

Supporting City of Gainesville's temporary personnel services initiatives

Written proposal comprehensive staffing solution



Solicitation # FPUR-200036-GD

Due date: July 13, 2020, 3:00 p.m.
Purchasing Representative
Gayle Dykeman
Procurement Specialist 3
dykemangb@cityofgainesville.org



4.0 RESPONSE SUBMITTALS

- Pricing Response Form
- Reference Form
- Respondent's Certification
- Drug Free Workplace Certification
- Small Business Enterprise (SBE) Certification
- Local business Tax Receipt
- Signed Amendments

COVER LETTER AND PROOF OF AUTHORIZATION

5.0 WRITTEN RESPONSE REQUIREMENTS

- Providing Similar Services
- Business Recruitment Policy, Practices, and Philosophy
- Ability to Deliver Qualified Employees and Screening Process
- Placement Success Rate
- Client fulfillment process

SOLICITATION NUMBER FPUR-200036-GD FOR TEMPORARY PERSONNEL SERVICES

PRICING RESPONSE FORM

Responding Company's Name: Career Center, Inc. DBA TempForce, LLC

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

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

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

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

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

NOTE: Technical Categories are not sought under this solicitation.

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

	Job Categories	All Inclusive Multiplier
1	General Office & Clerical Work	29.50%
2	Labor-Light Lifting (i.e. Store Clerk)	40.00%
3	Maintenance, Labor- Heavy Lifting (i.e. janitorial, outdoor labor such as small equipment operators, working in concrete, asphalt, digging trenches, etc.)	45.00%
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: Included in multiplier

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

Cost per request: Included in multiplier

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

Cost per request: Included in multiplier

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

Cost per request: Included in multiplier

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

Cost per request: Included in multiplier

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

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

Submitted by:

Name (printed) Carolynn Buchanan

Signature 

Title Owner/Manager

Date July 10, 2020

REFERENCE FORM

Name of Bidder: Career Center, Inc. DBA TempForce LLC

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): 1989 to present

Company Name: Alachua County Board of County Commission

Address: 12 SE 1st Street

City, State, Zip: Gainesville, FL 32602-1467

Contact Name: Larry Sapp, Purchasing Manager

Phone Number: 352-374-5202 Fax Number: 352-491-4569

Email Address: lsapp@alachuacounty.us

#2 Year(s) services provided (for example: 1/2018 to 12/2019): 1997 to present

Company Name: Santa Fe College

Address: 3000 NW 83rd Street

City, State, Zip: Gainesville, FL 32606

Contact Name: David Shlafer, Purchasing Director/Lela Frye, Human Resources Director

Phone Number: David: 352-395-5230/Lela: 352-395-5420 Fax Number: David: 352-381-3720
Lela: 352-373-8510

Email Address: david.shlafer@sfcollge.edu /lela.frye@sfcollge.edu

#3 Year(s) services provided (for example: 1/2018 to 12/2019): 1990 to present

Company Name: University of Florida

Address: Procurement Services, 971 Elmore Drive, Room 102, PO Box 115250

City, State, Zip: Gainesville, FL 32611

Contact Name: Steve Neal, Supplier Relationship Mgr/Amber Wuertz, HR Mgmt Analyst

Phone Number: Procurement 352-294-1157/HR 352-273-1794 Fax Number: 352-392-8837

Email Address: sneal@ufl.edu / amccurry@ufl.edu

SOLICITATION NUMBER FPUR-200036-GD FOR TEMPORARY PERSONNEL SERVICES

RESPONDENT'S CERTIFICATION

NAME OF CORPORATION, PARTNERSHIP, OR INDIVIDUAL: Career Center, Inc. DBA TempForce, LLC

PHYSICAL ADDRESS: 4740 NW 39th Place, Suite A, Gainesville, FL 32606-7226

FEDERAL IDENTIFICATION #: 59-2024713 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.

Carolyn Buchanan July 10, 2020
AUTHORIZED SIGNATURE DATE

Carolynn Buchanan Owner/Manager
PRINT NAME TITLE

(352) 378-2300 (352) 371-2573
TELEPHONE NUMBER FAX NUMBER

cbuchanan@tempforce.net
E-MAIL ADDRESS

www.tempforcegainesville.com
WEBSITE

RESPONDENT'S CONTACT
(for additional information)

Carolynn Buchanan
NAME

Owner/Manager
TITLE

(352) 378-2300
PHONE

cbuchanan@tempforce.net
E-MAIL ADDRESS

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

**CITY OF GAINESVILLE
GAINESVILLE REGIONAL UTILITIES
PROCUREMENT**

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

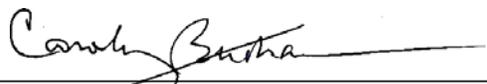
Preference may be given to a business that certifies that it has implemented a drug-free workplace program. Pursuant to Section 287.087, Florida Statutes, whenever two or more competitive solicitations that are equal with respect to price, quality, and service are received by the State or by any political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

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

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

Career Center, Inc. DBA TempForce, LLC
CORPORATION, PARTNERSHIP, OR INDIVIDUAL

July 10, 2020
DATE


AUTHORIZED SIGNATURE



**Alachua County Board of
County Commissioners
Equal Opportunity Office**

TEMPFORCE

is Certified as a Small Business
Enterprise Under the Provisions of
Section 22, Alachua County Ordinance 06-28
from December 10, 2019 to December 10, 2020

Jacqueline Chung
Jacqueline Chung
Equal Opportunity
Manager

A handwritten signature in blue ink, which appears to read "Robert R. Anthony", is positioned above the official title of the Chair.

