



Tryfacta Proposal Response for RFP# FPUR-200036-GD
Temporary Personnel Services

Presented to: Gayle Dykeman, Procurement Specialist



Submitted by:

Arman Dhar, Account & Project Delivery Manager

Tryfacta, Inc.

4637 Chabot Drive, Suite 100 Pleasanton, CA, 94588



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1.0 Letter of Transmittal

July 13th, 2020

Gayle Dykeman | Procurement Specialist
City of Gainesville 200
East University Avenue
Gainesville, FL 32601

Subject: RFQ-GC-GS-01-20 As Needed Temporary Employment Services

Dear Gayle,

I am pleased to present to you with Tryfacta's Response to **RFP# FPUR-200036-GD Temporary Personnel Services** for the City of Gainesville (the CITY).

Tryfacta, Inc. is a privately held Delaware corporation founded on March 11, 1996, and headquartered in Pleasanton, California with additional office locations in San Jose, CA, Los Angeles, CA, Washington D.C., Naples, FL, Iselin, NJ & New Delhi, India. Since 1996, our core expertise resides in placing talent in the following fields:

- Administrative Assistants, Document Controllers, Office Assistants, Receptionists, Data Entry Clerks & Support Staff for various disciplines [Accounting/Finance, Procurement/Supply Chain, Legal, Community Outreach]
- Business Analyst, Project Controllers, Schedulers, Business Analysts & Program & Project Management
- Maintenance, Facilities Management & Field Engineers
- Laboratory, Science & Construction Traded
- Technology & Information Technology

We additionally manage contingent/temporary staffing and payroll projects to select public sector firms. We execute and deliver on all staffing needs while adhering to ethical standards that focus on professionalism, transparency, and equal opportunity. As a staffing partner, we traverse the status-quo and go beyond the traditional methods in sourcing, vetting, and validating the right temporary talent for our clients. Our mantra is simple, to provide our clients with a high-touch experience and solve their business problems specifically in the temporary staffing eco-system. This mantra is integrated into everything we do and is a principal factor in our proposed delivery model for this project with the CITY.

In addition to our impressive client footprint that consists of Fortune 500 firms, Tryfacta currently is a preferred staffing and payroll services partner at the following state agencies that are similar in scope to the CITY.

- Santa Clara Valley Water District
- South Florida Water Management District
- City of Fort Wayne, Indiana [Notice to Award June 2020]
- Inland Empire Health Plan [Notice to Award June 2020]
- San Francisco Bay Area Rapid Transit District [Contract awarded March 2020]
- County of Alameda [Single Notice of Award June 2020]
- State of South Carolina
- California State Compensation Insurance Fund [SCIF]

Tryfacta has the following certifications:

- NMSDC Certified Minority Business Enterprise [MBE]
- Certified Small Business Enterprise [SBE] through the California Department of General Services
- Certified Disadvantaged Business Enterprise [DBE] by the California Public Utilities Commission
- Certified Minority Business Enterprise [MBE] through The Supplier Clearinghouse
- Self-certified as a Women-Owned Small Business [WOSB] through the Small Business Administration [SBA]

Tryfacta makes the following certifications and guarantees regarding this proposal:

- After thorough revision, Tryfacta will comply with all the contract terms and conditions as indicated in this RFP & its Addendums
- Tryfacta acknowledges and has reviewed the Addendums [Answers to Questions] that were provided
- Tryfacta will comply with all applicable federal, state, county, and municipal laws and regulations applicable to this RFP
- Tryfacta will comply with all applicable Federal, State, and local law regulations under this contract
- Tryfacta will comply with current policies regarding debarment, suspension, and termination which have been issued by the Utilities Purchasing Division

The following authorized principals from Tryfacta have the authority to negotiate and contractually bind the firm:

- Arman Dhar | Staffing Programs Manager
- Ratika Tyagi | Chief Executive Officer
- Adesh Tyagi | President

Tryfacta sincerely looks forward to leveraging our experience in providing Temporary Personnel Services at the CITY. Please note that in the interim, if you have any questions or require additional information, please contact me. I am the authorized representative for our firm, and by submission of this proposal am committing to providing the services per all specified requirements as described and outlined in the RFP Package. My direct telephone number, e-mail, and my mailing address are included below.

Cordially,



Arman L. Dhar
Staffing Programs Manager, Tryfacta, Inc.
4637 Chabot Drive, Suite 100
Pleasanton, CA 94588
Arman.Dhar@Tryfacta.ai
925.640.3641

2.0 Pricing Response Form

RFP#FPUR-200036-GD: Temporary Personnel Services

SOLICITATION NUMBER FPUR-200036-GD FOR TEMPORARY PERSONNEL SERVICES

PRICING RESPONSE FORM

Responding Company's Name: Tryfacta, Inc.

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

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

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

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

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

NOTE: Technical Categories are not sought under this solicitation.

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

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

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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: \$130

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: \$50

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

Cost per request: \$40

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

Cost per request: \$40

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

Cost per request: \$40

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) Arman Dhar

Signature 

Title Staffing Programs Manager

Date 07/09/2020

[The remainder of this page intentionally left blank]

3.0 Reference Form

RFP#FPUR-200036-GD: Temporary Personnel Services

Name of Bidder: Tryfacta Inc. **REFERENCE FORM**

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): 7/2017 to Present

Company Name: Santa Clara Valley Water District

Address: 5750 Almaden Expy

City, State, Zip: San Jose, CA 95118

Contact Name: Laurel Hanchett

Phone Number: (408) 630-2882 Fax Number: _____

Email Address: LHanchett@valleywater.org

#2 Year(s) services provided (for example: 1/2018 to 12/2019): 9/2015 to Present

Company Name: HCL Technologies

Address: 2410 Internet Blvd #200

City, State, Zip: Frisco, TX 75034

Contact Name: Kiran Somalwar

Phone Number: (732) 812-8031 Fax Number: _____

Email Address: kiran.somalwar@hcl.com

#3 Year(s) services provided (for example: 1/2018 to 12/2019): 9/2014 to Present

Company Name: Toyota Motors North America

Address: 6565 Headquarters Dr

City, State, Zip: Plano, TX 75024

Contact Name: Sumit Jha

Phone Number: (510) 717-4604 Fax Number: _____

Email Address: sumit.a.jha@toyota.com

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4.0 Respondent's Certification Form

RFP#FPUR-200036-GD: Temporary Personnel Services

SOLICITATION NUMBER FPUR-200036-GD FOR TEMPORARY PERSONNEL SERVICES

RESPONDENT'S CERTIFICATION

NAME OF CORPORATION, PARTNERSHIP, OR INDIVIDUAL: Tryfacta, Inc.

PHYSICAL ADDRESS: 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588

FEDERAL IDENTIFICATION #: 61-1732454 STATE OF INCORPORATION: Delaware (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 4 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.

