



**22nd Century Technologies, Inc.**

CMMI Level 3 | ISO 27001 | ISO 20000 | ISO 9001



**Submitted To:  
University of Mary Washington  
Request for Proposal # 23-1521  
Temporary staffing Services**

**Due Date: April 25, 2023 by 2:00 PM**

**Submitted By:**

**22<sup>nd</sup> Century Technologies, Inc.**

**H.Q:** 8251 Greensboro Drive, Suite 900, McLean, VA 22102

**Ph.:** 888-998-7284 | **Fax:** 732-537-0888 | **Email:** sledproposals@tscti.com

TSCTI claims that information contained in our proposal is confidential and proprietary. We believe that the data contained in the proposal like contact information of proposed staff, technical and management approach, proposed subcontractor and price quote. Disclosure of these information can be used by our competitors to underprice us on future bids, reverse-engineer aspects of TSCTI's approach, lure away subcontractors or key employees. Thereby we request the government to provide us the opportunity to provide a redacted copy of our response for FOIA and protecting the undue advantage of



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## Executive Summary

Attn: Lindsay Fare, Contract Officer

Date: April 25,2023

22nd Century Technologies Inc. (TSCTI) is pleased to respond to the Request for Proposal (RFP)# 23-1521, titled "Temporary Staffing Services" released by the University of Mary Washington (UMW), Commonwealth of Virginia which requires a qualified vendor to provide temporary personnel on an as-needed basis.

TSCTI is a SWaM certified firm and is registered as an S-Corporation, headquartered in McLean, VA. Founded in 1997, [REDACTED] certified firm with more than 26 years of experience and capability in delivering and managing Staffing Services in a timely manner to various Commercial, Local, State, and Federal government customers. Our services are based on PMBOK and International Organization for Standardization (ISO) 9001:2015. [REDACTED] TSCTI is currently providing similar services in the State of VA and serving over 350+ contracts serving Federal, state, and commercial agencies including more than [REDACTED] Educational Clients with staffing services inculcating a high level of customer satisfaction through exceptional quality and dedicated customer commitment. [REDACTED]

[REDACTED] We will provide the University with a dedicated local Account Management Team, which will specifically address the University's requirements.

TSCTI offering a 360-staffing solution to our clients and PMBoK-based quality and management standards. We have a large reach back of skilled resources supporting [REDACTED] similar large similar Temporary Staffing Services contracts. TSCTI has significant Professionals experience in the Educational sector and an expert team of Professionals experience in executing similar contracts in similar domains including but not limited to Executive Assistant, Office Manager, Sr. Accountant, Housekeeping Worker, Grounds Worker, General Laborers, Office Associate with IT and A/V skills, IT and A/V Technician, IT and A/V Technician, Technical Support Staff. [REDACTED]

[REDACTED] In addition, TSCTI's HQ has in close proximity of the University Location (53.6 miles away), thus, we would be able to best meet the University's needs. Being local to the State of VA and SWaM we believe that we are best suitable to cater the needs of the University.

**Experience with the State of VA:** TSCTI is [REDACTED] and has a strong presence in the State of VA in providing Staffing Services to various government agencies. Currently, we are serving our esteemed clients including but not limited to [REDACTED]

**Experience with Higher Education clients:** We have strong experience with education clients. Some of our prestigious clients to whom we have delivered quality technical support services are as follows:

University Clients		
[REDACTED]	[REDACTED]	[REDACTED]

TSCTI is a financially stable and growing company. [REDACTED]

[REDACTED] TSCTI understands that the University has released the Request for Proposal to obtain fixed price proposals from firms to provide temporary staffing services for various Educational Clients on an as-needed basis.

TSCTI confirms that its submitted proposal meets all the instructions, requirements, and specifications set forth in the request for proposals, also meets the required qualifications and possesses related documents. Besides this, we comply and agree by the terms and conditions mentioned in the solicitation.

We acknowledge the release of addendum#1 dated April 17, 2023. We acknowledge and agree to all rules, procedures, terms, and conditions, specified in this RFP. We have limited our response to the specific items and if, the University determines that TSCTI's response is deficient in any way, we respectfully request to notify us and be given the opportunity to correct any deficiency. TSCTI's proposal would valid minimum for [REDACTED] as required in the solicitation. For any clarifications or additional information regarding for this proposal or any other services, please contact at below mentioned contact info assigned as authorized staff to contractually obligate TSCTI with proposal and for any future negotiations. We look forward to a mutually rewarding partnership.

