



**GAINESVILLE REGIONAL UTILITIES**  
**CITY OF GAINESVILLE, FLORIDA**

# Proposal

## For:

## **TEMPORARY PERSONNEL SERVICES**

### **Solicitation No. FPUR-200036-GD**

**July 13, 2020**

**By:**

# **TECHSTAFF**

THE TECHNICAL  
PLACEMENT SPECIALISTS

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***TECHSTAFF, your staffing solutions partner!***

# Table of Contents

	<b>PAGE</b>
<b>Title Page</b>	<b>1</b>
<b>Table of Contents</b>	<b>2</b>
<b>Proposal Acknowledgement</b>	<b>3</b>
<b>Who is Techstaff</b>	<b>4</b>
➤ <b>Background</b>	<b>4</b>
➤ <b>Organizational Chart</b>	<b>4</b>
➤ <b>Professional Associations and Awards</b>	<b>5</b>
➤ <b>Qualifications</b>	<b>6-7</b>
➤ <b>Positions Able to Fill</b>	<b>7-9</b>
➤ <b>Successful Recruitments</b>	<b>10-12</b>
➤ <b>Unsuccessful Recruitments</b>	<b>12-13</b>
➤ <b>Replacements/Refunds</b>	<b>13</b>
➤ <b>Staff Information</b>	<b>14-15</b>
➤ <b>Resumes</b>	<b>16-17</b>
➤ <b>Methodology</b>	<b>18-19</b>
➤ <b>Operational Plan</b>	<b>20</b>
<b>References</b>	<b>21-28</b>
<b>Thank you</b>	<b>29</b>

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<b>Response Submittals:</b>	<b>30</b>
➤ <b>Addendum No. 1</b>	
➤ <b>Addendum No. 2</b>	
➤ <b>Addendum No. 3</b>	
➤ <b>Addendum No. 4</b>	
➤ <b>Respondent's Certification</b>	
➤ <b>Drug Free Workplace Certification</b>	
➤ <b>Reference Form</b>	
➤ <b>Pricing Response Form (Last 2 pages of Proposal)</b>	

## **Proposal Acknowledgement:**

Techstaff having fully read the City of Gainesville and Gainesville Regional Utilities Solicitation No. FPUR-200036-GD and all associated Addendums considers our firm to be extremely qualified and motivated to perform the work as defined in the RFP. We submit our proposal with a full understanding of the work to be accomplished and a confidence that we can exceed the service level expectations the City of Gainesville and Gainesville Regional Utilities rightfully demands.

It has been our honor and a source of great pride to be the City of Tampa's valued staffing partner since 2008. Over those years, we have expanded our services to other government entities including Hillsborough County, the Tampa Hillsborough-Expressway Authority, the City of Tarpon Springs, Tampa Bay Water and the St. Johns River Water Management District. Based on expectations, qualifications, experience, and a genuine love for staffing, we consider Techstaff the ideal firm to provide the required Temporary Personnel Services for the City of Gainesville and Gainesville Regional Utilities.

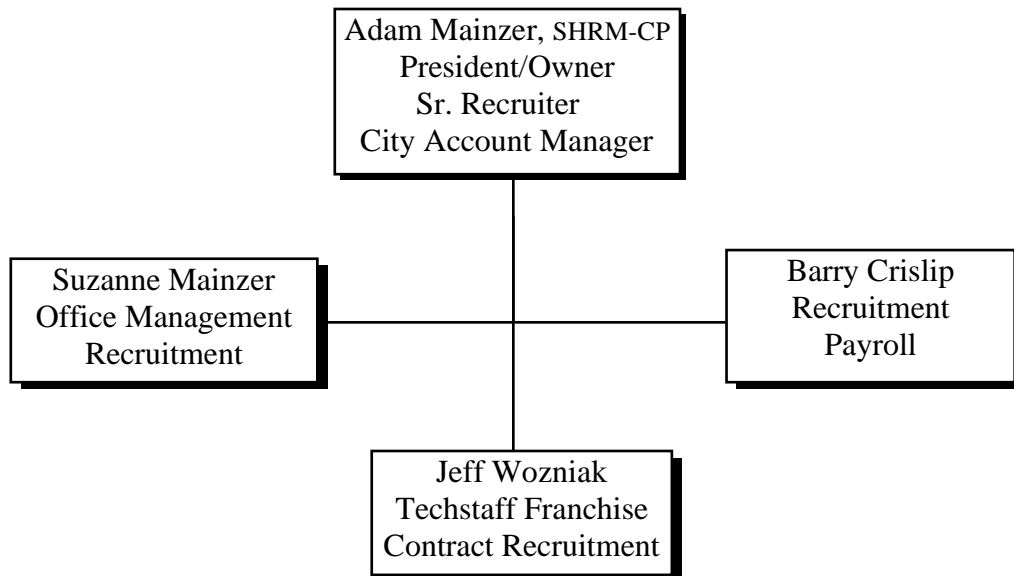
# WHO IS TECHSTAFF?

## BACKGROUND

Techstaff of Tampa was **established** by Adam Mainzer in **1992** to provide Engineering, Technical and Professional staffing services to the Tampa Bay area. Over the years Techstaff has provided temporary personnel services to well **over 100 clients** with an increasing emphasis on servicing local government and public sector clients. We are proud of the **5 active public sector clients** we currently service, including The City of Tampa, Hillsborough County, the Tampa Hillsborough Expressway Authority, Tampa Bay Water and the City of Tarpon Springs. In 2017, we were also recognized by the City of Tampa as a Small Local Business Enterprise (SLBE) and by Hillsborough County as a Small Business Enterprise (SBE) of which both designations remain active. The very important persons that support Techstaff include **68 employees of which 60 are full time and 8 part-time.**

Although we are a small company, we have learned to leverage experience and technology to outperform much larger organizations. We maintain a relationship with other like-minded Techstaff Franchise owners throughout the country. This franchise affiliation allows us to still be a locally owned and operated small business with the benefits of a large, technically advanced partner supporting us with the industries most advanced training, software and operational tools otherwise out of reach to many smaller firms like ours. We also continue to maintain our own autonomy which means decisions are made right here in the local office rather than at some out of state corporate office by out of town and out of touch executives. When the City of Gainesville and Gainesville Regional Utilities call, they get Adam Mainzer just like when the business started in 1992

## Organizational Chart



**\*\* If awarded this contract, Techstaff will establish a Gainesville office and our above team along with our Gainesville staff will be providing you exceptional service.**

### **Professional Associations and Awards**

Techstaff is a proud member of the American Staffing Association (ASA); the Society of Human Resource Management (SHRM); and The Florida Staffing Association (FSA)



(Adam Mainzer, receiving legislative award from ASA President and Chairman)

The American Staffing Association is the voice of the U.S. staffing industry. ASA and its affiliated chapters advance the interests of staffing and recruiting firms of all sizes and across all sectors through legal and legislative advocacy, public relations, education, and the promotion of high standards of legal, ethical, and professional practices.



(Adam Mainzer, to left of former Mayor Pam Iorio, receiving National Staffing Week proclamation)

The Florida Staffing Association (FSA) is the premier trade association for staffing and recruiting firms in the state of Florida. FSA represents and supports the staffing industry and its important role in Florida's economy. Adam Mainzer has served 2 one-year terms as statewide FSA President.



The Society for Human Resource Management is the foremost expert, convener and thought leader on issues impacting today's evolving workplaces. With 300,000+ HR and business executive members in 165 countries, SHRM impacts the lives of more than 115 million workers and families globally. In 2016, Adam Mainzer earned his SHRM-Certified Professional designation confirming his HR competency and knowledge.

## Qualifications

Since our inception in 1992, TECHSTAFF has always taken time away from recruitment and client development activities to seek the best continuing educational and professional development training available to our industry. In 2000, Adam Mainzer became Technical Services Certified (TSC) by the National Technical Services Association. He was amongst the first 100 recruiters in the nation to receive this prestigious designation. In 2006, he again embarked on a comprehensive training program by dedicating our staff members to an educational review of the myriad of employment laws and rules that affect the staffing industry. The program culminated with an examination of labor and employment law principles and ethical practices applicable to the staffing industry. By passing the final exam, he earned the Certified Staffing Professional (CSP) designation issued by the American Staffing Association (see certifications attachment). Once again in 2016, Adam continued his education by achieving the next-generation credential in the field of Human Resources – the Society of Human Resource Management- Certified Professional (SHRM-CP). Understanding fundamental employment principles allows us to reduce the risk and legal liability to our customers and fulfills our obligations and responsibilities to both customers and employees. In today's litigious society, you can't afford to have uneducated and uninformed vendors acting on your behalf. Next time you speak to a staffing firm representative ask them if they are certified?

