



MIDTOWN
GROUP

Midtown Personnel, Inc. dba The Midtown Group
Tax I.D. Number: 52-1645512
DUNS Number: 793586405
Cage Code: 3E9C2

**Gainesville Regional Utilities
City of Gainesville, Florida
Temporary Personnel Services**

**Proposal Response
Solicitation No. FPUR-200036-GD**

July 13, 2020

David Stefan, Managing Partner
1130 Connecticut Ave. NW, Suite 1101, Washington, DC 20036
Phone: 202-887-4747 | Email: david@themidtowngroup.com



July 13, 2020

Gainesville Regional Utilities

301 S.E. 4th Avenue
Gainesville, FL 32601

City of Gainesville

200 East University Avenue
Gainesville, FL 326

Dear Gayle Dykeman, Gainesville Regional Utilities, and the City of Gainesville,

The Midtown Group (Midtown) welcomes the opportunity to respond to the Gainesville Regional Utilities - City of Gainesville (the CITY) solicitation for Temporary Personnel Services. Midtown is a woman-owned business providing staffing services in 28 states across the nation—including Florida.

President and CEO Helen Stefan Moreau opened Midtown in 1989. This was just a few months after starting of her career in the staffing industry and almost immediately following her 1988 graduation from the University of Florida (UF). In 2015, she was inducted into the *Gator100*, honoring the fastest-growing, Gator-owned or Gator-led businesses in the world.

A dedicated member of the *UF Foundation*, Helen is also a council member of the *State University System (SUS) Undergraduate Dean's Council for the College of Journalism and Communications Committee*. Directly involved with athletics, she is a long-time member of the Bull Gators group. In addition, Helen created the "*Eugene McDowell Memorial Basketball Endowment*" in memory of her UF classmate.

We offer the CITY our services as employer of record for any temporary contractors that you may require. Midtown has a corporate Program Management Office of more than 35 professionals that will handle all HR, tax, legal, workers' compensation, and insurance liability for any work requested by the CITY.

Midtown's experience and success in attracting and retaining talented personnel had directly impacted our considerable growth over three decades. Using our recruitment database, Midtown will use the CITY's position requirements to identify and pre-screen potential candidates. If a candidate is qualified, Midtown's highly streamlined and effective onboarding process quickly vets and thoroughly checks the background and criminal history of our candidates. Then, we present our contractors to the CITY for approval.

Throughout our response, you will find examples of our experience managing similar programs, our proposed approach to managing your program, as well as our references. Please feel free to reach out to me for any further information.

Regards,

A handwritten signature in black ink that reads "D. V. Stefan Managing Partner".

Dave Stefan, Managing Partner

SOLICITATION NUMBER FPUR-200036-GD FOR TEMPORARY PERSONNEL SERVICES

PRICING RESPONSE FORM

Responding Company's Name: Midtown Personnel, Inc. dba The Midtown Group

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	54%
2	Labor-Light Lifting (i.e. Store Clerk)	N/A
3	Maintenance, Labor- Heavy Lifting (i.e. janitorial, outdoor labor such as small equipment operators, working in concrete, asphalt, digging trenches, etc.)	N/A
4	Child Care	N/A
5	Food Service (i.e. Cooks, Waiters, Kitchen Staff)	N/A
6	CDL Drivers	N/A
7	School Crossing Guards	N/A

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: \$0

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: \$0

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

Cost per request: \$0

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

Cost per request: \$0

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

Cost per request: \$0

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) David Stefan

Signature 

Title Managing Partner

Date 07/07/2020

REFERENCE FORM

Name of Bidder: Midtown Personnel, Inc. dba The Midtown Group

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): 2017 to present

Company Name: Planned Parenthood Federation of America (PPFA)

Address: 123 William Street, 10th Floor

City, State, Zip: New York, NY 10038

Contact Name: Chris Layne

Phone Number: 609-509-1313 Fax Number: N/A

Email Address: chris.layne@yahoo.com

#2 Year(s) services provided (for example: 1/2018 to 12/2019): 2012 to present

Company Name: U.S. Department of Agriculture (USDA)

Address: 5601 Sunnyside Ave. (work performed onsite in St. Louis, MO)

City, State, Zip: Beltsville, MD 20705

Contact Name: Marcos Ocadiz

Phone Number: 301-504-1749 Fax Number: N/A

Email Address: marcos.ocadiz@ars.usda.gov

#3 Year(s) services provided (for example: 1/2018 to 12/2019): 2012 to present

Company Name: DC Department of General Services (DGS)

Address: 2000 14th Street, N.W. 8th Floor

City, State, Zip: Washington, DC 20008

Contact Name: Kim Gray

Phone Number: 202-724- 4121 Fax Number: N/A

Email Address: Kim.Gray@dc.gov

SOLICITATION NUMBER FPUR-200036-GD FOR TEMPORARY PERSONNEL SERVICES

RESPONDENT'S CERTIFICATION

NAME OF CORPORATION, PARTNERSHIP, OR INDIVIDUAL: Midtown Personnel, Inc. dba The Midtown Group

PHYSICAL ADDRESS: 1130 Connecticut Ave. NW Suite #1101, Washington, DC 20036

FEDERAL IDENTIFICATION #: 52-1645512 STATE OF INCORPORATION: DC (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 2 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.

D. Stefan 07/07/2020
AUTHORIZED SIGNATURE DATE

David Stefan Managing Partner
PRINT NAME TITLE

202-887-4747 202-887-4748
TELEPHONE NUMBER FAX NUMBER

david@themidtowngroup.com
E-MAIL ADDRESS

www.themidtowngroup.com
WEBSITE

RESPONDENT'S CONTACT
(for additional information)

David Stefan
NAME

Managing Partner
TITLE

202-887-4747
PHONE

david@themidtowngroup.com
E-MAIL ADDRESS

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

**CITY OF GAINESVILLE
GAINESVILLE REGIONAL UTILITIES
PROCUREMENT**

**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.

David Stefan
CORPORATION, PARTNERSHIP, OR INDIVIDUAL

07/07/2020
DATE


AUTHORIZED SIGNATURE



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

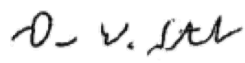
- f. **Question:** How many hours per day does a school crossing guard work? What are the a.m. post times and p.m. post times currently?
Answer: Under research
- g. **Question:** Do you want the chosen vendor to consider employing any of the current guards?
Answer: Under research
- h. **Question:** What 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: Midtown Personnel, Inc. dba The Midtown Group

SIGNATURE: 

LEGIBLY PRINT NAME: David Stefan

DATE: 07/07/2020

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: Midtown Personnel, Inc. dba The Midtown Group

SIGNATURE: 

LEGIBLY PRINT NAME: David Stefan

DATE: 07/07/2020

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.

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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

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- 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

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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: Midtown Personnel, Inc. dba The Midtown Group

SIGNATURE: *D. Stefan*

LEGIBLY PRINT NAME: David Stefan

DATE: 07/07/2020

Addendum Publish Date: July 7, 2020

Temporary Personnel Services
RFP #: FPUR-200036-GD
ADDENDUM NO. 4

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.

Following are the remaining questions, with answers, that were submitted by the Questions Deadline, June 25, 2020.

- A. Question: Will the contract be temporary staffing, direct hire/permanent recruiting or a combination?
Answer: Temporary Staffing
- B. Question: How many vacancies currently exist?
Answer: Vacancies reported on 7/3/2020: GRU-55, General Government-115. Current assignments as reported on 7/3/2020: GRU-20, General Government-36.
- C. Question: Will the contract require the payroll of the current temporary employees
Answer: If the intent of this question is to determine if current temporary employees should be transition to a new vendor's contract, the temporary employee will need to reapply with the new vendor. See Addendum 1, 4.b.
- D. Question: Will 3rd party testing on skills be required for any position before submission?
Answer: There are some positions that require skills testing and the expectation would be for the temporary assignee to possess the skills before assigned. Who or how the vendor chooses to conduct skills tests is their decision.
- 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: If the events described occur during the contract term, both parties can discuss and an amendment to the contract can be issued at that time.
- F. Question: Are contractors required to participate in E-verify?
Answer: Yes
- G. Question: In reference to Attachment 3 Statement of Work, Section 10.0.3 interview at site. Are travel and expenses paid?
Answer: No

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 4 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. 4 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER COMPANY NAME: Midtown Personnel, Inc. dba The Midtown Group

SIGNATURE: *D. V. Stefan*

LEGIBLY PRINT NAME: David Stefan

DATE: 07/07/2020

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A. MINIMUM REQUIREMENTS

Overview. The Midtown Group (Midtown) welcomes the opportunity to respond to the Gainesville Regional Utilities - City of Gainesville, Florida (the CITY) solicitation for Temporary Personnel Services. Our experience providing general office and clerical support to city, county, and state governments makes us well suited to provide the type of temporary support that the CITY requires.