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alutyagi 07/10/2020
AUTHORIZED SIGNATURE DATE
Adesh Tyagi President
PRINT NAME TITLE
408.419.1901 408.503.0934
TELEPHONE NUMBER FAX NUMBER
RFP@tryfacta.ai
E-MAIL ADDRESS
<https://www.tryfacta.ai/>
WEBSITE

RESPONDENT'S CONTACT
(for additional information)

Arman Dhar
NAME
Staffing Programs Manager
TITLE
925.640.3641
PHONE
RFP@tryfacta.ai
E-MAIL ADDRESS

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

5.0 Drug-Free Workplace Certification Form

RFP#FPUR-200036-GD: Temporary Personnel Services

**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.

Tryfacta, Inc.
CORPORATION, PARTNERSHIP, OR INDIVIDUAL

07/10/2020
DATE


AUTHORIZED SIGNATURE

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6.0 Qualifications & Experience

Section 6.1: Corporate Snapshot

Established in 1996, and headquartered in Pleasanton, CA, Tryfacta provides temporary staffing services to various State, Local, and Fortune 500 Commercial clients across the US. Our core expertise resides in placing temporary and direct-hire employees technical specialists Tryfacta provides temporary and direct-hire staffing services in the following areas:

- Administrative Assistants, Document Controllers, Office Assistants, Receptionists, Data Entry Clerks & Support Staff for various disciplines [Accounting/Finance, Procurement/Supply Chain, Legal, Community Outreach]
- Business Analyst, Project Controllers, Schedulers, Business Analysts & Program & Project Management
- Maintenance, Facilities Management & Field Engineers
- Laboratory, Science & Construction Traded
- Technology & Information Technology

Tryfacta's mission statement is to *"Simplify business complexities for our clients by being the "go-to staffing" partner for our clients so they can focus on executing their business objective instead of being bogged down by the complexities of finding the right talent at the right time"*.

Included below is our corporate snapshot.



Figure 1: Corporate Snapshot

Tryfacta has a long-standing commitment to quality, both in our service offerings and in our method of delivery. The key to achieving our goals is in fostering long-term relationships both with our clients, talent, and in using their feedback to continually improve our service. Many of our clients have come to trust Tryfacta and know that they will receive the optimal match of talent, service levels, and pricing to stay competitive. We provide value realization for clients in finding vetted and niche technical resources in an accelerated Service Level Agreement [SLA] based on a time frame to our clients. Included below is our Scorecard for 2019 that sums up our performance and dedication to resolving our clients' temporary staffing issues. ***Most of our clients have an accelerated expectation when it comes to us to provide qualified and vetted candidates which makes us a perfect partner for Emergency Response Staffing needs.***

Client	SLA	2019 Performance
Santa Clara Valley Water District	2 Candidates within 4 Business Days	97%
HCL	3 Candidates within 6 Business Days	96%
Toyota	4 Candidates within 5 Business Days	98%
EHI	2 Candidates within 5 Business Days	95%
Pegasystems	2 Candidates within 2 Business Days	93%
Persistent Systems	4 Candidates within 3 Business Days	98%

Figure 2: 2019 SLA Performances

Included below is a partial client list of clients to whom we are trusted advisors too when it comes to solving their temporary staffing issues. ***Most of these projects are executed and overseen by the team that will be managing the execution of the CITY's program.***

Client	Scope	Dates
Santa Clara Valley Water District	Temporary Personnel Services [Engineering, Business Support, Clerical/Administrative & Support & Payroll]	2017 Onwards
South Florida Water Management District	Temporary Personnel Services & Payroll	2016 Onwards
NASPO	Temporary Personnel Services	2015 Onwards
US Census Bureau	Temporary Personnel Services	2016 Onwards
State of South Carolina	Temporary Personnel Services	2015 Onwards
Pegasystems	Temporary Personnel Services	2017 Onwards
HCL America	Temporary Personnel Services [Administrative & Business Support] & Payroll	2015 Onwards
Toyota	Temporary Personnel Services [Administrative & Business Support] & Payroll	2014 Onwards
Persistent Systems	Temporary Personnel Services [IT, Administrative & Business Support]	2019 Onwards
EFI	Temporary Personnel Services [IT, Administrative, Business Support & Facilities Management]	2016-2018

Figure 3: Tryfacta's Partial Client List

7.0 Project Manager & Project Team

Arman Dhar is Tryfacta’s assigned Project Manager to the CITY. Arman will be dedicated to your business and be your single point of contact and primary Staffing Programs Manager for all aspects of our service. To ensure your business needs continue to be met at all levels, he will advise on service enhancements and will be responsible for maintaining service continuity, ensuring service commitments, and providing challenge resolution across our account team. Included below is the Project Organization Chart.

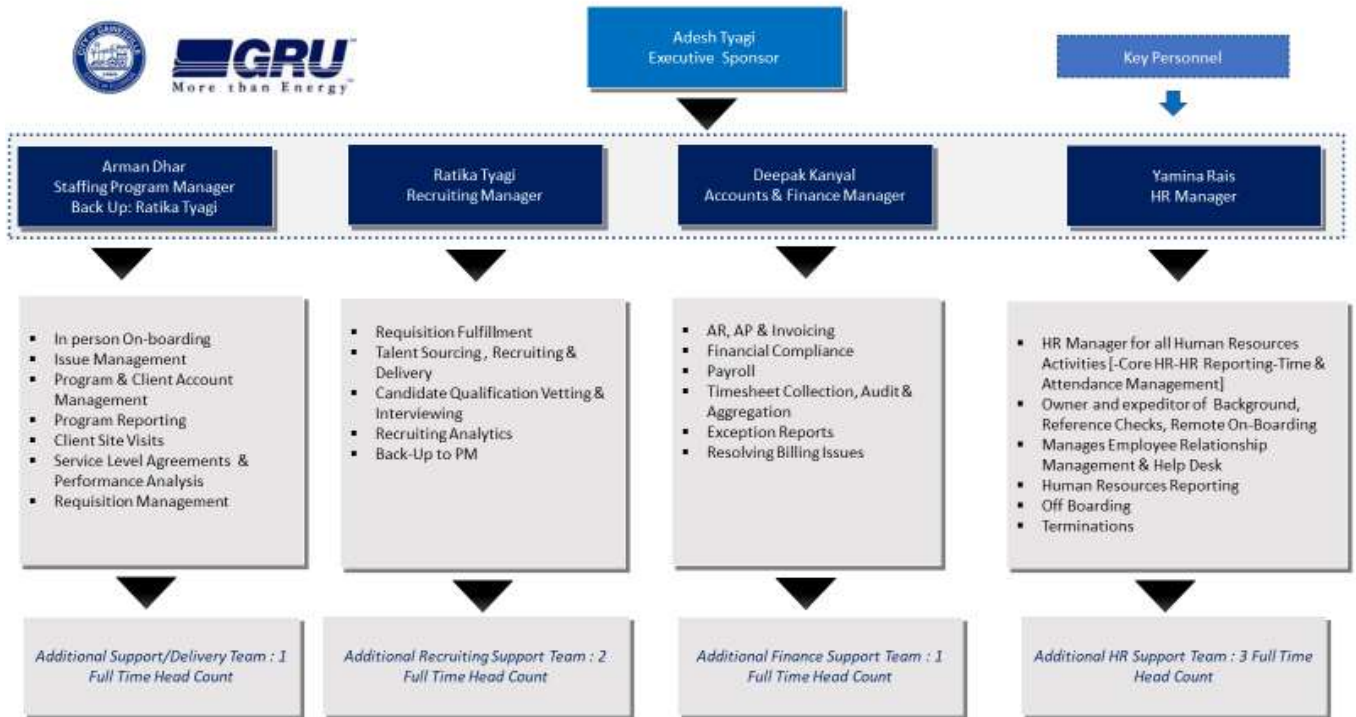


Figure 4: City of Gainesville -Tryfacta Project Organization Chart

Tryfacta is a professionally managed company with Executives having more than sixty combined [60] years of experience in the design, delivery, and execution of staffing programs. Your assigned project team is well conversant in working with State, Local, and quasi-government agencies and has vast experience in identifying and resolving complex staffing projects. Included below are the details of your allocated team.