Over the years, Techstaff has had the privilege of staffing positions for over 100 clients. Our services include temporary, temp to hire, payrolling, direct placement and outsourced project management. Assignment durations vary from days and weeks to months and years. On a daily basis, we receive requests from clients to provide them with the best talent the Tampa Bay area has to offer. We have provided professionals to many different industries including state and local governments, military, infrastructure, power generation, environmental, medical device, construction, food processing, specialty equipment, electronics, insurance, financial and so many others. We have fulfilled a vast array of Engineering, Professional, Technical, Administrative, Accounting and highly Specialized positions as outlined in the upcoming sections.

Techstaff uses an advanced talent acquisition system, SmartSearch, to find top candidates, fast. The heart of SmartSearch is a searchable database of candidate resumes and detailed profiles, with paperless document storage for candidate records, background checks, skills tests, behavioral assessments, references, correspondence and notes. Searches can be customized using a Super Search in our database or with an integrated one-click search via job boards such as Monster, Careerbuilder, etc. The robust search engine includes full text keyword, Boolean, semantic & conceptual querying functions. The software also has an integrated Customer Relationship Management (CRM) tool that allows for customizable reporting, applicant hire tracks and back office integrations. In addition, Techstaff uses a number of electronic onboarding options to help speed the onboarding process through efficiency without sacrificing quality. We continually look for additional technology products and solutions and are currently in the process of testing video interviewing

Locally we have come to be known as one of Tampa Bay's top firms. Awards and points of distinction have included #21 ranking on the Tampa Bay Fast Fifty, twice nominated as Small Business of the Year, consistently ranked as one of Tampa's Top 20 Staffing Firms. Additionally, we have been recognized with Franchise Sales Excellence awards and personal business accomplishments such as 40 under 40, Leadership Tampa, NTSA Florida Chapter President, Florida Staffing Association President, SHRM-CP certification, CSP & TSC Staffing Certifications and Director of Career Search and Planning for the Southeast Regional Board of the ASME.

**As a small business owner, I'm often asked what makes Techstaff stand out against many of the larger national firms and how have you managed to thrive throughout three decades and three recessions while so many others have failed?** To me, the answer is simple. When you choose Techstaff, you choose Adam Mainzer! What does that mean? It means I started the business in 1992 and I'll be here in 2020 and beyond. The staffing industry is known for high turnover with account reps and recruiters coming and going. That means as a client, you frequently have to re-train your vendors on exactly what you are looking for. Not with Techstaff, because I learn my clients' business and apply that year over year experience with each new placement opportunity. The City of Gainesville and Gainesville Regional Utilities can rely on me as their Project Manager and not have to re-train a new rep or several over the next few years. Also, unlike many recruiter's, I'm not commission driven but rather quality driven. If I don't have the right candidate, I'll let you know rather than try to "sell" you someone with a high probability of failure just because I have a quota or commission to meet. If your contract requires that we scale, I have nearly 30 years of experience hiring, training and motivating recruitment staff and will scale accordingly.

Lastly, experience matters. I have dedicated my entire professional life to Techstaff. I truly believe no one will work harder or care more to ensure this contract is successfully managed. Hopefully you will feel that way too.

I look forward to putting our experience and dedication to work for the City of Gainesville and Gainesville Regional Utilities!

### **Positions We Are Able to Fill**

Given a detailed job description, a realistic pay range and good client communication Techstaff can effectively source for the majority of positions listed on the City of Tampa Employment Services website as well as numerous other public and private sector occupations. Below is a list of many of the positions filled by Techstaff. The first table is a listing of actual positions we have previously filled for the City of Tampa:

#### **City of Tampa Positions Filled:**

Administrative Assistant	Community Housing Specialist
ArcGIS Specialist	Computer Operator
Asset Control Technician	Construction Inspector
Assistant Fire Inspector	Customer Service Clerk
AWT Plant Technician	Customer Service Representative
Billing Specialist	Database Administrator
Building Maintenance Tradesworker	Document Scanner
Business Analyst	Electrician
Call Center Representative	Envelope Stuffer
Community Development Specialist	Environmental Scientist

**City of Tampa Positions Filled (cont):**

Environmental Technician	Payroll Technician
ERP Training Planner	Peoplesoft Consultant
File Room Clerk	Personnel Assistant
Fire Marshall Assistant	Plans Examiner
GIS Analyst	Pension Administration Clerk
High Billing Specialist	Proof Reader
Housing Counselor	Purchasing Technician
Housing Inspector	Rabies Vaccination Team Member
HVAC Mechanic	Registration Technician
HVAC Mechanic	Sales Support Administrator
Irrigation Code Enforcement	Services Attendant
Irrigation Code Inspector	Solid Waste Dispatcher
ITIL Project Manager	Systems Analyst
Legislative Aide	Traffic Planner
Laboratory Technician	Training Support
Mailroom Clerk	Utility Technician
Meter Reader	W/MBD Specialist
Neighborhood Coordinator	Water Treatment Technician
Office Support Specialist	Work Order Technician
Payroll Assistant	

**Other Positions Filled: Hillsborough County, City of Tarpon Springs, Tampa Hillsborough Expressway Authority, Tampa Electric, St Johns River Water Management District**

Accountant	Environmental Technician
Accounting Clerk	Executive Assistant
Administrative Assistant	Image Review Clerk
Call Center Representative	Lab Technician
Cashier	Laborer
Cemetery Worker	Managed Services Manager
Claims Administrator	Mapping Technician
Community Collection Center Attendant	Multi Trades Worker
Community Relations Worker	Print Operator
Compliance Administrator	Production Supervisor
Computer Operator	Project Administrator
Custodian	Project Manager
Delphi Programmer	QA Lab Specialist
Drafter	Secretary
Engineering Intern	Software Tester
Engineering Specialist	Technical Writer
Engineering Technician	Utilities Maintenance Operator
Environmental Scientist	Validation Technician
Environmental Specialist	Water Resource Officer



## USING A SPECIALIST – NOT A GENERALIST

Below is a partial list of the types of positions we fill with our private sector clients.

### Engineering

- Architectural
- Automation
- Automotive
- Civil
- Controls
- Electrical/Electronic
- Environmental
- Facilities
- Field Service
- Hardware
- HVAC
- Industrial
- Manufacturing
- Mechanical
- Plant Maintenance
- Plastics
- Process
- Quality
- Reliability

### Design Drafting

- Architectural
- Automotive
- CAD
- Checking
- Electrical
- Electronic
- Machine
- Mechanical
- Packaging
- Piping

### Technical / Skilled

- Administrative
- Buyer/Purchasing
- Code Enforcement
- Construction Inspection
- Controls Technician
- Electronic Technician
- Engineering Assistants
- Facilities Maintenance
- HVAC
- Machine Builder
- Machinist
- Mechanical Technician
- NC/CNC Programmers
- Panel Wiring
- Purchasing
- Technical Writing

### Information Technology

- Business Analysts
- Computer Operator
- Database Administration
- Hardware Support
- Help Desk Support
- Network Administrator
- Network Engineer
- P.C. Technician
- Programming
- Software Engineer
- Software QA
- Systems Analyst
- Web Developers

### Professional

- Accounting
- Customer Service
- Data Entry
- Human Resources
- Legal
- Organizational Development
- Training

## Successful Recruitments

Techstaff understands public sector employment, the high level of citizen expectation, and the often politically sensitive nature of the work to be performed. Below you will find an example of successful **public sector** recruitments made between May 2018 and June 2019. If requested, Techstaff can provide an updated list during the additional evaluation period. This represents only a small portion of the successful recruitments Techstaff has made over the past 27 years.