Founded in 1989 by Helen Stefan Moreau just one year after she graduated from the University of Florida (UF), Midtown is a woman-owned business certified by the Women's Business Enterprise National Council (WBENC) that provides human resource management and temporary staffing services across 28 states.

Committed to providing our clients with quality customer service, highlights of Midtown's passionate "Love What You Do" experience include:

- 30-minute response time from your Program Manager (PgM)
- 24x7 cell access to one dedicated point of contact (the PgM) for every request
- Typical turnaround time to provide resumes is 48 hours
- Regular on-site visits to client offices across the nation
- Unscheduled on-site visits as needed, in the event that something unexpected comes up
- Live answering from our Communication Coordinator when contacting the office phone line
- Customized invoicing tailored to client preference
- Skilled recruiters averaging 8.5 years of industry experience, 5.5 years at Midtown
- Number one source of candidates is referrals from trusted employees

In addition, Midtown's customized candidate database, *Bullhorn*, brings more than 102,000 qualified contractors for our team to source. In response to this new solicitation, Midtown will use its bench of employees to identify, verify, and onboard new contractors to meet the CITY's requirements.

Midtown's typical turnaround time to provide resumes is 48 hours, and if it will take longer, we will communicate with the CITY. We pride ourselves on our quick response time, whether it be providing resumes or solving issues. Our PgM, Molly O'Reilly-Pol, will be available 24x7 by email at molly@themidtowngroup.com and by cell at 203-809-2896.

A-1. DEMONSTRATE THAT THE COMPANY HAS BEEN IN THE BUSINESS OF PROVIDED TEMPORARY EMPLOYEE SERVICES FOR A PERIOD NO LESS THAN FIVE (5) YEARS

Founded in 1989, Midtown has been providing staffing services for over 30 years. We offer contract, contract to hire, and direct hire solutions to public and private sector organizations across the nation.

Legal Services. In 1989, Midtown was founded in Washington, DC by two women with a small office with just a card table, a couple of telephones, and a fax machine. During our first decade, Midtown built a strong reputation in the legal community, providing permanent placement

services to some of the best law firms in the country. In fact, we are still doing business with our very first client, Kirkland and Ellis, LLP.

Professional Services. In 1998, Midtown incorporated contingent workforce solutions while expanding into various industries seeking professional services. Today, Midtown supports private sector clients such as the American Institutes for Research (AIR), the Association of American Medical Colleges (AAMC), Planned Parenthood Federation of America (PPFA), Leidos, Society for Human Resource Management (SHRM), National Geographic, and the World Bank

Government Services. In 2001, we added a successful government division to offer our consultants to Federal, state, and local governments. Midtown currently supports federal agencies such as the U.S. House of Representatives (House) U.S. Department of Agriculture (USDA), the U.S. Department of Justice (DOJ), the U.S. Department of Health and Human Services (HHS), and more.

We also support the entire District of Columbia Government, as well as the Maryland Judiciary, the State of Kansas, and the North Carolina Department of State Treasurer. In addition, we support city governments such as Arlington, Virginia, Minneapolis, Minnesota, Philadelphia, Pennsylvania, and Waco, Texas— as well as various school districts, including Baltimore City Public Schools (BCPS) in Maryland, the Houston Independent School District (HISD) in Texas, and more.

IT Services. In 2007, we expanded again to form our IT division. We had already been placing IT professionals across our legal, professional services, and public sector divisions for some time. However, it was clear we needed a dedicated team solely focused on these skillsets to meet our clients' growing need for IT support.

Midtown's current IT clients include Federal Home Loan Mortgage Corporation (Freddie Mac), Ventera Corporation, Vidoori, Inc., Virtru, FHLBanks, Apple Federal Credit Union, CDW Corporation, ComScore, CareTech Solutions, Inc., RiskSpan Inc., Solutions by Design II, National Rural Electric Cooperative Association (NRECA), and the Society for Worldwide Interbank Financial Telecommunication (SWIFT).

Call Center Services. Over the past decade Midtown has provided Tier 1, 2, and 3 call center support to clients such as the USDA, the DC Office of the State Superintendent of Education (OSSE), the DC Office of the Chief Financial Officer (OCFO), the DC Department of Employment Service (DOES), BCPS, and more.

Able to ramp up services in just 2 weeks to provide 24x7 coverage and 100 percent bilingual representatives, our largest call center efforts include providing over 90 percent of the call center staff for the Federal Emergency Management Agency (FEMA) the Hurricane Relief program 2 years in a row. In 2017, Midtown staffed two call centers with over 280 positions. In 2018, we staffed two call centers with over 300 positions.

Surge Support. Across each of these service areas, Midtown provides surge support staffing. Our customized candidate database, Bullhorn, brings more than 102,000 qualified contractors for our team to source. In addition, our recruiters work closely with our sourcers to provide hundreds of contractors with only a few days' notice. We provide surge support for existing contracts requiring additional support, as well as new contracts requiring entire project teams that ramp up in roughly a week to provide immediate services.

Remote Work Solutions. Midtown’s most recent addition to our services includes providing remote work solutions. In the midst of the COVID-19 pandemic, we transitioned our entire contractor workforce to support all clients remotely.

B. PROFESSIONAL SERVICES EVALUATION HANDBOOK CRITERIA FROM EXHIBIT C

Midtown has adhered to the format of the Evaluation Handbook provided by the CITY to develop our response.

B-A. UNDERSTANDING OF PROJECT SCOPE OF WORK

B-A.1. DID THE PROPOSAL INDICATE A THOROUGH UNDERSTANDING OF THE PROJECT SCOPE OF WORK?

Understanding. During this engagement, Midtown will provide the CITY with temporary Administrative and Clerical personnel services on an as-needed-basis. We understand that our temporary personnel are required to work:

- At any CITY facility in the Gainesville area (and the business address for the position will be provided at the time of the request)
- Normal business hours for the position they are filling (ranging from 4 to 12-hour shifts and not exceeding forty (40) hours per week)
- Assignments of six (6) months or less (unless approved by the appropriate CITY Staff)

Expertise. Midtown offers contract, contract to hire, and direct hire solutions to public and private sector organizations across the nation. We are confident we can provide the CITY with qualified temporary personnel to perform all administrative and clerical activities.

As the “Best Place To Work” for high-performance entrepreneurial staffing professionals, Midtown provides the most qualified resources specializing in IT, Legal, and Professional Services, to solve client problems and achieve their goals with the right solution, delivered with speed unmatched by competitors.

Midtown has provided staffing solutions since 1989. We have been providing staff augmentation and recruiting services to federal, state and local governments for over 20 years. We currently support federal agencies such as the U.S. House of Representatives (House) U.S. Department of Agriculture (USDA), the U.S. Department of Justice (DOJ), the U.S. Department of Health and Human Services (HHS), the U.S. Agency for Global Media (USAGM) and more.

We also support the entire District of Columbia Government, as well as the Maryland Judiciary, the State of Kansas, and the North Carolina Department of State Treasurer. In addition, we support city governments such as Minneapolis, Minnesota, Philadelphia, Pennsylvania, and Waco, Texas.

After three decades providing staffing solutions, our pool of qualified professionals is extremely diverse and runs exceptionally deep. Midtown’s customized candidate database, *Bullhorn*, brings more than 102,000 qualified contractors for our team to source. The current number of consultants within each of the skill categories commonly purchased by our clients (including city governments) are provided below.



Administrative Services	19,842
Information Technology	11,724
Legal Compliance	8,436
Financial & Accounting	6,777
Human Resources	4,211
Program Management	3,764
Creative/Marketing	3,193

Midtown excels at administrative services. We can provide individual contractors or complete project teams to support office management. Our workforce is 7 percent full-time employees and 93 percent contractors working at client sites.

Currently, we manage more than 400 contractors for more than 170 clients across the nation. (These numbers fluctuate due to the nature of the staffing industry). Of our contractors, 100 percent are W-2 employees, receiving benefits from Midtown.

Approach. Midtown’s experience and success in attracting and retaining talented personnel explains the considerable growth we have had over the past 30 years of operations. Using our recruitment database, Midtown will use the CITY’s position requirements to identify and pre-screen potential candidates. If a candidate is qualified, Midtown’s highly streamlined and effective onboarding process quickly vets and thoroughly checks the background and criminal history of our candidates. Then, we present our contractors to the CITY for approval.

Midtown will conduct consistent quality checks throughout the length of the engagement. We will also produce bi-weekly reports for the CITY, while holding regular status meetings with the CITY stakeholders to review our performance and progress.

We also offer the CITY our services as employer of record for any temporary contractors that you may require. Midtown’s corporate Program Management Office (PMO) of more than 40 professionals that will handle all HR, tax, legal, workers’ compensation, and insurance liability for any work requested by the CITY.