Personnel Name	Highlights & Accounts History	Total Years’ Experience & Years with Tryfacta
Arman Dhar Project Role: Staffing Programs Manager	Education: BS Civil Engineering & Transportation Management, UC Berkeley MS Management, Rensselaer Polytechnic Institute Client Experience: Santa Clara Valley Water District, BART, South Florida Water	Total Experience [Project Management, Account Delivery, Recruiting]: 21 Years Years with Tryfacta: 10 + Years

	<p>Management District, PG&E, Southern California Edison, Department of Defense, HCL, Toyota, EHI</p> <p>Previous Employers: Bechtel, Facebook, Wipro, Ernst & Young, PG&E, Southern California Edison</p> <p><i>LinkedIn Presence: 8,000 + Connections, Average Posted Content is seen by a Segmented Audience of 5,000 LinkedIn Members</i></p> <p>Project Management & Account Delivery Projects Portfolio: HCL, South Florida Water Management District, Virtusa-Health Net, Santa Clara Valley Water, BART, Wipro, Facebook</p>	<p>Number of Temporary/Contingent Projects Delivered: 14</p>
<p>Ratika Tyagi</p> <p><u>Project Role:</u> Recruiting Manager [RM] & Back-Up for Arman Dhar</p>	<p>Education: BS Communications, UC Berkeley</p> <p>Client Experience: Santa Clara Valley Water District, BART, South Florida Water Management District, Department of Defense. University of California, EHI, Toyota</p> <p>Previous Employers: Infosys, Cognizant, KPMG, Bearing Point</p> <p><i>LinkedIn Stats: 10,000 + Connections, Average Posted Content is seen by a Segmented Audience of 6,500 LinkedIn Members</i></p> <p>Account Delivery Info: HCL, South Florida Water Management District, Virtusa-Health Net, Santa Clara Valley Water, BART, Wipro, Facebook</p>	<p>Total Recruiting Experience: 22 Years</p> <p>Years with Tryfacta: 8 Years</p> <p>Number of Temporary/Contingent Projects provided Recruiting Management for 15</p>
<p>Yamina Rais</p> <p><u>Project Role:</u> Human Resources Manager</p>	<p>Education: BS International Business and Finance & M.S. Human Resources Management</p> <p>Public Sector Client Experience: Santa Clara Valley Water, South Florida Water Management District, City of Charlotte, Caltrans</p>	<p>Total Recruiting Experience: 8Years</p> <p>Years with Tryfacta: 8 Years</p> <p>Provided HR Management for around 9 Temporary/Contingent Programs Delivered: 12</p>
<p>Deepak Kanyal</p> <p><u>Project Role:</u> Accounts & Finance Manager</p>	<p>Education: BS, Hospitality Sciences MBA-Finance</p> <p>Public Sector Client Experience: Santa Clara Valley Water District, South Florida Water Management District</p>	<p>Total Recruiting Experience: 8 Years</p> <p>Years with Tryfacta: 8 Years</p>

	Santa Clara Valley Water: 280 Temporary Workers BART: Payroll & Temporary Staffing:	Management for around 11 Temporary / Contingent Programs Delivered: 12
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Figure 5: Project Team Matrix

8.0 Project Management Approach

As your staffing and payroll partner, we will provide you with quality services and expertise to execute and deliver on your Temporary Personnel Services needs in an accelerated time frame. Our Management Approach is unique and is based on the following pillars:

- **Rigorous Recruiting & Pipeline Development:** Simply scouring job boards is not our standard operating strategy in developing a pipeline of resources. Besides posting on standard and non-standard job boards, we also advertise in trade-journals, target similar resources at other public agencies, launch aggressive referral campaigns, and, most importantly, cold call and network consistently. This effort runs continuously and is not triggered by a specific need.
- **Requisition Intimacy:** We will do a deep dive when we receive a temporary requisition from the CITY. We will take the time to understand what the requirement is about from skills, experience, and deliverable execution perspective. If we have any questions on the requisition, we will not hesitate to interface with our counterpart at the CITY, but we will keep this as an exception. Understanding the requisition from this perspective is critical because we will utilize this knowledge to interview, assess, and vet our candidate pool to provide the CITY with the best possible candidates.
- **Shared/Cross Support Service Model:** The CITY will have a core team assigned to them. However, since Tryfacta is a valued staffing partner to multiple public and private sector clients, we cross-train all our employees so they can cross-support different clients on a need per case basis. From a staffing perspective, this model covers all the manpower required to execute on “On-Call Staffing” programs including Sourcers, Recruiters, Senior Recruiters, Human Resources Associates [On-Boarding, Employee Relationship Managers, Timesheet Expeditors] & Finance. The value proposition in Tryfacta’s deployment of this model is that even though there will be a core team assigned to the CITY, in case we need to scale up in any aspect of our delivery model we can do so instantly and seamlessly without having any disruptive impact on the CITY’s business.
- **Communication, Collaboration & Calibration:** Providing all CITY’s stakeholders with a high-touch service is what Tryfacta excels at. We will acknowledge every email or call instantly, and resolve any conflict or drop-in service with speed and agility. Additionally, we will always apply a lesson learned approach to every incident and calibrate our processes with improvements. This Triple C approach also extends to potential candidates we engage with and also to our employees

8.1 Project Kickoff

Tryfacta has developed a unique Recruitment Methodology designed to fulfill the CITY’s Temporary Staffing Service needs. Our process starts with a Project Kick-off meeting with the CITY’s Stakeholders. The primary purpose of Project-Kick-Off is for Tryfacta to understand the scope of services at a granular level and fine-tune the delivery model before the project start. Included below are the major items that are typically addressed during this phase:

Meet & Greet with Stakeholders / Introductions	Finalize Custom Reports required by the CITY
--	--

Communication Escalation Matrix	Transition Employee List & Data [If Required]
On-Boarding Process for Transition Employees [If Required]	Invoice Format Finalization
Candidate Submission Format [Email Subject, Resume Format]	Explore setting up formal SLAs for Tryfacta follow up after Submitting Candidates
Lessons Learned & Service Gaps [Previous Vendors]	Action Items with Dates [List of Items by Responsible party that need to be resolved before Project

Figure 6: Project Kickoff

8.2 Recruitment & Outreach

Simply scouring job boards is not our standard operating strategy in developing a pipeline of technical resources. Besides posting on standard and non-standard job boards, we also advertise in trade-journals, target similar resources at other public agencies, launch aggressive referral campaigns, and, most importantly, cold call and network consistently. This effort runs continuously and is not triggered by a specific need. We will do a deep dive when we receive a temporary requisition. We will take the time to understand what the requirement is about from skills, experience, and deliverable execution perspective.