RECRUITMENT PERCENTAGE BREAKDOWN:
Administrative - 45%
Specialized - 24%
Engineering/Professional - 15%
Technical - 11%
Other - 5%

### Successful Recruitments:

CUSTOMER NAME	EMP #	JOB TITLE	First Week
HILLSBOROUGH COUNTY - PUBLIC	4786	Environmental Technician	2/24/2019
ITW- MILITARY GSE	4785	GSE Technician	2/17/2019
HILLSBOROUGH COUNTY - PUBLIC	4768	Environmental Technician	9/30/2018
HILLSBOROUGH COUNTY - PUBLIC	4766	Environmental Technician	9/23/2018
HILLSBOROUGH COUNTY - PUBLIC	4765	Environmental Specialist	9/23/2018
HILLSBOROUGH COUNTY - PUBLIC	4762	Environmental Technician	9/2/2018
HILLSBOROUGH COUNTY PUBLIC	4757	Environmental Specialist	8/12/2018
HILLSBOROUGH COUNTY PUBLIC	4747	Lab Technician	5/27/2018
HILLSBOROUGH COUNTY - PUBLIC	4745	Environmental Specialist	5/20/2018
HILLSBOROUGH COUNTY PUBLIC	4744	Environmental Specialist	5/13/2018
HILLSBOROUGH COUNTY - PUBLIC	4823	Utility Technician	6/10/2019
ITW- MILITARY GSE	4813	Mechanical Assembler	6/2/2019
CITY OF TAMPA FIRE PREVENTION	4811	Assistant Fire Inspector	6/3/2019
ITW- MILITARY GSE	4806	Electrical Assembler	6/2/2019
HILLSBOROUGH COUNTY - PUBLIC	4804	Utility Technician	6/2/2019
CITY OF TAMPA - MAIL ROOM	4800	Mailroom Clerk	5/12/2019
ITW- MILITARY GSE	4796	Shipping & Receiving	3/24/2019
HILLSBOROUGH COUNTY DEPT	4789	Multi-trades Worker	2/24/2019
CITY OF TAMPA-HOUSING &	4789	Multi-trades Worker	2/24/2019
HILLSBOROUGH COUNTY RISK	4780	Claims Administrator	1/20/2019
CITY OF TAMPA-HOUSING &	4779	Community Housing Specialist	1/20/2019
CITY OF TAMPA-HOUSING &	4773	Community Housing Specialist	11/4/2018
HILLSBOROUGH CO - CUST SERVICE	4769	Community Relations Worker	9/30/2018
CITY OF TAMPA WATER	4767	Meter Reader	9/23/2018
ITW- MILITARY GSE	4760	Assembler	8/26/2018
CITY OF TAMPA WATER	4759	Meter Reader	8/26/2018
HILLSBOROUGH COUNTY DEPT	4756	Multi-trades Worker	8/12/2018
CITY OF TAMPA-HOUSING &	4755	Community Housing Specialist	8/5/2018

Successful Recruitments:

CUSTOMER NAME	EMP #	JOB TITLE	First Week
CITY OF TAMPA WATER	4745	Meter Reader	8/26/2018
CITY OF TAMPA NEIGHBORHOOD	4735	Neighborhood Coordinator	8/5/2018
CITY OF TARPON SPRINGS	4621	Multi-trades Worker	1/20/2019
TAMPA WATER DEPARTMENT	4761	Community Collection Center Attendant	8/26/2018
HILLSBOROUGH COUNTY SOLID	4754	Community Collection Center Attendant	7/29/2018
HILLSBOROUGH COUNTY SOLID	4753	Community Collection Center Attendant	6/24/2018
HILLSBOROUGH COUNTY SOLID	4746	Community Collection Center Attendant	5/27/2018
CITY OF TARPON SPRINGS WATER	4752	Laborer	6/24/2018
CITY OF TAMPA CITY COUNCIL	4783	Legislative Aide	1/27/2019
HILLSBOROUGH COUNTY AFFORDABLE	4805	Accounting Clerk	6/2/2019
CITY OF TAMPA-HUMAN RESOURCES	4803	Payroll Assistant	5/26/2019
HILLSBOROUGH COUNTY AFFORDABLE	4797	Accounting Clerk	3/31/2019
CITY OF TAMPA-HUMAN RESOURCES	4781	Personnel Assistant	1/27/2019
CITY OF TAMPA-CITY COUNCILMAN	4758	City Council Administrative Clerk	8/19/2018
HILLSBOROUGH COUNTY-PUBLIC	4810	Engineering Intern	6/3/2019
HILLSBOROUGH COUNTY PUBLIC	4801	Engineering Intern	5/19/2019
CITY OF TAMPA-CONTRACT	4777	Engineer	1/13/2019
HILLSBOROUGH COUNTY-PUBLIC	4771	Engineering Intern	6/4/2019
CITY OF TAMPA - WATER	4764	QC Lab Scientist	9/16/2018
HILLSBOROUGH COUNTY	4649	Engineering Asset Control Tech	5/20/2018
HILLSBOROUGH COUNTY PUD	4593	Accountant	5/19/2019
CITY OF TAMPA -NEIGHBORHOOD EMP	4822	Customer Service Representative	6/10/2019
CITY OF TARPON SPRINGS	4812	Executive Assistant	6/3/2019
HILLSBOROUGH COUNTY - SOLID	4808	Scalehouse Operator	6/2/2019
CITY OF TAMPA - LOGISTICS & ASSET	4807	Office Support Specialist	6/3/2019
TAMPA-HILLSBOROUGH COUNTY	4802	Image Review Clerk	5/26/2019
TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY	4799	Data entry	5/12/2019
TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY	4798	Data entry	4/21/2019
CITY OF TAMPA-CONSTRUCTION	4795	Office Support Specialist	3/17/2019
CITY OF TAMPA-CONSTRUCTION	4794	Call Center Representative	3/17/2019
CITY OF TAMPA-CONSTRUCTION	4793	Office Support Specialist	3/17/2019
CITY OF TAMPA-CONSTRUCTION	4792	Office Support Specialist	3/10/2019
CITY OF TAMPA-CONSTRUCTION	4791	Office Support Specialist	3/10/2019
TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY	4790	Data entry	4/21/2019
CITY OF TAMPA-CONSTRUCTION	4790	Call Center Representative	3/10/2019
CITY OF TAMPA-HOUSING &	4788	Community Housing Specialist	2/24/2019
CITY OF TAMPA-CONSTRUCTION	4787	Office Support Specialist	2/24/2019
TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY	4784	Image Review Clerk	2/3/2019
HILLSBOROUGH COUNTY - PUBLIC	4782	Cashier	1/27/2019

Successful Recruitments:

CUSTOMER NAME	EMP #	JOB TITLE	First Week
CITY OF TAMPA-CONSTRUCTION	4778	Office Support Specialist	1/13/2019
TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY	4776	Data entry	12/9/2018
CITY OF TAMPA-CONSTRUCTION	4775	Office Support Specialist	12/2/2018
TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY	4774	Data entry	11/18/2018
TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY	4772	Data entry	10/28/2018
TAMPA WATER DEPARTMENT	4771	Office Support Specialist	10/14/2018
CITY OF TAMPA-HOUSING & HILLSBOROUGH COUNTY PUBLIC	4771	Office Support Specialist	5/5/2019
HILLSBOROUGH COUNTY PUBLIC	4770	Cashier	9/30/2018
CITY OF TAMPA-CONSTRUCTION	4770	Call Center Representative	3/17/2019
CITY OF TAMPA LOGISTICS	4770	Data Entry	5/5/2019
CITY OF TAMPA WATER	4758	Office Support Specialist	12/2/2018
TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY	4751	Data entry	4/21/2019
TAMPA HILLSBOROUGH EXPRESSWAY AUTHORITY	4750	Image Review Clerk	1/13/2019
CITY OF TAMPA WATER	4750	Work Order Technician	6/17/2018
CITY OF TAMPA WATER	4749	Work Order Technician	6/17/2018
CITY OF TAMPA-SOLID WASTE	4735	Dispatcher	5/27/2018
CITY OF TAMPA-CONSTRUCTION	4693	Office Support Specialist	3/31/2019
TAMPA WATER DEPARTMENT	4646	Office Support Specialist	8/26/2018
CITY OF TAMPA-CONSTRUCTION	4646	Office Support Specialist	11/18/2018
CITY OF TAMPA - DISTRIBUTION -	4609	Billing Support Specialist	8/12/2018
CITY OF TAMPA - PARKS	4590	Archives & Records Specialist	6/17/2018
CITY OF TAMPA FACILITIES	4564	Office Support Specialist	12/2/2018
CITY OF TAMPA - PARKS	4564	Registration Technician	2/10/2019

- **Unsuccessful Recruitments**

Of course, Techstaff is very disappointed any time we are unable to fill a client’s request however it is common in the staffing industry for positions to go unfilled despite best efforts. Some reasons positions go unfilled include: competitor’s candidate selected over ours, internal client referrals or recruitment, promotions, position cancelled or postponed, below market pay rate, slow interview process that loses candidate, counter-offers, candidate accepts another position, unsuccessful search results, market factors, etc.

We are confident our Client hiring managers that have entrusted us with their staffing needs for decades would concur that it is very rare that Techstaff has been unable to fill a request. With that being said, I can assure the City of Gainesville and Gainesville Regional Utilities that Techstaff will treat each recruitment assignment with the utmost sense of urgency and put our best efforts forth.