Midtown will indemnify and hold harmless the CITY, its officials, agents, and employees from any suits, actions, damages, liability, expenses, taxes and penalties in connection with any temporary personnel provided to CITY under this Agreement, who are Full-Time Employees of Midtown, due to Midtown’s failure to:

- Offer to such temporary personnel and their Dependents Minimum Essential Coverage
- Pay any taxes or penalties for failure to offer to such temporary personnel Minimum Essential Coverage that is “affordable” and provides “minimum value”
- Comply with any Reporting Requirements under the ACA or otherwise comply with the ACA

Lastly, Midtown complies with all provisions of the Patient Protection and Affordable Care Act (the “ACA”) applicable to its temporary personnel provided to the CITY under this Agreement.



Midtown will be the prime contractor and does not anticipate using any subcontractors to deliver your services.

B-A.2. IS THE APPROPRIATE EMPHASIS PLACED ON THE VARIOUS WORK TASKS?

B-A.3. DOES THE FIRM HAVE EXPERIENCE WITH THIS TYPE OF PROJECT WITH A PROVEN TRACK RECORD?

Midtown’s experience providing temporary staffing on task order-based contracts includes various Public and Private sector clients we support through either Blanket Purchase Agreements (BPAs) or Indefinite Delivery/Indefinite Quantity (IDIQ) contracts.

Examples of Federal clients we support with task-order based contracts include the U.S. Department of Agriculture (USDA), U.S. Department of Health and Human Services (HHS) and the U.S. Department of Commerce (DOC). Examples of DC Government clients we support with task-order based contracts include the DC Department of General Services (DGS), DC Office of the Chief Technology Officer (OCTO), and the DC Office of the Chief Financial Officer (OCFO).

Examples of associations and non-profits we support with task-order based contracts include the Association of American Medical Colleges (AAMC), Society for Human Resources Management (SHRM), American College of Cardiology Foundation (ACCF), Planned Parenthood Federation of America (PPFA), National Geographic, and the Smithsonian Institute.

Other notable clients include the Washington Area Metropolitan Area Transit Authority (WMATA), the DC Circulator Bus and the DC Streetcar, as well as the George Washington University (GWU), Florida State University (FSU), and the University of Florida (UF).

Each of these engagements include various levels of Administrative and Clerical services—our most frequently requested type of temporary support.

Examples of personnel placed for a few of these contracts are provided below.

Client	Positions	Lengths of Assignment
DC Government <i>+1,500 placements</i>	<ul style="list-style-type: none"> Temporary Services: Receptionists; Records Managers; Accountants; Payroll Specialists; HR Specialists; Events Coordinators; Project Managers; Data Analysts; Contract Specialists; Compliance Officers; Business Analysts 	<ul style="list-style-type: none"> 2000 to present Individual assignments vary from one week to 1+ years
Washington Area Metropolitan Area Transit Authority (WMATA) <i>+50 placements</i>	<ul style="list-style-type: none"> Temporary Services: Financial Analysts, Purchasing Agents, Sourcing Specialists, Recruiters, Administrative Assistants, Inventory Assistants, Office Administrators, Compliance Project Managers, Data Entry Clerks, Customer Service Representatives, Project Coordinators 	<ul style="list-style-type: none"> 2015 to present Individual assignments vary from one week to 1+ years
U.S. Department of Agriculture (USDA) <i>+300 placements</i>	<ul style="list-style-type: none"> Temporary Services: Receptionists, File Clerks, Data Entry Technicians, Professional Librarians, Metadata Librarians 	<ul style="list-style-type: none"> 2010 to present Individual assignments vary

		from one week to 1+ years
Planned Parenthood +70 placements	<ul style="list-style-type: none"> • Temporary Services: Talent Acquisition Specialists, Finance Coordinators, Contributions Auditors, Operations Coordinator, Project Coordinator, Project Manager, Policy Analysts, Research Specialists, Data Associate 	<ul style="list-style-type: none"> • 2017 to present • Individual assignments vary from one week to 1 year exactly

B-B. PROJECT APPROACH

B-B.1. DID THE FIRM DEVELOP A WORKABLE APPROACH TO THE PROJECT?

MANAGEMENT APPROACH

Informed by the Project Management Institute and rooted in our own best practices developed over nearly three decades, we will use Midtown’s proven Program Management Approach throughout the duration of this engagement. The tenets of this process include:

- **Initiate:** Midtown will evaluate current contract needs and will develop solutions to these needs. This effort will be led by our PgM, Molly.
- **Plan:** Our team will develop a project plan that will detail the tasks required, the resources needed to complete these tasks, and other measures including communication methods and risk mitigation.
- **Execute:** During project execution, our PMO team will create status reports and conduct project development updates, as well as perform periodic check-ins with contractors and client to ensure project is on track for success.
- **Monitor & Control:** Our team will follow the progression of the contract by ensuring assignments, billing, invoicing, and other metrics are followed and within required range.
- **Close:** Our PgM will ensure each assignment is completed. At the end of the contract, our team will also ensure a completion report is completed and delivered to the CITY.

A condensed overview of our approach to managing your engagement is provided below.

Kick-Off Meeting	<ul style="list-style-type: none"> • Upon contract award, Midtown will schedule a kick-off meeting with the appropriate representatives to discuss contract terms, conditions, expectations, and to review all processes and procedures. • During this meeting, we will introduce our staff, provide an overview of our services and discuss any other matters of interest to the CITY. • The purpose of the orientation conference is to aid all Parties in achieving a clear and mutual understanding of general contract requirements.
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Responding to Job Orders	<ul style="list-style-type: none"> • Requests for services received by Midtown are handled by your dedicated PgM, working with you to define and clearly understand the requirements based on the Statement of Work included with each order request. • This includes experience needed, skills required, daily hours and length of the assignment, work environment, contact names, department names, and any other pertinent information.
Recruiting	<ul style="list-style-type: none"> • Our PgM leads the Recruitment Team as they search for employees. • <i>Bullhorn</i>, our trusted database of current and recent employees, houses over 102,000 applicants ready to respond to the CITY requests for services. • This database generates daily reports that display available talent by their skills sets, we find you the right talent quickly.
Completing Job Order	<ul style="list-style-type: none"> • Completed request order is returned to the CITY requesting office with resumes of qualified personnel. • The CITY may elect to interview the potential employees prior to the start date and Midtown will arrange all interviews.
Activities Prior to Start	<ul style="list-style-type: none"> • Once the CITY requesting office accepts Midtown's employees, a start date is determined. • Our contractors will prepare for their assignment with PgM who emphasizes the CITY expectations pertaining to communication, professionalism, duties, skills, attendance, responsibilities, attire, safety and security.
Quality Control	<ul style="list-style-type: none"> • On the first day of a new start, a thorough quality control check is conducted by our PgM with the CITY and the employee to ensure overall satisfaction. • These checks will continue on a weekly (or bi-weekly if preferred) basis throughout the duration of the assignment.
Monitoring	<ul style="list-style-type: none"> • The PgM will monitor the entire project, providing additional assistance to the CITY and our employees as needed. • The PgM, as well as our staff and consultants, will participate in regularly scheduled meetings with the CITY offices, as required. • The CITY will also receive regular reports outlining progress made on each order.

Meetings. Focused on clear communication and committed to quality, Midtown will work with your hiring managers and key stakeholders to conduct regular meetings throughout the length of your engagement. The table below illustrates the expected status meetings where we will track the delivery of products and services related to this contract.

Status Meetings	<ul style="list-style-type: none"> • Weekly Meetings (or at the CITY preferred intervals). • Discuss any updates or issues regarding schedule status, staffing, plan updates, and clearance pipelines.
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Operational Meetings	<ul style="list-style-type: none"> ● Monthly Meetings (or at the CITY preferred intervals). ● Schedule and staffing review for all placements. ● Review issue logs and lessons learned. ● Confirm updates to implementation plans.
Review Meetings	<ul style="list-style-type: none"> ● Quarterly Meetings. ● Midtown will participate in quarterly review meetings upon the CITY's request.
Performance Evaluation Meetings	<ul style="list-style-type: none"> ● As necessary. ● Meet with the CITY representatives and other personnel to discuss performance of employees. ● Implement any quality control measures. ● Make plans for any replacements.

Reporting. For reporting, Midtown will either use any current documentation utilized by the CITY or work with the CITY to develop an acceptable reporting format.

Midtown will provide monthly, quarterly and annual usage reports for all temporary personnel provided under the Contract. Our reports will be separated by Gainesville Regional Utilities (GRU) and City of Gainesville General Government and directed to both the Human Resources Director and the Purchasing contact for each agency.

Midtown's reports will include Employee Name, position title, and job code number, as well as:

- Employment Start and End Dates
- Name of the CITY staff the person is assigned to
- Pay Rate and Bill Rate
- Total Number of Employees
- Total Amount billed for the reporting period

Any Midtown report can be customized to meet the needs of the CITY.

Midtown agrees to maintain records sufficient enough to document completion of the scope of services established in this the Agreement. We understand that these records will be subject to review, inspection, copying and audit by persons duly authorized by the CITY.