*Yann Pule*

[REDACTED]  
22nd Century Technologies, Inc.  
8251 Greensboro Drive, Suite 900, McLean, VA 22102  
Tel.: 888-998-7284 | Fax No. 732-537-0888 | Email: sledproposals@tscti.com



1. Cover Letter

Complete and return SIGNED RFP cover page and any addenda. Proposals shall be signed by an authorized representative of the Offeror.

University of Mary Washington

Procurement Services

SEALED REQUEST FOR PROPOSAL (RFP)

ISSUE DATE: March 28, 2023
RFP NUMBER & TITLE: RFP 23-1521; Temporary Staffing Services
PROPOSAL DUE DATE & TIME: April 25, 2023 by 2:00 PM
NOTE: Proposals received after the due date and time cannot be accepted.
PROPOSAL DELIVERY ADDRESS: University of Mary Washington
WORK LOCATION: [X] All Campuses [ ] Fredericksburg [ ] Stafford [ ] Dahlgren
COMMODITY CODE(S): 91865, 91885, 96130, 96269
PRE-PROPOSAL CONFERENCE: [ ] Optional [ ] Mandatory [X] N/A
CONTRACT OFFICER: Lindsay Fare PHONE: 540-654-1057 EMAIL: lfare@umw.edu
PERIOD OF CONTRACT: Date of award through one year with five (5) additional one-year renewal options or as negotiated.

In compliance with this Sealed Request for Proposal (RFP) and to all the conditions imposed therein, and hereby incorporated by reference, the undersigned firm offers and agrees to furnish the goods/services in accordance with attached signed proposal or as mutually agreed upon by subsequent negotiation.

By signing this proposal, you are certifying that you are an authorized representative of the offering firm and that the firm's principals or legal counsel have reviewed the Request for Proposal General Terms and Conditions and any Special Terms and Conditions.

THIS FORM MUST BE COMPLETED AND RETURNED WITH PROPOSAL

Name of Offering Firm: 22nd Century Technologies Inc.
Address of Offering Firm: 8251 Greensboro Drive, Suite 900, McLean, VA 22102
DSBSD Certification No.: 662043 Expiration Date: October 29, 2025
eVA ID: [Redacted] Tax ID: [Redacted]
Email: sledproposals@tscti.com Telephone: 888-998-7284
Website: www.tsct.com Fax: 732-537-0888
Submitted By (Print Name & Title): [Redacted]
Signature (In Ink): [Handwritten Signature] Date: April 24, 2023



## Addendum Acknowledgement

**END OF ADDENDUM NO. 1**

Lindsay Fare  
Contract Officer  
Procurement Services  
University of Mary Washington  
Phone: 540-654-1057

RFP 23-1521 Addendum No. 1 (and all addenda) should be acknowledged and included in the RFP submittal package.

NAME OF OFFERING FIRM: 22nd Century Technologies Inc.

NAME OF OFFEROR REPRESENTATIVE: [REDACTED]

OFFEROR SIGNATURE: *[Signature]*

DATE: April 24, 2023



## 2. History of the Firm

Provide a brief description and history of the firm, including information detailing experiences and qualifications of the firm to provide this solution, such as number of years in business providing similar solutions to similar entities, preferably in higher education.

[Redacted] and capability in delivering and managing Staffing Services in a timely manner (often ahead of schedule) to various Commercial, Local, State, and Federal government customers. Our services are based on [Redacted], TSCTI is currently providing similar services in the State of VA and serving over 350+ contracts serving Federal, state, and commercial agencies including more than [Redacted] services inculcating a high level of customer satisfaction through exceptional quality and dedicated customer commitment. TSCTI's Client Engagement and Delivery Office (CEDO) provides regular and "after-business-hours support", giving 24 hours' support to clients and end-to-end human resource management. We will provide the University with a dedicated local Account Management Team, which will specifically address the University's requirements.

We offer a 360-degree-staffing solution to our clients. TSCTI is in the Temporary Staffing Services business for more than two and a half decades with over [Redacted] utilizing similar services stated in this RFP. We have over 5.1M resources of proficient and experienced professionals nationally. We have an expert team consisting of 270+ recruiters, and data miners, with an average experience of 5 years in recruiting temporary professionals. We are a compliance-focused organization that aims to provide first-rate professional services to our clients across the USA.