Since Tryfacta has been placing professionals in similar roles for nearly two decades, we always practice the strategy of placing tried and tested, qualified professionals who have worked for us before. This pool is also a great pivot point to engage with for candidate references as in the case a candidate is not available, that person can often recommend someone in their professional network. Our database contains more than 900,000 qualified professionals with qualitative and quantitative data that we have captured over the years. This enables us to have a more on-demand versus reactive recruiting strategy.

Tryfacta Website

We maintain a job board on our careers section of our website that drives talent to us. We engage in SEO optimization and content on LinkedIn to attract web traffic.

Job Boards

Our Recruiters have access to numerous external, national, and vertical job boards and use them only to supplement our customized recruitment mediums. This sets us apart from other firms that generally rely on subscription databases. A sampling of websites/job boards that we will utilize includes:

Job Board	Capability Use
Dice	Job Postings & Sourcing
Monster	Job Postings & Sourcing
Glassdoor	Job Postings & Sourcing
Google for Jobs	Job Postings & Sourcing
Indeed	Job Postings & Sourcing
Gainesville Craigslist	Job Postings & Sourcing
ZipRecruiter	Job Postings & Sourcing

Gainesville Sun Jobs Classified	Job Postings & Sourcing
Facebook	Job Postings in groups mostly related to Tacoma, Seattle medical communities
SimplyHired.com, RecruitMillitary, iHispano, etc.	Job Postings & Sourcing that encourage Diverse Candidates
LinkedIn Recruiter Job Postings Groups	Over 100 other local groups by location & job category area

Figure 7: Tryfacta Job Boards

Additionally, we utilize the following to pull in talent:

- Employee Referrals and referrals through TalentDome (Proprietary Reddit-like community where candidates share technology-related updates, participate in discussions and refer qualified candidates for varied positions)
- Attendance at local job fairs as a preferred employer
- Candidates that are equipped with a bilingual skill

8.3 Candidate Screening, Validating & Qualification

Tryfacta understands that they may be required to perform background and reference checks for all temporary personnel [following state and federal laws]. Tryfacta understands that this scope will consist of but is not limited to the following: criminal background checks, drug and alcohol test/screening, skill set verifications, testing, and training.

Tryfacta contracts with a third-party screening service such as USAFact, HireRight, and Karmacheck to run background checks based on an employee’s job risk designation. The higher the risk access to sensitive information/systems, the more stringent the checks. Before being granted system access, employees must pass the appropriate levels of background screenings, complete role-based security training, and must read and agree to Tryfacta’s Rule of Behavior, acknowledging they will abide by these established internal security best practices with the understanding that failure to do so can result in disciplinary action. Each candidate that will be submitted also goes through a Quality Control process; if there are any red flags or concerns, we take the candidate out of the pipeline. Each submission has processes that authenticate the candidate’s experience and information via documentation analyzes and research on a professional networking site.

Screening & Validation: We will always validate that the candidate has the required skills and experience required for the position. Our recruiting team will do a deep dive into the candidate’s experience and deliverables and ask quick-fire questions related to their technical skillset.

Our actual screening process is quite intense:

- Each submission has processes that authenticate the candidate’s years of experience via documentation analyses and research on professional networking sites
- We technically screen candidates via “Technical Quick Fires”
- Each candidate that will be submitted also goes through a Quality Control process; if there are any red flags or concerns, we take the candidate out of the pipeline
- Tryfacta will ensure that each candidate will comply with all safety practices established by the City of Gainesville’s Human Resources Department, appropriate safety training departments or the Risk Management Department

All testing and screening procedures will be following all applicable Federal regulation and will follow the Labor and Justice Department rules and requirements.

Tryfacta acknowledges that the CITY has the right to visit Tryfacta’s office to observe and evaluate the testing and training procedures.

8.4 3rd Party Testing

Tryfacta currently partners with Criteriacorp [<https://www.criteriacorp.com/>], which is an online leading provider of web-based pre-employment testing services. Our testing partner is a leader in pre-employment Aptitude, Personality & and a wide variety of job skills tests.

8.5 Inbound Recruiting Schematic

Included below is our proposed recruiting process for when we receive a task order. Please note that the qualification of candidates is executed by the assigned Tryfacta Responsible Recruiter.

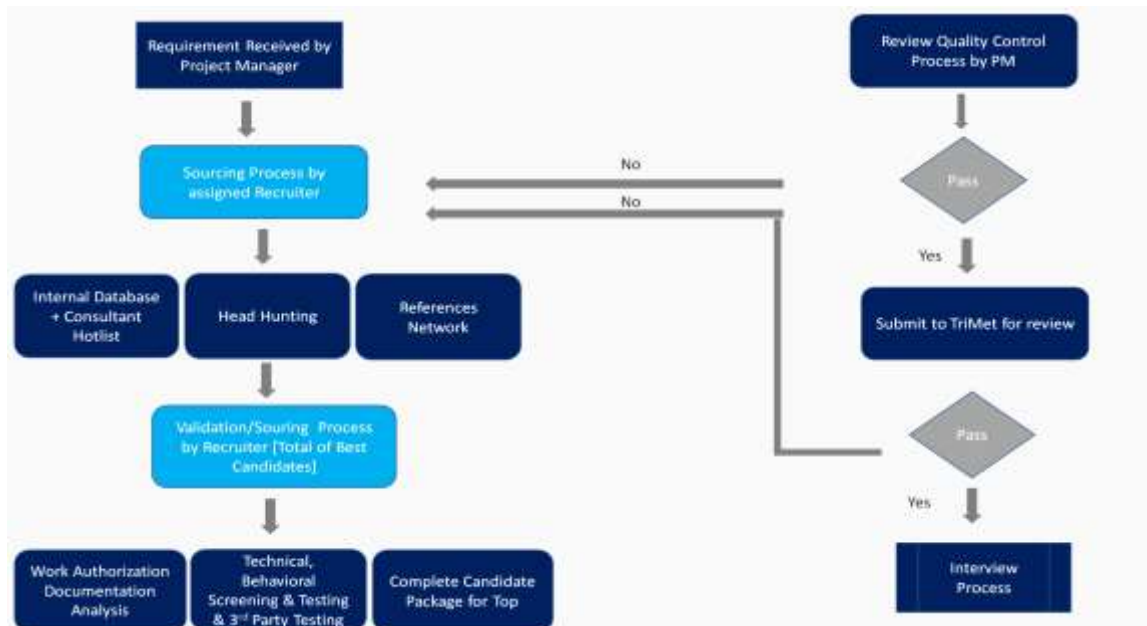


Figure 8: Inbound Recruiting Process

8.6 Technology Ecosystem & Process Automation

All our core activities, especially those that have workflow triggers, are tracked and automated. Our primary backend-systems utilized in managing and executing staffing programs include ADP, Ceipal, and QuickBooks, in terms of systems. Included below is an illustration of our technical landscape and showcases the major applications we utilize in executing staffing programs for our clients.

