



Coherent Staffing Solutions

TEMPORARY PERSONNEL SERVICES

Fpur-200036-GD

3:00PM July 13, 2020

SUBMITTED TO:

Gainesville Regional Utilities
City of Gainesville, FL

SUBMITTED BY:

Jacqueline Sinkfield, President/CEO
Coherent Staffing Solutions
121 S Orange Ave, Ste 1500
Orlando, FL 32801
Tel.: 407-377-6338
Fax: 407-278-4039

E-mail:

jsinkfield@coherentstaffing.com
www.coherentstaffingsolutions.com

LETTER of INTEREST

121 S Orange Ave, Ste 1500
Orlando, FL 32801
(407) 377-6338

July 13, 2020

Coherent is pleased to submit the enclosed proposal and associated supporting documents in response to FPUR-200036-GD for Temporary Personnel Services. Coherent acknowledges that we have reviewed the request for proposals in its entirety and have a thorough understanding of the work to be performed. We are committed to perform the work detailed in a timely manner.

In this proposal, we provide the Gainesville Regional Utilities and the City of Gainesville with our background and experience to conduct this important project, present our proposed project team, and describe our detailed work plan.

Our firm represents the very best in professional experience, quality of work product, customer responsiveness and service. As full-time specialists in the business of providing Temporary Staffing Services support to customers, we are pleased to present you with our qualifications to address your most important challenges and our extensive experience working with customers on similar contracts.

As Coherent's President, I am the sole authorized individual to bind this firm.

Our headquarter and contact information is as follows:

Name: Jacqueline Sinkfield

Company: Coherent Staffing Solutions, LLC

Address: 121 S Orange Ave, Ste 1500
Orlando, FL 32801

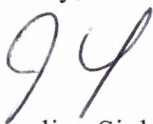
Phone: (407) 377-6338

Email: Jsinkfield@coherentstaffing.com

Web: www.coherentstaffingsolutions.com

I attest all items submitted in our proposal are true and accurate and we can meet all requirements associated with this RFP. We currently hold \$5Million in Corporate Liability Insurance and \$1Million in Workers Compensation Insurance, meeting the requirements of this RFP.

Sincerely,



Jacqueline Sinkfield, MS, SPHR
President/CEO

Table of Contents

Letter of Interest

Required Bid Forms: Form 1- Respondent’s Certification
 Form 2- Addenda One to Three
 Form 3- Reference Form
 Form 4- Pricing Response Form

EXECUTIVE SUMMARY 1

1. Organization Experience and Capabilities..... 2

 Company Profile 3

 Coherent’s Recruiting Team 4

 Benefits to Coherent’s Customers – the Coherent Advantage..... 4

2. Work Plan.....

 Staffing..... 5

 Hiring Process Requirements..... 6

 Prescreening Process..... 7

 Payrolling/ Employer of Record

 Managing and Supervising Temporary Staff Requirements..... 6

 Timekeeping Requirements 7

 Quality Management Requirements 7

 Coherent’s Service Guarantee 9

SOLICITATION NUMBER FPUR-200036-GD FOR TEMPORARY PERSONNEL SERVICES

RESPONDENT'S CERTIFICATION

NAME OF CORPORATION, PARTNERSHIP, OR INDIVIDUAL: Coherent Staffing Solutions

PHYSICAL ADDRESS: 121 S Orange Ave Ste 1500 Orlando FL 32801

FEDERAL IDENTIFICATION #: 47 150 6845 STATE OF INCORPORATION: FL (Seal)

I have carefully reviewed this Solicitation including the scope, submission requirements, general information, and the evaluation and award process.

I acknowledge receipt and incorporation of the following addenda, and the cost, if any, of such revisions has been included in the pricing provided.

Addenda 1 through 3 acknowledged (if applicable).

I am a small business enterprise (SBE) or service disabled veteran enterprise (SDVE) certified with the City of Gainesville Equal Opportunity Department (<http://www.cityofgainesville.org/OfficeofEqualOpportunity.aspx>). YES NO

I am a local business requesting Local Preference (include Business Tax Receipt and Zoning Compliance Permit) YES NO

The Living Wage Ordinance applies YES NO

If yes, additional costs in response price \$ _____

I further acknowledge that: **Response is in full compliance with the specifications**; or Response is in full compliance with the specifications **except** as specifically stated and explained in detail on sheets attached hereto and labeled "Clarifications and Exceptions".

I hereby propose to provide the goods/services requested in this Solicitation. I agree to hold pricing for at least **60** calendar days from the Solicitation due date. I agree that CITY's terms and conditions herein take precedence over any conflicting terms and conditions submitted for CITY's consideration, and agree to abide by all conditions of this Solicitation.

I certify that all information contained in this Response is truthful to the best of my knowledge and belief. I further certify that I am duly authorized to execute and submit this Response on behalf of the organization as its agent and that the organization is ready, willing and able to perform if awarded.

I further certify that this Response is made without prior understanding, agreement, connection, discussion, or collusion with any other person, company or corporation submitting an offer for the same product or service; no officer, employee or agent of CITY owns or will benefit more than 5% from award of this Solicitation; and the undersigned executed this Respondent's Certification with full knowledge and understanding of the matters therein contained.

04
AUTHORIZED SIGNATURE DATE

Jacqueline Sinkfell President + CEO
PRINT NAME TITLE

407 416 0330 407 278 4039
TELEPHONE NUMBER FAX NUMBER

JSinkfell@coherentstaffing.com
E-MAIL ADDRESS

Coherentstaffingsolutions.com
WEBSITE

RESPONDENT'S CONTACT
(for additional information)

Jacqueline Sinkfell
NAME

President + CEO
TITLE

407 377 6338
PHONE

JSinkfell@coherentstaffing.com
E-MAIL ADDRESS

If Respondent is not an individual, include authorization for the above individual to sign on behalf of the organization.

State of Florida

Department of State

I certify from the records of this office that COHERENT STAFFING SOLUTIONS, LLC is a limited liability company organized under the laws of the State of Florida, filed on July 28, 2014, effective August 1, 2014.

The document number of this limited liability company is L14000117874.

I further certify that said limited liability company has paid all fees due this office through December 31, 2020, that its most recent annual report was filed on June 30, 2020, and that its status is active.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Thirtieth day of June, 2020*



Samuel R. Bruce
Secretary of State

Tracking Number: 2149480428CC

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>



**City of Gainesville
Procurement Division
200 E University Avenue, Rm 339
Gainesville, FL 32601
(352) 334-5021(main)**

Addendum Publish Date: June 22, 2020

**Temporary Personnel Services
RFP #: FPUR-200036-GD
ADDENDUM NO. 1**

Bid Due Date: July 7, 2020, 3:00pm (Local Time)

NOTE: The original Specifications of this solicitation remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary.