Chair
Alachua County Board of
County Commissioners

Small Business Certification

City of Gainesville-Office of Equal Opportunity certifies:

CITY OF
GAINESVILLE
Career Center, Inc. dba Tempforce

as a **Qualified Local Small Business**
under the provisions of the City of Gainesville's Small Business Procurement Program

Sylvia Warren
Sylvia Warren
Small & Minority Business Program Coordinator

June 28, 2019

Date



Vendor ID. # VC00000003590
Valid for a two-year period until:
May 1, 2021

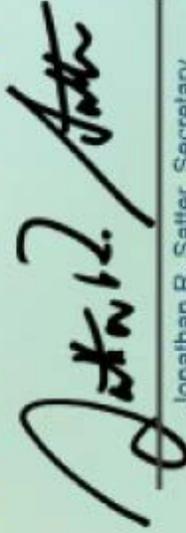
State of Florida

Woman Business Certification

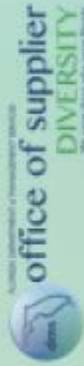
Career Center, Inc. dba Temp Force

Is certified under the provisions of
287 and 295.187, Florida Statutes, for a period from:

04/25/2019 to 04/25/2021



Jonathan R. Satter, Secretary
Florida Department of Management Services





CITY OF GAINESVILLE

Customer Copy

BUSINESS TAX RECEIPT

TAX YEAR BEGINS OCTOBER 1, 2019 AND ENDS SEPTEMBER 30, 2020

BILLING AND COLLECTIONS OFFICE TREASURY DIVISION OF THE FINANCE DEPARTMENT

BUSINESS TAX NO.

btmail@cityofgainesville.org

25541

Please display in your place of business

BUSINESS NAME AND MAILING ADDRESS



CAREER CENTER, INC DBA TEMP FORCE 4740 NW 39TH PL, SUITE A GAINESVILLE, FL 32606

BUSINESS LOCATION 4740 NW 39TH PL, SUITE A

BUSINESS PHONE 352-378-2300

BUSINESS E-MAIL cbuchanan@tempforce.net

Thank you for paying your business taxes for the period October 1, 2019 – September 30, 2020.

Table with 3 columns: CATEGORY, DESCRIPTION, TAX FEE. Rows include FICTITIOUS NAME REQUIREMENT, EMPLOYMENT & TEMP SERVICES AGENCY, PENALTY 10%, PENALTY WAIVED, and summary rows for TOTAL ASSIGNED, TOTAL PAID, and AMOUNT DUE.

APPROVED BY FINANCE DIRECTOR



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ALL CITY, STATE AND FEDERAL REQUIREMENTS MUST BE MET IN ORDER TO LEGALLY OPERATE A BUSINESS, PROFESSION OR OCCUPATION WITHIN THE CORPORATE LIMITS OF GAINESVILLE, FLORIDA. PAYMENT OF BUSINESS TAXES AND A RECEIPT FOR PAYMENT DOES NOT IMPLY THAT A BUSINESS HAS COMPLIED WITH ANY OR ALL OTHER RELEVANT STATUTORY AND REGULATORY PROVISIONS.

THE CITY OF GAINESVILLE DOES NOT REFUND BUSINESS TAXES PAID IN ERROR UNLESS THE ERROR IS A CLERICAL MISTAKE MADE BY THE CITY.

If you have any questions about the Business Tax requirements or process, please email btmail@cityofgainesville.org If you cannot email to the address above, please call (352) 334-5024

IT IS THE BUSINESS OWNER'S RESPONSIBILITY TO REPORT ANY CHANGES IN BUSINESS INFORMATION DURING THE YEAR TO btmail@cityofgainesville.org OR TO WEB SITE http://eservices.cityofgainesville.org



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

Addendum Publish Date: June 22, 2020

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

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

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

1. Any questions regarding this solicitation shall be submitted in writing to the City of Gainesville (CoG) Procurement Division by 3:00pm, (local time), Thursday, June 25, 2020. Submit questions to: dykemangb@cityofgainesville.org
2. Please find attached:
 - a. Attachment A - A copy of the Pre-Bid Discussion/Information Checklist, which includes detail of the solicitation schedule
 - b. Attachment B - Bid Opening Zoom Access information
 - c. Attachment C - A copy of the Solicitation with the Footer references corrected
 - d. Attachment D - Current Contract and Addendums
 - e. Attachment E - A copy of the Cone of Silence period information (Financial Procedures Manual Section 41-424 Prohibition of lobbying in procurement matters) that was discussed.
3. Following is a review of the Pre-Bid Meeting that was held via Zoom Conference on June 18, 2020:
 - a. City of Gainesville Staff represented by Gayle Dykeman, CoG Procurement Specialist III, Roxy Gonzalez, CoG Parks & Recreation, Lisa Jefferson, CoG HR, 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, dykemanqb@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: Career Center, Inc. DBA TempForce, LLC

SIGNATURE: 

LEGIBLY PRINT NAME: Carolynn Buchanan

DATE: July 10, 2020

Addendum Publish Date: June 29, 2020

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

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

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

- 1) **Change in Due Date:** The due date has been extended to Monday, July 13, 2020, 3:00pm
- 2) **Correction:** Addendum 1, Question 4.c. - the answer to this question is INCORRECT. For detailed spend information, see Attachment 1 to this Addendum
- 3) The following questions from Addendum 1 are still under research and will be provided in the next Addendum. Similar questions that were submitted by the Questions Due Date have been bundled together.
 - A. Question, Addendum 1. 4. h.:
 - 1) Is Drug Testing required of all Temp Employees?
 - 2) Which positions require a drug test?
 - 3) Regarding the Pre-Employment drug screening and Background checks, is there a minimum level of Panel needed? (i.e. 5 panel drug test or higher?)
 - 4) Please specify how many drug panels and what drugs you expect the drug screens to cover.
Answer: Depends on the position – additional detail pending
 - B. Question: In reference to Attachment 3 Statement of Work, Section 10.0.3 interview at site. Are travel and expenses paid?
Answer: Under research.
 - C. Question, Addendum 1. 4.i.:
 - 1) What level of background check is required
 - 2) Do you require a 7- or 10-year background check?
 - 3) Please specify what criteria are included in a Criminal Background Check as being requested with this RFP.
 - 4) Please specify what criteria are included in a Criminal Background Check as being requested with this RFP.
 - 5) Please specify what criteria are included in a Criminal Record Check as being requested with this RFP.
Answer: Depends on the position – additional detail pending.
 - D. Question, Addendum 1. 4.j.: Background check in the County – last 7 or 10 years?
Answer: Depends on the position – additional detail pending.