## Unsuccessful Recruitments:

Position Title	Organization	Reason
Electrician	City of Tampa	Candidate presented but City decided to use electrical contractor instead
Call Center Representative	City of Tampa	We have filled many times however this round a competitor beat us out
Fire Special Events Coord.	City of Tampa	Candidates provided but City hired internally
Electrical Engineer	Pneumatic Scale Angelus	Needed very specific Siemens Step 7 programming skills. Unable to find interested candidate as we have before
Quality Control Manager	Electro Mech Solutions	Client tried to renegotiate previously agreed terms to unsatisfactory rates so we walked.
P-T Cashier	Hillsborough County	4 hour on call shifts, various County locations, \$10 hr- We filled full time slots but not p-t
General Laborer	City of Tarpon Springs	1-2 day immediate need to shovel sand at treatment plant, \$8.50 hr-no candidates interested due to duration/pay
Data Entry	THEA	Temp - No Show, No Call; we have filled many times since
DIR. New Product Develop	ASO Corp	Conducted national search for highly specialized medical adhesives expert. Client filled on own
Facilities Maintenance Tech	ITW GSE Military	6 week assignment, 30 hrs a week. Due to P-T, location and duration none of my candidates interested
Database Administrator	Insight Risk Management	Filled on own before we could locate a candidate
Waiver Support Coord.	Dream Support	Client filled on their own. We have filled 6 of the last 7 opportunities they provided us

## Replacements/Refunds

Although we strive for 100% client satisfaction, regrettably there are times where our temporary employees fail. Techstaff uses that experience and knowledge to the advantage of all parties involved to present and employ individuals that fit well into the roles they are selected for. A key ingredient to such success is effective pre-screening, client and employee communication, skills testing when needed and thorough reference checks. When those methods are combined, the placement success rate will typically be excellent other than when unforeseen events such as illness, family matters or unexpected job offers arise.

Techstaff has not been asked nor have we seen a failed temporary placement where we needed to issue any refunds over the past few years.

Although Direct Hire placement is not part of this proposal, I think you should know that Techstaff has always stood behind our Direct Hire placements by offering money back if the placed employee fails for any reason during the initial 90 days. In 2018, we did provide money back on a placement in which an Engineer at one of our private sector clients suffered a medical condition and was unable to continue on the job.

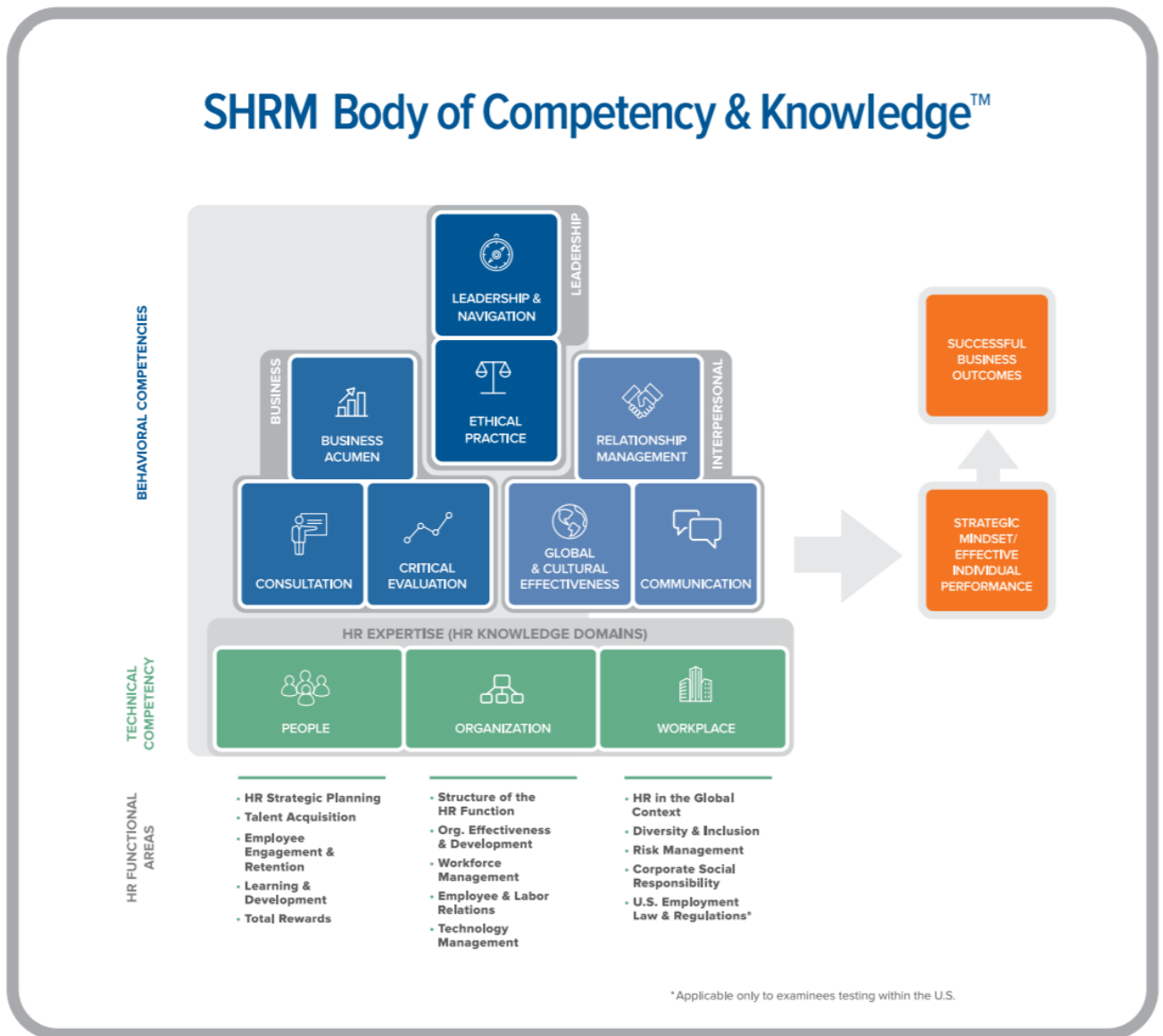
## Staff Information

Adam Mainzer, Techstaff owner, will personally establish an office in Gainesville if awarded this contract. I will act as Project Manager and ensure proper staff are trained and mentored to provide exceptional service and results to the City of Gainesville and Gainesville Regional Utilities. In addition, current Techstaff team members will also play key roles to ensure a smooth contract establishment.

The City of Gainesville and Gainesville Regional Utilities can be assured that when partnering with Techstaff they are working with a truly professional organization. Adam has been certified by the Society for Human Resource Management (SHRM) as a Certified Professional. SHRM credentials provide reliable indicators to the global business community that the credential holder has the necessary capabilities in both aspects of HR practice—competencies and knowledge—that are required for effective job performance.



The SHRM Competency Model (Below) provides HR professionals with a comprehensive roadmap for developing the capabilities they need to advance their careers and improve their effectiveness in the workplace.



Additionally, Adam has also completed the certification exams for the American Staffing Association (ASA) to earn their Certified Staffing Professional (CSP) and Technical Services Certified (TSC) credentials. Both of these programs expand upon employment and Human Resource issues more specific to the staffing industry.



# ADAM MAINZER

## STAFFING EXECUTIVE

Talent Acquisition ► Leadership ► Workforce Planning ► Employee Retention ► Innovation ► Project Mgmt

*Recognized as a Driven leader ... Passion for People ... Ability to collaborate across functions*

Executive leader with a 28 year record of success in employee recruitment, retention and performance management. Collaborated with organizations to produce innovative services contracts for state and local government, medical device, marine, engineering, manufacturing and automotive industries. Excellent project implementation skills with a solid business leadership foundation.

Proven record of successful full life cycle Staffing, Recruiting and Work Force Planning experience within Global Organizations. Proven ability to translate business needs into Staffing Strategies and successfully convert those strategies to achievable recruiting objectives that drive successful recruiting teams. Recipient of multiple Leadership awards for implementing innovative strategies that drive individual as well as team results. Seasoned ability to navigate Corporate Workforce Planning and Recruiting strategies within complex environments spanning multiple disciplines.

Flexible 'hands on' management style responsive to the needs and constraints of diverse departmental disciplines, business functions and business stakeholders.