1. Any questions regarding this solicitation shall be submitted in writing to the City of Gainesville (CoG) Procurement Division by 3:00pm, (local time), Thursday, June 25, 2020. Submit questions to: dykemangb@cityofgainesville.org
2. Please find attached:
 - a. Attachment A - A copy of the Pre-Bid Discussion/Information Checklist, which includes detail of the solicitation schedule
 - b. Attachment B - Bid Opening Zoom Access information
 - c. Attachment C - A copy of the Solicitation with the Footer references corrected
 - d. Attachment D - Current Contract and Addendums
 - e. Attachment E - A copy of the Cone of Silence period information (Financial Procedures Manual Section 41-424 Prohibition of lobbying in procurement matters) that was discussed.
3. Following is a review of the Pre-Bid Meeting that was held via Zoom Conference on June 18, 2020:
 - a. City of Gainesville Staff represented by Gayle Dykeman, CoG Procurement Specialist III, Roxy Gonzalez, CoG Parks & Recreation, Lisa Jefferson, CoG HR, Alandyia Brutton, GRU Customer Service, Cheryl McBride, GRU HR.
 - b. Gayle Dykeman started the meeting by reviewing important Procurement areas of the solicitation, including the solicitation schedule and submittal due date. All communication must go through Gayle Dykeman throughout the duration of the solicitation. All submittals must be entered in DemandStar.com by the due date and time – DemandStar is programmed to reject any bids that are entered after that time. DemandStar is a free tool for vendors to submit bids. DemandStar will automatically close the solicitation at the specified date and time, and the City will not accept any late proposals, regardless of the format presented. While this is an evaluated bid, the minimum requirement of at least five (5) years in Temporary Staffing Services is required. Living Wage does not apply to this solicitation. Spoke at length about the rules guiding the Cone of Silence.
 - c. Cheryl McBride gave a brief overview of the solicitation, as can be reviewed by vendors in the solicitation. Cheryl emphasized the importance of developing a partnership with the CITY in its endeavors to meet its staffing requirements.

4. Following are questions and answers that were discussed in the meeting:

a. Question:

1. Can vendors bid on parts of the solicitation, but not all the services requested?
2. Is it possible to only bid on General Office & Clerical Work or does the agency need to bid on all disciplines?
3. So you are awarding to only one vendor? Or more?

Answer: The agency can bid on one or more disciplines. See the solicitation, FORMS Page 7

b. Question: If the City selects a new vendor, how will the transition to the new vendor be handled for the current temp employees?

Answer: Best practice is to have existing temporary personnel reapply with the new vendor.

c. Question: What is the total spend for 2019?

Answer: \$149,422

d. Question: What is the expected spend for 2021?

Answer: The CITY will typically extrapolate from the prior three years, however there are some new categories for which we have no history - if we are able to hire those positions, there is the potential that the spend will be higher.

e. Question: Several health testing questions have been listed here to provide one response to all:

1. Regarding the statements in the solicitation regarding health testing, are you referring to COVID19 testing?
2. In the solicitation regarding health testing, are you referring to COVID19 testing?
3. Are the health assessment requirements applicable to all positions, including office clerical?
4. Can you clarify what exactly may be involved in determining "employee's general state of health and physical ability to perform the job"... does this have to do with COVID testing, temperature taking daily, or does the contractor have to undergo a physical before being assigned?

Answer: The primary purpose is to make sure the person is physically able to do the job, in some cases this may require additional tests, depending on the job requirements. Additional clarifying information will be provided on this question in a future Addendum.

f. Question: We do not have experience with unions, are we expected to provide union workers?

Answer: While the temporary employee is doing the job of a Union Worker, they are not required to join the Union, as they are not City employees, they are your agency's employees.

g. Question: Is there a prescribed format for the submittal?

Answer: No but would prefer to receive all required forms at the front of the submittal.

h. Question: Is Drug Testing required of all Temp Employees?

Answer: Some positions require drug testing. Additional detail will be provided in the next Addendum.

i. Question: Do you require a 7- or 10-year background check?

Answer: Depends on the position – additional detail pending.

j. Question: Background check in the County – last 7 or 10 years?

Answer: Depends on the position – additional detail pending.

- k. **Question:** Are you asking, in the section below the pricing sheet, if these items are included in the all-inclusive multiplier?
Answer: No, if your company includes those items in the all-inclusive multiplier as part of their service, please just indicate that the service is part of the regular service of the company and included in the all-inclusive multiplier.
- l. **Question:** Do we have to subcontract with a local vendor to get local vendor preference?
Answer: The headquarters of the company claiming local vendor preference must be within the CITY'S geographic limits to be considered for Local Preference.
- m. **Question:** What is the length of the average assignment?
Answer: The average assignment is 122 days.
- n. **Question:** Do we need to be in the City of Gainesville to bid?
Answer: No you can be located anywhere to bid, all bids are encouraged.
- o. **Question:** Amount of positions? Is that the number of resources you are looking for? More? Less?
Answer: GRU does not expect increments above current run rate.
- p. **Question:** Do you have 2021 projections for use of CDL driver and Crossing Guard positions?
Answer: We do not have projections on these segments.
- q. **Question:** Do we need to submit questions to Robbin or Gayle?
Answer: Gayle Dykeman, dykemangb@cityofgainesville.org

5. Following are questions that have been received in writing:

- a. **Question:**
 - 1. Is there an incumbent for this contract or is this for a new contract?
 - 2. If yes, can you please let us know the name of incumbent, their hourly rate and historical spend?
 - 3. What is the current vendor and what rates are they billing?
 - 4. Provide the current contract and markup.**Answer:** The City currently obtains Temporary Services from TempForce. Their hourly rate varies based on the job position. The current mark-up is 23% for clerical, and 49% for jobs that require physical labor; and for each position, \$.29/hour is billed to cover Affordable Care Act costs. 2019 spend was \$149, 422. See Attachment D for the current contract.
- b. **Question:** Is budget allocated for this contract? If yes, can you please let us know the same?
Answer: Each Department and GRU develop their own budget for temporary services, so yes, it is budgeted.
- c. **Question:** Can you provide the job description for the mentioned positions?
Answer: Please reference the solicitation, FORMS Section, Page 7. There is a link there to access the job descriptions.
- d. **Question:** Do we have to sub-contract to meet the Small Business Enterprise and Local Preference goal?
Answer: See response in #4, i.
- e. **Question:** Are school crossing guards posted at Elementary and Middle Schools? Or Elementary Schools only?
Answer: Under research

- f. **Question:** How many hours per day does a school crossing guard work? What are the a.m. post times and p.m. post times currently?
Answer: Under research
- g. **Question:** Do you want the chosen vendor to consider employing any of the current guards?
Answer: Under research
- h. **Question:** What are the current hourly wage and bill rates for School Crossing Guards?
Answer: Under research
- i. **Question:** Are the health assessment requirements applicable to all positions, including office clerical?
Answer: See response in Question 4.e.
- j. **Question:** Are you looking for MSP services?
Answer: No
- k. **Question:** How many staffing suppliers do you currently use?
Answer: Primarily one, however additional vendors are used for technical and food service staffing.
- l. **Question:** Do you have an estimate of your annual contingent labor spend?
Answer: Please see above, Question 5.a.
- m. **Question:** What states/countries would you like your MSP to cover?
Answer: City of Gainesville and Gainesville Regional Utilities only
- n. **Question:** Do you have a current MSP or VMS?
Answer: No

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 1 by his or her signature below, and a copy of this Addendum to be returned with proposal.