- 4) Following are answers to questions that were unanswered in Addendum 1, dated June 22, 2020.
- A. Question, Addendum 1, 5.e.: Are school crossing guards posted at Elementary and Middle Schools? Or Elementary Schools Only?
Answer: School crossing guards are posted at both Elementary and Middle Schools.
 - B. Question, Addendum 1, 5.f.: How many hours per day does a school crossing guard work? What are the a.m. post times and p.m. post times?
Answer: School crossing guards typically work 2-4 hours per day. The a.m. and p.m. post are determined by the hours of the school to which they are assigned.
 - C. Question, Addendum 1, 5.g.: Do you want the chosen vendor to consider employing any of the current guards?
Answer: Yes
 - D. Question, Addendum 1, 5.h.: What are the current hourly wage and bill rates for School Crossing Guards?
Answer: School crossing guards are currently paid \$25.30/hour and are paid through the CITY's payroll, so there is currently no bill rate.
- 5) Following are questions that were submitted by the Questions Deadline, (June 25, 2020) for which answers are under research and will appear in the next Addendum.
- A. Question: Will the contract be temporary staffing, direct hire/permanent recruiting or a combination?
Answer: Under research.
 - B. Question: How many vacancies currently exist?
Answer: Under research.
 - C. Question: Will the contract require the payroll of the current temporary employees
Answer: Under research.
 - D. Question: Will 3rd party testing on skills be required for any position before submission?
Answer: Under research.
 - E. Question: On average, how many contractor's employees are hired by GRU or GG prior to the completion of 90 days of temporary employment
Answer: Under research.
 - F. Question: Would GRU and GG be willing to add a contract clause allowing for amendment to billing rates for new taxes, state or federal mandates or other new payroll expenses that may arise during the contract term? In other words, unforeseen legislative changes or additions.
Answer: Under research.
 - G. Question: Are contractors required to participate in E-verify?
Answer: Under research.

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

Answer: Under research.

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

Answer: Under research.

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

A. Questions:

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

2) Who is/are the current vendors?

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

B. Questions:

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

2) What is the estimated budget for the new contract?

Answer: See Addendum 1, 4.c.

C. Questions:

1) To offer you competitive pricing, please share the incumbent's cost proposal.

2) What are the current pay and bill rates/markup?

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

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

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

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

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

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

Answer: See Bid Package, Exhibit D

G. Questions:

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

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

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

Answer: There are no issues with the current vendor.

I. Questions:

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

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

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

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

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

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

L. Questions:

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

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

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

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

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

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

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

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

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

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

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

CERTIFICATION BY PROPOSER

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

PROPOSER COMPANY NAME: Career Center, Inc. DBA TempForce, LLC

SIGNATURE: 

LEGIBLY PRINT NAME: Carolynn Buchanan

DATE: July 10, 2020

Addendum Publish Date: July 4, 2020

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

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

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

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

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

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

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

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

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

Answer: Under research.

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

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

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

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 3rd party testing on skills be required for any position before submission?
Answer: Under research.
- E. Question: Would GRU and GG be willing to add a contract clause allowing for amendment to billing rates for new taxes, state or federal mandates or other new payroll expenses that may arise during the contract term? In other words, unforeseen legislative changes or additions.
Answer: Under research.
- F. Question: Are contractors required to participate in E-verify?
Answer: Under research.
- G. Question: In reference to Attachment 3 Statement of Work, Section 10.0.3 interview at site. Are travel and expenses paid?
Answer: Under research.

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GAINESVILLE REGIONAL UTILITIES
CITY OF GAINESVILLE, FLORIDA

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

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

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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=aGJTd0hLTURnSDJ1MjR2MjB6VTI0UT09>

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/kZdGkC3wz>

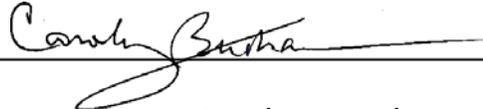
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CERTIFICATION BY PROPOSER

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

PROPOSER COMPANY NAME: Career Center, Inc. DBA TempForce, LLC

SIGNATURE: 

LEGIBLY PRINT NAME: Carolynn Buchanan

DATE: July 10, 2020

Addendum Publish Date: July 7, 2020

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

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

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

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

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

- B. Question: How many vacancies currently exist?
Answer: Vacancies reported on 7/3/2020: GRU-55, General Government-115. Current assignments as reported on 7/3/2020: GRU-20, General Government-36.

- C. Question: Will the contract require the payroll of the current temporary employees
Answer: If the intent of this question is to determine if current temporary employees should be transition to a new vendor's contract, the temporary employee will need to reapply with the new vendor. See Addendum 1, 4.b.

- D. Question: Will 3rd party testing on skills be required for any position before submission?
Answer: There are some positions that require skills testing and the expectation would be for the temporary assignee to possess the skills before assigned. Who or how the vendor chooses to conduct skills tests is their decision.

- E. Question: Would GRU and GG be willing to add a contract clause allowing for amendment to billing rates for new taxes, state or federal mandates or other new payroll expenses that may arise during the contract term? In other words, unforeseen legislative changes or additions.
Answer: If the events described occur during the contract term, both parties can discuss and an amendment to the contract can be issued at that time.

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

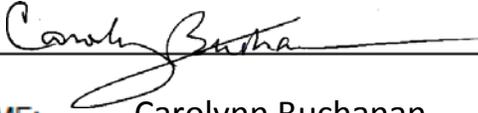
- G. Question: In reference to Attachment 3 Statement of Work, Section 10.0.3 interview at site. Are travel and expenses paid?
Answer: No

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 4 by his or her signature below, and a copy of this Addendum to be returned with proposal.

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 4 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER COMPANY NAME: Career Center, Inc. DBA TempForce, LLC

SIGNATURE: 

LEGIBLY PRINT NAME: Carolynn Buchanan

DATE: July 10, 2020

July 13, 2020

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

City of Gainesville
200 East University Avenue
Gainesville, FL 32601

Solicitation No. FPUR-200036-GD

It has been TempForce's privilege to serve as provider of temporary general staffing talent to the City of Gainesville and Gainesville Regional Utilities for over 29 years, and we look forward to the opportunity of continuing that partnership. Our long-term support has given TempForce a deep understanding of your unique temporary staffing needs and requirements.

TempForce offers the City of Gainesville and Gainesville Regional Utilities (herein referred to as the "City of Gainesville") the best of both worlds. As a locally owned, State of Florida-certified Woman Business Enterprise (WBE), and a certified Small Business Enterprise (SBE), we deliver personalized and responsive service to our clients. We understand the Gainesville commercial community and market conditions, and hold a vested interest in the success of the local market. As a franchise affiliate of Randstad, we are backed by the resources of one of the world's largest HR solutions provider. This affiliation provides our operations with the latest industry technology and process improvements, enabling us to partner with our clients to meet the challenges of ever-changing business demands and labor market.