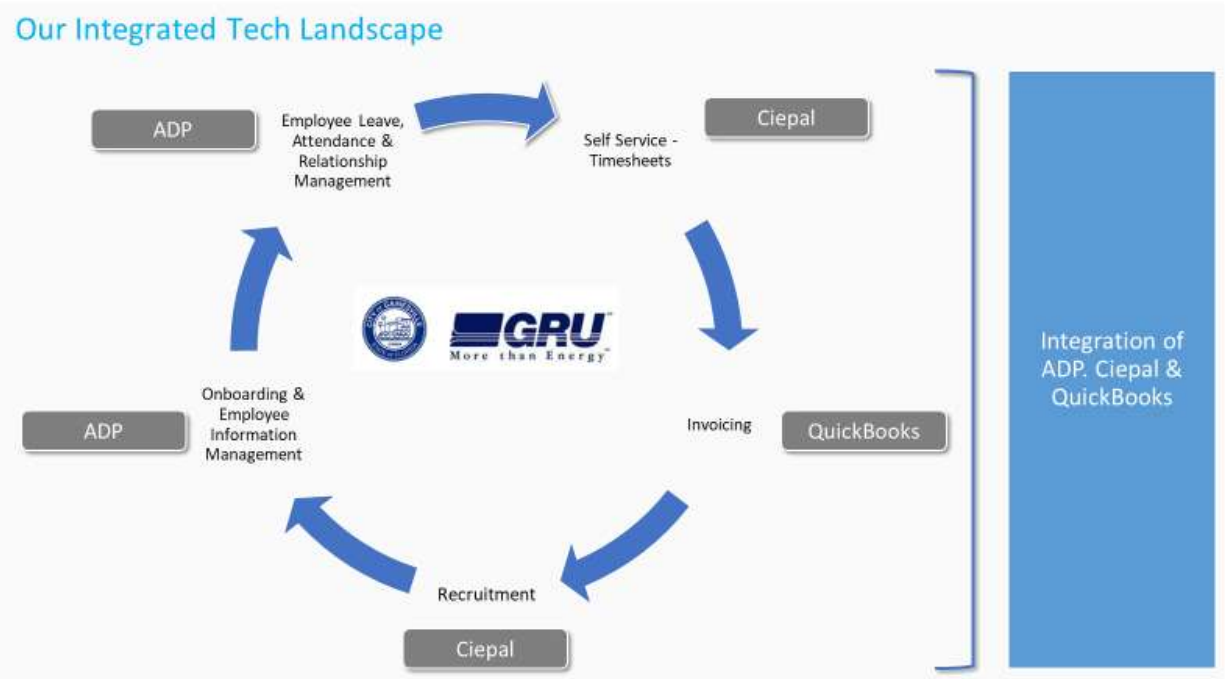


Figure 9: Inbound Recruiting Process

Please refer to the following table to get an understanding of most of the processes that are automated and hence enable us to work smarter and focus more on your requirements and also enable us to provide you a customer-centric experience. Please note that during project kick-off we anticipate aligning our back-end processes with the CITY’s requirements.

Task/Activity	Automated [Yes or No]	Comment
New Requisition/Purchase Order Assigned to Tryfacta	Yes	After receiving a new Purchase Order/Requisition via email, by using a plug-in we can automatically create the job instance in our Applicant Tracking System (ATS)
Resume Searches	Yes	As soon as a job is created in our ATS, we can enable automatic Boolean searches that harvest resumes from all our Job Boards so that fresh resumes are automatically appended to a job or included into our resume repository
Job Postings	Yes	Job Postings for all mediums are adopted from the Job Created in Ceipal. Once the Job Posting is approved, it is pushed out to all mediums such as our Careers Website and most Job Boards. When a candidate applies via a posting the record is automatically harvested into our ATS and a notification is provided
Candidate Reviews & Feedback	Yes	All qualitative and quantitative data is kept up to date in our resume repository, so we have a historical trail of the candidate

Resume Submissions, Interview Scheduling, Interview Confirmations	Yes	To manage workflow, and at the push of a button have visibility on the candidate pipeline, we track all activities in our ATS. This data also helps in providing powerful metrics & scorecards
Offer letter Generation, New Employee On-boarding, Employee Portals, Timesheets, Vacation Approvals Employee Relationship Management (ERM)	Yes	Eighty Percent of (80%) of ERM is self-service where an employee creates a ticket that is routed to the appropriate contact and is responded to within a determined time frame. Additionally, each employee has his or own portal for submitting Timesheets, Vacation & Training requests

Figure 10: Automated Processes

8.7 Communication Plan

Included below is our communication plan based on major activities. Please note that this is just a baseline and will be modified as per the CITY’s needs. Please note that this communication plan is in addition to regular touch-bases over the phone and in-person meetings with the CITY.

Activity	Communication
New Requirement Received from the CITY	Acknowledgment of Requirement sent to the client via email. If needed, we will interface via email or a call for clarification on the job description
Candidate Selected for Interview	Calendar invites provided to Candidate & the CITY Panelist with all required details. On the day of the interview, a member of our recruiting team will confirm the candidate’s attendance and provide an update to the Panelist. We also confirm the job description, assignment length and the pay rate with the candidate and find out if the candidate has any other offers and do a deep dive on how their job search is going & additionally go over the background checks required
Candidate Confirmed for a position	Once a candidate is confirmed, we will revalidate the candidate’s interest and obtain a forecast start date and if there are any issues, provide a summary to all appropriate clients via email. We will align this with the CITY’s expectation for the start date and the timeline needed to run background and reference checks. Again, we will go over the required

	background checks to determine if the candidate has any concerns
Candidate Not Selected for a position	If we do not receive updates once we have submitted a candidate and have followed up with the client, we will inform the candidate that they have not been selected. Similarly, if a candidate attends an interview and is not selected, we will provide them a notification by email or phone.
Candidates Submitted & No Update Received	We will connect with the appropriate client contact for updates and send regular email requests for updates regarding the status.
Initiation of Pre-Employment Checks	We will revalidate all the required background and reference checks and provide an update as soon as we initiate the process, via Email
Progress of Pre-Employment Checks	As these processes execute, we will give regular updates on the progress and highlight any major issues that may cause a delivery risk or slippage of the forecasted start date. When all checks are completed, we will provide notifications via email to the CITY.
Employee Termination Notice from the CITY	As soon as we get a termination notice for performance or any other issues from the CITY, we will connect with the candidate via email and a phone call to initiate the termination process. We will also provide a final update to the appropriate client contacts via email and/or phone and perform written Exit Interviews as required
Timesheet Reminders	We send out automated notifications for Timesheet reminders at specific intervals. Before the day the timesheets are due, we will contact each employee, who has not submitted a timesheet & expedite the process
Timesheet Not Received from Employee	If we do not receive a timesheet from an employee after following up and the deadline has passed, we provide an update via email to the appropriate client contacts

Figure 11: Communication Plan

8.8 On-Boarding

After conducting all the requested background checks, we initiate the onboarding and orientation process for the candidates to ensure the successful placement of the best fit with our client. The following steps

are taken during the onboarding process:

1. Completing onboarding paperwork including Offer letter, I-9, W-4, benefits, contact information form, etc.
2. Having the new hire complete non-disclosure and any other paperwork the client would like the new-hire to agree to and sign.
3. Checking work authorization via E-Verify (for new employees).
4. Conducting Background Check as requested by the client.

The following steps are included in our Orientation Process

1. Review Tryfacta’s policy and procedures including non-discrimination and sexual harassment procedures. Post new hire signs and acknowledgments.
2. Review client policy and procedures such as work hours, workdays, communication protocol, and dress code. Post new hire signs and acknowledgments.
3. Review the point of contact for administrative and HR functions such as HR, timesheets, and paystubs. We also assign an Employee Relations Executive as a single point of contact for the employee for any issues or questions.