We have been successful in providing over [Redacted], under various Master Agreements for categories including but not limited to Executive Assistant, Office Manager, Sr. Accountant, Housekeeping Worker, Grounds Worker, General Laborers, Office Associate with IT and A/V skills, IT and A/V Technician, IT and A/V Technician, Technical Support Staff, in addition we are also capable of providing multiple positions that may be requested exclusive of the afore-mentioned positions. Our level of service can be measured by the [Redacted] backed by a high level of customer satisfaction through exceptional quality and dedicated customer commitment. [Redacted]

[Redacted] As per the addendum 1, we do understand and acknowledge that the University is facing issue of sufficient pool of certified officials for its Athletics Department to utilize during sports games. Being firmly established in the State of VA, with over [Redacted]M pre-vetted candidate database, we have a strong resume database local to the State of VA for catering the Athletics Department requirements. The positions include but not limited to Athletic Director, Sports Information Director, Coaches (For All Sports), Athletic Trainers, Equipment Manager, Strength and Conditioning Coach, Academic Advisor, Compliance Officer.

**Headquarters in the State of VA:** To ensure the operational continuity TSCTI has designed an Operation management and service delivery team backed by reach corporate resources, tools and technologies. TSCTI's has its corporate headquarters at: **8251 Greensboro Drive, Suite 900, McLean, VA**, which puts us forward as an advantage. In addition, we also possess strong pool of candidates that are local to the State of VA.

Local Los Angeles, VA office	8251 Greensboro Drive, Suite 900, McLean, VA
Total Staff (Operation) in VA Office	[Redacted]

**Official Name:** 22nd Century Technologies, Inc.  
**Type of Ownership:** Corporation  
**Month and Year established:** Mar 24, 1997  
**Years in Business:** 26+ Years  
**Fed ID:** [Redacted]  
**DUNS Number:** [Redacted]  
**Size of the Company:** [Redacted]  
**Website:** [www.tscti.com](http://www.tscti.com)  
**HQ Address:** 8251 Greensboro Drive, Suite 900, McLean, VA 22102  
**Telephone No:** 888-998-7284  
**E-Mail:** [sledproposals@tscti.com](mailto:sledproposals@tscti.com)

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**Our Vision**  
 Client satisfaction through motivated staff

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**Our Commitment**  
 Right People, on Right Time, at Right Price

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**Awards**  
 ✓ [Redacted]  
 ■ [Redacted]  
 ■ [Redacted]

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**Strengths**  
 ✓ [Redacted]  
 ■ [Redacted]  
 ■ [Redacted]  
 ■ [Redacted]  
 ■ [Redacted]  
 ■ [Redacted]



No. of Similar Contracts being catered at VA Office [REDACTED]

As per University’s requirement, our headquarters are just approx. [REDACTED] miles away. TSCTI’s headquarters is in close proximity to the University providing us an exception advantage of efficiently catering the requirements of the University.

We connect professionals with various employment opportunities and initiatives of our Federal, State and Local government and make a difference in the communities in which we live and work. We bring a mix of innovative technology and Recruitment and Talent Search sector expertise to serve federal, State and Local government organizations. Our contract management approach to deliver such contracts is based on proven life-cycle methodologies and integrates the [REDACTED]. We combine real-world experience, specialized skills, innovative thinking, and industry knowledge to deliver quality Temporary Staffing Services. Our primary goal is to achieve the ultimate satisfaction of our customers and pave their way to success. This result driven philosophy is reflected in every aspect of our solution approach - from the Tools, Technologies, Resources we select to our implementation and change management strategies.

**Why Us**

- 26+ years of Experience in providing Temporary Staffing services.
- Corporate Headquarters just [REDACTED] miles away
- Local to the State of VA
- [REDACTED]
- Presence and contracts in all 50 States and [REDACTED] regional/service delivery offices.
- Financial Stable company with [REDACTED] revenue.
- [REDACTED] active temporary employees serving our customers and citizens.
- [REDACTED] Inhouse Resume database of Temporary employees.
- [REDACTED] Resumes database of Temporary Employees local to VA.
- [REDACTED] Temporary Staffing services contracts exclusively with government agencies.
- [REDACTED] Staffing services contracts exclusively with University clients
- [REDACTED] Staffing services contracts exclusively with government departments of State of VA.
- [REDACTED] certified Quality Management system.
- [REDACTED] organization.
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- Customized reporting facility.
- Local Presence and effective local service delivery and Account Management teams.
- Government focused organization, our processes and resources are aligned to deliver the best services to our government

**Awards and Recognition:**

Since our founding in 1997, TSCTI has been recognized for its delivery excellence, customer focus, business growth and its commitment and dedication to its employees. We are so happy and proud to be recognized as among the Best Software Companies to Work for by Forbes. Also, [REDACTED]



[REDACTED] We are recognized as trusted advisers and innovators who deliver on our clients’ largest and most complex projects. We are one of the few firms with the scale, reach and capabilities to help government clients meet the ever-evolving digital expectations of their customers and citizens. With innovative offerings, our consultants have limitless opportunities to make a difference for the clients and communities we serve.

