be opposed to a non-local vendor, the university prefers candidates in the state of Florida, when at all possible. Local vendors will have a better pulse on our local employment market.*
9. Is it mandatory to utilize a sub-contractor?  
*UCF Answer: No. The preference is to award the ITN to a pool of vendors who specialize in filling temp staffing positions by category.*
10. Kindly specify total number of FTE's working and current \$ value spent.  
*UCF Answer: See Questions 4 & 5.*
11. Please provide list of sections to be answered in the technical proposal so to avoid compliance issues.  
*UCF Answer: The Respondent's response to this ITN shall be prepared in accordance with Section 3.0 "Required Offer Format."*
12. Please provide list of forms/attachments to be provided with the proposal.  
*UCF Answer: Please reference section 2.5 Written Addendum, Appendix I, Appendix II, and Appendix III.*

13. Do we have to submit certificate of insurance with the proposal?  
**UCF Answer:** *The actual certificate is not required until after awards are made. Please reference section 2.20 Limitation of Remedies, Indemnification, and Insurance, item C, regarding proof of coverage.*
14. Do we have to submit business license with the proposal?  
**UCF Answer:** *Licensed to do business in the State of Florida is required.*
15. Please provide specific format for references.  
**UCF Answer:** *See Question 11.*
16. How much weightage is there in evaluation for a vendor providing educational references only?  
**UCF Answer:** *we will evaluate each vendor based on their proposal, the degree to which it satisfies the requirements the proposal sections in 3.0 and quality of references and services provided.*
17. Do you have any document that states the kind of IT resources or job titles that the University intends to hire under this Staff augmentation Master Agreement?  
**UCF Answer:** *No, we do have description of IT resources or job titles. The job description and specific scope of work requirements will be provided at the time the need is identified.*
18. What are the physical University of Central Florida locations where work is to be performed under this contract?  
**UCF Answer:** *The physical locations will be at the discretion of the various university departments doing the hiring.*
19. Are all personnel/roles involved with this project required to be available for on-site work or are some roles, such as Information Technology roles, permitted to be remote?  
**UCF Answer:** *See Question 18.*
20. If some personnel/roles are permitted to be remote, are you open to off-shore as well as US based remote work?  
**UCF Answer:** *We may be interested in offshore work based on candidate experience.*
21. Please disclose the incumbent vendor names and, if possible, please share their proposals.  
**UCF Answer:** *See Question 4.*
22. What service challenges are you experiencing with the current contract arrangement?  
**UCF Answer:** *Currently, there are no challenges that we are aware of.*
23. What is the estimated budget for this contract? If unknown, please provide the previous spend.  
**UCF Answer:** *See Question 3.*
24. What has been the percentage of Information Technology roles annually?  
**UCF Answer:** *We currently do not have this information breakdown.*
25. What has been the percentage of Information Technology spend annually?  
**UCF Answer:** *We currently do not have of this information breakdown.*
26. Are you seeking local vendors or are you equally open to awarding an out of state vendor?  
**UCF Answer:** *See Question 8.*
27. Do you have a sample list of Information Technology roles you anticipate needing sourced through this contract?  
**UCF Answer:** *See Question 17.*
28. Do you know what the scope of work would be for legal services?  
**UCF Answer:** *No. The department will define the legal services needed when they go out for quotes.*

29. How many employees currently work under (or will be anticipated to work under) this contract?  
**UCF Answer: See Question 5.**
30. Who are the present vendors?  
**UCF Answer: See Question 4.**
31. How many vendors will be awarded as a result of this solicitation?  
**UCF Answer: The number of awardees is not known yet.**
32. What are the current billable hourly rates?  
**UCF Answer: This ITN is seeking for vendors' capabilities and qualifications only and not billable hourly rates.**
33. How much was spent (dollar value) on this service last year?  
**UCF Answer: See Question 3.**
34. Is there a Prevailing/Living wage requirement associated with this project?  
**UCF Answer: No**
35. Are additional points awarded to firms who are or have Minority Business Enterprise (MBE) partners?  
**UCF Answer: While the university supports the use of MBEs and all small and diverse vendors, we do not have any specific requirements or considerations allotted.**
36. May we request a copy of the incumbent's contract?  
**UCF Answer: See Question 4**
37. May we request a copy of the incumbents previously submitted proposal?  
**UCF Answer: See Question 4**
38. Would you be able to provide more clarity on what qualifies as support staff and administrative positions?  
**UCF Answer: These categories are meant to be generic. The specifics will be provided when service is needed.**
39. What are they measuring to choose the winner? Is it price? Past performance? Relationships with managers?  
**UCF Answer: Please reference section 2.8 Evaluation Criteria and selection Process of the ITN.**
40. How many people are also competing on this?  
**UCF Answer: This ITN was publicly solicited. We do not know how many will participate at this time.**
41. Has a Supplier already been selected and is this a formality?  
**UCF Answer: No**
42. In the statement of objective, it states "ITN does not seek hourly pricing from proposers" however on the same page it also states that the "initial offer should contain the best terms from a cost or price and technical standpoint." What cost or price is this referring to?  
**UCF Answer: This ITN is not seeking for cost or price.**
43. Please advise on what cost or price needs to be included - is the hourly rate or an estimated cost or price for the entire duration/length of the contract?  
**UCF Answer: Hourly rate is not requested for this ITN.**
44. The duration and length of the project for all these Categories remains the same or it varies?  
**UCF Answer: It varies.**