We will retain these records for a minimum of five (5) years after the termination of the Agreement, in accordance with the State of Florida Records Retention Law.

B-B.2. DOES THE PROPOSAL SPECIFICALLY ADDRESS THE CITY'S NEEDS OR IS IT "GENERIC" IN CONTENT?

B-C PROJECT MANAGER

B-C.1. DOES THE PROJECT MANAGER HAVE EXPERIENCE WITH PROJECTS COMPARABLE IN SIZE AND SCOPE?

Midtown’s single point of contact for the CITY members will be our Program Manager (PgM) Molly O’Reilly-Pol. She will be available 24x7 by email at molly@themidtowngroup.com and by cell at 203-809-2896 for placement needs or issues regarding assigned workers.

As Midtown’s Director of Municipalities, Molly has over 12 years of experience recruiting top talent and managing large contracts at Midtown. She has delivered several contracts to state and local governments, including the District of Columbia, as well as the Maryland Judiciary, the State of Kansas, and the North Carolina Department of State Treasurer. In addition, they support city governments such as Minneapolis, MI, Philadelphia, PA, and Waco, TX.

B-C.2. DOES THE PROJECT MANAGER HAVE A STABLE JOB HISTORY? HAS HE/SHE BEEN WITH THE FIRM LONG, OR HAVE THERE BEEN FREQUENT JOB CHANGES?

Our Director of Municipalities, Molly O’Reilly-Pol, who will act as your Program Manager (PgM) and principal point of contact to address all issues and receive job orders. Her qualifications are described below.

Molly O’Reilly-Pol – Director of Municipalities

SUMMARY

With over 12 years of experience at Midtown, Molly currently serves as the Director of Municipalities. Working alongside our Managing Partner, David Stefan, Molly acts as Program Manager for several state and local government engagements, while also orchestrating temporary staffing services for private sector clients across the nation.

KEY PROJECTS MANAGED

- **George Washington University (GWU)** **Jul 2016 – Present**
 - Supporting 124 different job roles across all of GWU’s campuses
 - Primarily have made placements in the Academic Technology Department
 - Currently, we have made over 60 placements
- **RAPT Dev - DC Streetcar Project** **2013 – Present**
 - Exclusive staffing partner hiring all employees for highly publicized DC Government initiative to operate much anticipated H street streetcar
 - Placed 95 candidates across various roles including: Streetcar Operators, Service Attendants, Maintenance Technicians and administrative staff
- **DC Department of General Services (DGS)** **Jan 2012 – Present**
 - Current placements include: Marketing Specialists, Project Manager, Communication Specialists, Web Content Analyst, and Digital Media Specialist
 - Placed over 150 candidates
 - Contact for current needs, schedule interviews, oversee onboarding process

- Account maintenance including daily calls and onsite visits
- **Baltimore City Public Schools (BCPS) Nov 2016 – Present**
 - Transitioned entire help desk staff, including Project Manager, with 100 percent retention
 - Responsible for providing monthly reports, status updates, handling personnel issues and visiting site no less than monthly
 - Maintain and manage staff of 28 information technology (IT) contractors
- **DC Office of the Chief Technology Officer (OCTO) Sep 2016 – Present**
 - Transitioned 50 employees in less than 2 weeks with 100 percent retention
 - Provide weekly engagement reports
 - Work with Projects Managers across six different IT departments to fill requests for qualified personnel within 48 hours
 - Positions filled include: Tier 1 and Tier 2 Help Desk Technicians, Network Engineers, Security Analysts, Mobile Device Management, Core IT Clerk, and IT Assistants

AREAS OF EXPERTISE

- Recruiting across several verticals including accounting and finance, administrative, legal, human resources, executive search and information technology
- Placing candidates with private sector clients as well as local and federal government in contract, contract to hire and direct hire opportunities
- Training new recruiters by teaching them best practices and the Midtown way of recruiting

EMPLOYMENT HISTORY

- Currently managing over 150 contractors spanning all departments, including placements for every Client Manager with Midtown
- Growing Senior Vice President's book of business by touching base with clients, taking job orders, working with other recruiters for submittals, negotiating rates and executing interview follow-up
- Sourcing candidates via Monster, CareerBuilder, Dice, LinkedIn and social media
- Making an average of 50 calls per day
- Assisting candidates with resume editing and interview preparation for both phone and face to face interviews
- Coordinating internal hiring with Executive team by sourcing candidates and scheduling interviews
- Hiring, training and managing interns, including professional development coaching
- Planning, executing and managing all Midtown events, including events for both employees and clients

EDUCATION

Bachelor of Arts, Psychology 2007

- Georgetown University, Washington, DC

Executive Sponsor. Our Managing Partner, David Stefan, will act as the Executive Sponsor for your engagement. As a member of the Executive Team, he will work closely with our Program Management Office (PMO) to ensure requests are filled and issues are resolved. His qualifications are described below.

David Stefan – Managing Partner

SUMMARY

With over 22 years of experience at Midtown, Mr. Stefan currently serves as our Managing Partner. He works closely with Molly, overseeing several state and local government engagements, while also orchestrating temporary staffing services for private sector clients across the nation.

KEY PROJECTS MANAGED

- **DC Government – IT Staffing** **2001 – Present**
 - Transitioned 50 employees in less than 2 weeks with 100 percent retention
 - Provide weekly engagement reports
 - Work with Projects Managers across six different IT departments to fill requests for qualified personnel within 48 hours
 - Positions filled include: Tier 1 and Tier 2 Help Desk Technicians, Network Engineers, Security Analysts, Mobile Device Management, Core IT Clerk, and IT Assistants
- **DC Government – Temporary Staffing** **2001 – Present**
 - Current placements include: Marketing Specialists, Project Managers, Communication Specialists, Customer Care Representatives, Medical Technicians, and more
 - Placed over 150 candidates
- **Federal Emergency Management Agency (FEMA) - Call Center** **2017 - 2018**
 - Team coordination and oversight of three call centers supporting disaster relief needed for those affected by hurricane Irma and hurricane Harvey.
 - Responsible for providing monthly reports, status updates, handling personnel issues and visiting sites in Waco, Atlanta, and Orange County no less than monthly,
 - Maintain and manage staff of up to 450 call center representatives, supervisors, program managers, and various partners.
- **RAPT Dev - DC Streetcar Project** **2013 – Present**
 - Exclusive staffing partner hiring all employees for highly publicized DC Government initiative to operate much anticipated H street streetcar
 - Placed 95 candidates across various roles including: Streetcar Operators, Service Attendants, Maintenance Technicians and administrative staff

AREAS OF EXPERTISE

- Recruitment Responsibilities to include: Emergency Response, Call Center, Financial, Legal, Administrative, Government, and IT

- Extensive Client Contact, Presentations
- Contract Management and Administration
- Project Management
- Employee Relations
- Benefits Analysis: Health Care, 401K Plan, COBRA
- Employment Law: EEO, FMLA, ADA, Drug Testing Policy

CAREER HIGHLIGHTS

- Responsible for expansion of Temporary Division from \$350,000 to \$27,000,000 in sales
- Won and developed business for large contracts RDMT/D.C. Streetcar Project (\$15 million) and the District of Columbia Department of General Services (\$5.76 million)
- Directed and managed entry into Federal Government Contracting
- Won Midtown's first government contract and BPA in 2001 with the Executive Office of the President

BRIEF EMPLOYMENT HISTORY

- Midtown Personnel, Inc., Managing Partner 1/2016 to present
- Midtown Personnel, Inc., Director of Client Relations 4/2000 to 12/2015
- Midtown Personnel, Inc., Recruiter, 11/98 to 3/2000
- Abbott Laboratories, Pharmaceutical Sales Representative, 6/94-10/98

EDUCATION

- The University of Maryland, College Park, MD. BS in Government & Politics 1994

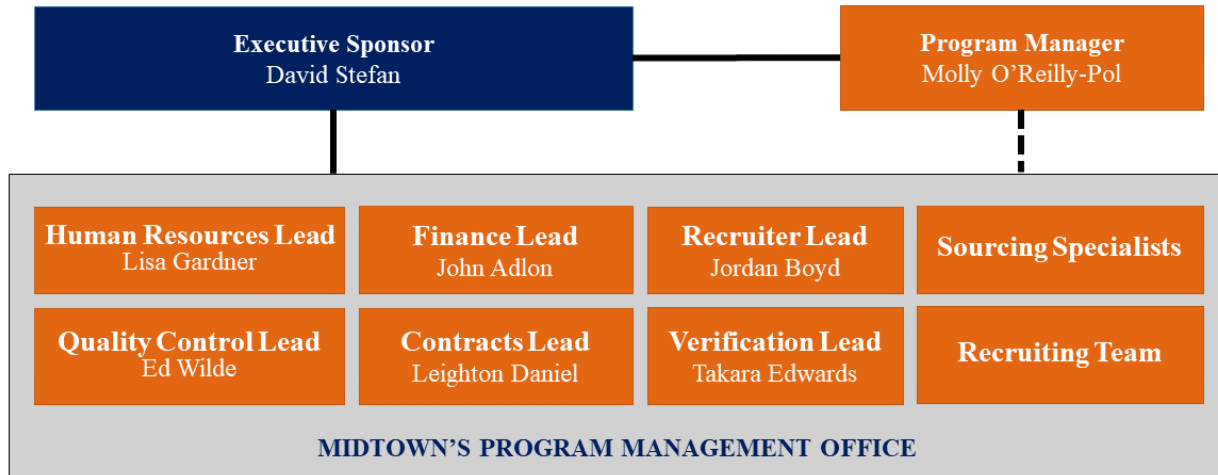
MEMBERSHIPS

- American Staffing Association
-

B-D PROJECT TEAM

B-D.1. WAS A PROJECT TEAM IDENTIFIED?