**Our Mission**

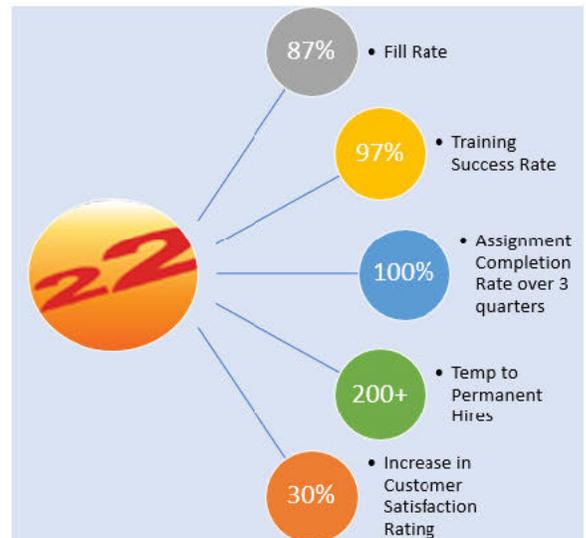
Our sole mission is the enhancement of client productivity and profitability across the requirements spectrum, including the following:

- **Professional Talent Resourcing**- is a foundation for today’s scalable workforce by providing single consultants or an entire team.
- **Solutions**- distinct practices that address a wide range of technical/non-technical requirements through hybrid or turnkey solutions.



**Few Big Similar Contracts:** As a contracted staffing provider for many high-volume recruiting contracts, TSCTI is uniquely qualified to support City’s temporary staffing services program. Success can be demonstrated by some of our recent similar engagements:

- **City of Dallas:** Single award contract with contract values of \$10M and 30+ active staff
- **New York City Fire Department** (200+ Staff)
- **New York State Office of Information Technology Services** (Managing complete network infrastructure with \$20M contract value)
- **US Department of Transportation** (Provided 500+ staff)
- **The School District of Palm Beach County** (Provided 650+ staff in 180+ schools)
- **State of New Jersey** (1300+ staff at 150+ state agencies)
- **Department of Management Services, FL (Managed Service Provider contract)**
- **Department of Management Services, FL (Staff Augmentation)**



**Financial Capability**

TSCTI has the required capital to provide uninterrupted services if awarded this contract. TSCTI is a financially stable and growing company. In the year 2021, we were financially evaluated [REDACTED] Million. In the year 2022, TSCTI’s total revenue crossed over [REDACTED] TSCTI does not have any pending mergers or financial liabilities that may affect this current contract. TSCTI states that it has never filed bankruptcy, pending litigation, planned office closures, or impending merger and possesses the necessary financial capacity, working capital, and other resources to carry out the capital, operating, planning, and future maintenance activities listed in the solicitation, without assistance from an external source.



**TSCTI's experience in the State of VA:** TSCTI is [REDACTED] and has a strong presence in the State of VA in providing Staffing Services to various government agencies. Currently, we are serving our esteemed clients including but not limited to:

TSCTI's VA Clients	
Commonwealth of Virginia Department of Behavioral Health and Developmental Services (DBHDS)	Temporary Employees, As-Needed.
Commonwealth of Virginia	Statewide Temporary Medical Services
Virginia Beach City Public Schools	Temporary Staff Augmentation Services
Arlington County	Healthcare Staffing Services
Arlington Public Schools	Medical Temporary Labor
Chesterfield County	Healthcare Staffing Services
City of Chesapeake	Temporary Healthcare Staffing Services
City of Lynchburg	Temporary Staff Augmentation Services
City of Newport News	Temporary Healthcare Staffing Services
City of Norfolk	Temporary Staff Augmentation Services
City of Portsmouth	Temporary Staffing Services
City of Richmond	Healthcare Staffing Services
DGS	Temporary Staffing Services
Eastern State Hospital Purchasing	Healthcare Staffing Services
Eastern Virginia Medical School Materials Management	Temporary Staffing Services
Fairfax County Public Schools	Temporary, As-Needed, Medical Employees
James City County	Temporary Staffing Services
Virginia Housing Authority	Temporary, As-Needed, Medical Employees
City of Chesapeake	Temporary Staffing Services
Commonwealth of Virginia The Department of Behavioral Health and Developmental Services (DBHDS)	Temporary, As-Needed, Medical Employees