45. It states that the "initial offer should contain the best terms from a cost or price and technical standpoint. What is it referring to? Can you please elaborate.

**UCF Answer: See Question 42**

46. Does this solicitation require respondents to be able to fulfill positions in all categories listed or is it acceptable to respond to a specific category (i.e., Information Technology) listed in the ITN?

**UCF Answer: It is acceptable to respond to a specific category.**

47. Section 1.1, Paragraph 1 states "This ITN does not seek hourly pricing from proposers; however, each proposer must respond with their capabilities to meet the objectives of this ITN which includes reaching agreements on terms and conditions" and paragraph 1.2.D states "Therefore, the Respondent's initial offer should contain the best terms from a cost or price and technical standpoint". Could you please clarify the desired information you would like to have included in the proposal?

**UCF Answer: See Question 42**

48. Section 2.33 Subcontracts: It is stated that "The subcontractors and the amount of subcontract(s) shall be identified in the Respondent's response to this ITN". Since this ITN is for Temporary Labor Services, is it acceptable to simply state that subcontractors may be used in the fulfillment of the specific position(s) that are being requested? Since it is currently unknown about the various skills, position titles, etc. as well as the number of positions that may be acquired through this ITN, it is hard to identify the amount of subcontract(s) that may be used. Can you please provide guidance on what you would like to have included in the proposal to address this section?

**UCF Answer: Vendor's proposal should address the capabilities and qualifications of your firm as it relates to the requirements of the ITN. We do not require that you list potential subcontractors in your offer. Subcontractors may be used; however, the awarded vendor has full responsibility for completion of the services.**

49. For ITN 2021-03TCSA, do you have any idea the number of staffers you are looking for, for the Temporary information technology systems or database administrators, Temporary technician staffing needs, Temporary clerical or administrative assistance, Temporary financial staffing needs, and Temporary personnel services?

**UCF Answer: We do not know the number of staffers needed. Temporary staff positions are identified and filled on an as needed basis from various departments.**

50. What are the historical volumes of spending annually in the program?

**UCF Answer: See Question 3.**

51. Is there any incumbent companies that currently provide these services to the agency? If yes who are they?

**UCF Answer: See Question 4.**

52. Is there any forecasted/approved budget for this opportunity?

**UCF Answer: No**

53. What is UCF's anticipated total spend on Temporary Labor Services for 2021 and forecasted for 2022?

**UCF Answer: See Question 3.**

54. Based upon the skill sets highlighted in your ITN package of administrative, accounting, training, support staff, information technology, professionals, light industrial, technical, skilled trades and general maintenance, can you please share your Temporary Labor Services spend by skill classifications?

**UCF Answer: We currently do not have this information breakdown.**

55. What is the average length of a UCF temporary request? Are there any length limitations we should be aware of?

**UCF Answer: See Question 5.**

56. Understanding UCF is looking for a preferred supplier (multiple vendor award), can you please share the number of existing approved suppliers UCF has today?

*UCF Answer: See Question 4.*

57. Under your current model, how is UCF evaluating each of the supplier's performance?

*UCF Answer: We currently don't have a supplier's performance evaluation in place. The individual department are responsible for supervising, replacing, and removing the temporary staff members that they hire.*

58. Under your current model. How does UCF determine which supplier to seek Price Quote Request for individual requirements?

*UCF Answer: Please reference the Scope of Work (p.30) in the ITN that outlines UCF will issue Price Quote Requests via email and the number of quotes requested will depend upon the anticipated total amount of the required service.*

59. Although, UCF provided detailed ITN Evaluation of Responses criteria, when requesting Temporary Labor Services what are the 3 most important factors for the individual requesting department? (examples include: price, response time, access to quality of talent, business relationship, etc.).