Midtown will provide a consistent, accessible, single point of contact to support the CITY’s account. Our PgM, Molly, will be available 24x7 by email at molly@themidtowngroup.com and by cell at 203-809-2896. She will work closely with her Executive Sponsor, David Stefan, to engage the support of Midtown’s Program Management Office (PMO).



From our DC headquarters, Midtown offers the CITY a team of 40 full time professionals ready to manage your engagement. With each department in-house, our PMO can resolve your every concern quickly. We pride ourselves on our quick response time, whether it be providing resumes or solving issues.

Recruiters report to a Lead Recruiter, who reports to the PgM. The PgM reports to the Executive Sponsor, who reports to the CEO. Finance will also report to the PgM regarding the details of your contract so that you always have one point on contact.

Each team member plays an important role in providing continuity of service and stability for our clients. The role they will serve for this account is summarized in the following table.

Name	Role	Experience	Responsibility
Ed Wilde	Quality Control	More than 10 years of operations, logistics, and staffing experience	Coordinates all parts of Midtown’s team to verify that client needs are met and oversees quality assurance and quality control, including issue resolution
Lisa Gardner	Human Resources	More than 4 years of experience managing personnel with Midtown	Facilitates candidate onboarding, training, and testing during orientation



John Adlon	Finance	Director of Finance in charge of all financial tasks including invoicing and payments	Resolves billing and invoicing concerns
Jordan Boyd	Lead Recruiter/Sr. IT Recruiter	Midtown's recruiting team has access to thousands of candidates and a pipeline built over years of recruiting. Team has, on average, more than 5.5 years of experience recruiting at Midtown and 8.5 years in the industry	Sources candidates to quickly fill requests and provides oversight of recruiting team to ensure recruiters understand the CITY environment and requirements Works closely with Sourcing Specialists and Recruiting Team to guarantee results
Leighton Daniel, Esq	Contracts	More than 15 years of experience managing corporate and regional contracts	Handles contractual agreements, as well as all licenses and registrations, while providing legal counsel
Takara Edwards	Verification	Extensive experience completing background checks for various levels of security clearances	Handles employee verification and onboarding to ensure employees are ready to start by contract

With each department in-house, our Program Management Office (PMO) team will help management resolve your every concern quickly.

B-D.2. IS THE TEAM MAKEUP APPROPRIATE FOR THE PROJECT?

Midtown's single point of contact for the CITY members will be our Program Manager (PgM) Molly O'Reilly-Pol. She will be available 24x7 by email at molly@themidtowngroup.com and by cell at 203-809-2896 for placement needs or issues regarding assigned workers.

As Midtown's Director of Municipalities, Molly has over 12 years of experience recruiting top talent and managing large contracts at Midtown.

Ready to deliver your temporary staffing services, Molly will partner with Executive Sponsor, David Stefan. As Midtown's Managing Partner, David has 22 years of experience providing contract services with Midtown.

Not only is the extensive experience of each individual remarkable, but the years spent working together as a cohesive unit is what truly sets them apart as a management team. Molly and David have delivered several contracts to state and local governments, including the District of Columbia, as well as the Maryland Judiciary, the State of Kansas, and the North Carolina Department of State Treasurer. In addition, they support city governments such as Minneapolis, MI, Philadelphia, PA, and Waco, TX.

B-D.3. DO THE TEAM MEMBERS HAVE EXPERIENCE WITH COMPARABLE PROJECTS?

Dave, Molly, and Midtown's PMO team have extensive experience with comparable Administrative projects for clients such as the Federal Government, the DC Government, and more.

U.S. Department of Agriculture (USDA). Midtown has provided over 70 administrative personnel and data entry operators to the USDA's National Agricultural Statistics Service (NASS) in St. Louis, Missouri over the past 5 years. We maintain a pipeline of qualified candidates that meet USDA's fluctuating needs, ensuring that we can provide qualified candidates within 24 hours.

We are responsible for receiving, sorting, tagging, and archiving important data related to agricultural production through the United States. This data is collected through formal surveys and includes thousands of agricultural workers. Surveys range from one page to over 40 pages. Midtown utilizes USDA's specialized software to input data at a secure site in St. Louis, MO. Data is then flowed to the quality control team for Midtown to provide oversight and correct any missing data. Midtown utilizes large scanning equipment and works closely with NASS to develop statistical data based on agricultural yield surveys, quarterly surveys, and nationwide estimates.

Midtown must meet a minimum performance standard of 10 keying an average of 10,000 strokes per hour and Midtown provides a quality assurance plan to verify all team members meet these requirements. Accuracy of data is paramount to NASS' mission, and our employees are held responsible for maintaining data integrity. The work is repetitive and requires incredible attention to detail. As demonstrated by the fact that Midtown's contract has been extended and renewed over 5 years, we always meet NASS' needs and have access to local qualified professionals ready to work.

DC Government. Midtown has been supporting various agencies across the DC Government for over 20 years. For example, we provide administrative support to the **DC Department of General Services (DGS)**. Through a Blanket Purchase Agreement contract, DGS can create purchase orders for contractors depending on their temporary staffing needs. Currently, we have more than 50 contractors spanning various types of administrative support.

In addition, Midtown is providing the **District Department of Transportation (DDOT)** with Legal Clerks to assist with asset recovery claims and Freedom of Information Act (FOIA) requests. We review databases and assist with conducting research for claims. We are responsible for document management, including scanning, copying, and redacting.

For the **DC Department of Youth Rehabilitation Services (DYRS)**, Midtown has placed over 70 contractors to perform administrative services, including direct support for the Deputy Director of Youth and Family Programs. These Executive Assistants and Administrative Assistants support DYRS with conducting research, reviewing budgets, planning events, and producing reports in this very fast-paced environment.

Midtown supports various administrations across the **DC Department of Health (DC HEALTH)**. The positions we provide include Clerical Assistants, Administrative Assistants, Subject Matter Experts, Technical Specialists, Records Management, Legal Analysts, Policy Analysts, Executive Assistants, Technical Writers, Communication Specialists, and Licensing Assistants.

Midtown also provides the **DC Office of the Chief Financial Officer (OCFO)** with General Clerks and Customer Service Assistants to support the Office of Tax and Revenue (OTR). Our

staff performs various administrative duties, including examining and verifying proper forms and following up with taxpayers as necessary, make corrections to forms as necessary.

We have provided **DC Superior Courts (DCSC)** with Administrative Clerks, Data Entry Operators, General Clerks, and Secretaries. While managing information about daily court proceedings and judges' whereabouts we also maintain all communications (verbal, telephone, email, etc.) between the Courts and the public, including inquires pertaining to cases. In total Midtown has over 125 contractors currently supporting the DC Government.

Planned Parenthood Federation of America (PPFA). Midtown supports several departments across PPFA with various levels of Administrative and Clerical support. We service PPFA's offices in Washington, DC, New York, NY, and Miami, FL. Midtown provides PPFA with administrative support across the organization. We have coordinators in every division, including the Creative, Digital, Strategic, HR and Finance divisions. Midtown acts as an operations liaison to the Creative team, including direct administrative support and day to day calendar and workflow management for the Creative Senior Director. We also provide administrative support to the Creative Project Manager and Creative Senior Producer. We maintain contact lists and databases. We also administer contract processes including requesting and executing contracts. We assist the team with travel and expense reporting. We also assist with on-site event management. Midtown's administrative team in the Finance Division ensure accurate, timely and complete activity recording. We play an integral role in the monthly closing process. We also assist in producing financial monthly reports.

Dave and Molly are currently providing temporary staffing services to two Florida universities.

For the Florida State University (FSU) Institute for Justice Research and Development, (IJRD) Midtown directly supports the development of the 5-Key Model for Reentry project— a data-driven reentry services approach that provides behavioral health-focused supports for individuals leaving incarceration and coming back home. Our team includes Project Support Specialists, as well as Clinical Research Associates responsible for fidelity monitoring and providing clinical supervision.