### CORE EXPERTISE/SKILLS

- Talent Acquisition
- Team Building and Leadership
- Staffing Process Re-engineering and Best Practices
- Sourcing, Interviewing and Selection Process Design and Implementation
- Client Relationship Management
- Workforce Planning
- Project Lifecycle Management / Legal Compliance

## PROFESSIONAL WORK EXPERIENCE

**TECHSTAFF**, Tampa, Florida

1992 – present

*Provider of staffing solutions/services to State and Local Governments, Fortune 500 Corporations and small/mid sized businesses.*

**Founder and President** - *Facilitated the start-up, growth and business development of the regions recognized leader of Engineering, Professional, Technical and Manufacturing staffing services. Led the organization through process standardization, business needs qualification and implementation of advanced recruitment tools.*

### Responsibilities included:

- ❖ Responsible for all client relationship management related to Talent Acquisition - while managing the recruiting teams, strategy and metrics for regional and global recruitment engagements.
- ❖ P&L management, budget development, sales strategy, marketing oversight, and operations management.
- ❖ Launched onsite staffing arrangements and outsourced programs in Tampa, Jacksonville and Brevard.
- ❖ Facilitated effective internal communications and fulfillment of customer commitments by maintaining performance metrics and establishing QA meetings to monitor customer programs.
- ❖ Deployment of innovative recruitment & technology tools such as (ATS)applicant tracking systems, social media, online recruitment platforms, video interviewing, training seminars, drug and background testing.
- ❖ Hiring, mentoring, coaching and performing reviews for staff to achieve departmental and enterprise goals.
- ❖ Guided organization profitably through two recessions

### Achievements:

- Over \$50 million in combined sales
- Among first in nation to achieve Certified Staffing Professional (CSP) designation by the American Staffing Assoc., 2000
- Deloitte & Touch Fast Fifty Award, 1998
- Tampa Bay Business Journal 40 under 40, 1999
- Leadership Tampa, Class of 2001
- President Florida Staffing Association, 2008 - 2010
- President Florida Chapter National Technical Staffing Association, 1998, 2003

## EDUCATION AND PROFESSIONAL DEVELOPMENT

University of California, Riverside

**B.S. Business Administration w/ concentration in Human Resources – 1990**

Society of Human Resource Management (SHRM)

**Certified Professional – SHRM-CP**

American Staffing Association (ASA)

**Certified Staffing Professional – CSP and Technical Services Certified - TSC**



# Suzanne Mainzer

An organized, highly motivated, and results-oriented administrative professional with extensive experience in multiple industries, including legal services, municipal services, temporary staffing and customer service. Flawless on follow-up, exceptionally resourceful and detail oriented with excellent written and verbal communication skills. Conscientious self-starter with demonstrated skills in:

## PROFESSIONAL EXPERIENCE

**TECHSTAFF, Tampa, FL** **1998 - Present**

*Full and part-time Office Management, Recruitment and Customer Service*

### General Management and Administration

- Candidate recruitment
- Weekly payroll entry, reconciliation and invoicing.
- New employee on-boarding
- Client customer service
- Drug testing and badging
- Applicant Tracking System - ATS
- Prepared complex and detailed domestic travel arrangements.
- Schedules meetings and association appearances including catering requirements.
- Data entry, word processing and mail processing duties.
- Switchboard operation and general meet and greet responsibilities.

**TASK-IT, Tampa, FL**

*Provider of outsourced business, customer service and administrative services for clients including American Envoy, Dream Support, The Sinclair Group and Techstaff.*

**Dream Support, Tampa, FL**

**2012 -present**

*Contracted to provide Administrative and Waiver Support Coordination services to the developmentally disabled community*

**AMERICAN ENVOY, Tampa, FL**

**2008 -2011**

*Contracted to provide diversified administrative and process management support for a multitude of critical company-wide job functions.*

### Record Retrieval Specialist/Task Manager

- Collected medical, employment, accident and film records from nationwide facilities.
- Adept at creating relationships with record custodians resulting in more timely receipt of records.
- Assigned the most difficult facilities and rush records than any other Task Manager.

### Print Services Expeditor

- Responsible for daily printing, request for copies and IME records totaling over 2 million pages.
- As the companies last line of defense, I intercepted numerous co-mingled and improperly loaded records before shipment to opposing council preventing potential HIPPA non-compliance issues.
- Prepared daily UPS shipments and performed associated tracking of packages for clients.
- Recognized with an award for Teamwork, Attitude and Accuracy (99.50%); 8-20-2010
- Provided training teleconferences to new Task Managers.
- Managed and supervised an outsourced staff of up to three Task Managers
- Consistently ranked as a top Task Manager for efficiency, volume and successful completion.

### Subpoena and Letter Generation

- Prepared documents such as subpoenas, post-payment and request for copy letters.
- Researched address and phone numbers of law firms for incorporation into database.
- Performed data entry tasks associated with Quickbase.

**DELTA AIR LINES, Atlanta,**

**1990 – 1995**

*Global Airline and provider of World Class customer service.*

### International In-flight Service Coordinator

## EDUCATION

1985 – 1990 **Florida State University, Tallahassee, FL** B.A. Elementary Education

## Methodology

Recruiting is a profession and can't simply be measured by a step by step process. The best recruiters are the ones who understand what a client is looking for and then are able to find the right matches through experience, knowledge and technical recruiting. The best candidates are usually the hardest to find candidates. That's why TECHSTAFF is a leader in the Professional Technical Staffing niche. Below are some of the steps that are taken but it is our experience, technical understanding and training that consistently get the results our clients have come to expect.

**A. Recruitment Methodology** – A staffing service's ability to provide a fast response to client requests is directly influenced by their search and retrieval capabilities. However, any database is insignificant if you can't fill it with qualified candidates. Our methods of recruitment include:

- Head Hunting
- Internet Recruitment (Monster, CareerBuilder, Indeed, Ziprecruiter, LinkedIn, etc)
- Advanced Internet Search Techniques
- 28 years of past employees and their family and friends
- Advertisements
- Referral Bonuses
- Networking
- Reputation
- Outplacement Firms
- Schools and Colleges
- Trade Shows
- Job Fairs
- Association Advertising
- Trade Association Memberships
- Website

**Time Schedule:** Recruitment is a constant ongoing process that includes anticipating client needs. Upon receipt of job order, Techstaff will recruit candidates within 24 hours as appropriate to the specific position. Please see Operational Plan for additional step by Step procedures.

**B. Interviewing Methodology** – Techstaff uses behavioral interviewing as part of our employee selection process. Going beyond the technical skills portion of the interview this method focuses on multiple key attributes that we identify as being important to the success of the selected candidate. Questions will be asked in a way that specific answers are preferred. Candidates are asked to form their responses in what is commonly called the "STAR" response:

Situation or Task	Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience, or any relevant event.
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Action you took	Describe the action you took and be sure to keep the focus on you. Even if you are discussing a group project or effort, describe what you did -- not the efforts of the team. Don't tell what you might do, tell what you did.
Results you achieved	What happened? How did the event end? What did you accomplish? What did you learn?

**Time Schedule:** Interviews are conducted face to face in our office or via video within 24 hours of candidate identification. Please see Operational Plan for additional step by Step procedures.

- C. Candidate Presentation Methodology** – Candidates recruited and interviewed by Techstaff and who pass our screening process will be submitted to the City of Gainesville and Gainesville Regional Utilities via emailed resume submittal. Included with our resume submittal will be a summary of technical skills, professional experiences and job history analysis.

**Time Schedule:** We strive to submit candidates within 24 hours of receiving a job order and have met that schedule on numerous occasions. On average, a complete candidate pool takes 3-5 business days or even longer based on the difficulty of the position. Please see Operational Plan for additional step by Step procedures.

- D. Candidate Selection and Background Screening Methodology** – Upon completion of the client interview process, Techstaff will review client findings, provide clarifications and assist as needed in the final selection. Candidates selected by the City of Gainesville and Gainesville Regional Utilities for assignment will be invited to complete the Techstaff onboarding process to include the verifications, background checks and drug testing outlined in the previous sections of this proposal.

**Time Schedule:** Pre-employment testing to include all of the above services can be available in two to forty eight hours assuming searches do not require additional follow-ups. Passing results will be summarized in an email to the hiring manager indicating the employee is ready to begin their assignment. **Techstaff will not allow an employee to start without the approval of the City of Gainesville and Gainesville Regional Utilities Purchasing Department or other authorized representatives.**

## Operational Plan:

As the previous sections demonstrate, TECHSTAFF has the proven experience to fill the City of Tampa's Professional Technical and Specialized Administrative Staffing requirements. Upon receipt of the request for personnel, Techstaff will do the following to ensure a timely and effective response:

1. Contact the City of Gainesville and Gainesville Regional Utilities Hiring Manager to discuss the requirement at length.
2. As needed or if a new department, meet with the hiring manager in person to tour the work space, assess the personality, soft skills and other aspects of the job often overlooked in a technical job description.
3. Develop a specific recruitment strategy customized for the requested job classification.
4. Evaluate the current Techstaff candidate pool to see if a pre-approved candidate or former employee in good standing is a match and available for assignment.
5. Upload the order to our SmartSearch online system and select posting options as necessary.
6. Perform computerized searches within our database and other online recruitment assets.
7. Conduct a full and comprehensive search including diversity recruitment.
8. Contact potential candidates and conduct initial phone screens.
9. Conduct face to face interviews on those candidates not already personally known to us.
10. Administer the appropriate computerized skills assessments.
11. Submit candidate resumes via email to hiring manager for review.
12. Discuss submittals with the hiring manager and provide recommendations.
13. Schedule interviews with Hiring Manager and applicants.
14. Debrief with the hiring manager following the interview.
15. Confirm the hiring decision and process the appropriate employment paperwork
16. Perform pre-employment drug screens, reference, credit, education and background checks as agreed upon.
17. Upon successful completion of the hiring process obtain the proper Purchase Order in order to authorize start date and time.
18. Notify rejected applicants.