**Experience with Higher Educational Clients:** TSCTI has 26+ years of experience in providing Temporary staffing services to various Educational clients including the State of VA. TSCTI is currently a serving more than [REDACTED] Educational Clients as a Prime Vendor and providing similar services. Following table depicts TSCTI's experience with the Educational Clients.

Universities, Colleges, and Education boards	
James Madison University VA	Clemson University, SC
Florida International University, FL	University of Edwardsville, IL
Southern Illinois University, IL	University of Maryland, MD
University of Texas Medical Branch, TX	The University of Oklahoma, OK
University of Central Florida, FL	University of Massachusetts, MA
University of Arizona, AZ	University of Maryland University College, MD
Miami University, OH	State Universities Retirement System of Illinois, IL
Central New Mexico Community College, NM	Community College of Aurora, CO
Montgomery College, MD	Department of Education, MD
Department of Education, NJ	PA State System of Higher Education, PA



Experience with other Clients:

Table with 2 columns: Clients and Services. Lists various school districts and public schools across different states and the services provided to them, such as temporary staffing, employment services, and staff augmentation.

TSCTI's Similar Solutions to Similar Entities

Client#1

Table for Client#1 with columns: Name of client organization, Contract Value, and Description. The description details the company's role in providing temporary personnel to a university, including recruitment, screening, and management.

Client#2

Table for Client#2 with columns: Name of client organization, Contract Value, and Description. The description details the company's role in providing temporary personnel to a university, including recruitment, screening, and management.



tools such as ERP Kick and Job Diva. TSCTI replaced the 2 unqualified candidates with qualified one by the next working day of candidate replacement request raised by University without charging any fees for unsatisfactory candidate.

Client#3

Name of client organization [Redacted]

Description: [Redacted] community college in [Redacted]. Founded officially in 1946 as Montgomery Junior College, its name comes from the county in which it is located. The earliest start date that can be contributed to Montgomery College is October 15, 1893, when the Bliss Electrical School began. Bliss was absorbed by the current college in 1950 and became the electrical program for the school. The college has three campuses, the largest of which is in Rockville. Its other campuses are in Takoma Park/Silver Spring and Germantown. Its off-campus sites include the Business Training Center in Gaithersburg and Westfield South in Wheaton. The Montgomery College solicited proposals to provide properly trained and experienced temporary staff on as needed basis. MC needed a qualified vendor who could support the professional services on numerous positions for multiple departments those can last time periods from one week to several months. Currently we have 15 candidates out of whom 10 are active and rest have finished their contract duration. Active candidates are working on various projects with MC including but not limited to General Clerical, Administrative Assistant, Executive Assistant.

Client#4

Name of client organization [Redacted]

Description: [Redacted] a public community college in [Redacted] it serves the Tucson metropolitan area with a community college district consisting of five campuses, four education centers, and several adult education learning centers. It provides traditional and online instruction for over 144 programs. The college also offers workforce training, non-credit personal interest classes and post-baccalaureate certificates. PCC is one of the largest multi-campus community colleges in the United States, with relative ranking varying between fourth and tenth largest. PCC is accredited by the Higher Learning Commission. The intent of this Request for Proposals was to provide staffing agencies an opportunity to present their qualifications, experience, and conceptual approach to providing professional staffing services for the PCC. Proposals that concisely present the information requested in the order and manner requested were considered and PCC was seeking multiple staffing firms to provide similar staff (required in this solicitation) for professional staffing services on an "as needed" basis at its different locations in Tucson. TSCTI handled their timesheets, distributed their pay, and managed their payroll. They were compensated fairly for their overtime (over 40 hours) by paying them 1 to 2 times the hourly rate. Automated tools like ERP Kick and Job Diva are used to manage time sheets and in-out times. For this the similar Account Management Team was proposed, and due to good level of services were provided, TSCTI was able to win the rebid of the contract in 2022. Positions provided by TSCTI includes but not limited to Executive Assistant, Office Associate, Sports Coaches, Accountant/Sr. Accountant, Housekeeping Worker, Grounds Worker, General Laborer, Application Support Programmer, Campus Buyer/Technical Support