*UCF Answer: All factors noted are important. The department will select the candidate who offers the best value on a case by case basis.*

60. Upon vendor selection, whom within UCF will be responsible for vendor relations? Procurement, HR, etc.

*UCF Answer: Please see section 2.32 of the ITN document. UCF's Liaison with the successful respondent(s) will be Renee Grigor (HR). Additionally, the Contract Administrator will be Trinh Nguyen (Procurement)*

61. How many max no. awards do you intend to give?

*UCF Answer: See Question 31.*

62. Can you please provide us with an estimated or NTE budget allocated for this contract?

*UCF Answer: See Question 3.*

63. What is the place of performance of the candidate?

*UCF Answer: See Question 18.*

64. Is Subcontracting allowed for this opportunity, if so, are there any specific participation goals to be met?

*UCF Answer: See Question 48. There are no specific participation goals.*

65. Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name? Is the incumbent eligible to submit the proposal again?

*UCF Answer: The incumbents are eligible to submit their proposals again. Please reference question 4 for the names.*

66. Are there any pain points or issues with the current vendor(s)?

*UCF Answer: Currently there are no pain points or issues that we are aware of.*

67. Could you please share the previous spending on this contract, if any?

*UCF Answer: See Question 3.*

68. Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?

*UCF Answer: No*

69. What is the total number of resources who are currently working on this project? Please let us know their position name and hourly rate?

*UCF Answer: See Question 5.*



70. Considering the current COVID-19 pandemic situation, if the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets?  
**UCF Answer: Yes**
71. Are hourly rate ranges acceptable for proposed personnel?  
**UCF Answer: Yes**
72. Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance?  
**UCF Answer: See Question 18.**
73. Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?  
**UCF Answer: Resumes for candidates was not requested in the ITN.**
74. How many people are currently working onsite and offsite?  
**UCF Answer: We currently do not have this information breakdown.**
75. Are there any mandated Paid Time Off, Vacation, etc.?  
**UCF Answer: Since they are not UCF employees, we will not have mandates. We may, however, expect candidate to observe university closure dates.**
76. What is the annual contract spend?  
**UCF Answer: It varies by supplier**
77. What is the annual spend or hours by WC code category or job title?  
**UCF Answer: See Question 3**
78. What are the current rates?  
**UCF Answer: The rates will vary by the specific job category, job descriptions, scope of work, etc.**
79. Who are the current vendors?  
**UCF Answer: See Question 4**
80. Approximately how many vendors will be chosen to service this contract?  
**UCF Answer: See Question 31.**
81. Are there direct hire opportunities?  
**UCF Answer: Direct hires will be considered, but final decisions will be based on university need and direct hire fees.**
82. Is a local office required?  
**UCF Answer: It is not required, but highly preferred.**
83. After responding to Price Quote Request (w/in 3-5 day requirement), how soon will selected vendor be notified? How long will the chosen vendor for that order have to fill the position? How soon will qualified/accepted candidate start?  
**UCF Answer: The individual department hiring will decide the above.**
84. After awarding a Price Quote Request to a vendor, will the other awarded vendors have access to the successful quote information so that they can adjust their pricing going forward?  
**UCF Answer: The individual price quotes will not be posted, however, UCF is a public institution and follows all public records laws.**

85. Will all business lines need to be supported? For example, are we able to provide support for IT positions only?

**UCF Answer: See Question 46**

86. Is there an MSP or VMS?

**UCF Answer: No**

87. Is there a set mark-up? Or maximum bill rate?

**UCF Answer: No**

88. Please provide spend by segment.

**UCF Answer: See Question 3.**

89. What is the length of the contract duration?

**UCF Answer: This is a 3 yrs contract with the option to renew for 5 additional years**

90. How many vendors does UCF intent to award?

**UCF Answer: See Question 31.**

91. Will we have the ability to add service offerings if we are awarded?

**UCF Answer: Only service offerings that are within the scope of this ITN will be included in the contract award**

92. If the Bidder has the required insurance coverage and is not "disagreeing" with the requirements, but its insurance carriers provide notice only to the policyholder, not additional insureds, and the Certificate of Insurance would not contain any notice language. As an alternative, Bidder could agree to provide the requested 30 days' advance notice in the event of any material change or cancellation of coverage. As Section 2.20 is marked as non-negotiable, would this alternative notice be acceptable to UCF?