TempForce's local market experience, combined with a dedicated, experienced staff, gives us the knowledge and skills needed to continue to fulfill the daily needs of a contract this size. TempForce utilizes state-of-the-art tools to recruit, screen, and evaluate highly qualified talent, helping the City of Gainesville manage its HR needs. We also provide customized skills testing, skills enhancement training, safety overview, and e-business solutions, which allows our team to deliver flexible, prompt, and precise staffing.

Our extensive experience, the scalability of our labor strategy, and our local market experience, well positions us to continue providing a solution that meets your program objectives. We highly value our partnership with the City of Gainesville and look forward to the next phase of your selection process. I can be reached directly at 352.378.2300 if you should have any questions or need additional information.

Sincerely,



Carolynn Buchanan
Owner and President
Career Center, Inc. dba TempForce, LLC
4740 NW 39th Place, Suite A
Gainesville, FL 32606-7226
(352) 378-2300
cbuchanan@tempforce.net

*Proof of authorization on next page

2020 FLORIDA PROFIT CORPORATION ANNUAL REPORT

DOCUMENT# 643124

Entity Name: CAREER CENTER INCORPORATED

Current Principal Place of Business:

4740 NW 39TH PLACE
SUITE A
GAINESVILLE, FL 32606

Current Mailing Address:

4740 NW 39TH PLACE
SUITE A
GAINESVILLE, FL 32606 US

FEI Number: 59-2024713

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

BUCHANAN, CAROLYNN
4740 NW 39TH PLACE
SUITE A
GAINESVILLE, FL 32606 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent Date

Officer/Director Detail :

Title	P	Title	ST
Name	BUCHANAN, CAROLYNN	Name	BUCHANAN, GARY L
Address	12603 N.W. 93RD PLACE	Address	12603 N.W. 93RD PLACE
City-State-Zip:	ALACHUA FL 32615	City-State-Zip:	ALACHUA FL 32615

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am an officer or director of the corporation or the receiver or trustee empowered to execute this report as required by Chapter 607, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: CAROLYNN BUCHANAN PRESIDENT 06/08/2020

Electronic Signature of Signing Officer/Director Detail Date

5.0 WRITTEN RESPONSE REQUIREMENTS

Providing Similar Services

TempForce's Experience and Capability

Career Center, Inc. DBA TempForce is a locally owned and operated business. TempForce is confident in assuring you that we are a company you can trust to continue delivering exceptional service, sensible solutions, and consistent quality.

- Locally owned and operated since 1985 – strong knowledge of the Gainesville market
- 30 years of experience staffing various Federal, State, and Local government entities
- TempForce staff has over 140 years of combined experience in the staffing industry
- Certified SBE with Alachua County and participant in the City of Gainesville Small Business Procurement Program (SBPP)
- Certified WBE with the State of Florida

Performance counts. Skills, attitude, efficiency, and productivity make a difference. TempForce has the benefit of being affiliated with Randstad, a leading international employment solutions provider, as well as being locally owned and an involved member of the community. We understand what is happening in the area economy and have an investment in our local prosperity. We are dedicated to providing intelligent, professional, and efficient human resource support. Our innovative approach to meeting the diverse needs of our clients can be viewed in further detail throughout our presentation, which emphasizes the degree of importance we place on assuring our customers quality service and commitment backed by our 100% guarantee. Through our affiliation with Randstad, we remain constantly on the cutting edge of the latest industry technology, enabling us to partner with our clients to meet the challenges of the ever-advancing demands of modern business.

Mission Statement

To provide exceptional service and innovative staffing solutions which exceed the expectations of our customers and provide opportunity and career growth for our talent.

Best Value for the City of Gainesville

Service Delivery

People, Power, Performance – This describes the passion behind our staff's recognition that your needs are our needs. TempForce has established an experienced staffing team enabling us to aggressively recruit and retain the highest quality of candidates to meet your needs. From the moment we receive your order to the completion of the assignment, we are committed to exceeding your expectations. Our track record supports our promise to guarantee all efforts are made to provide service with minimal turn-around time of two days or less. Our customers benefit from the advantage TempForce has in having established knowledge of the City of Gainesville and surrounding areas and our fortunate experience of providing service to many local government and business entities.

WBE and SBE Certifications

Career Center, Inc. DBA TempForce is a State of Florida Certified Woman Business Enterprise and a Certified Small Business Enterprise. Additionally, we participate in the City of Gainesville Small Business Procurement Program (SBPP). We are honored to have participated in many Small Business community functions including round table forums, discussion panels, and trade shows. These functions allow TempForce to share our knowledge as a successful small business and to learn from and interact with other area small business owners and managers.

Community Focused

As a locally owned company, we are in touch with the growth and needs of Gainesville and the surrounding areas. Our combination of local commitment with national support gives us hometown flexibility and response, along with the financial stability of a large organization. TempForce has strong ties to the local community. We are committed to serving our great region of the state by staying “community focused”. Our team members are actively involved in addressing valid issues and concerns surrounding the necessity of maintaining safe, efficient working environments through memberships and professional associations.

Current Boards

- Carolyn is on the North Central Florida Society for Human Resource Management (NCFSHRM) board and serves as the Legislative Affairs Director

Charitable Organizations and Events (2019-2020)

- Foster Florida
- Created Gainesville
- Gainesville Arts & Park Golf Tourney
- GRU Brighter Tomorrow Scholarship
- GAP Charity Golf Tournament
- GRU Annual Williams Golf Benefit
- World Help

Educational Programs

- Partnering with Alachua County School Board to participate in programs and speak to elementary and high school students on preparation and skills sets for the job market

Members of our team are actively involved in locally based groups offering great opportunities to network and establish strong relationships in the local workforce, education, and business arenas.

Franchise Affiliation

Our corporate affiliate, Randstad, solidifies our capabilities to continue to compete in an ever-changing world to meet the growth and technical demands of our client base. Our marketing capabilities encompass national presence through our affiliation with Randstad. This relationship allows us the utilization of resources typically afforded only to nationally owned industry competitors. With Randstad, TempForce has the support of a full corporate operations team solely committed to developing and implementing programs conducive to our clients’ needs as they evolve.