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 1 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER COMPANY NAME: Coherent Staffing Solutions

SIGNATURE: JJ

LEGIBLY PRINT NAME: Jacqueline Sinkfield

DATE: 7/13/20

Addendum Publish Date: June 29, 2020

Temporary Personnel Services
RFP #: FPUR-200036-GD
ADDENDUM NO. 2

Bid Due Date: ~~July 7, 2020, 3:00pm (Local Time)~~
New Bid Due Date: July 13, 2020, 3:00pm Local Time

NOTE: The original Specifications of this solicitation remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary.

- 1) **Change in Due Date:** The due date has been extended to Monday, July 13, 2020, 3:00pm
- 2) **Correction:** Addendum 1, Question 4.c. - the answer to this question is INCORRECT. For detailed spend information, see Attachment 1 to this Addendum
- 3) The following questions from Addendum 1 are still under research and will be provided in the next Addendum. Similar questions that were submitted by the Questions Due Date have been bundled together.

A. Question, Addendum 1, 4. h.:

- 1) Is Drug Testing required of all Temp Employees?
- 2) Which positions require a drug test?
- 3) Regarding the Pre-Employment drug screening and Background checks, is there a minimum level of Panel needed? (i.e. 5 panel drug test or higher?)
- 4) Please specify how many drug panels and what drugs you expect the drug screens to cover.

Answer: Depends on the position – additional detail pending

B. Question: In reference to Attachment 3 Statement of Work, Section 10.0.3 interview at site. Are travel and expenses paid?

Answer: Under research.

C. Question, Addendum 1, 4.i.:

- 1) What level of background check is required
- 2) Do you require a 7- or 10-year background check?
- 3) Please specify what criteria are included in a Criminal Background Check as being requested with this RFP.
- 4) Please specify what criteria are included in a Criminal Background Check as being requested with this RFP.
- 5) Please specify what criteria are included in a Criminal Record Check as being requested with this RFP.

Answer: Depends on the position – additional detail pending.

D. Question, Addendum 1, 4.j.: Background check in the County – last 7 or 10 years?

Answer: Depends on the position – additional detail pending.

4) Following are answers to questions that were unanswered in Addendum 1, dated June 22, 2020.

A. Question, Addendum 1, 5.e.: Are school crossing guards posted at Elementary and Middle Schools? Or Elementary Schools Only?

Answer: School crossing guards are posted at both Elementary and Middle Schools.

B. Question, Addendum 1, 5.f.: How many hours per day does a school crossing guard work? What are the a.m. post times and p.m. post times?

Answer: School crossing guards typically work 2-4 hours per day. The a.m. and p.m. post are determined by the hours of the school to which they are assigned.

C. Question, Addendum 1, 5.g.: Do you want the chosen vendor to consider employing any of the current guards?

Answer: Yes

D. Question, Addendum 1, 5.h.: What are the current hourly wage and bill rates for School Crossing Guards?

Answer: School crossing guards are currently paid \$25.30/hour and are paid through the CITY's payroll, so there is currently no bill rate.

5) Following are questions that were submitted by the Questions Deadline, (June 25, 2020) for which answers are under research and will appear in the next Addendum.

A. Question: Will the contract be temporary staffing, direct hire/permanent recruiting or a combination?

Answer: Under research.

B. Question: How many vacancies currently exist?

Answer: Under research.

C. Question: Will the contract require the payroll of the current temporary employees

Answer: Under research.

D. Question: Will 3rd party testing on skills be required for any position before submission?

Answer: Under research.

E. Question: On average, how many contractor's employees are hired by GRU or GG prior to the completion of 90 days of temporary employment

Answer: Under research.

F. Question: Would GRU and GG be willing to add a contract clause allowing for amendment to billing rates for new taxes, state or federal mandates or other new payroll expenses that may arise during the contract term? In other words, unforeseen legislative changes or additions.

Answer: Under research.

G. Question: Are contractors required to participate in E-verify?

Answer: Under research.

H. Question: In reference to Attachment 3 Statement of Work, Section 10.0.3 interview at site. Are travel and expenses paid?
Answer: Under research.

I. Question: In reference to Attachment 3 Statement of Work, Section 5.2 Training and Testing employees for proficiency in the job that they will be performing in accordance the job classification. What type of evidence is required?
Answer: Under research.

6) Following are questions and answers that were submitted prior to the Questions Deadline (June 25, 2020, 3:00pm)

A. Questions:

- 1) Is this a new requirement or is there an incumbent(s)? If so, can you please disclose the incumbent(s) name and if possible please provide the incumbent proposals?
- 2) Who is/are the current vendors?

Answer: See Addendum 1, 5.a. and Addendum 1, Attachment D. To reference the current company as the "incumbent" would be a misnomer, as they are required to present proposals to this solicitation.

B. Questions:

- 1) What is the estimated budget for this contract? If unknown, please provide the previous spending.
- 2) What is the estimated budget for the new contract?

Answer: See Addendum 1, 4.c.

C. Questions:

- 1) To offer you competitive pricing, please share the incumbent's cost proposal.
- 2) What are the current pay and bill rates/markup?

Answer: See Addendum 1, Attachment D. This information is over 10 years old and should not be used as a benchmark for pricing. The CITY assumes that each vendor is putting forward their best pricing for their business model. The "incumbent's" current pricing is unavailable, as they are required to participate in the bid process as well.

D. Question: Please specify the list of benefits current temporaries receive from the "incumbent".

Answer: Current vendor is required to comply with the Affordable Care Act. See also Addendum 1, Attachment D.1

E. Question: Please specify the list of vacation and holidays current employees receive from the "incumbent".

Answer: Current temporary employees are able to qualify for up to forty (40) hours of vacation and six (6) paid holidays annually, subsequent to meeting eligibility requirements.

F. Question: How many temporaries are currently working under this contract?

Answer: See Bid Package, Exhibit D

G. Questions:

- 1) As it is a multiple award contract, please describe how vendors under contract will receive a fair share of business without vendor rotation of job orders implemented in the procurement process?
- 2) Will this be an exclusive or non-exclusive contract?
- 3) Are you looking for one vendor or are you planning to use multiple vendors to fill your services?

Answer: While this is a multiple award contract, each discipline will only be awarded to one vendor. So, for example, Clerical Temp business will be awarded to one vendor, CDL drivers will be awarded to one vendor. If a vendor bids on more than one discipline, it is possible for that vendor to win the award for more than one discipline.

H. Question: Please describe the issues/problems that the CITY is facing under the current contract.

Answer: There are no issues with the current vendor.

I. Questions:

- 1) Refer to the Pricing Response Form, it is our understanding that the all-inclusive multiplier refers to all-inclusive markup percentage of the vendors. Is that correct? If not, please explain.
- 2) On the pricing sheet, if we include an all-inclusive multiplier, do we still need to include the cost per request?

Answer: Correct. If your proposal's all-inclusive multiplier includes all of the services listed in the cost/request section, indicate on your proposal that these services are already included in the all-inclusive multiplier, and do not respond to the itemized request.