Midtown also provides the **University of Florida (UF)** with surge staffing support for large events as needed. These resources are identified, trained and onboarded within 48 hours.

Lastly, we were recently awarded a contract to deliver IT staffing services to **Florida's Department of Management Services (DMS).**

B.D.4. ARE THERE ANY SUB-CONTRACTED FIRMS INVOLVED? WILL THIS ENHANCE THE PROJECT TEAM?

Midtown does not anticipate using subcontractors for this engagement.

B-D.5. ARE THE HOURS ASSIGNED TO THE VARIOUS TEAM MEMBERS FOR EACH TASK APPROPRIATE?

To best serve our 170 clients, Midtown has a team of Program Managers overseeing a reasonable amount of accounts. It is expected that a Program Manager dedicate roughly 20 percent of their hours to each client.

Midtown understands that additional time is needed when establishing a relationship with a new client. During the contract kick-off period, a Program Manager will spend significantly more time establishing the contacts, procedures, and processes with all necessary stakeholders.

Midtown is sure to stagger new clients to ensure they get our full attention.

Once established, the needs of a client will eb and flow. The Lead Recruiter will support the Program Manager to ensure we are quickly responding to requests, and the Executive Sponsor is ready to offer additional support if any issues arise.

B-E PROJECT SCHEDULE

Upon receipt of a request from the CITY, Midtown will acknowledge receipt and provide a timeframe of how long it will take to provide resumes for the position. From request to start date, Midtown's typical timeline for staffing a position includes the following:

- We acknowledge job requests in 30-minutes or less
 - We immediately set up a call to confirm receipt, better understand the requirements, and set potential interview times
 - Requests for services are handled by your Program Manager (PgM)
 - We work with you to define and clearly understand the requirements based on the Statement of Work included with each request
 - This includes experience needed, skills required, daily hours and length of the assignment, work environment, contact names, department names, and any other pertinent information
- Midtown will send resumes within 48 hours
 - If the CITY rejects initial resumes, we will send replacements within 24 hours
- Upon acceptance of resumes, we can set up interviews as soon as that day
 - Our candidates have been pre-screened by our PgM for immediate availability
- Once the CITY approves a candidate, Midtown makes an offer and begins the compliance/background check process
- Once necessary background checks clear, we inform the CITY and determine a start date
- Prior to their first day, we review policies and procedures with employee
- We provide two quality checks with your new employee on their first day
 - At the beginning of their first day we confirm their arrival by telephone within one-half hour after their scheduled arrival time
 - At end of their first day we check in to make sure it was a positive experience
- We provide a quality check with the CITY on your new employee's second day
 - We confirm their skill level, understanding, and professionalism met your expectations
- At the end of the first week, we touch base with the CITY and your new employee to confirm mutual satisfaction

Midtown will continue consistent quality checks throughout the length of the engagement. We will also produce weekly, monthly, quarterly, and annual reports for the CITY, while holding regular status meetings with the CITY stakeholders to review our performance and progress.

B-E.1. IS THE PROPOSED SCHEDULE REASONABLE BASED ON QUANTITY OF PERSONNEL ASSIGNED TO THE PROJECT?

B-E.2. ARE INDIVIDUAL TASKS STAGED PROPERLY AND IN PROPER SEQUENCE?

B-F PROPOSAL ORGANIZATION

B-F.1. WAS PROPOSAL ORGANIZATION PER THE RFP/Q?

B-F.2. WAS ALL REQUIRED PAPERWORK SUBMITTED?

B-F.3. DID THE PROPOSAL CONTAIN AN EXCESSIVE AMOUNT OF GENERIC BOILERPLATE, RESUMES, PAGES PER RESUME, PHOTOGRAPHS, ETC.?

B-G MODIFICATION

Midtown proposes no modifications to this RFP.



C. SUBMITTALS WILL BE EVALUATED ON THE FOLLOWING

C-1 RATES AND FEES

Midtown's pricing is provided in the following pages.

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

Responding Company's Name: Midtown Personnel, Inc. dba The Midtown Group

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	54%
2	Labor-Light Lifting (i.e. Store Clerk)	N/A
3	Maintenance, Labor- Heavy Lifting (i.e. janitorial, outdoor labor such as small equipment operators, working in concrete, asphalt, digging trenches, etc.)	N/A
4	Child Care	N/A
5	Food Service (i.e. Cooks, Waiters, Kitchen Staff)	N/A
6	CDL Drivers	N/A
7	School Crossing Guards	N/A

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: \$0

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: \$0

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

Cost per request: \$0

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

Cost per request: \$0

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

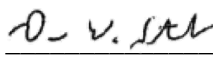
Cost per request: \$0

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) David Stefan

Signature 

Title Managing Partner

Date 07/07/2020



C-2 REFERENCE CHECKS

Midtown's references are provided in the following pages.

REFERENCE FORM

Name of Bidder: Midtown Personnel, Inc. dba The Midtown Group

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): 2017 to present

Company Name: Planned Parenthood Federation of America (PPFA)

Address: 123 William Street, 10th Floor

City, State, Zip: New York, NY 10038

Contact Name: Chris Layne

Phone Number: 609-509-1313 Fax Number: N/A

Email Address: chris.layne@yahoo.com

#2 Year(s) services provided (for example: 1/2018 to 12/2019): 2012 to present

Company Name: U.S. Department of Agriculture (USDA)

Address: 5601 Sunnyside Ave. (work performed onsite in St. Louis, MO)

City, State, Zip: Beltsville, MD 20705

Contact Name: Marcos Ocadiz

Phone Number: 301-504-1749 Fax Number: N/A

Email Address: marcos.ocadiz@ars.usda.gov

#3 Year(s) services provided (for example: 1/2018 to 12/2019): 2012 to present

Company Name: DC Department of General Services (DGS)

Address: 2000 14th Street, N.W. 8th Floor

City, State, Zip: Washington, DC 20008

Contact Name: Kim Gray

Phone Number: 202-724- 4121 Fax Number: N/A

Email Address: Kim.Gray@dc.gov

C-3. PROVIDING SAME TYPE OF SERVICES TO PUBLIC OR PRIVATE ORGANIZATIONS.

Midtown's experience providing temporary staffing on task order-based contracts includes various Public and Private sector clients.

Examples of Federal clients we support include the U.S. Department of Agriculture (USDA), U.S. Department of Health and Human Services (HHS) and the U.S. Department of Commerce (DOC).

Examples of DC Government clients we support with task-order based contracts include the DC Department of General Services (DGS), DC Office of the Chief Technology Officer (OCTO), and the DC Office of the Chief Financial Officer (OCFO).

Examples of associations and non-profits we support with task-order based contracts include the Association of American Medical Colleges (AAMC), Society for Human Resources Management (SHRM), American College of Cardiology Foundation (ACCF), Planned Parenthood Federation of America (PPFA), National Geographic, and the Smithsonian Institute.

Other notable clients include the Washington Area Metropolitan Area Transit Authority (WMATA), the DC Circulator Bus and the DC Streetcar, as well as George Washington University (GWU), Florida State University (FSU) and the University of Florida (UF).

Each of these engagements include various levels of Administrative and Clerical services—our most frequently requested type of temporary support.

C-3.1. DEMONSTRATE A TRACK RECORD OF SUCCESSFUL DELIVERY AT CITY'S HISTORICAL VOLUME.

U.S. Department of Agriculture (USDA). Midtown has provided over 300 administrative personnel and data entry operators to USDA's National Agricultural Statistics Service (NASS) in St. Louis, Missouri over the past 5 years. We maintain a pipeline of qualified candidates that meet USDA's fluctuating needs, ensuring that we can provide qualified candidates within 24 hours.

We are responsible for receiving, sorting, tagging, and archiving important data related to agricultural production through the United States. This data is collected through formal surveys and includes thousands of agricultural workers. Surveys range from one page to over 40 pages. Midtown utilizes USDA's specialized software to input data at a secure site in St. Louis, MO. Data is then flowed to the quality control team for Midtown to provide oversight and correct any missing data.

Midtown must meet a minimum performance standard of 10 keying an average of 10,000 strokes per hour and Midtown provides a quality assurance plan to verify all team members meet these requirements. Accuracy of data is paramount to NASS' mission, and our employees are held responsible for maintaining data integrity. The work is repetitive and requires incredible attention to detail. As demonstrated by the fact that Midtown's contract has been extended and renewed over 5 years, we always meet NASS' needs and have access to local qualified professionals ready to work.

Midtown supports other divisions throughout USDA with administrative and other services. Across all offices and locations, we have provided USDA with over 300 placements.

DC Government. Midtown has been supporting various agencies across the DC Government for over 20 years, making more than 1,500 successful placements.

For example, we provide administrative support to the **DC Department of General Services (DGS)**. Through a Blanket Purchase Agreement contract, DGS can create purchase orders for contractors depending on their temporary staffing needs. Currently, we have more than 50 contractors spanning various types of administrative support.