Subcontracting

TempForce does not intend to subcontract any portion of the work that we have presented pricing for.

Florida Litigation History

TempForce has not had any litigation filed against us by any of our clients within the last ten years. If during the ordinary course of our business, we are threatened with or named as a defendant, we maintain insurance in such amounts and with such coverages as we believe are reasonable and prudent. Our management does not expect that the outcome of any potential litigation would have a material adverse effect on our operations and ability to support the City of Gainesville.

Business Recruitment Policy, Practices, and Philosophy

Hiring and Placement Processes

Working Digitally During a Pandemic

Given the current situation with COVID-19, providing our workforce with a safe and virtual way of interviewing, on-boarding, and completing hiring documentation is a top priority. Our candidates can utilize digital interviews, assessments, application processes, and receive all updates regarding their assignment electronically as well. Additionally, electronic processing saves our team an average of 10 minutes per talent on-boarded (compared to paper/traditional processing), which means we can focus more time on critical tasks such as performance management and engagement activities, as well as sourcing and selecting an optimal talent pipeline. This also creates an enhanced on-boarding experience for our temporary employees and drives engagement during the hiring cycle, which positively impacts retention throughout the assignment.

Additionally, TempForce can coordinate virtual interviews and meetings for our clients as well.

Recruitment

Staffing and Human Resource Solutions

Matching the supply and demand of labor is at the very core of our business, and we have developed an unparalleled strategy for talent acquisition and retention for the City of Gainesville. This process is integrated into the overall workforce plan to ensure optimal contingent workforce utilization, providing immediate access to the talent you need, when you need them.

TempForce’s recruitment procedures are comprehensive and aggressive, delivering the results the City of Gainesville has come to expect. Our reputation attracts the most professional, highly skilled employees in the market, plus we directly recruit employees with the specialized skills needed for the businesses of today. In order to service our clients effectively and maintain a pool of qualified, first-rate candidates for their positions, we must stay on the leading edge of recruitment and retention. We continually network and foster relationships within our community and work very hard to cultivate and maintain a business culture which our talent will enjoy working in and will be encouraged to refer others to join.



Quality Assurance Policies and Procedures

We are committed to achieving excellence in service as defined by our customers. We recognize that each and every person's contribution makes a difference in customer satisfaction. TempForce works to achieve excellence through:

- Listening to the needs of our clients and working to provide innovative solutions and programs that add value
- Providing our talent with a professional, innovative business culture and developmental resources
- Approaching every interaction with a customer as an opportunity to exceed their expectations
- Creating rewarding and enriching experiences for our talent to ensure productive, dependable and flexible workers
- Proactively looking for ways to improve the quality of service beyond the "status quo"
- Promoting a work environment of trust and teamwork

By embracing and creatively applying these principles, we maximize the value of our company for our clientele, talent, and staff.

Quality Assurance Procedures

To ensure the total satisfaction of our customers, quality assurance contacts are scheduled regularly throughout the duration of a talent's assignment. Our staff contacts direct supervisors, order contacts or HR departments to receive an evaluation on talent job performance, job fit, and TempForce service level. TempForce will not tolerate mediocre or lower results and will work swiftly to investigate and resolve any issues resulting in such ratings. TempForce is responsible for and will conduct any counseling and/or disciplinary action should it be necessary using a comprehensive and fair process.

Ability to Deliver Qualified Employees and Screening Process

TempForce's Staff Experience and Responsibilities

TempForce of Gainesville opened in May of 1985 and is independently owned and operated byCarolynn Buchanan who has worked in the staffing industry since 1977. With 43 years of experience and the level of service Carolynn provides to her clients, TempForce has become a major player in the Gainesville market. Carolynn and her staff are actively involved in the local community. Carolynn is engaged in the day-to-day operations of TempForce affording our clients the ability to go straight to the top for specialized programs or decision-making. Under her leadership, TempForce is a State Certified Woman Business Enterprise, a Certified Small Business Enterprise, and a Certified Drug Free Work Place.

As a leading provider of personnel services to business, professional, government, and service organizations, TempForce specializes in staffing office clerical, administrative, executive office, paraprofessionals, creative, finance and accounting, call center, technical/IT, light industrial, and career professional temporary and temporary-to-hire talent. We also offer quality assistance in recruiting, locating, researching, screening, and qualifying candidates for Direct Hire permanent positions. Some of our current contracts we provide our staffing services to include the City of Gainesville, Gainesville Regional Utilities, Alachua County, University of Florida, and Santa Fe College. In addition to these government accounts, we actively provide our services to more than 50 non-government customers annually.

We also provide additional services for our customers providing consultation and solutions on human resource issues. Experience, commitment, quality service, national systems support, and a passion for the business back the service TempForce of Gainesville provides.

TempForce offers local management and decision-making. Our operation for management, staffing services and payroll are housed in Gainesville, FL giving City of Gainesville direct access to all our services.

TempForce's management strategy allows for flexibility, improved access to key personnel and efficient challenge resolution on a local level. Should the City of Gainesville require corrective action for any reason (procedural or talent related) either during normal business hours or after hours, your dedicated point-of-contact is empowered as the initial authority for all problem resolution.

Management Team and Staff

Management and Contract Primary Support Team

We understand that in order for our relationship to be successful, the commitment and resources of our entire organization is needed. Our team management approach to service will ensure TempForce meets our client's standards for service. While our staffing administrators will be available to coordinate all placements and handle any service issues, you will also have full access to senior management as needed. In addition, regularly scheduled account reviews will take place with appropriate management to proactively address any needs or issues.

Carolynn Buchanan, President/Owner, TempForce of Gainesville

Carolynn Buchanan is president and owner of TempForce of Gainesville, a temporary and permanent specialty staffing firm. At 21, Carolynn began working in the talent acquisition industry, shortly after purchasing the employment agency she then worked for. In 1985, she and her husband, Gary, purchased a TempForce franchise for the Gainesville, Alachua County market. With 43 years of extensive human resource experience in analyzing staffing requirements and providing cost effective solutions, Carolynn works hands-on and tirelessly with her team to offer her clients absolute, quality service that is tailored to their needs. Carolynn and her business are very involved in the local community working with several charitable organizations and giving back through educating others in area schools and colleges, from elementary to adult education programs, on resume building, interviewing skills, job market requirements and overall preparedness for today's workforce. Carolynn has also served on several community and HR related boards and business speaking panels. She has served on the North Central Florida Society for Human Resources Management as the Legislative Affairs Director for over 6 years. As the Legislative Affairs Director, Carolynn has participated in the annual HR Florida Legislative Conference in Tallahassee, meeting with our legislators to discuss the employment needs and concerns of the local Gainesville/Alachua County marketplace. Carolynn is passionate in all that she does and continues to invest in this community through her business and her family.