J. Question: Refer to the Pricing Response Form, it is our understanding that the vendors need to provide the breakdown of markup percentage of Health Statements, Drug Testing, Criminal Background Check, Criminal Record Check and Motor Vehicle Record Check per position. Is it correct? If no, please explain.

Answer: No, See Addendum 1, 4.k.

K. Question: Is it possible for the CITY to extend the due date?

Answer: Yes, due date is extended to Monday, July 13, 2020, 3:00pm.

L. Questions:

- 1) How much was spent on temporary services in 2017, 2018 2019 (for the services requested under this RFP?)
- 2) Exhibit D indicated 2019 Historical Usage Data of GRU Hours 49,293 and GG Hours 66,525 for a total utilization of 115,818 hours in the General Office and Clerical Category. However, in Addendum 1, Question 4-C the total spend for 2019 was answered as \$149,422. That spend amount cannot equate to the hours provided as that would make the average Bill Rate \$1.29? Can you please restate the total spend by Job Category including hours utilized and total spend per category?

Answer: Yes! There was an error in reporting spend in Addendum 1, sincere apologies. This has been corrected and all data requested can be found attached to this Addendum 2, Exhibit A.

- M. Question: How many temporary employees are currently utilized?
Answer: See Bid, Exhibit D
- N. Question: How many temporary employees are in each category?
Answer: See Bid, Exhibit D
- O. Question: Are there subcontracting goals?
Answer: No
- P. Question: Is an out of state license required?
Answer: Out of state vendors will be required to register with the State of Florida through SunBiz.
- Q. Question: Are vendors required to have an office or will out of state vendors be considered?
Answer: See Addendum 1, 4.n.
- R. Question: On page 5 (section 4.0) of the RFP document, you have mentioned a "Subcontractor Information Form". We don't see this included anywhere. Can you please provide?
Answer: This form is not required for this solicitation.
- S. Question: The DemandStar online tool asks us to enter a "Bid Amount" before we can upload our proposal. What do we enter here?
Answer: Enter \$.01
- T. Question: Are we allowed to submit a video presentation for our firm's RFP?
Answer: No, all submissions must be in writing and submitted through DemandStar.
- U. Question: Do you require any on-site representative(s) from the temporary staffing firm? In not, would you give preference in awarding a firm that does provide an on-site representative?
Answer: On-site representation is not a factor in this solicitation.
- V. Question: Please define the "competitive negotiation" process and/or period, and how that relates to the "Best and Final Offer".
Answer: In some solicitations, negotiations may take place. In this solicitation, the bid your company submits should be your best and final offer.
- W. Question: Is there any leeway for revision/redlines to the actual service contract when/if offered?
Answer: If your company has identified deviations to the solicitation, these should be identified and submitted with your company's submittal. These deviations may be considered but the CITY is under no obligation to accept the deviations. Likewise, Contract Deviations may be considered, but the CITY is under no obligation to accept the deviations.
- X. Question: Are we permitted, and how can we access the minimum hourly wages for the position listed in the RFP?
Answer: See the RFP. FORMS Section, Page 7.

- Y. Question: If there are any positions that we cannot staff, based on risk analysis, does that disqualify us from consideration?
Answer: No, but you must identify those positions that you will be unable to fulfill.
- Z. Question: Are the Pervious bidders' responses for this awarded proposal a matter of public record? If so where can they be found?
Answer: Addendum 1, Attachment D.1
- AA.Question: Does the City of Gainesville provide any paid vacation or paid holidays to temporary employees?
Answer: No
- BB.Question: Does the City of Gainesville provide any benefits to temporary employees? If so does the city make any contributions to the cost of these benefits?
Answer: No
- CC. Question: Is there a maximum time that an employee can be on a project
Answer: No
- DD. Question: What is the average duration of the assignments?
Answer: See Addendum 1, 4.m.
- EE.Question: Is a Bid Bond required for this proposal as per Section 10.3? If is is can we assume that this requirement needs to be satisfied at the time of award?
Answer: No Bid Bond is required.
- FF.Question: Is there any fixed fiscal year budget allocated for this contract?
Answer: No
- GG. Question: Does the CITY disclose the number of temporary employees required in the fiscal year in various work categories?
Answer: The CITY does not forecast future utilization. For a history of temporary services utilization see Attachment A to this Addendum
- HH. Question: Does all-inclusive multiplier include all our costs and burden?
Answer: If the all-inclusive multiplier you propose does not include all of your costs and burden, then you must identify any additional costs associated with utilizing your services.
- II. Question: Is the assumption that a twenty percent multiplier would be captured as 1.20 in Cost Form?
Answer: Yes.
- JJ. Question: Will references be checked for all bidders or only the shortlisted bidders?
Answer: The Evaluation Team will determine when and how references will be checked once they have had an opportunity to review the submittals.

KK. Question: Can we provide references from clients where we have executed a similar scope from the public and private sectors?

Answer: Yes, as long as the reference information is current and the services were provided in the last five years.

LL. Question: In reference to PRICING RESPONSE FORM, Note: Technical Categories are not sought under this solicitation. Please provide additional clarification for the Technical Categories and type of positions and or services.

Answer: Technical Categories are not a segment the CITY is seeking from this solicitation.

MM. Question: General question: 2019 breakdown of position hired in the maintenance department to which locations?

Answer: Parks, Recreation & Cultural Affairs hires most of the maintenance staff, their locations are determined by the assignment.

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 2 by his or her signature below, and a copy of this Addendum to be returned with proposal.

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 2 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER COMPANY NAME: Coherent Shing Sunkell

SIGNATURE: JS

LEGIBLY PRINT NAME: Jacqueline Sunkell

DATE: 7/13/20

**RFP # FPUR-200036-GD
Temporary Personnel Services**

**Addendum 2
EXHIBIT A
3-YEAR HISTORICAL DATA**

FY 2019 (10/1/18-9/30/19)				
Category	Agency	# of Assignments	Hours	Spend
General Office & Clerical	GRU	50	43,293	\$ 843,158.08
	GG	81	66,525	\$ 1,116,124.76
Labor-Light Lifting	GRU			
	GG	2	3,263	\$ 57,729.90
Maintenance, Labor	GRU	1	376	\$ 6,132.56
	GG	24	22,327	\$ 337,726.35
Child Care	GRU			
	GG			
Food Service	GRU			
	GG	8	7,639	\$ 96,574.55
CDL Driver	GRU			
School Crossing Guard	GRU			
	GG			
		166	100,130	\$ 2,457,446.20

FY 2018 (10/1/17 - 9/30/18)				
Category	Agency	# of Assignments	Hours	Spend
General Office & Clerical	GRU	64	34,510	\$ 529,179.15
	GG	86	47,956	\$ 835,904.53
Labor-Light Lifting	GRU			
	GG	4	1,913	\$ 33,835.31
Maintenance, Labor	GRU	1	311	\$ 6,563.97
	GG	39	24,678	\$ 324,051.43
Child Care	GRU			
	GG			
Food Service	GRU			
	GG	5	4,053	\$ 51,803.37
CDL Driver	GRU			
School Crossing Guard	GRU			
	GG			
		199	78,911	\$ 1,781,337.76