As per our clients’ needs, we can either onboard candidates in batches, in person, or remotely. Generally, for onboarding, we provide detailed communication for new and transitioning employees. We have a dedicated helpdesk for the employees to make sure they settle in seamlessly and have an assigned Employee Relationship Manager in case of any questions. Included below is a sample onboarding Presentation provided to a group of employees transitioning to us from a previous employer.



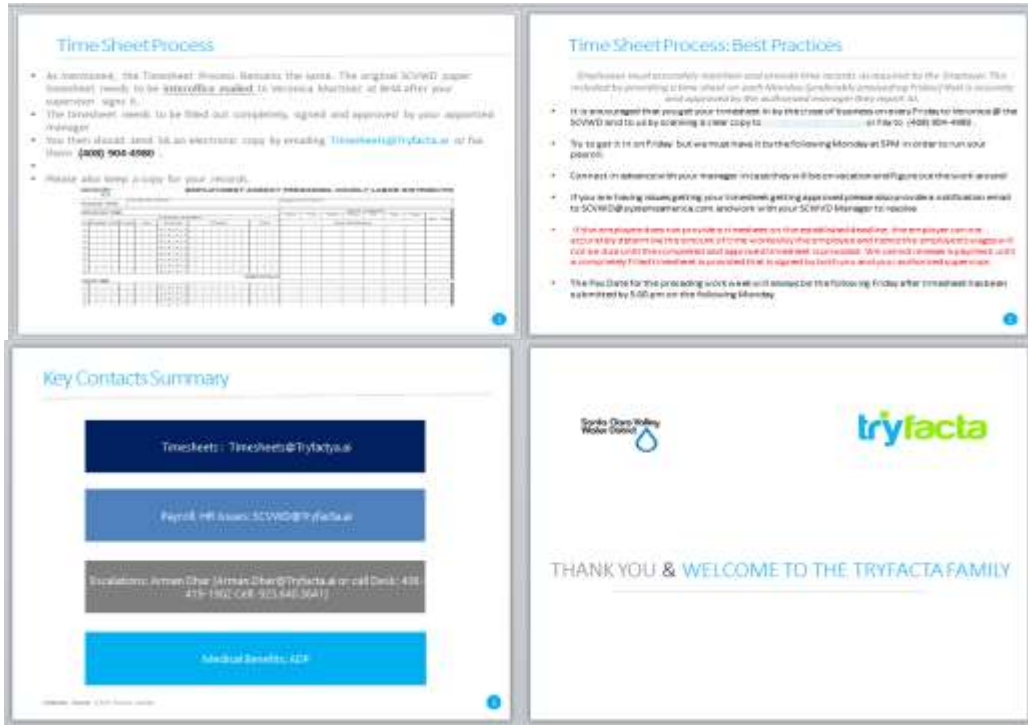


Figure 12: Sample On-Boarding Process

Additionally, for each new Employee, we track the entire onboarding process to the activity level which provides us immense value in expediting all open items.

Included below is a typical tracking summary for a new temporary employee. Tracking at this level enables us to highlight any foreseeable issues with forecasted start dates for any employee’s new assignment and naturally creates a mechanism for us to expedite all open issues in alignment with the required date.

Candidate Name		Forecast Start Date; 10/12/2017
Category	Form	Status
New Hire Checklist		
BGC Docs	BGC Form	Rcvd 9/12
	Authorization Form	Rcvd 9/12
Offer	Offer Letter	Rcvd 9/12
SCVWD Onboarding Docs	Voluntary Self Identification	Rcvd 9/15
	SCVWD Assignments Questions	Rcvd 9/15
	Emergency Contact Information	Rcvd 9/15
	Notice Of Exclusion from CalPERS	Rcvd 9/15
	CalPERS Membership Eligibility	Rcvd 9/15
	Return and Accountability Statement	Rcvd 9/15
	Employer Pull Notice Program- DMV Authorization	Rcvd 9/15
	Sample Timesheet	NA
Acknowledgement Form	Sick Leave Policy	
	Drug, Alcohol & Testing Policy	
	Paycheck & Time Card Policy	
	Sexual Harrasment Policy Acknowledgement form	
Internal Onboarding Docs	W4 form	
	Employee Info Form (ADP)	
	i9 form & Driver's License and SSN Copy	
Medical Insurance	Policy Details	
	Enrollment Form Or Waiver Form	

Figure 13: Onboarding Tracking for a New Employee

We have partnered with ADP for our on-boarding process which makes it very simple for the employee to submit the forms and documents requested, they can complete it via a cell phone or their computer. The process is as easy as 1, 2, 3 as outlined below:

On-Boarding Process via ADP; Easy as 1,2,3 ...

Temporary Workers can be on-boarded via their Smart Phone.