Amber Buchanan, Branch Manager

Part of the TempForce team since 1996, Amber has worked in multiple roles including Support Staff, Staffing Administrator and Customer Relations Manager. She moved to her current position as Branch Manager in 2012. She manages the daily administration and operations of our office and staff. She is responsible for all client and talent relations as well as contract management and the creation and implementation of our local marketing and training programs.

Suzanne Ojeda-Clark, Billing Manager

Suzanne began her career with TempForce in October of 1992 as a Staffing Coordinator and then as our Executive Assistant. Utilizing her years of experience, Suzanne moved to Operations Manager in May of 2006. In 2012, Suzanne became our Billing Manager responsible for managing our billing processes. Additionally, she provides support for specialized reporting, benefits processing and our Direct Hire Permanent Staffing division.

Jamie Sweigard, Payroll Administrator/Special Accounts

In September of 2006, Jamie was hired by TempForce as our Front Office Administrator bringing over 10 years of customer service experience to our team. In January 2008, she joined our Staffing Division and began overseeing mass contract accounts. She transitioned to our Payroll Administrator role in March 2014 becoming responsible for processing payroll and managing paid benefits for all of our external employees. In 2019 Jamie was promoted to Payroll Manager.

Lou Carlton, Staffing Division Manager

Lou began with TempForce as a Staffing Administrator in June of 2000 focusing primarily on staffing office clerical positions. She became the Staffing Division Manager in 2001 adding to her responsibilities the supervision of our entire staffing and front office teams. Prior to coming to TempForce, Lou worked 23 years in customer service including 18 years in management.

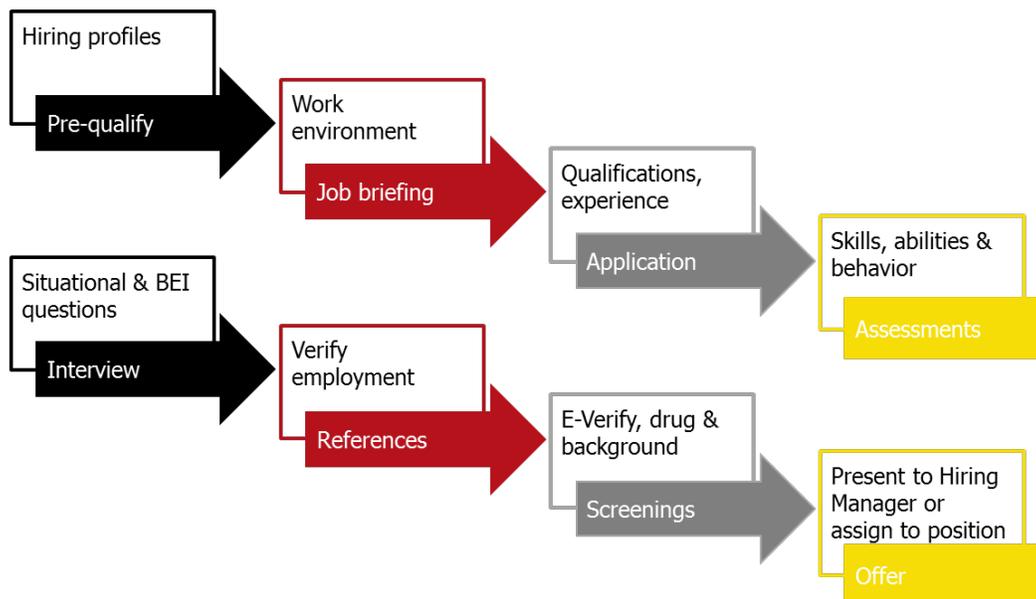
Rose Crane, Staffing Administrator

Rose joined our team in February of 2010 as a Special Project Administrator for a large specialized staffing project. In October 2010, Rose transitioned to working as a Staffing Assistant. She began in her current position as a Staffing Administrator in November 2013 providing staffing for light industrial, manufacturing, and logistics positions. Rose came to TempForce with 11 years of experience in retail management providing extensive knowledge in customer service and people management.

At TempForce, everyone on our team strives to ensure all the needs of our customers are met with quality and expedience.

Candidate Screening

At TempForce, our purpose is to attract, test, and hire the most qualified individuals to meet the needs of our customers. We work to provide the best match for the customer, requested position, and talent – Competency Fit – Character Fit – Company Fit.



Pre-Interview

The pre-interview is the first interaction between a talent and our company. The purpose of the pre-interview is to build rapport with the talent while assessing their potential suitability for employment. The pre-interview may be initiated by telephone or walk-in inquiry. In either case, it is conducted prior to proceeding with the selection process and consists of pre-screening of communication abilities, technical,

and interpersonal skills, work experience, and other applicable qualifying questions. When appropriate, the interview process is then scheduled.

Application Process

Each candidate completes a pre-employment application, which allows TempForce to review availability, education, skills, and work history.

Interview Process

The interview is used to evaluate a talent's ability to follow instructions, demonstrated behaviors, and interaction with the TempForce staff. This is often a good reflection of how a talent will represent our company and themselves at our client's place of business. Secondary screening of communication, interpersonal, and technical skills takes place and detailed information is gathered regarding previous employment, education, and availability. Additional information regarding the talent's location, financial, environmental, supervisory, business sector, and job task preferences are gathered. Our staff takes time with each talent to determine his or her employment interests and strengths through soft skill and behavioral interviewing questions. When appropriate, expressed skill sets are further verified by asking specific questions related to the skill.

Background Screening

As a standard hiring procedure, all talent are required to have a background screen completed before beginning an assignment. We require information on all locations an applicant has resided, received education, or been employed in for a minimum of 10 years prior, when available. Per the City of Gainesville requirements, we will perform a 7-year background screening, including social, date of birth, employment verification, criminal background, credit report (upon request), and MVR (based on position).