FY 2017 (10/1/16 - 9/30/17)

Category	Agency	# of Assignments	Hours	Spend
General Office & Clerical	GRU	41	29,340	\$ 456,656.54
	GG	46	41,912	\$ 763,695.62
Labor-Light Lifting	GRU	1	453	\$ 5,694.21
	GG	2	4,173	\$ 71,173.17
Maintenance, Labor	GRU			
	GG	21	22,704	\$ 323,644.03
Child Care	GRU			
	GG			
Food Service	GRU	5	9,135	\$ 115,095.58
	GG			
CDL Driver	GRU			
	GG			
School Crossing Guard	GRU			
	GG			
		116	78,377	\$ 1,735,959.15

Exhibit D
Historical Data of Temporary Services Utilization

Job Category	FY2017		FY2018		FY2019	
	# of Hours	# of Placements	# of Hours	# of Placements	# of Hours	# of Placements
GRU 1 - General Office & Clerical	28,999	40	34,510	64	49,293	50
GG 1 - General Office & Clerical	40,460	45	44,890	84	66,525	81
GRU 2-Labor-Light Lifting	793	2				
GG 2-Labor-Light Lifting	5,625	3	7,069	4	3,263	2
GRU 3-Maintenance, Labor			310	1	376	1
GG 3-Maintenance, Labor	22,704	21	18,534	40	22,327	24
GRU 4-Child Care						
GG 4-Child Care						
GRU 5-Food Service						
GG 5-Food Service	9,135	5	4,053	5	7,639	8
GRU 6-CDL Driver						
GG 6-CDL Driver						
GRU 7-School Crossing Guard						
GG 7-School Crossing Guard						

Addendum Publish Date: July 4, 2020

Temporary Personnel Services
RFP #: FPUR-200036-GD
ADDENDUM NO. 3

Bid Due Date: ~~July 7, 2020, 3:00pm (Local Time)~~
New Bid Due Date: July 13, 2020, 3:00pm Local Time

NOTE: The original Specifications of this solicitation remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary.

1) The following questions from Addendum 1. Similar questions that were submitted by the Questions Due Date have been bundled together.

A. Question, Addendum 1, 4. h.:

- 1) Is Drug Testing required of all Temp Employees?
- 2) Which positions require a drug test?
- 3) Regarding the Pre-Employment drug screening and Background checks, is there a minimum level of Panel needed? (i.e. 5 panel drug test or higher?)
- 4) Please specify how many drug panels and what drugs you expect the drug screens to cover.

Answer: The basis for the testing outside federal requirements apply to:

1. Any job that requires a CDL
2. Any job that works with minors
3. Any job that requires a safety sensitive job duty in its essential functions of the job, City will determine based on where the temp employee will be placed
4. Any public safety position (fire/police)

B. Question: In reference to Attachment 3 Statement of Work, Section 10.0.3 interview at site. Are travel and expenses paid?

Answer: Under research.

C. Question, Addendum 1. 4.i.:

- 1) What level of background check is required
- 2) Do you require a 7- or 10-year background check?
- 3) Please specify what criteria are included in a Criminal Background Check as being requested with this RFP.
- 4) Please specify what criteria are included in a Criminal Background Check as being requested with this RFP.
- 5) Please specify what criteria are included in a Criminal Record Check as being requested with this RFP.
- 6) Question, Addendum 1. 4.j.: Background check in the County – last 7 or 10 years?

Answer: The CITY requires a 10-year background check on positions deemed safety sensitive; i.e. - CDL or works with minors. All other complete a 7-year background

check. This includes social, date of birth, employment verification, criminal background and MVR. Depends on the position – additional detail pending.

D. Question: On average, how many contractor's employees are hired by GRU or GG prior to the completion of 90 days of temporary employment

Answer: GRU hires none to very few in the first 90 days.

E. Question: In reference to Attachment 3 Statement of Work, Section 5.2 Training and Testing employees for proficiency in the job that they will be performing in accordance the job classification. What type of evidence is required?

Answer: Staff Support positions will require testing in Typing, Word, and Excel. The results of those tests should be provided to the CITY for review.

2) Following are questions that were submitted by the Questions Deadline, (June 25, 2020) for which answers are under research and will appear in the next Addendum.

A. Question: Will the contract be temporary staffing, direct hire/permanent recruiting or a combination?

Answer: Under research.

B. Question: How many vacancies currently exist?

Answer: Under research.

C. Question: Will the contract require the payroll of the current temporary employees

Answer: Under research.

D. Question: Will 3rd party testing on skills be required for any position before submission?

Answer: Under research.

E. Question: Would GRU and GG be willing to add a contract clause allowing for amendment to billing rates for new taxes, state or federal mandates or other new payroll expenses that may arise during the contract term? In other words, unforeseen legislative changes or additions.

Answer: Under research.

F. Question: Are contractors required to participate in E-verify?

Answer: Under research.

G. Question: In reference to Attachment 3 Statement of Work, Section 10.0.3 interview at site. Are travel and expenses paid?

Answer: Under research.

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

GAINESVILLE REGIONAL UTILITIES
CITY OF GAINESVILLE, FLORIDA

3) Revised solicitation schedule for FPUR-200036-GD – Temporary Personnel Services

Activity	DAY	DATE	TIME	LOCATION	COMMENTS
RFP for Distribution	Monday	06/08/20			Cone of Silence Begins
Non Mandatory Pre-Bid Meeting	Thursday	06/18/20	9:30am	Zoom	
Deadline for receipt of questions	Thursday	06/25/20	3:00pm		-
Deadline for receipt of proposals	Monday	07/13/20	3:00pm	DemandStar	View in Zoom Meeting
Oral presentations, if conducted	Wednesday	07/29/20	1:00-4:00pm	Zoom	
Oral presentations, if conducted	Friday	07/31/20	1:00-4:00pm	Zoom	
Oral presentations, if conducted	Monday	08/10/20	10:00am-Noon	Zoom	
Projected award recommendation	Wednesday	08/12/20			TENTATIVE
Recom'd of Award to City Commission	Thursday	08/20/20	1:00pm	TBD	TENTATIVE - Cone of Silence Ends
Contract Finalization Period		2-5 weeks			TENTATIVE
Purchase Order issued		1 day			When fully executed Contract received
Projected contract start date		10/01/20			TENTATIVE

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

- 4) Bidders and public are welcome to observe the bid opening on July 13, 2020 at 3:00pm. There will be no discussion regarding the bids at this time. The opening will occur on DemandStar and can be viewed on Zoom. Registration is required to enter the Zoom meeting so that attendance to the bid opening can be documented for public record, however, this meeting will not be recorded.

To access the Zoom meeting:

<https://us02web.zoom.us/j/83769751875?pwd=aGJTd0hLTURnSDJ1MjR2MXB6VTI0UT09>

Meeting ID: 837 6975 1875

Password: 0YDtzy

One tap mobile

+13017158592,,83769751875#,,,,0#,,822340# US (Germantown)

+13126266799,,83769751875#,,,,0#,,822340# US (Chicago)

Dial by your location

+1 301 715 8592 US (Germantown)

+1 312 626 6799 US (Chicago)

+1 929 205 6099 US (New York)

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

+1 669 900 6833 US (San Jose)

Meeting ID: 837 6975 1875

Password: 822340

Find your local number: <https://us02web.zoom.us/j/83769751875?pwd=aGJTd0hLTURnSDJ1MjR2MXB6VTI0UT09>

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 2 by his or her signature below, and a copy of this Addendum to be returned with proposal.