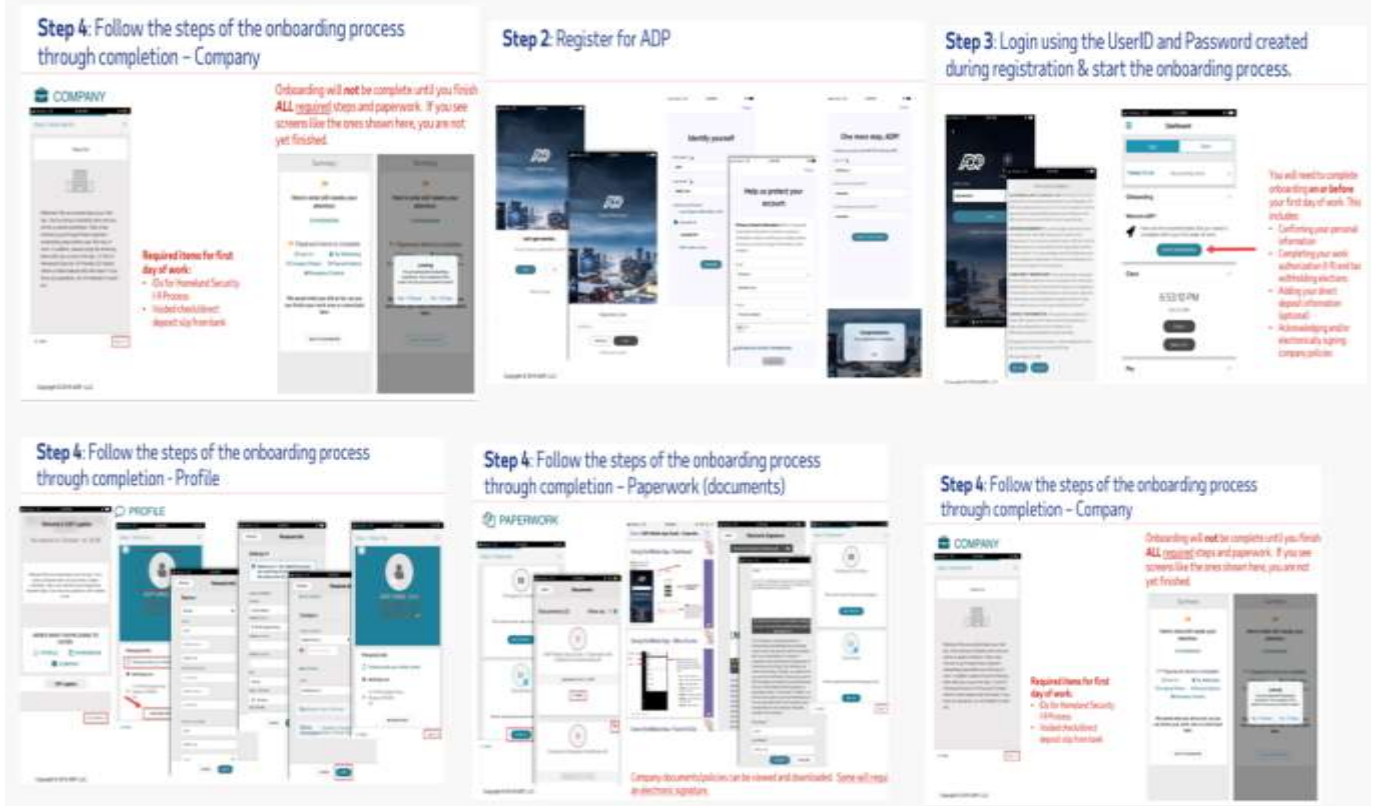


Figure 14: Onboarding Automation

8.9 Timesheets, Payroll & Invoicing

For most of our clients, depending on the timesheet cycle, the candidate gets a regular reminder via email that their timesheet is due on the required date. At the end of the day when the timesheet is due, our Employee Relations Management (ERM) Team does a final reconciliation and identifies the outstanding timesheets. We then follow up with each employee via phone and email to expedite the receipt of their timesheet. We provide temporary employees the option to scan and email, fax, and/or upload the approved timesheet into a portal, however in any case it must adhere to the individual client's policy.

Generally, we do not have issues with receiving timesheets as it is a controlled process with checks and balances and a self-service interface that employee's access in Ceipal. Once ERM has audited all the timesheets, Payroll is notified that the timesheets are ready for processing and are uploaded into the ADP Payroll system. Payroll will then do a final audit and reconciliation and expedite via ERM if there are any issues. Human Resources/ Employee Relationship Management (ERM) team is responsible for the collection of the timesheets. As we start receiving timesheets via the various mediums, we start reviewing them for any errors and compliance deltas and record the hours into our payroll system (ADP) where they are manually uploaded into ADP by the work period. There is also functionality for the employees to upload or enter their timesheets into ADP themselves; this

depends on the specific client’s requirements. Additionally, as we receive a timesheet, if there are any data issues or compliance issues, we will contact the Temporary Employee and request a revised timesheet.

Tryfacta is responsible for including the following information when presenting the itemized invoices:

- Contract number
- Purchase Order number
- Description of Services
- Prices
- Work Location
- Job Start Date
- Job Completion Date
- Other Pertinent Information

9.0 Employee Engagement

Communication, Collaboration & Calibration is Tryfacta’s approach to how we engage with our Temporary Personnel. Once a candidate starts a new project the initial transition can be challenging as they are getting up to speed on new project deliverables and also starting to work with a new group of people in a news organization. Tryfacta believes that it is critical for our Employee Relations Team to do regular check-ins on the first day, the end of the first week and at the end of the second week once the candidate has joined the new project. Thereafter we do regular check-ins every 30 days with all our employees. All our communication and summary of our check-ins are tracked in our Human Resources Management System [HRIS].

In addition to these regular check-ins, Tryfacta has an online self-service tool where our employees can access pay stubs, tax documents, and also raise a ticket in case they are having any issues. Additionally, they are provided a hotline number in case they want to speak someone. Throughout the project, we try our best to go a little above the norm and acknowledge our employees on birthdays; provide a Company newsletter every two months, and share publications and any current information to keep them engaged.

In March of 2020, a majority of our employees were working at client locations where “Shelter in Place” was enacted due to COVID-19. Due to this chaos, Tryfacta was not getting precise communication from our clients regarding how “Shelter in Place” would affect our employees at client locations. Tryfacta’s Employee Relationship Management Team had already reached out to all our employees in late February & early March regarding providing information and safety precautions related to COVID-19 via email communication and follow up calls. However as soon as “Shelter in Place” was enacted we distributed a form [accessible via a computer and mobile phone] that asked our employees the following questions:

- a. If they were working at the office location?
- b. If they were told to “Work from Home”?
- c. If they were told to take time off?
- d. If they have not had any communication with their Manager?
- e. If they were working from home, have they had any subsequent issues with infrastructure or access to systems [Laptop, Email, etc.]?
- f. If they had any issues and concerns?

Within twenty-four hours, we were able to segregate which of our employees at every client location had devised an alternate work arrangement with their managers and if they had all the required tools [laptop, access to systems] and which employees had not had a discussion with their managers.

Include below you will find the following Reports, Communication & Data Gathering Strategies that Tryfacta utilizes to maintain business continuity and warrant our employee's safety.

Weekly Communication Report: Provides a real-time summary of Employees who requested time off, who was working from home at which employees were working at the site. If any employee requested time off we immediately touch base with them find out the reason for their time off. In cases where they are sick then they are not permitted to return to work until they go through a clearance process.