Additional follow-up after placement will include:

1. Periodic Quality Control checks
2. Performance evaluations.
3. Consistent contact with employee and hiring manager to monitor assignment satisfaction.
4. Termination activities at the end of the assignment
5. Final performance evaluation

**\*\*All hiring managers will be provided with my cell phone and home telephone numbers so that I can be reached at any time for any night, weekend or emergency staffing situations that arise.**

## **Tab 5 - References: (No better way to evaluate us!)**



**City of Tampa:  
Professional, Technical and Specialized Administrative Staffing Services**

**Dates of Service: June 2008 to present (prior placements not part of official contract date back to 1992)**

**Address: 306 E. Jackson Street, Tampa, FL 33602**

**Key Contacts:**

Mike Swain	Employment Services	813-274-8827	<a href="mailto:mike.swain@tampagov.net">mike.swain@tampagov.net</a>
Blake Leonard	Purchasing	813-274-8238	<a href="mailto:blake.leonard@tampagov.net">blake.leonard@tampagov.net</a>
Elias Franco	Consumer Services Division Manager	813-274-8335	<a href="mailto:elias.franco@tampagov.net">elias.franco@tampagov.net</a>
Freda Gardner	Payroll Supervisor	813-274-8832	<a href="mailto:freda.gardner@tampagov.net">freda.gardner@tampagov.net</a>
Claudia Ewing	Planning and Development	813-480-6936	<a href="mailto:claudia.ewing@tampagov.net">claudia.ewing@tampagov.net</a>
Kiana Romeo	Operations Program Manager	813-348-6413	<a href="mailto:kiana.romeo@tampagov.net">kiana.romeo@tampagov.net</a>
Anja Davis	Management Methods Analyst	813-348-6540	<a href="mailto:anja.davis@tampagov.net">anja.davis@tampagov.net</a>
Todd Alt	Personnel Division Chief-Tampa Fire	813-274-7008	<a href="mailto:todd.alt@tampagov.net">todd.alt@tampagov.net</a>
John Reed	Fire Marshall	813-274-7000	<a href="mailto:john.reed@tampagov.net">john.reed@tampagov.net</a>
Vanessa McCleary	Mgr, Housing & Community Development	813-274-7992	<a href="mailto:vanessa.mccleary@tampagov.net">vanessa.mccleary@tampagov.net</a>
Dr. Dawn Lei	Water Quality Assurance Officer	813-231-5253	<a href="mailto:dawn.lei@tampagov.net">dawn.lei@tampagov.net</a>
Brian Pickard	Chief Planning Engineer	813-274-3282	<a href="mailto:brian.pickard@tampagov.net">brian.pickard@tampagov.net</a>
Christina Morales	Interim Billing Manager	813-274-8784	<a href="mailto:christina.morales@tampagov.net">christina.morales@tampagov.net</a>
Kathy Favata	Neighborhood Empowerment	813-307-5524	<a href="mailto:kathy.favata@tampagov.net">kathy.favata@tampagov.net</a>
Ray Cuesta	Facilities	813-274-8832	<a href="mailto:ray.cuesta@tampagov.net">ray.cuesta@tampagov.net</a>
Bob Radke	Park and Recs Maintenance Manager	813-478-5284	<a href="mailto:bob.radke@tampagov.net">bob.radke@tampagov.net</a>
Joseph Hagge	Technology and Innovation	813-274-7148	<a href="mailto:joseph.hagge@tampagov.net">joseph.hagge@tampagov.net</a>
Oscar Estrada	Wastewater	813-323-4182	<a href="mailto:oscar.estrada@tampagov.net">oscar.estrada@tampagov.net</a>
Marion Sell	Utilities Call Center	813-274-5729	<a href="mailto:marion.sell@tampagov.net">marion.sell@tampagov.net</a>
Maria Barahona	Water Distribution	813-274-8783	<a href="mailto:maria.barahona@tampagov.net">maria.barahona@tampagov.net</a>
Roger Concepcion	Mail Room Supervisor	813-274-8356	<a href="mailto:roger.concepcion@tampagov.net">roger.concepcion@tampagov.net</a>
Dave Fredericks	Archives and Records	813-274-8171	<a href="mailto:david.fredericks@tampagov.net">david.fredericks@tampagov.net</a>

Techstaff has safely provided the City of Tampa over 250,000 employee billable hours across more than a dozen departments as outlined earlier in this proposal. A few highlights include:

- The facilities maintenance group experienced a massive backlog of work orders so they hired 4 Techstaff maintenance techs to offset the demand and 2 went perm.
- Construction Services experienced great demand for their services and Techstaff has provided over 12 employees including a special project for the new FEMA maps.
- Techstaff backfilled numerous positions to support the UMS project.
- Recently our employee was offered the permanent position of QC Lab Scientist
- Due to a highly publicized high water bill crisis, customer service was suffering. Working overtime and throughout the weekend, Techstaff was able to quickly onboard a crew of 7 call center associates. Per Call Center Manager: **Thank you for getting this coordinated so quickly, we appreciate your availability after hours and on the weekend.**
- Due to high demand in the Parks Department and very little time to interview, I was trusted to immediately send over my best candidate. Manager responded: **Love her! I want to extend her contract.....she was eventually hired perm by the City.**



**Hillsborough County:**  
**Temporary Staffing Services Contract**  
**Dates of Service: April 2017 to present**  
**Address: 601 E. Kennedy Blvd, Tampa, FL 33602**  
**Key Contacts:**

Ivey Martin	Talent Solutions Division Director	813-274-8827	<a href="mailto:MartinI@hillsboroughcounty.org">MartinI@hillsboroughcounty.org</a>
Evelina Romero	Procurement Services	813-274-8238	<a href="mailto:romeroev@HCFLGov.net">romeroev@HCFLGov.net</a>
Tara Truong	Chief Environmental Scientist, QC	813-274-8335	<a href="mailto:truongt@HillsboroughCounty.org">truongt@HillsboroughCounty.org</a>
Sandra Fernandez McCain	Chief Environmental Scientist, Lab	813-274-8832	<a href="mailto:FernandezSA@HillsboroughCounty.org">FernandezSA@HillsboroughCounty.org</a>
Gary Hunter	General Manager	813-480-6936	<a href="mailto:hunterg@hillsboroughcounty.org">hunterg@hillsboroughcounty.org</a>
John Appenzeller	Utilities Maintenance Director	813-348-6413	<a href="mailto:AppenzellerJ@HillsboroughCounty.org">AppenzellerJ@HillsboroughCounty.org</a>
Moises Morales	Environmental Specialist	813-348-6540	<a href="mailto:moralesm@HCFLGov.net">moralesm@HCFLGov.net</a>
John Stanley	Chief Environmental Scientist, Drinking Water	813-274-7008	<a href="mailto:StanleyJo@hillsboroughcounty.org">StanleyJo@hillsboroughcounty.org</a>
Diane English	Scale House Supervisor	813-274-7000	<a href="mailto:EnglishD@hillsboroughcounty.org">EnglishD@hillsboroughcounty.org</a>
Paul Johnson	Facilities Manager	813-813-1124	<a href="mailto:JohnsonP@hillsboroughcounty.org">JohnsonP@hillsboroughcounty.org</a>

Techstaff began working with Hillsborough County in 2017 and has increasingly been expanding our staffing role. In addition to the Engineering, Environmental, Accounting and Professional classifications we were awarded, we have also recently been asked to add Information Technology classifications to our BPA that the other vendor is struggling to fill.

**Solid Waste – Scale House Cashier**

The Friday before Memorial Day at 11:51 AM we received a request from for an immediate need for a Cashier to start next week at the Scale House to cover for an employee going on leave. Hours later we had the candidate interviewing and not only did he start but the review has been glowing: **He’s doing GREAT!! He has accepted our offer to train him in other areas of this site where there are staff shortages. It’s gonna be hard to let him go!! Do you have any more like him?**

**Public Utilities – QA Specialist/Environmental Specialist**

The Chief Scientist requested we search for a very difficult to find Drinking Water QA Specialist. The order was requested on 12/19/2017 and on 12/22 our candidate was submitted. Because of the holidays and a delay in the PO issue process, the interview and offer dragged into mid-January. Knowing that candidates with these qualifications are very difficult to find I stayed in very close daily contact with the candidate to ensure we did not lose him before approvals were secured. Not only did he start but John Stanley was hired full time as the County Chief Environmental Scientist for Drinking Water!