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 2 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER COMPANY NAME: Coherent Shhhj Sltbna

SIGNATURE: JY

LEGIBLY PRINT NAME: Jaylene Sinkell

DATE: 7/13/20

REFERENCE FORM

Name of Bidder: Coherent Staffing Solutions

Provide current, verified information for three references of similar scope performed within the past five years. You may include other pertinent information.

#1 Year(s) services provided (for example: 1/2018 to 2/2019): 2015 - PresentCompany Name: FDOTAddress: 5007 NE 39th AveCity, State, Zip: Gainesville FL 32609Contact Name: Sherill Johnson, Procurement AgentPhone Number: (850) 414-43281 Fax Number: _____Email Address: Sherill.johnson@dot.state.fl.us#2 Year(s) services provided (for example: 1/2018 to 12/2019): 10/2017 - PresentCompany Name: Board of County Commissioners - Santa CountyAddress: 7375 Powell RdCity, State, Zip: W. Lakewood FL 34785Contact Name: Kitty Fields, Employee Services ManagerPhone Number: 352-689-4400 Fax Number: 352-689-4401Email Address: Kitty.Fields@SantaCountyFl.gov#3 Year(s) services provided (for example: 1/2018 to 12/2019): 1/2018 - PresentCompany Name: City County Board of County CommissionersAddress: 477 Houston StCity, State, Zip: Green Cove Springs FL 32043Contact Name: Karen Thomas, Director of Administrative and Contractual ServicesPhone Number: (904) 278-3735 Fax Number: _____Email Address: Karen.Thomas@citycountyfl.gov

SOLICITATION NUMBER FPUR-200036-GD FOR TEMPORARY PERSONNEL SERVICES
DRUG-FREE WORKPLACE CERTIFICATION FORM

Preference may be given to a business that certifies that it has implemented a drug-free workplace program. Pursuant to Section 287.087, Florida Statutes, whenever two or more competitive solicitations that are equal with respect to price, quality, and service are received by the State or by any political subdivision for the procurement of commodities or contractual services, a response received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tie responses will be followed if none of the tied providers has a drug free workplace program. In order to have a drug-free workplace program, a business shall:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under proposal a copy of the statement specified in Subsection (1).
4. In the statement specified in Subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under proposal, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893, Florida Statutes, or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on any employee who is so convicted or require the satisfactory participation in a drug abuse assistance or rehabilitation program as such is available in the employee's community.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of applicable laws, rules and regulations.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

Coherent Shikhi Solis
CORPORATION, PARTNERSHIP, OR INDIVIDUAL

7/13/20
DATE

94
AUTHORIZED SIGNATURE

SOLICITATION NUMBER FPUR-200036-GD FOR TEMPORARY PERSONNEL SERVICES**PRICING RESPONSE FORM**

Responding Company's Name: Coherent Staffing Solutions

The foundation for the determination of the employee Wage Rate is the City of Gainesville Job Classification and its associated Minimum Salary. Most recent information can be located at:

<https://www.governmentjobs.com/careers/gainesville/classspecs>

Direct reference to the City's Job Description, Job Code and Minimum Salary for the position should be provided as back-up for the bill rate quoted.

The Bill Rate \$/Hour will be determined by an All-Inclusive Multiplier added to the CITY'S minimum salary for the position. The All-Inclusive Multiplier must include all Affordable Care Act fees.

This solicitation may award to more than one vendor. The CITY understands that some temporary services companies specialize in certain categories of services, therefore, bidders may bid on one category, many, or all of the work categories identified below. However, bidder must be able to demonstrate that it has the resources to fully support the job categories for which they are bidding.

NOTE: Technical Categories are not sought under this solicitation.

Provide All-Inclusive Multiplier for all Job Categories your company is bidding on below, remember, the All-Inclusive Multiplier must include provision for the Affordable Care Act:

	Job Categories	All Inclusive Multiplier
1	General Office & Clerical Work	1.29
2	Labor-Light Lifting (i.e. Store Clerk)	1.40
3	Maintenance, Labor- Heavy Lifting (i.e. janitorial, outdoor labor such as small equipment operators, working in concrete, asphalt, digging trenches, etc.)	
4	Child Care	
5	Food Service (i.e. Cooks, Waiters, Kitchen Staff)	1.35
6	CDL Drivers	
7	School Crossing Guards	

The following services shall be provided by the Contractor prior to employing temporary personnel upon the request of the City. These services must be billed in accordance with the rates stated, unless otherwise included in the billing rate.

a. Health Statements: At the request of the City, the Contractor shall have health assessments conducted to determine an employee's general state of health and physical ability to perform the job for which the employee is requested.

Cost per request: 100-

b. Drug Testing: Drug testing may be required for certain job classifications. The Contractor is responsible for conducting drug testing at the request of the City and in accordance with all federal regulations.

Cost per request: included in multiplier

c. Criminal Background Check: (as required by job duties)

Cost per request: included in multiplier

d. Criminal Record Check: (as required by job duties)

Cost per request: included in multiplier

e. Motor Vehicle Record Check: (as required by job duties)

Cost per request: included in multiplier

Do not quote fractional percentages beyond 2 digits. If more than two digits are quoted, percentage will be obtained by rounding down.

If the Respondent offers discounted pricing, such as prompt payment discounts or volume discounts, it must be clearly stated and explained here. Such discounts, if applicable, will not be used in determining award of the Solicitation. If there are additional rates that are not included above, they must be included in the "Clarifications and Exceptions" page marked as "Additional Pricing". If Respondent is awarded the contract, additional rates must be formalized via an Amendment to the Contract.

Submitted by:

Name (printed) Jacqueline Sinkfield

Signature JS

Title President & CEO

Date 7/13/20

[The remainder of this page intentionally left blank]

EXECUTIVE SUMMARY

Coherent (COHERENT) is your dependable staffing solutions provider for temporary labor services. The founder of Coherent, Jacqueline Sinkfield, started the company after a 15 year career in Human Resource Management. In her most recent position she served as the Vice President of Operations for a nationwide staffing firm.

Coherent has consistently demonstrated and earned the reputation to best identify, assess, acquire and deploy preeminent talent that satisfies the most challenging human capital needs of government or commercial entities. We are Human Resource Professionals. We understand that you are seeking a firm that can fill temporary staffing positions as needed. We are confident that we can fulfill your needs.

Coherent's mission is to be the quality and value-added leader in all areas of staffing and talent management solutions by identifying, attracting, assessing, and deploying top level talent. We are a true solutions partner focusing on assisting customers become leaders in their fields by providing them with staff who are effective, efficient, and contribute on Day One.