Pre-Employment Screen

TempForce is a certified Drug-Free Workplace. Based on the client requirements, all new hires, rehires, and reactivated talent must complete a minimum 6-panel pre-employment drug screen before they begin working. TempForce mandates a 6-10 Panel drug screen be conducted for all Industrial positions. Additionally, TempForce can provide a customized laboratory test or health assessment at the request of the City of Gainesville.

Employment Verification and Reference Checks

TempForce performs reference and employment checks during our candidate screening process. We require a minimum of 10 years of previous work history (when available) and three to five references from each applicant. This enables us to identify behavioral and technical strengths and weaknesses not always apparent in resumes, initial interviews and/or technical tests, so that we place the candidate in the job best suited to his or her background. A thorough reference check allows us to assess:

- Verification of employment
- Nature of association with applicant, including relationship and dates of employment
- Responsibilities
- Performance evaluation
- Communication, presentation and interpersonal skills
- Reliability, punctuality and ability to meet deadlines
- Reason for leaving and eligibility for rehire

Work Authorization Verification

An inherent component of TempForce's screening process is validating talent authorization to work in the U.S. This evaluation is conducted through a combination of I-9 forms, valid forms of identification (license, Social Security number, passport, visa, birth certificate, etc.) and E-Verify through ADP. In the event we are unable to validate work authorization, TempForce will not allow the talent to begin the assignment until authorization is cleared.

Assessments and Training

Our initial evaluation process is determined by a talent's expressed skill set on his or her application and by the interview. Further skill or behavioral assessment is customized to each client engagement. We administer skill and dexterity testing as applicable to requested positions, and specialized testing specific to particular customers as requested.

TempForce utilizes the IBM Kenexa online assessments program. This automated testing, screening, and training system enables TempForce to identify a talent's areas of strength and evaluates their ability to perform the required skills for the assignment successfully. This system allows us the ability to provide over 1,200 validated assessments for clerical, software, call center, behavioral, financial, healthcare, legal, industrial and technical job classifications. Results are detailed and designed to recognize a talent as beginner, intermediate or advanced identifying highly qualified candidates and training needs quickly and easily. As new programs are offered to the marketplace, our available assessments and tutorials are updated.

Employee Benefits

The success of TempForce depends on the quality of talent we attract and retain. Through TempForce, talent receive individual attention, career development resources, and opportunities and incentive programs that give us leading industry retention rates. Our comprehensive benefits and offerings help to ensure the most qualified, motivated talent are ready and available. TempForce recognizes the importance of our talent by offering benefits. The following benefits will be effective for any employees that are working under this contract (including those transitioned from the current contract):

- **Personal Paid Time Off:** TempForce employees are able to qualify for ten (10) PTO days per anniversary year.
- **Medical, Dental, Vision Care, Short-term Disability, and Term Life Insurance:** TempForce talent are provided the option to participate in our benefits plan, which is compliant with ACA requirements.
- **401K Retirement Savings Plan:** All employees are eligible to enroll in this plan.
- **Weekly Pay Cycles:** TempForce processes weekly payroll offering fast and convenient pay.
- **Direct Deposit:** Direct Deposit is offered to our talent allowing their payroll to be directly delivered to either their checking or savings account weekly. Our Direct Deposit program is a practical way to receive funds with proven reliability.
- **Money Network Pay Card:** The Money Network card functions as a debit card that is linked to a personalized account. Weekly payroll funds are automatically deposited into the account for easy access at ATMs, point of sale transactions and any bank teller that accepts debit cards. It's safe, convenient, saves money with fewer fees, and has all of the flexibility of a debit card.
- **Employee Self-service Online Portal:** This online application enables employees to view and update personal pay and profile information twenty-four (24) hours a day, seven days a week, from any computer with Internet access.
- **Referral Bonuses:** TempForce employees have the opportunity to receive a bonus for referring others to sign up for employment with us. Once the referred talent has successfully worked the required hours our employees may receive the consequent referral bonus. This program is offered for an unlimited number of referrals.
- **Career Counseling & Development Programs:** TempForce representatives have extensive experience in career management and skill development. We strive to help our applicants and employees maximize their strengths and reach their ultimate career goals. Additionally, we offer webinars and specialized training through the resource of our corporate affiliate, Randstad.

- **Skill Enhancement & Computer Training:** We offer our employees assistance in becoming even more marketable and improving their skills through in-depth skills assessments, performance evaluations and training recommendations at no cost to them.
- **Recognition and Appreciation Programs:** TempForce believes that recognition programs and rewarding employees for above standard performance, promotes a healthy workplace environment, and increases employee retention.

Talent On-boarding

Customized Orientation

In addition to reviewing standard TempForce policies and procedures, TempForce can provide an overview of the City of Gainesville's workplace guidelines (attendance policies, parking, dress code, etc.), policies and procedures, safety information, and any other pertinent on-boarding materials at your request.

Workplace Safety Review

During the initial on-boarding process, all talent watch an in-depth workplace safety video and receive workplace safety literature. We give emphasis to this information and discuss it with the talent, giving them the opportunity to ask any questions they may have.

Communication Regarding Benefits

We provide a thorough overview of all employee benefits to our talent. This includes discussing each benefit in detail and answering any questions the candidate may have regarding eligibility and other pertinent information.

Talent Guidebook

In addition, our staff provides a TempForce guidebook to all talent as part of their new hire orientation. It focuses on the basic information talent need to understand about TempForce – compensation, timekeeping, benefits, and policies and procedures relating to our relationship. The guidebook is their resource for important employment information including guidelines for success, benefits, policies, how to contact us, and much more.

Open Door Policy

TempForce talent are encouraged to reach out to our staff as a resource for questions regarding their employment, to access information regarding their benefits including qualifying hours worked and leave balances, to discuss and resolve difficulties or concerns, or to receive counseling relating to employment or career direction.

Safety and Recognition – Minimizing Risk Exposure

Our policy is that all talent, both external and internal, be provided a safe work environment. The ultimate goal is that no employee suffers injury while at work. To meet this goal, we implemented an aggressive program combining employee education, site inspection, and follow-up to identify hazards and correct them before injuries occur. An overview includes:

- Regional Safety Manager and Risk Department
- Talent safety overview and orientation checklist
- Communicating with talent and client on safety issues
- Required standard safety training and assessments
- Available safety incentive programs
- Drug-alcohol policy

Placement Success

Through our local presence and guarantee to provide optimum service levels, TempForce delivers prompt response to the staffing needs of our customers with a high success rate.