**Public Utilities – Utility Maintenance Operators**

On April 29, 2019 I was contacted by John Appenzeller to discuss the challenges he was having getting qualified hires through another vendor. His positions require working in sub-tropical climates, confined sewer spaces, in proximity to snakes, bugs and human waste which I knew would make these searches very time consuming and difficult to locate the right candidates. He agreed to make searches about quality, not speed and since then we have had two employees hired!



**City of Tampa Tarpon Springs  
Temporary Personnel Services**

**Dates of Service: November 2016 to present**

**Address: 324 E. Pine Street, Tarpon Springs, FL 34689**

**Key Contacts:**

Jane Kniffen	Director of Human Resources	727-938-3711	<a href="mailto:jkniffen@ctsfl.us">jkniffen@ctsfl.us</a>
Cheryl Stedje	Cemetery Supervisor	727-942-5610	<a href="mailto:romeroev@HCFLGov.net">romeroev@HCFLGov.net</a>
Bud Kessler	Facilities Maintenance	727-638-3794	<a href="mailto:bkessler@ctsfl.us">bkessler@ctsfl.us</a>
Hillary Weber	Water Division Manager	727-946-4641	<a href="mailto:hweber@ctsfl.us">hweber@ctsfl.us</a>
Cathy Morgan	Senior Procurement Analyst	727-943-4870	<a href="mailto:cmorgan@ctsfl.us">cmorgan@ctsfl.us</a>

**Project Description:** For this contract we have provided administrative staff to support Human Resources, Utilities, Public Services, Project Administration, Public Works, Planning and Zoning. We have also provided trades workers, general labor and custodial help to various departments. See reference letter below:



**CITY OF TARPON SPRINGS, FL**

324 East Pine Street  
P.O. Box 5004  
Tarpon Springs, Florida 34688-5004  
(727) 942-5615  
Fax (727) 937-1766

October 30, 2018

To Whom It May Concern,

Mainzer Management dba Techstaff has been providing temporary personnel to the City of Tarpon Springs under Bid 170022-B-RS, Temporary Personnel Services, since November 30, 2016. The user departments have commented that the staff provided have been hardworking, dependable, and easy to work with. I have found Adam Mainzer very responsive and easy to work with through our vetting process.

We look forward to continuing to work with Adam Mainzer and the staff provided through the end of this five (5) year contract.

Sincerely,

Rhonda Simmons, CPM, CPPO, CPPB  
Procurement Analyst





**Tampa-Hillsborough Expressway Authority**

**Managed Services**

**Dates of Service: June 2017 to present**

**Value: ~\$500,000 annually**

**Address: 1104 East Twiggs Street, Suite 300, Tampa, FL 33602**

**Key Contacts:**

Rafael Hernandez	Director of Toll Operations	813-272-6740x204	<a href="mailto:Rafael@Tampa-Xway.com">Rafael@Tampa-Xway.com</a>
Emma Antolinez	Toll Operations Project Manager	813-272-6740x136	<a href="mailto:Emma.Antolinez@Tampa-Xway.com">Emma.Antolinez@Tampa-Xway.com</a>
Man Le	Contracts & Procurement Manager	813-272-2307	<a href="mailto:Man.Le@Tampa-Xway.com">Man.Le@Tampa-Xway.com</a>

The Tampa-Hillsborough Expressway Authority (THEA) contracted with Techstaff to provide managed services for the labor needed to process video-based toll transactions collected by THEA's All-Electronic Tolling (AET) systems. The Techstaff Manual Image Review Team performs the manual image review and data entry services needed to complete and transfer video-based toll transactions from THEA to the Florida's Turnpike Enterprise (FTE). Subsequently, FTE processes the information received from THEA and post transactions into SunPass or Toll-By-Plate (TBP) accounts and issue invoices for the collection of toll revenues.

THEA's vision was to improve day-to-day operations by retaining a Staffing agency within the Tampa Bay Area to offer the manual-image-review team with a quality work environment and employment benefits designed to reduce employee turnover and facilitate THEA operational cost reductions.

The work is performed at THEA headquarters where Techstaff has an onsite Supervisor who manages our team of eight full-time employees and 1-4 additional temporary employees.

Due to fluctuations in toll volume Techstaff will rotate temporary employees in and out of the program as needed based on volume. Often times these are short notice requests. In December of 2017, we demonstrated our flexibility and ability to scale on short notice by adding 10 temporaries and established a second shift to manage an unusually high image volume.



**City of Tampa Water Department  
Water Use Restriction Enforcement Services**

**Dates of Service: July 2000 to present** (except July 2003-March 2005)

**Value: 17 year total of \$2,300,000+**

**Address: 306 E. Jackson Street, Tampa, FL 33602**

**Key Contacts:**

Phoenix McKinney	Environmental Specialist	813-274-5631	<a href="mailto:Phoenix.McKinney@tampagov.net">Phoenix.McKinney@tampagov.net</a>
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**Project Description:** This contract requires that we hire, train, schedule, supervise and motivate a staff of 3-10+ water enforcement officers as well as 1-2 administrative staff. We also provide a Water Enforcement Project Manager who is available 24 hours per day to respond to emergencies. We are responsible for patrolling assigned territories in an effort to enforce City of Tampa Water Restrictions. Current patrol staff operates on various shifts covering 7 days per week. We have safely and efficiently provided over 85,000 employee hours in support of over 42,000 citations/documents and ~175 court hearings. Duties include citation writing, account look-up, citation processing, database entry and management, mailing services, court preparation, legal representation at monthly court proceedings as well as customer verbal, electronic and written correspondence in response to both simple and complex dispute situations. During our 14 years of service to this contract, we have been responsible for the creation of most if not all of the reports, documentation and procedures associated with this program. In January of 2002, we were commended by City staff for our efforts in helping the Water Department achieve a First Place Award for a Conservation Measure in the FSAWWA Water Conservation Awards for Excellence Program.



Techstaff President, Adam Mainzer, has represented the City of Tampa at over 150 court sessions demonstrating the confidence the Tampa Water Department has in him to manage this very politically sensitive program.



**City of Tampa – Tampa Fire Rescue-Office of the Fire Marshal  
Assistant Fire Inspectors and Administrative Staff**

**Dates of Service: 2017 to present**

**Value: \$770,000+**

**Address: 3402 West Columbus Dr., Tampa, FL 33607**

**Key Contacts:**

Chief John Reed	Fire Marshall	813-274-7003	John.Reed@tampagov.net
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**Contract Description:** The City of Tampa is experiencing a period of tremendous growth which has increased the need for services provided by the Fire Marshal’s office. Techstaff currently supplies four part time Assistant Fire Inspectors that work in the Fire Marshal’s Office. They work in the Existing Inspections department doing fire and life safety inspections. They conduct inspections including Apartments, Daycares, Assisted Living Facilities, Pyro Tents for Seasonal Fireworks Sales, Grocery Stores and any other inspections as needed. When assigned, they also go out on complaint calls. They also handle any fire safety violations that may be called in from citizens in the community and area fire stations. The inspectors complete on average of about **100 inspections each per month.**

Once the inspections are completed, the inspectors submit reports in the Mobileyes program. If required, they will work with the business on doing any re-inspections that may be needed. All of this information is noted on the program and once the inspections are completed and the business has passed as satisfactory that business will receive that report. If an Occupancy Permit is needed and required, the Inspectors will complete this at that time and turn it in to their supervisor to have their inspections committed into the system.

In addition to Fire Inspectors, we provide 3 Office Support Specialists who many times are the first interaction a person has after a fire or incident. Our administrative staff handles fire reports, request for inspections, scheduling, special event permits and public document requests. The work often requires working with several other departments within the City of Tampa.