**UCF Answer: Proof of insurance is required as outlined in the ITN.**

93. Can the University of Central Florida (UCF) provide total temporary labor spend for 2019, 2020, and 2021?

**UCF Answer: See Question 3.**

94. How many staffing firms does UCF hope to align through this ITN?

**UCF Answer: See Question 31.**

95. Can UCF provide job descriptions for the labor disciplines listed in Section 1.1 Statement of Objective?

**UCF Answer: No, we do have job descriptions for the labor disciplines listed. These categories are meant to be generic. The specifics will be provided when service is needed.**

96. How many temporary workers commenced their assignment with UCF in 2021?

**UCF Answer: See Question 5**

97. Can UCF provide a headcount breakdown by job title for the temporary personnel that are currently on assignment?

**UCF Answer: We currently do not have this information breakdown.**

98. How many temporary staffing firms are currently used by UCF today?

**UCF Answer: See Question 4**

99. When UCF has a need for a temporary worker, is the requisition released to all the approved vendors at the same time?

**UCF Answer: No, please reference the Scope of Work in the ITN regarding quote requests from suppliers.**

100. Can UCF confirm that Appendix II Certificate of Non-Segregated Facilities, Appendix II Certificate of Non-Segregated Facilities Subpart – Contractor's Agreements, and Appendix III Compliance and Certification of Good

Standings are provided for informational purposes only and are not required to be signed and submitted with the bid response?

**UCF Answer: The above forms are required to be signed and submitted with the bid response.**

101. Will all temporary labor positions with UCF be on-site or will there be some positions that can be worked remotely?

**UCF Answer: See Question 18.**

102. Is this opportunity only for the recruiting and placement of temporary personnel with UCF or will there also be an opportunity to also provide payroll services?

**UCF Answer: This ITN is for temporary staff services with UCF.**

103. If an incumbent vendor does not have its agreement renewed, will UCF consider allowing the transition of the supplier's temporary personnel to an approved supplier at a payroll services markup rate?

**UCF Answer: When new contracts are awarded through this solicitation process, the previous contracts will expire. We do not dictate where/how the new awardees will find temp staff to offer**

104. Are suppliers of temporary personnel allowed to speak with UCF Hiring Managers directly to gather additional insight into a new temporary position?

**UCF Answer: Yes**

105. Will there be an opportunity to provide direct placement services through this ITN?

**UCF Answer: That is not the intention of this ITN. If there is a desire to hire temporary placements direct hire will be considered.**

106. What percentage of temporary workers convert to full-time employees of UCF?

**UCF Answer: Unknown. Most conversions occur with UCF temporary employees.**

107. Can UCF provide any information on average length of assignment?

**UCF Answer: See Question 7.**

108. What challenges is UCF currently facing today with the current suppliers?

**UCF Answer: See Question 22.**

109. On this solicitation the resumes of people you want on section 3.2 is it for people assigned to work with UCF on requests or is it for specific job requirements UCF has.

**UCF Answer: We're asking for qualifications/experience for employees that will be assigned to UCF account.**

110. If it is a multiple-award contract, how many awards will be made under this contract?

**UCF Answer: See Question 31.**

111. Will UCF be sending Price Quote Requests to all awardees?

**UCF Answer: No. Please reference the Scope of Work in the ITN regarding the quote requests to suppliers.**

112. Is this a new contract or renewal of an existing contract?

**UCF Answer: This ITN is a rebid for an existing contract.**

113. If there is an existing contract, could you please share the name of the Current Suppliers (who are currently providing services to the UCF)?

**UCF Answer: See Question 4.**

114. How many awards were made in the past?

**UCF Answer: See Question 4.**

115. Could you please share the current Suppliers' pricing and Proposals?  
**UCF Answer: No, pricing were provided in the proposals.**
116. When was the existing contract started, and what is the annual monetary spent value of the current contract since inception?  
**UCF Answer: See Question 3.**
117. Please share the historical spend for the year 2020.  
**UCF Answer: See Question 3.**
118. Can you please share the no. of positions served in previous years under this contract?  
**UCF Answer: We currently do not have this information at this time. Various university departments use this contract on an as needed basis.**
119. Can you please share the amount of business each vendor did under this contract in previous years?  
**UCF Answer: See Question 3.**
120. Which were the job titles most commonly filled under various labor categories such as administrative, accounting, training, support staff, information technology, professionals, light industrial, technical, skilled trades, and general maintenance in past?  
**UCF Answer: We currently don't have this detailed information.**
121. Can you please share the email id/details where we can raise the public record request for the old RFP?  
**UCF Answer: Public records can be requested through [gcounsel@ucf.edu](mailto:gcounsel@ucf.edu).**
122. Can you share details from where we can get old RFP details?  
**UCF Answer: See Question 121**
123. Can you share details from where we can see the records for the old contract?  
**UCF Answer: See Question 4.**
124. What is the expected annual budget of this contract? Please share the rough estimate?  
**UCF Answer: See Question 3.**
125. How many positions are expected to be filled under this contract?  
**UCF Answer: We do not know how many positions are to be filled. Various university departments use this contract on an as needed basis.**
126. Which are the job titles to be most commonly filled under this contract?  
**UCF Answer: See Question 6.**
127. What will be the minimum duration of work for any job position?  
**UCF Answer: See Question 7.**
128. List a minimum of three accounts that have similar needs to UCF. University and/or College accounts would be a plus.
- Is it mandatory to provide references from University and/or College accounts?
  - Will you consider references from other public sector clients?
  - Will you consider references from commercial clients?
  - Will you give preference to bidders who have references with University and/or College accounts as compared to bidders who have references with other public sector clients across the USA?
- UCF Answer:**
- Is it mandatory to provide references from University and/or College accounts? **No**