We continually reinforce our reputation for superior service by providing respect, training, involvement, recognition, reward, security, and advancement to our employees. In a rapidly evolving and constantly changing staffing industry, Coherent conducts research and development, uses state-of-the-art solutions and reviews our methods of operation in a never ending effort to continually improve the quality of the services we offer to both our customers and our employees. Today Coherent is a multimillion dollar company headquartered in Orlando, FL servicing the State of Florida.

Coherent's Competitive Advantages

- ◆ ***Experienced HR Professionals*** – Certified HR Professionals will staff your temporary positions.
- ◆ ***Temporary Staffing Experience*** – utilization of innovative technology, Coherent's proprietary applicant tracking system, social media, i.e., LinkedIn, Facebook, twitter strategic postings, print ads, and employee referrals
- ◆ ***Local presence*** – We are headquartered in Orlando, FL with a solid history of servicing government clients in Central, South and North Florida.
- ◆ ***Background and Performance Checks*** – we conduct pre-employment 10 panel drug screens, criminal, employment, educational, credit, and former supervisor performance checks
- ◆ ***Familiarity with Government Contracts***- We have experience/are currently servicing government clients in Gainesville, Ocala and Green Cove Springs, FL

I. EXPERIENCE AND QUALIFICATION OF PROPOSER

1.1 Company Profile

Coherent Staffing Solutions is a wholly owned staffing solutions company established by Jacqueline Sinkfield with the goal of consistently being the top quality and value-added leader in all areas of staffing and talent management solutions.

Jacqueline Sinkfield, the CEO and Founder of Coherent, started the company after a successful 15 year career in Human Resource Management, of which she reached the VP level for a Nationally recognized staffing firm. She has successfully managed multi-geographical contracts and teams throughout the State of Florida successfully recruiting administrative, finance, clerical, technical and medical/allied professionals for companies nationwide. Jacqueline has expert knowledge of human resources principles and best practice models.

Throughout her career, Ms. Sinkfield has demonstrated her ability to form strategic partnerships in order to accomplish business objectives. She has the ability to work with and influence people at all organizational levels, is an effective leader and valuable team player. She holds a Masters Degree and is certified as a Senior Professional Human Resources (SPHR) through the Human Resource Certification Institute. She is also a Certified Professional Recruiter and Certified Technical Recruiter by the American Staffing Association. Based on her vast experience and recruiting network, she has formed a company that recognizes and augments the Human Resource needs of public and private sector organizations.

Following is Coherent’s corporate information:

Corporate Information Category	COHERENT Corporate-specific Information		
Name	Coherent Staffing Solutions		
State of Incorporation	Florida		
Corporate Business Address	121 S Orange Ave, Ste 1500 Orlando, FL 32801		
Business Type	LLC	Years in Business:	6 years
Number of Current Employees	70		
Annual Revenue	\$2.75 M		
Phone	407-377-6338		
Fax	407-278-4039		

WHY COHERENT?

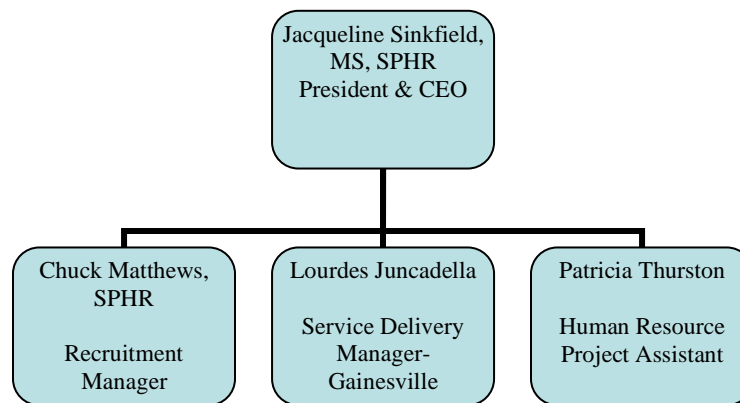
- ◆ 15 years of success in delivering staffing solutions to the government, public, and commercial sectors
- ◆ Engaged partnership
- ◆ Experienced management
- ◆ Dedicated to quality performance and customer satisfaction
- ◆ Small company client focus
- ◆ Cost Savings
- ◆ Executive Responsiveness

Our firm came into being with the mission of “*Helping Customers Meet and Exceed Their Objectives*”. That mission remains unchanged to this day. Our firm represents the very best in professional experience, quality of work product, along with customer responsiveness and

service. Coherent is a human resource organization in the business of providing temporary and full-time staffing services to our customers.

Coherent is dedicated to evaluating the special needs of our customers in order to provide lasting solutions while bearing in mind the financial responsibilities which these institutions have related to delivering their services. Coherent, as a small business partner, offers a flat management structure allowing for direct access by our customers to our company’s CEO. Our corporate management organizational structure is captured in the following diagram.

Figure 1: Coherent’s Corporate Organizational Structure - indicates a lean and efficient management structure which allows direct interaction between our customer’s Contracting Representative and Coherent’s President/CEO.



1.1 Coherent’s Team

From our extensive experience on a multitude of staffing assignments, we understand that picking and assigning the right team of professionals is one of the most critical decisions we make. Our team is outstanding and dedicated to delivering services tailored to the specific needs of the customer in a manner that will meet and exceed your highest expectations. Our professional staff provides our clients industry leadership in both individual qualifications and corporate capability. As individuals, our staff members offer:

- ◆ **Our team has over 30 years of cumulative HR and staffing experience.** All of our recruiters provided private and public sector management and consulting services for ten years or more. This includes work both as staff of Coherent, as well as experience with large-scale human services and consulting firms.
- ◆ **Direct management experience.** In addition to consulting experience, our customer service staff have direct managerial experience in organizations. This background enables us to understand the importance and implication of our work from the perspective of our customers.

-
- ◆ ***Commitment to continuous improvement.*** Both as a firm and as individuals, we are committed to improving our consulting skills through continued customer service feedback, regularly modernizing and upgrading our analytical data sets and methodologies, and a program of continuous professional education.

Your advantage in working with Coherent is you will be working with Human Resource Professionals who are client and customer service focused. Our past successes speak for our recruiting capability, but what we are most proud of is our client relationships. Our clients know they can depend on us and important to this need, we know how to service clients in multiple geographic locations. When you need us, we will be prepared to expeditiously meet with your interns and act as their employer of record.

Main Point of Contact: Jacqueline Sinkfield, MS, SPHR (President & CEO)

Throughout the balance of the proposal we present in more detail our understanding of the project scope and objectives, our methodology and approach and our extensive qualifications to serve. Our proposal also includes all of the required data, forms and representations required by the RFP. We are confident that a careful reading of our response will convince you that Coherent is the logical choice to support you in this important endeavor.

Coherent is exceptionally well qualified and financially responsible to perform the work in this solicitation. We are bidding this contract because we know how to provide the services required under this contract. Coherent has demonstrated financial stability and managed all of its financial obligations in a responsible manner, always delivering and paying on time all parties to a staffing transaction.

1.2 Benefits to Coherent's Customers

Focusing exclusively on temporary staffing, the **Coherent Advantage** is the unique combination of our firm's many years of specialized recruitment with a vast database of candidates in the job categories identified, ensuring we deliver only the best people for the job. Through our continually expanding candidate database, you gain access to a vast pool of candidates you might not otherwise have an opportunity to consider along with many other services further detailed.