In addition, Midtown is providing the **District Department of Transportation (DDOT)** with Legal Clerks to assist with asset recovery claims and Freedom of Information Act (FOIA) requests. We review databases and assist with conducting research for claims. We are responsible for document management, including scanning, copying, and redacting.

For the **DC Department of Youth Rehabilitation Services (DYRS)**, Midtown has placed over 70 contractors to perform administrative services, including direct support for the Deputy Director of Youth and Family Programs. We also assist DYRS with conducting research, reviewing budgets, planning events, and producing reports in this very fast-paced environment.

Midtown supports various administrations across the **DC Department of Health (DC HEALTH)**. The positions we provide include Clerical Assistants, Administrative Assistants, Subject Matter Experts, Technical Specialists, Records Management, Legal Analysts, Policy Analysts, Executive Assistants, Technical Writers, Communication Specialists, and Licensing Assistants.

Midtown also provides the **DC Office of the Chief Financial Officer (OCFO)** with General Clerks and Customer Service Assistants to support the Office of Tax and Revenue (OTR). Our staff performs various administrative duties, including examining and verifying proper forms and following up with taxpayers as necessary, make corrections to forms as necessary.

We have provided **DC Superior Courts (DCSC)** with Administrative Clerks, Data Entry Operators, General Clerks, and Secretaries. While managing information about daily court proceedings and judges' whereabouts we also maintain all communications (verbal, telephone, email, etc.) between the Courts and the public, including inquires pertaining to cases.

In total Midtown currently has over 125 contractors supporting the DC Government.

Planned Parenthood Federation of America (PPFA). Midtown supports several departments across PPFA with various levels of Administrative and Clerical support. We service PPFA's offices in Washington, DC, New York, NY, and Miami, FL. Midtown provides PPFA with administrative support across the organization. We have coordinators in every division, including the Creative, Digital, Strategic, HR and Finance divisions. Midtown acts as an operations liaison to the Creative team, including direct administrative support and day to day calendar and workflow management for the Creative Senior Director. We also provide administrative support to the Creative Project Manager and Creative Senior Producer. We maintain contact lists and databases. We also administer contract processes including requesting and executing contracts. We assist the team with travel and expense reporting. We also assist with on-site event management. Midtown's administrative team in the Finance Division ensure accurate, timely and complete activity recording. We play an integral role in the monthly closing process. We also assist in producing financial monthly reports.

Across all departments and locations, Midtown has provided PPFA with over 70 placements.

C-3.2. IF THERE IS NOT A TRACK RECORD AT THE CITY'S HISTORICAL VOLUME, DEMONSTRATE RATE OF SUCCESS AND HOW PERFORMANCE EXPECTATIONS HAVE BEEN MET WITH EXISTING CLIENTS.

N/A

C-4. DEMONSTRATE THE ABILITY TO DELIVER QUALIFIED EMPLOYEES.

Midtown understands that a purchase order must be provided prior to the hiring of an employee or the beginning of an assignment, and that the CITY will not make substantial changes in a temporary personnel's job duty or risk without prior written agreement with Midtown.

C-4.1. THE METHOD BY WHICH EMPLOYEES ARE SCREENED BEFORE THEY ARE PLACED IN A POSITION

STAFFING APPROACH

Using the CITY's specifications regarding the type of position(s) and job duties required, Midtown will perform due diligence to ensure personnel have the proper qualifications before recommending placement.

Screening. We conduct a series of interviews to determine the applicant's: character, suitability, and ability to provide service to the CITY. During this process, we confirm the candidates' interests, motivators and education are compatible with the CITY job roles and needs. When our PgM receives your job order, they will meet with our experienced team of recruiters who will work on the job order. The PgM will go over the requirements with the Lead Recruiter, as well as the work environment and any soft skills that will be needed for successful performance.

The Lead Recruiter will assign the job order(s) to members of the recruiting team with the relevant background and networks. Once the recruiters identify a candidate's resume with the necessary qualifications, the first interview will take place by phone. This is an opportunity to verify credentials while confirming communication skills and availability. Once the recruiter verifies that the candidate is interested in the role with the CITY, they will have the candidate complete an application.

Next, the recruiter will review the application in its entirety with the applicant, discussing the type of positions they desire and their future plans, as well their ability to commit to the contract through the length of the project. The recruiter will then send the application to our PgM for consideration. Once our PgM confirms this candidate meets all of the CITY requirements, we will schedule a second interview, which takes place in person. If necessary, Midtown can make accommodations through Skype/FaceTime. During this interview, our PgM will brief the candidate on Midtown's policies and procedures, as well as the CITY expectations.

Lastly, we verify the candidates' previous work performance with two professional supervisory references before submitting them to the CITY. When our recruiters call on references, they ask them to rate the candidate's overall work performance with questions about initiative, following directions, meeting deadlines, and other aspects defining their qualifications and character. Most importantly, we want to know if they would hire this person again if they had a suitable opening.

Presenting Resumes. We can provide any available documentation to you with each resume. We can also ask candidates to provide any supporting documentation desired with their resume, if stated in the CITY's request.

The CITY may interview each applicant to ensure compatibility between the project and the temporarily assigned individual. Midtown will make all necessary interview arrangements to enable swift and careful selection. We can arrange phone, FaceTime/Skype, and in-person interviews according to the preference of the requesting agency.

If requested by the CITY, Midtown send more than one employee to the department for an interview.

However, if the submitted applicants do not meet the CITY requirements and/or pass the initial screening, Midtown will submit another set of resumes for the CITY to review within one business day.

TESTING & TRAINING

Skills Testing. Our team will only submit candidates to the CITY who have demonstrated their capabilities through experience and/or testing. To assess the skills of our candidates, testing is performed through *AspiringMinds*— a leading online software for professional assessment of Microsoft Office, Data Entry, Customer Service, and other capabilities.

With over 500 tests, the CITY can review and choose which tests may apply to the respective job role. The results of these assessments can be included when sending candidates to the CITY for screening. If the CITY prefers another testing software, we can use that instead.

All testing and training are fair, impartial and non-discriminatory, and follows Labor and Justice Department rules and requirements. Midtown understands that the CITY reserves the right to visit our office site to observe the testing and training procedures as part of the evaluation of bids received or to evaluate our ability to continue to provide the required services.

Training. Once hired, and prior to beginning an assignment at the CITY, Midtown will conduct a full onboarding and training session with the new employee in our office. Our HR Lead will review direct deposit, timesheets, benefits and other information with the employee.

During onboarding, Midtown will also orient all assigned workers. We provide employee training tailored to the unique needs and requirements of the job role, including proper attire for position. We will also address work schedule, contact call in procedure, pay, hours worked and requirements of the role.

Our standard training program includes the following information: safety and emergency policies and procedures; professionalism and code of conduct standards; communication protocol for various situations; confidentiality and sensitive information instructions; and responsibility and accountability. This program also includes a handbook of guidelines for employees.

We will also provide employees with specific the CITY policies and procedures, ensuring workers have knowledge of and access to the CITY employment requirements and job behavior standards. Midtown will ensure all employees are familiar with and fully comply with all safety practices as established by the City of Gainesville's Human Resources Department, as well as appropriate safety training departments or the Risk Management Department.

We will ensure our employees obtain copies of these safety practices

Lastly, the employee will sign an *Employee Agreement*, demonstrating their full compliance with all Midtown, including complete confidentiality of all the CITY information. This signature also indicates a commitment to performance throughout the length of the contract. If the CITY has a similar document, Midtown can ensure employees sign an agreement with the CITY as well.

Midtown's thorough onboarding process ensures we alleviate every concern and set expectations before an employee's start date, so they can approach their first day with confidence, and without distraction.

During onboarding, employees will also complete all paperwork, including any information required for their background check (or drug testing if necessary).

Background Checks. Midtown will provide Criminal Background Checks, Criminal Record Checks, and Motor Vehicle Record Check as required by job duties. In addition, Midtown will confirm the validity of all required licenses.

We use third-party background check *Sterling Talent Solutions* to conduct our in-depth background checks.

When the CITY approves a contractor, we will immediately send an email with all necessary information directly into database of the background check company. The process begins receipt of that email. Turnaround time for background checks can range from same-day to one week—depending on the type of check and number of previous addresses.

With *Sterling*, our criminal background check can span global, national, state, county, and local agencies for 7 years. This thorough check will reveal any information associated with sex offender registries or Child Protective Services. *Sterling* can also verify fingerprints and any pending lawsuits. Criminal background checks are executed according to State and Federal laws.

Beyond criminal information, our background check can also include education verification; certification/degree/license verification; employment verification; employment reference checks; address verification; Department of Motor Vehicles check; credit check; and criminal record verification.