- Will you consider references from other public sector clients? **Yes**
- Will you consider references from commercial clients? **Yes**
- Will you give preference to bidders who have references with University and/or College accounts as compared to bidders who have references with other public sector clients across the USA? **Perhaps**





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: 1      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

Dhianna Vezzi  
PRINT OR TYPE PROPOSER'S NAME

Integrated Staffing Corp.  
COMPANY NAME

dvezzi@integratedstaffingcorp.com  
EMAIL ADDRESS





**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**	<u>X</u>	_____	<u>JS</u>
2.2**Non-negotiable**	<u>X</u>	_____	<u>JS</u>
2.3**Non-negotiable**	<u>X</u>	_____	<u>JS</u>
2.4	<u>X</u>	_____	<u>JS</u>
2.5	<u>X</u>	_____	<u>JS</u>
2.6**Non-negotiable**	<u>X</u>	_____	<u>JS</u>
2.7 Section Not Used			
2.8**Non-negotiable**	<u>X</u>	_____	<u>JS</u>
2.9	<u>X</u>	_____	<u>JS</u>
2.10	<u>X</u>	_____	<u>JS</u>
2.11 **Non-negotiable**	<u>X</u>	_____	<u>JS</u>
2.12	<u>X</u>	_____	<u>JS</u>
2.13 **Non-negotiable**	<u>X</u>	_____	<u>JS</u>
2.14 **Non-negotiable**	<u>X</u>	_____	<u>JS</u>
2.15	<u>X</u>	_____	<u>JS</u>



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



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

Company: Integrated Staffing Corp Authorized Representative's Name: Chianna Iezzi

Authorized Representative's Signature: [Signature] Date: 01/26/2022

## 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 invoked 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: Integrated Staffing Corp  
Authorized Representative's Name: Dhianna Yezzi  
Authorized Representative's Signature: [Signature]  
Date: 01/26/2022



**APPENDIX III**  
**COMPLIANCE AND**  
**CERTIFICATION OF GOOD STANDINGS**

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

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

**CERTIFICATION**

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

Company: Integrated Staffing Corp  
Authorized Representative's Name: [Signature]  
Authorized Representative's Signature: Dhianna Yezzi  
Date: 01/26/2022



## APPENDIX IV

### BONFIRE SUBMISSION INSTRUCTIONS FOR SUPPLIERS

## Submission Instructions for Suppliers

Please follow these instructions to submit via our Public Portal.

### 1. Prepare your submission materials:

#### Requested Information

Name	Type	# Files	Requirement
Proposal	File Type: Any	Multiple	Required

#### Requested Documents:

Please note the type and number of files allowed. The maximum upload file size is 1000 MB.

Please do not embed any documents within your uploaded files, as they will not be accessible or evaluated.

### 2. Upload your submission at:

<https://ucfprocurement.bonfirehub.com/opportunities/49428>

Your submission must be uploaded, submitted, and finalized prior to the Closing Time of **Jan 13, 2022 2:00 PM EST**. We strongly recommend that you give yourself sufficient time and **at least ONE (1) day** before Closing Time to begin the uploading process and to finalize your submission.

#### Important Notes:

Each item of Requested Information will only be visible after the Closing Time.

Uploading large documents may take significant time, depending on the size of the file(s) and your Internet connection speed.

You will receive an email confirmation receipt with a unique confirmation number once you finalize your submission.

Minimum system requirements: Internet Explorer 11, Microsoft Edge, Google Chrome, or Mozilla Firefox. Javascript must be enabled. Browser cookies must be enabled.

#### Need Help?

University of Central Florida Procurement Services uses a Bonfire portal for accepting and evaluating proposals digitally. Please contact Bonfire at [Support@GoBonfire.com](mailto:Support@GoBonfire.com) for technical questions related to your submission. You can also visit their help forum at <https://bonfirehub.zendesk.com/hc>