**(Additional “Extra” Public Sector Reference Greater than 2 Years ago)**

**St Johns River Water Management District (SJRWMD):**

Carol Miller (Procurement).....386-329-4211 [crozier@sjrwmd.com](mailto:crozier@sjrwmd.com)  
Shannon Joyce (Compliance Coordinator) .....386-329-4170 [cmiller@sjrwmd.com](mailto:cmiller@sjrwmd.com)

**Project Description:** Our first contract award for the SJRWMD was in June of 2009 to establish and operate their first Water Restriction Compliance Services program. We strategically located offices in Duval and Brevard Counties to serve their 18 County territories. Although similar to the City of Tampa Water Enforcement contract, this program required that we attempt to initiate personal contact by hand delivering violation notices to violator’s homes or businesses. Another difference with this contract was that we provided our own fleet of vehicles to be used by our Patrol staff (six Ford Rangers). Our patrol staff of as many as 7 patrollers included a UF Natural Resources grad, an ex-Police Officer, an Engineer, a small business owner and other professionals to carry out these politically sensitive duties. We provided nearly 40,000 employee hours and safely drove over 430,000 miles while processing over 8000 violations and visiting nearly 10,000 properties. In addition, we processed and mailed over 3000 documents and handled over 1000 telephone calls. The funding for this project was discontinued in 2013.

**Project Description:** Our second contract with the SJRWMD was a result of our success with their Water Restriction Compliance program. Being confident in our knowledge and excellent customer service skills, Techstaff was asked to bid on and was awarded a contract to operate a Lawn and Landscape Irrigation Call In Service call center. We were responsible for receiving all irrigation information calls from throughout the District on a seven day per week, 7:00 am – 9:00 pm basis. Our focus was educating callers on the current restrictions as well as gathering complaint information so that patrollers could investigate potential violations. That contract was from October 2010 until August 2013 when funding was discontinued.



## THANK YOU!

Thank you for the opportunity to participate in this RFP. I look forward to the evaluation process and any possible presentations we may be asked to make. Please know, Techstaff and Adam Mainzer stand by ready to assist the City of Gainesville and Gainesville Regional Utilities!



**TECHSTAFF**  
THE TECHNICAL  
PLACEMENT SPECIALISTS

*Adam A. M*

**RESPONSE**

**SUBMITTALS**











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](mailto: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, Alandya 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](mailto: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: Mainzer Management Inc. dba Techstaff

SIGNATURE: Adam A. M

LEGIBLY PRINT NAME: Adam A. Mainzer

DATE: 7/13/20

Addendum Publish Date: June 29, 2020

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

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

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

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

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

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

**Answer:** Depends on the position – additional detail pending

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

**Answer:** Under research.

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

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

**Answer:** Depends on the position – additional detail pending.

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

**Answer:** Depends on the position – additional detail pending.

- 4) Following are answers to questions that were unanswered in Addendum 1, dated June 22, 2020.
- A. Question, Addendum 1, 5.e.: Are school crossing guards posted at Elementary and Middle Schools? Or Elementary Schools Only?  
Answer: School crossing guards are posted at both Elementary and Middle Schools.
  - B. Question, Addendum 1, 5.f.: How many hours per day does a school crossing guard work? What are the a.m. post times and p.m. post times?  
Answer: School crossing guards typically work 2-4 hours per day. The a.m. and p.m. post are determined by the hours of the school to which they are assigned.
  - C. Question, Addendum 1, 5.g.: Do you want the chosen vendor to consider employing any of the current guards?  
Answer: Yes
  - D. Question, Addendum 1, 5.h.: What are the current hourly wage and bill rates for School Crossing Guards?  
Answer: School crossing guards are currently paid \$25.30/hour and are paid through the CITY's payroll, so there is currently no bill rate.
- 5) Following are questions that were submitted by the Questions Deadline, (June 25, 2020) for which answers are under research and will appear in the next Addendum.
- A. Question: Will the contract be temporary staffing, direct hire/permanent recruiting or a combination?  
Answer: Under research.
  - B. Question: How many vacancies currently exist?  
Answer: Under research.
  - C. Question: Will the contract require the payroll of the current temporary employees  
Answer: Under research.
  - D. Question: Will 3<sup>rd</sup> 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.

**GAINESVILLE REGIONAL UTILITIES**  
**CITY OF GAINESVILLE, FLORIDA**

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- 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: Mainzer Management Inc. dba Techstaff

SIGNATURE: Adam A. M

LEGIBLY PRINT NAME: Adam A. Mainzer

DATE: 7/13/20

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

**GAINESVILLE REGIONAL UTILITIES**  
**CITY OF GAINESVILLE, FLORIDA**

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 3<sup>rd</sup> 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

<b>Activity</b>	<b>DAY</b>	<b>DATE</b>	<b>TIME</b>	<b>LOCATION</b>	<b>COMMENTS</b>
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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**GAINESVILLE REGIONAL UTILITIES**  
**CITY OF GAINESVILLE, FLORIDA**

- 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>

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**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: Mainzer Management Inc. dba Techstaff

SIGNATURE: Ada A. M.

LEGIBLY PRINT NAME: Adam A. Mainzer

DATE: 7-13-20

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 3<sup>rd</sup> 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

**GAINESVILLE REGIONAL UTILITIES**  
**CITY OF GAINESVILLE, FLORIDA**

**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: Mainzer Management Inc. dba Techstaff

SIGNATURE: Adam A. M

LEGIBLY PRINT NAME: Adam A. Mainzer

DATE: 7-13-20

**SOLICITATION NUMBER FPUR-200036-GD FOR TEMPORARY PERSONNEL SERVICES**

**RESPONDENT'S CERTIFICATION**

NAME OF CORPORATION, PARTNERSHIP, OR INDIVIDUAL: Mainzer Management Inc. dba Techstaff

PHYSICAL ADDRESS: 2701 N. Rocky Point Dr. Tampa, FL 33607 // 2509 Cozumel Dr. Tampa, FL 33618

FEDERAL IDENTIFICATION #: 59-3351912 STATE OF INCORPORATION: FL (Seal)

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

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

Addenda 1 through 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.

Adam A. M      7/13/20  
AUTHORIZED SIGNATURE      DATE  
Adam A. Mainzer      President  
PRINT NAME      TITLE  
813-221-1222      813-221-6658  
TELEPHONE NUMBER      FAX NUMBER  
adam@techstafftb.com  
E-MAIL ADDRESS  
www.techstaff.com  
WEBSITE

RESPONDENT'S CONTACT  
(for additional information)

\_\_\_\_\_  
NAME  
\_\_\_\_\_  
TITLE  
\_\_\_\_\_  
PHONE  
\_\_\_\_\_  
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**

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**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.

Mainzer Management Inc. dba Techstaff  
CORPORATION, PARTNERSHIP, OR INDIVIDUAL

7/13/20  
DATE

Adam G. M.  
AUTHORIZED SIGNATURE

REFERENCE FORM

Name of Bidder: Mainzer Management Inc. dba Techstaff

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): 6/2008 to present

Company Name: City of Tampa

Address: 306 E. Jackson St.

City, State, Zip: Tampa, FL 33602

Contact Name: Mike Swain (HR) / Blake Leonard (Purchasing)

Phone Number: 813-274-8911 / 813-274-8832 Fax Number: 813-274-8913

Email Address: Mike.Swain@tampagov.net / Blake.Leonard@tampagov.net

#2 Year(s) services provided (for example: 1/2018 to 12/2019): 4/2017 to present

Company Name: Hillsborough County

Address: 601 E. Kennedy Blvd.

City, State, Zip: Tampa, FL 33602

Contact Name: Kurt Wilkening (HR)

Phone Number: 813-276-2752 Fax Number: \_\_\_\_\_

Email Address: Wilkeningk@HillsboroughCounty.org

#3 Year(s) services provided (for example: 1/2018 to 12/2019): 6/2017 to present

Company Name: Tampa-Hillsborough Expressway Authority

Address: 1104 East Twiggs Street; Ste 300

City, State, Zip: Tampa, FL 33602

Contact Name: Rafael Hernandez

Phone Number: 813-272-6740 x 204 Fax Number: 813-272-6742

Email Address: Rafael@Tampa-Xway.com

**SOLICITATION NUMBER FPUR-200036-GD FOR TEMPORARY PERSONNEL SERVICES**

**PRICING RESPONSE FORM**

Responding Company's Name: Mainzer Management Inc. dba Techstaff

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.

a.m.

NOTE: Technical Categories are not sought under this solicitation. (1.39% multiplier if added in future)

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	1.39%
2	Labor-Light Lifting (i.e. Store Clerk)	no bid
3	Maintenance, Labor- Heavy Lifting (i.e. janitorial, outdoor labor such as small equipment operators, working in concrete, asphalt, digging trenches, etc.)	no bid
4	Child Care	no bid
5	Food Service (i.e. Cooks, Waiters, Kitchen Staff)	no bid
6	CDL Drivers	no bid
7	School Crossing Guards	no bid



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: \$25.00

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: \$15.00

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

Cost per request: \$15.00

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

Cost per request: \$15.00

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

Cost per request: \$10.00

**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) Adam A. Mainzer

Signature Adam A. M.

Title President

Date 7-13-20