Based on our knowledge of your requirements and using proprietary systems, Ms. Jacqueline Sinkfield, Coherent's President & CEO, will map job orders and quickly fill your staffing needs from our large pool of pre-qualified candidates. In addition, Coherent can customize our recruitment and matching processes according to projected staffing requirements. Ms. Sinkfield will maintain close contact with our customer's representatives to maintain an awareness of current and upcoming temporary staffing requirements in order to minimize potential disruptions. She will also ensure that all program management, recruitment, human resource and administrative support is engaged on this project with the full authority of the company. Coherent goes above and beyond to cater to our employees too! This has given us a less than 5% average turnover rate on all of its contracts. All employees are offered minimal essential health plan enrollment free of charge and a chance to participate in our company's 401 K pre-tax savings program.

As our core service, Coherent handles multiple job classifications, encompassing a wide range of skills from administrative, professional, health occupations, craft workers, laborers and helpers, as well as service workers. Coherent can recruit for any position needed.

Work Plan

Work Plan

Hiring Process Requirements

COHERENT is an Equal Opportunity Employer and adheres to all federal, state, and local laws in relation to its hiring process. Prior to employment, COHERENT conducts the following pre-employment screening for temporary as well as permanent hire staff:

- ◆ Skills Assessments (which includes testing in the area of specific expertise) for each position, based on job descriptions provided by our customer
- ◆ Candidate Competency Behavioral Interview
- ◆ Employment verification of last two (2) employers
- ◆ Education verification, as per requirements listed on position description provided
- ◆ Criminal background investigation – ten (10) years
- ◆ Pre-employment drug screen (10 panel)

Following temporary staff screening, COHERENT will only assign temporary personnel who meet all the screening and/or Background Investigation criteria. COHERENT is responsible for completion of all government and state required employment and tax forms and all company specific paperwork. All temporary staff placed on a customer's contract is a W2 employee of COHERENT.

Specifically:

Prescreening Process

General Employment Requirements

Part of Coherent's general employment requirements is a Background Investigation consisting of conducting a criminal background check on all Temporary Staff. The cost of the background check is part of the COHERENT mark-up. The criminal background check includes an

investigation for, and review of any: (i) state and federal felony convictions, (ii) misdemeanor convictions involving moral turpitude, (iii) any crimes in violation of the Violent Crime Control and Law Enforcement Act of 1995, and (iv) any pending deferred adjudications with respect to (i) or (ii), (collectively “Convictions”) for the seven years minimum, ten (10) years preferred prior to the effective date of the Temporary Assignment pursuant to which such individual is providing Services. COHERENT will not allow any temporary staff that has a felony criminal record to perform Services for its customers.

COHERENT ensures that Temporary Staff meet the minimum education and experience requirements as listed on the Temporary Staffing Order provided. COHERENT will also verify that information disclosed on its application, completed by temporary staff, matches any and all that is returned on any verification, check or investigation. Any discrepancies will be disclosed to our customer prior to commencement of assignment for review.

Work Plan: Employer of Record Processes

Orientation Requirements

Coherent’s Temporary Staff beginning an assignment with the City of Gainesville and/or Gainesville Regional Utilities will receive an orientation which will review Coherent’s and our customer’s policies and assignment requirements, including:

- ◆ COHERENT / temporary staff relationship
- ◆ Work environment, Standards and Expectations
- ◆ Dress and business etiquette
- ◆ COHERENT policies, guidelines as deemed necessary by Human Resources, including signing of Coherent’s Drug and Alcohol policy
- ◆ Contact at the time of assignment
- ◆ Confidentiality agreement
- ◆ Placement and assignment details

Managing and Supervising Temporary Staff Requirements

As part of Managing and Supervising Temporary Staff, COHERENT will be responsible for the following:

- ◆ Weekly pay to employees, withholding and transmitting all payroll taxes. We will also provide Unemployment insurance and worker’s compensation benefits to all employees.
- ◆ Addressing personnel matters such as distribution of paychecks, performance evaluations, coaching, and counseling. We will also handle all requests for unemployment and worker’s compensation claims.
- ◆ Dealing directly with temporary staff concerning their performance while on assignment; this will not be a customer responsibility

-
- ◆ At the termination of an assignment, notifying the temporary staff of assignment conclusion and completing necessary off-boarding activities
 - ◆ Ensuring that while temporary staff is on the customer's premises they will abide by the customer's general rules of work

The customer's representative will:

- ◆ Provide day-to-day oversight in relation to the assignment
- ◆ Notify COHERENT of any substantial changes in temporary's staff assignment or job duties and standard practices governing temporary staff behavior

Timekeeping Requirements

Coherent's timekeeping requirements include:

- ◆ Utilizing online electronic weekly timekeeping sheets for each of its temporary staff
- ◆ The temporary staff will complete the timesheets and their supervisor will have access to approve or reject the hours.
- ◆ We ask our employees to enter their time daily and the supervisor to approve weekly time sheets for the previous week by noon on Monday. All approved timesheets are paid on that Friday.
- ◆ Coherent will ensure that time sheets and any required forms are completed for each assigned employee

If the client prefers, we can also utilize paper time sheets which must be signed and approved by the employee's onsite supervisor.

Quality Management

COHERENT's administrative manager will complete the following Quality Performance Checks:

- ◆ End of 1st Day Update - validate Customer's Human Resources designated contact satisfaction with temporary staff
- ◆ Follow-up includes the following:
 - No less than monthly for assignments of over six (6) weeks
 - One (1) week prior to the end of an assignment, COHERENT will contact the customer's Human Resources designated contact to confirm assignment completion and discuss overall performance
- ◆ The customer's Human Resources designated contact will be invited to complete an end of assignment satisfaction survey within one (1) week of assignment completion

The purpose of our Quality Assurance Program is to ensure that COHERENT provides our customers with the level of service they expect from a leader in the Human Resource services industry. The goal of our Quality Assurance Program is to measure Coherent's service levels as well as identify opportunities for improvement. By doing so, we enhance customer satisfaction and improve important operational efficiencies.

For COHERENT, a "successful project" is one that:

- ◆ Achieves the needs and expectations of the customer
- ◆ Results in understanding of pertinent issues, identification of appropriate solutions, and implementation as planned
- ◆ Is completed on time and within budget

To assure this, our project management and quality assurance plan includes:

- ◆ Cooperatively Developed Project Work Plan
- ◆ Quality Control Plan
- ◆ Frequent Reporting to our GRU/City of Gainesville Point of Contact(s)
- ◆ Detailed Work Plan

Service Guarantee Requirements

COHERENT guarantees services delivered by its temporary staff will be performed in a competent and professional manner.

Coherent's customer is not responsible for payment of hours worked by any temporary staff we recruit who is deemed unsatisfactory within the first eight (8) hours (one (1) working day) on assignment. This guarantee would not cover interns who are placed with our agency.

The customer's Human Resources representative must inform the COHERENT contact of concerns no later than the first day performance check defined above

We appreciate the opportunity to submit a response to your Solicitation.