- Our combined fill rate for the City of Gainesville and Gainesville Regional Utilities across all positions for January 2018 to date is approximately 93%.

Client Fulfillment Process

Ordering Information

Procedures to place an order with TempForce are simple and we strive to provide a prompt response with a goal of a minimal turn-around time of two days or less in providing solutions to your staffing needs.

By Phone: Call your orders into our office at 352.378.2300 and any of our trained staff will be able to take the information for your order and our Staffing Division will begin the process of locating the ideal candidate for your need.

By Email: You may contact your Staffing Division representative directly by email.

- Lou Carlton, Staffing Division Manager: lcarlton@tempforce.net
- Rose Crane, Staffing Administrator: rcrane@tempforce.net

Online: You may also submit your order online through our website at www.tempforcegainesville.com. This procedure emails all internal staff when a new order has been submitted. Our staffing division will follow up immediately upon receipt to confirm and discuss our available candidates.

Timesheet Submission and Payroll Schedule

Timesheet Submission

TempForce offers a variety of options for our talent or customers to submit timesheets and we aim for a 100% paperless process whenever possible.

- **E-Timesheeting:** Our primary method for timesheet submission is our online PeopleNet product. PeopleNet offers ease of use for both our employees and clients.
- **Customized Group Timesheets:** We offer customized group timesheets for special project assignments with more than one working talent in both paper and electronic formats.
- **Individual Timesheets:** We also offer standard individual timesheets in both paper and electronic formats.

Payroll Schedule

TempForce's standard pay period or workweek runs Monday to Sunday and payroll is processed on a weekly basis. We also offer customized pay periods to match our client's timekeeping schedule if requested. Our team works diligently to process all timesheets in a timely manner and guarantees payment to our employees by Friday each week. Additionally, we have a back-up payroll process in place for late timesheet submittals in order to process them at the earliest schedule possible.

Invoicing and Remittance

TempForce offers electronic billing and payment capabilities through our e-Business solutions including a variety of reporting options.

Invoicing

TempForce utilizes e-Billing to provide online and email delivery invoicing including timesheet data, access to invoice and payment history, account balance and detailed operational and financial reporting. This system provides weekly emails to clients notifying them of new invoices with direct links to their information and allows tiered and role-based permissions giving users access to only relevant information. E-Billing offers speedy access to current and archive data and the tools and resources to make access and presentation simple for all user levels.

Remittance

TempForce offers three options for remittance, providing our clientele the flexibility to choose the most convenient method of payment.

- EFT (Electronic Funds Transfer)/ ACH (Automatic Clearing House) allows direct deposit of payment which provides expedited remittance and removes the cost of postage
- Payment may also be submitted via check

E-Business Solutions

TempForce offers cutting-edge technology expanding your online service and paperless options and eliminating unnecessary expenses related to printing, mailing, and storage. Through products supported by our affiliate Randstad, we are putting TempForce support right at your fingertips allowing us to serve our customers faster, easier and more efficient than ever.

- **E-Billing:** Delivers weekly invoices quicker via email; allows access to review and print invoices, timesheets and statements anytime; view payment history and gives the ability to download billing and usage data and reporting to spreadsheet format
- **E-Payment:** through ACH (Automated Clearing House) or EFT (Electronic Funds Transfer) offers a convenient, traceable payment method
- **Talent e-Solutions:** with a Self-Service website allowing talent to access and update their profile account including their resume on file, contact information, pay history and advices, W-4 information and W-2 history
- **PeopleNet Web Time Sheet and Time Clock:** The Peoplenet web product is generally implemented at customer locations that have clerical or light industrial talent or a combination of both and require real-time punches, attendance tracking and near real-time reporting options. This program offers PC/web based time entry, physical clock entry or both.
 - Simple to operate
 - Calculates punches at point-of-contact
 - Identifies and distributes errors to managers for review
 - Reduces tardiness and unauthorized overtime
 - Allows client review and approval prior to processing time for payroll
 - Requisition, scheduling and incident tracking tools are available
 - Timesheet approval and requisition notifications are sent via email

TempForce Contacts

The primary contacts responsible for service to the City of Gainesville are as follows:

Management and Operations

Carolynn Buchanan, Owner and Manager
352.378.2300 Ext. 19
352.215.1020 Cell
cbuchanan@tempforce.net

Amber Buchanan, Branch Manager
352.378.2300 Ext. 17
352.262.7625 Cell
abuchanan@tempforce.net

Suzanne Ojeda-Clark, Billing Manager
352.213.2494
sclark@tempforce.net

Jamie Sweigard, Payroll Manager
352.378.2300 Ext. 16
jsweigard@tempforce.net

Staffing Services

Lou Carlton, Staffing Division Manager (primary contact for Office/Administrative staffing)
352.378.2300 Ext. 14
lcarter@tempforce.net

Rose Crane, Staffing Administrator (primary contact for Light Industrial staffing)
352.378.2300 Ext. 11
rcrane@tempforce.net

In addition, our internal staff includes:

Raye Ramsey, Staffing Administrator
Rachel Bess, Staffing Assistant
Leslie Lafond, Executive Assistant & Compliance Officer
Candance Williams, Front Office Administrator
Niki Schultz, Digital Marketing Coordinator

TempForce Location Information

- **Address:** 4740 NW 39th Place, Suite A; Gainesville, Florida 32606
- **Phone:** 352.378.2300
- **Fax:** 352.371.2573
- **Website:** www.tempforcegainesville.com
- **General Email:** staff@tempforce.net

TempForce Hours of Operation

Monday – Friday, 7:00 AM to 5:00 PM
TempForce remains accessible weeknights and weekends through our afterhours contact phone numbers:

- **Management:** 352.215.1020 or 352.262.7625
- **Staffing:** 352.213.8871 or 352.213.8870

Summary

TempForce brings "Best Value" to our customers through our:

- Experience, knowledge, and an accomplished reputation in the staffing industry and to the Alachua County/Gainesville market
- "Hands-on" involvement through a local owner with a commitment to personal participation in quality assurance for our customers
- Ability to implement customized assessments and training procedures to adhere to your specifications
- Investment in recruiting technology and tools
- Comprehensive management reporting systems
- Commitment to exceeding the expectations of our customers