Our background checks will include verification of identity and United States employment eligibility for every employee, including all necessary documentation as required by federal law, including form I-9. We perform E-Verify checks on all our applicants, to confirm their right to work in United States (including visas and work authorizations) as well as their Social Security number.

With this entirely electronic process, progress is easy to track. Midtown produces daily onboarding reports that highlight the level of completion of each contractor's background check.

Upon completion, Midtown will submit a report to the CITY confirming the education and employment of the candidate has been verified, and any past employment with the CITY has been disclosed. This report will include written proof of the administration, actual results, and clearance against all background checks conducted, including college transcripts, military discharge forms, licenses, certificates, or other documentation.

Drug Testing. Midtown understands that drug testing may be required for certain job classifications. We will conduct drug testing in accordance with all federal regulations.

During onboarding, employees will complete all paperwork, including any information required for their drug testing. Midtown will ensure candidates pass a pre-employment drug screen specific to the CITY's criteria.

Midtown will utilize LabCorp for drug and health screening. However, if the CITY has a vendor they prefer, Midtown can utilize this vendor for drug screening as well.

LabCorp has more than 12,000 test sites nationwide, most of which support electronic paperless processing. LabCorp can accommodate both regulated and non-regulated drug-free workplace programs and are designed to be fast and accurate.

Once the CITY approves a contractor, Midtown will immediately send an email to the contractor confirming they are registered with LabCorp and ready for testing. Upon receipt, a contractor can walk into a LabCorp facility that day. No appointments are necessary. Once completed, drug testing results will be provided directly to Midtown's PgM in 24 to 72 hours.

With this entirely electronic process, progress is easy to track. Midtown produces daily onboarding reports that highlight the level of completion of each contractor's drug testing.

Midtown will ensure LabCorp performs drug screening for all the CITY employees. We will certify that each candidate submitted to the CITY has a negative drug screen. In the event of a failed drug test, a candidate will be immediately rejected.

At the request of the CITY, Midtown will also 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.

C-5. PLACEMENT SUCCESS RATE

78 percent of Midtown candidates interviewed by clients are hired.

After working closely with Midtown, many of our clients hire candidates after simply reviewing their resume (without an interview) because they trust our thorough screening process.

In addition, Midtown has a 98 percent retention rate. Because we set expectations for the assignment with candidates before even submitting resumes, only 2 percent of our contractors end their contracts early.

C-6. BUSINESS RECRUITMENT POLICY, PRACTICES AND PHILOSOPHY.

Policy. Midtown wants to be sure we are providing the CITY with the most qualified and best fit professionals throughout your engagement. We will work with the CITY members to determine your specific needs and requirements. Then our PgM will direct our recruiting team to guarantee we get it right.

We acknowledge job requests in 30-minutes or less and respond with resumes within 48 hours. If the CITY rejects initial resumes, we will send replacements within 24 hours. Upon acceptance of resumes, we can set up interviews as soon as that day.

Once placed, Midtown will continue consistent quality checks throughout the length of the engagement. Should any temporary personnel be deemed incompetent or undesirable by the CITY, Midtown will provide resumes for replacements within 24 hours.

Practices. Midtown will identify contractors for the CITY by sourcing candidates from our networks, and advertising specific available positions to reach even more potential candidates.

When locating top talent for the CITY, we start with the over 102,000 proven candidates in our database and engage them by skillset. Using our applicant tracking system (ATS) *Bullhorn* we can track our top performers in each industry across all 30 years. With this information, we perform regular crowdsourcing by blasting jobs to thousands of Midtown's alumni. By regularly reviewing reports of active, proven employees with the most desired skillsets, we maintain a deep pool of professionals ready for deployment to clients like the CITY.

In addition, Midtown's recruiters maintain close relationships with their strongest contractors, and frequently reach out directly for referrals. In 2019, we received thousands of candidate referrals resulting in 265 successful placements.

Each time our PgM, Molly receives a job order, she will review the requirements with Midtown's recruiting team. Together, they will address any points of discussion for screening and interviewing, as well as any clarification to be requested from the CITY. Our Lead Recruiter will assign the job to a designated recruiter with proven experience filling similar job roles. Should the CITY send multiple roles at once, the Lead Recruiter will oversee the assignment of each job, ensuring coverage and conducting their own recruiting if necessary. Should the CITY send multiple job requests for similar skillsets, our Lead Recruiter will address the current pipeline with our Sourcing Specialists, providing additional support as needed.

Using our relationship with UF and their career center, we will work closely to build a pipeline of Florida-based talent.

Philosophy

Our mission is to connect people to life-changing career opportunities, and connect workplaces to remarkable, reliable talent. Midtown believes that every working professional should love what they do, and every client deserves to have their requests met with red carpet service.

Love What You Do means not only determining if our candidates will impress our clients, but if our clients will impress our candidates. Our recruiters take the time to get to know our contractors, talking through their interests, motivators, education and career goals. As we build their profile in our database and connect them to available positions, we determine their character as well as their skillset. Many of our contractors stay with Midtown for several years because they trust us to place them in assignments they will enjoy.

Red Carpet Service means always having a dedicated point of contact ready to respond to any inquiry in 30 minutes or less. Your Program Manager (PgM) then works closely with other team members onsite to get results fast. With each department in-house, our Program Management Office (PMO) will help resolve your every concern quickly. Because all business is conducted from our DC headquarters, everyone is in the loop, prioritizing accordingly, and escalating our most pressing items to executives as needed. This personal touch is why we're still doing business with our very first client, law firm Kirkland and Ellis, after 30 years.

As we continue to build partnerships with skilled professionals and growing organizations, we hope to provide a network that connects everyone to the right fit at the right time.

C-7. CLIENT FULFILLMENT PROCESS

QUALITY APPROACH

Once our staff begins to work, Midtown will conduct regular evaluations and quality control checks. Midtown uses a wide variety of quality assurance methods to track the delivery of products and services, while measuring quality at each stage of the contract. These methods are the foundation of our Quality Control Program (QCP), ensuring continuity, stability, continuous improvement, and flexibility throughout the contract lifecycle.

Linked directly to your SOW and requirements, Midtown’s QCP offers a tailored inspection and monitoring system designed to identify and prevent issues or defective services. The many functions of our QCP safeguard the accuracy and timeliness of our services and products, ensuring that all work is performed in compliance with all the CITY requirements. Our PgM will be responsible for managing all activities and timelines.

Our PgM conducts all monitoring, as well as all audits and processes used to perform these requirements. These methods are described below.

Feedback	<ul style="list-style-type: none"> Internal surveys conducted on a formal or informal basis to capture employee and customer feedback. Any complaint received will be documented by the PgM and reported to the CITY. PgM will validate that customer complaint concerns services provided by our personnel and if so, will categorize complaint as minor or major.
Random Sampling	<ul style="list-style-type: none"> Spot checks or random audit to verify expected performance levels are maintained and to ensure compliance with quality objectives and standards.
100% Inspection	<ul style="list-style-type: none"> Involves a complete review of specified records, reports, etc. to ensure full compliance to requirements.
Periodic Inspection	<ul style="list-style-type: none"> Includes scheduled and unscheduled inspections, validation, security oversight; training review.
Reports	<ul style="list-style-type: none"> Data extracted in various forms for review by the PgM and other management to monitor performance, contractor, and compliance with all plans.

In addition, these tools help our PgM safeguard the accuracy and timeliness of our services and products, ensuring that all work is performed in compliance and in adherence to all SOW requirements.

Issues. To foster transparency, Midtown will track project communication with an *Issue Log*. Items recorded in the log may include any Midtown recommendations or the CITY concerns. Our PgM will use the *Issue Log* to report work performance and identify issues as early as possible. Their specific actions include:

- **Record and Communicate Issues:** Maintain log including details of date and time an issue is identified; communicated by whom; description of the item; priority and potential impact on the project; resolution steps, if necessary; and target closure date.
- **Resolve Issues:** Coordinate with the CITY stakeholders and Midtown’s internal Program Management Office (PMO) so that all communication and open questions are addressed.

- **Review Issue Log:** Conduct review during status meetings to address open issues, anticipated issues, and escalations.

The *Issue Log* report can be customized to fit the CITY needs, as well as any additional reports concerning quality.

Replacements. Midtown will remove promptly, and without cost to the CITY, any temporary personnel deemed incompetent or undesirable by the CITY.

If our contractor is not following policies and procedures, Midtown will schedule a call with the CITY to establish a plan of action based on the severity of the issue. We will partner with the CITY to create the most effective resolution and get performance back on track the CITY can address the employee directly, or Midtown can attempt to counsel the employee (with or without the CITY present).

After counseling the employee, we will continue to conduct quality control checks to verify improvement. If no improvement is seen, Midtown will work with the CITY to provide a qualified replacement in a timely manner with little or no disruption. Midtown will ensure that all property is returned and will conduct exit interviews for all departing contract employees. The replacement process includes redefining the request and sourcing a new candidate to meet better the challenges of the assignment.