**Please note that all names provided are fictitious*

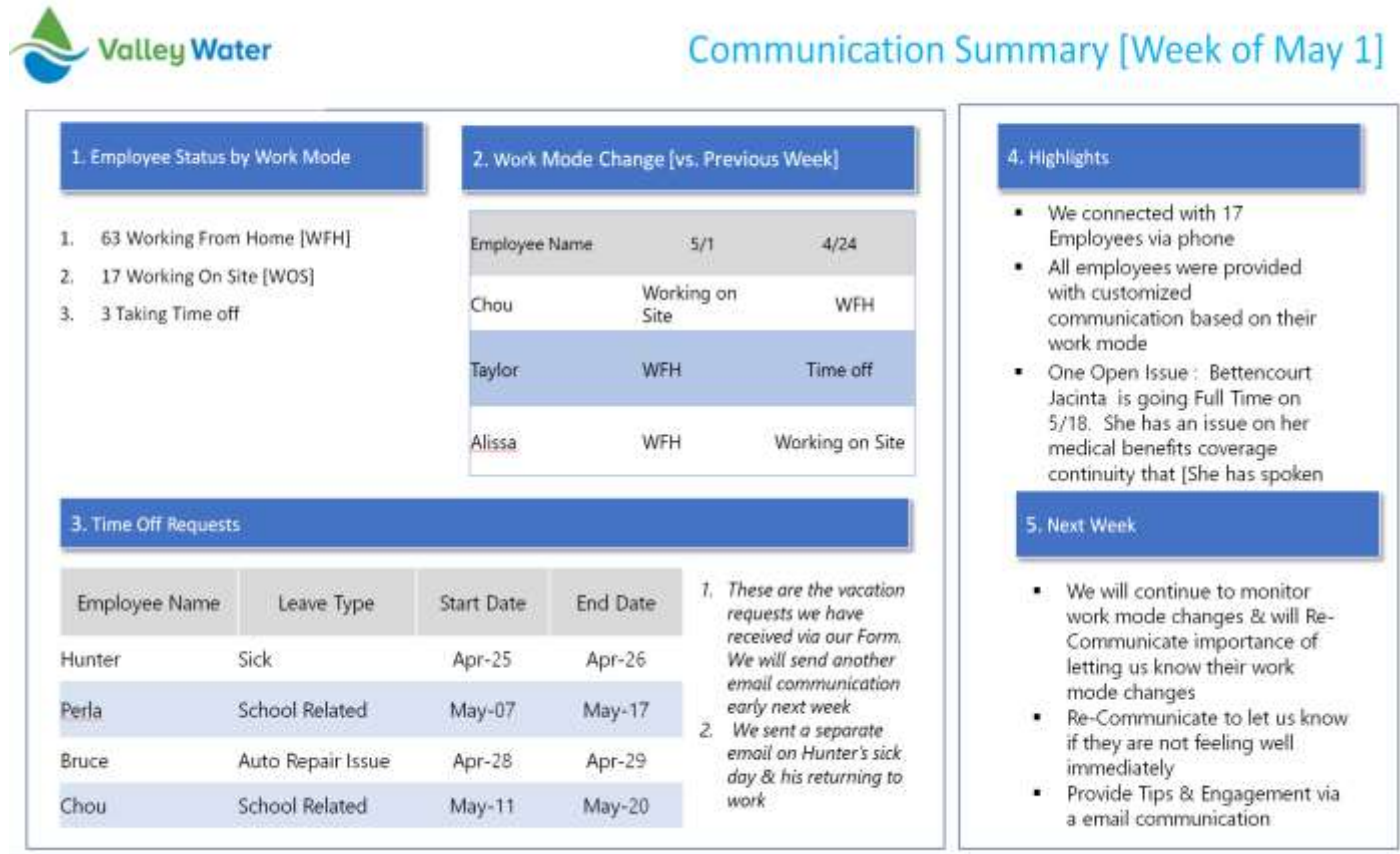


Figure 15: COVID-19 Communication Report

10.0 Certification

1. NMSDC Certified Minority Business Enterprise [MBE]
2. Certified Minority Business Enterprise [MBE] through The Supplier Clearinghouse
3. Certified Small Business Enterprise [SBE] through the Department of General Services
4. Certified Disadvantaged Business Enterprise [DBE] by the California Public Utilities Commission
5. Self-certified as a Women-Owned Small Business [WOSB] through the Small Business Administration [SBA]

10.1 NMSDC Certified Minority Business Enterprise [MBE]



10.2 Certified Minority Business Enterprise [MBE] through the Supplier Clearinghouse



10.3 Certified Disadvantaged Business Enterprise [DBE] by the California Public Utilities Commission

CALIFORNIA UNIFIED CERTIFICATION PROGRAM (CUCP)



The San Francisco Bay Area Rapid Transit District (BART)
Office of Civil Rights
300 Lakeside Drive, 16th Floor
Oakland, CA 94604

Phone: (510) 464-6324
Fax: (510) 464-7587

Ms. Ratika Tyagi
Tryfacta
4637 Chabot Dr, Ste 100
Pleasanton, CA 94588

April 29, 2019
File #44526

Subject: Disadvantaged Business Enterprise (DBE) Certification Approval

Dear Ms. Tyagi:

We are pleased to advise you that after careful review of your application and supporting documentation, The San Francisco Bay Area Rapid Transit District (**BART**) has determined that your firm meets the eligibility standards to be certified as a Disadvantaged Business Enterprise (DBE) as required under the U.S. Department of Transportation (U.S. DOT) Regulation 49 CFR Part 26. This certification is also recognized by all USDOT agencies of California.

Your firm will be listed in the California Unified Certification Program (CUCP) database of certified DBEs under the following specific area(s) of expertise that you have identified on the NAICS Codes form of the Application Package:

NAICS Codes	Description	Primary Code
561320	Temporary Help Services	Y
561311	Employment Placement Agencies	
541512	Computer Systems Design Services	
519190	All Other Information Services	
561330	Professional Employer Organizations	
541511	Custom Computer Programming Services	

Your DBE certification applies only for the above code(s). You may review your firm's information in the California Unified Certification Program's (CUCP) DBE database which can be accessed at the CUCP website at www.californiaucp.com. Any additions and revisions must be submitted to BART for review and approval.

In order to assure continuing DBE status, you must submit an Annual Update Declaration form (which will be sent to you), along with supporting documentation. Based on your annual submission that no change in ownership and control has occurred, or if changes have occurred, they do not affect your firm's DBE standing, the DBE certification of your firm will continue until or unless it is removed by our agency.

Also, should any changes occur that could affect your certification status prior to receipt of the Annual Update Declaration, such as changes in your firm's name, business/mailling address, ownership, management or control, or failure to meet the applicable business size standards or personal net worth standard, please notify us immediately. Failure to submit forms and/or change of information will be deemed a failure to cooperate under Section 26.109 of the Regulations.

BART reserves the right to withdraw this certification if at any time it is determined that it was knowingly obtained by false, misleading, or incorrect information. DBE certification is subject to review at any time. The firm thereby consents to the examination of its books, records, and documents by BART.

For information on BART contracting opportunities, please visit our website at www.bart.gov/About/BART/Procurement.

Congratulations, and thank you for your interest in the DBE Program. I wish you every business success and look forward to hearing from you if I may be of any assistance to you in this regard.

Sincerely,

Ruby Smith
Program Manager II
Economic Opportunity Policies, Programs
and Contract Compliance

10.4 Self-certified as a Women-Owned Small Business [WOSB] through the Small Business Administration [SBA]



U.S. SMALL BUSINESS ADMINISTRATION
WASHINGTON, D.C. 20416

Date: 2020-01-20 22:13:26 UTC

From: Office of Government Contracting
To: TRYFACTA, INC.

Subject: Documents Uploaded to WOSB Program Repository

SBA has received documents uploaded by you to the WOSB Program Repository. In order to submit an offer on a contract reserved for competition among EDWOSBs or WOSBs under the WOSB Program, you must be registered in the System for Award Management (SAM.gov), have a current representation posted on SAM.gov that you qualify as an EDWOSB or WOSB, and have provided the required documents to the WOSB Program Repository. 13 C.F.R. 127.300(a). It is your responsibility to ensure you have uploaded all of the documents required by 13 C.F.R. 127.300, remember to log into SAM.gov and update your small business certification status.

You must update your WOSB Program Certification (WOSB or EDWOSB) in the WOSB Program Repository and your EDWOSB/WOSB representations and self-certification in SAM.gov as necessary, but at least annually, to ensure they are kept current, accurate, and complete. The certification and representations are effective for a period of one year from the date of submission or update. You must update the supporting documents submitted to the WOSB Program Repository as necessary to ensure they are kept current, accurate and complete. 13 C.F.R. 127.300(f). In accordance with 13 C.F.R. 127.400, SBA, at its choosing, retains the authority to conduct an Eligibility Examination of your submitted documentation. If this should occur, you will be notified per the regulations.

Sincerely,

U.S. Small Business Administration Office of Government Contracting

- 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: Tryfacta, Inc.

SIGNATURE: 

LEGIBLY PRINT NAME: Adesh Tyagi

DATE: 07/10/2020

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: Tryfacta, Inc.

SIGNATURE: 

LEGIBLY PRINT NAME: Adesh Tyagi


DATE: 07/10/2020

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: Tryfacta, Inc.

SIGNATURE: 

LEGIBLY PRINT NAME: Adesh Tyagi


DATE: 07/10/2020

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: Tryfacta, Inc.

SIGNATURE: 

LEGIBLY PRINT NAME: Adesh Tyagi

DATE: 07/10/2020