Client#5

Name of client organization [Redacted]

Description: [Redacted] was seeking a contractor for temporary personnel service to establish a pool of available persons to hire in the general service areas, to include but not limited to: Clerical, Administrative, Receptionist, Facilities Custodial, Technician, Grounds Worker Application Support Programmer etc. TSCTI provided the requested services successfully to the University. TSCTI's provided staff is successfully working with the University at the assigned roles and responsibilities. In Total TSCTI has provided 10+ FTEs as similar to requested by the University for the positions similar to those mentioned in the solicitation. TSCTI provided the services to the University who could attend the meetings to discuss the hourly salaries, job descriptions, roles and responsibilities of each positions. Provisions of Non – Discrimination, Americans with Disabilities Act (ADA), Equal Employment Opportunity were followed. Recruiters followed the Recruitment plan strengthened with Diversity inclusion factors such as training recruiters for fair opportunities, promoting job ads to be more inclusive in language to appeal to candidates from different backgrounds and many more. A special team was assigned to look after the customer services to the University with 24\*7 availability for quick issue resolution. Under the contract. to cater our commitment of unsecondary customer services, TSCTI replaced the 2 unsatisfied employees with qualified one by the next working day of candidate replacement request raised by University without charging any charges for unsatisfactory candidate. Candidate Reports are being managed with the help of automated tools such as Job Diva. Provided positions include but not limited to Sports Coaches, Accountant/Sr. Accountant, Housekeeping Worker, Grounds Worker, General Laborer, Application Support Programmer, Campus Buyer/Technical Support.

Client#6

Name of client organization [Redacted]

Description: The purpose of this request for proposal was to solicit proposals from qualified contractors to provide potentials staff and resumes as per the needs within the given timelines of University. It was a multiple contractor award. On request raised by University, TSCTI's recruiters



executed their multichannel sourcing to reach out the qualified candidates – consisting of Locating Qualified Candidates through Automation, Internal Resume Database, Incumbent Capture, Online Job Boards, Internal Employee Pool, Employee Referrals, Traditional Media, Social & Web Media, 3rd Party Vendors. Under the contract, TSCTI successfully placed quality candidates being screened out by numerous skill assessments and technical tests conducted by SMEs with in-depth understanding of client’s requirements for a specific position. Top 3 candidates were provided to university for the single position. TSCTI supported and coordinated the candidate’s interview with university at the requested time and place. Considering, the placed candidates as its own employee, TSCTI took the responsibility of their timesheets, salary distribution and payroll management and provided them fair charges of 1-½ times of hourly pay rates for their overtime (exceeded beyond 40 hours). In – out timings and time sheets are managed using the automated tools such as ERP Kick and Job Diva. TSCTI maintained the entire record of each placed candidate individually including the record of their dates of assignment and off-boarding, hourly pay rates and bill rates. The cumulative reports were shared with university biweekly. Candidate Reports are being managed with the help of automated tools such as Job Diva.

Other Educational Clients

Name of client organization [Redacted]

[Redacted] is committed to ensuring equitable access, closing the opportunity gaps and excellence in education for every student. As part of our 5-year strategic plan, we will be initiating projects that help meet the following goals: • Ensure educational excellence and equity for every student, • Improve systems districtwide to support academic outcomes and meet students' needs and, • Strengthen school, family and community engagement. The District supports approximately 100 locations, over 9,000 staff, and more than 53,000 students. Description of the contract: Seattle Public Schools (the District) is requested Statements of Qualifications from qualified firms interested in providing project staff to the District on a temporary basis to assist with business and technology projects. The District intends to pre-qualify firms and subsequently select firms from that group as needed. Prequalified firms that closely meet the needs of the District, and have the experience, knowledge, and skills to deliver temporary technology staffing personnel as needs arise for the District. The term of the contract will be from September 1, 2021 to August 31, 2024 with the options for two (2) one-year extensions for a total of five (5) years. Please note that pre-qualified placement on the roster does not guarantee any specific amount of work, and in fact may not award any work at all. The District was seeking firms with broad expertise in filling business and temporary skilled positions, a thorough understanding of business and technical position requirements, the ability to provide qualified candidates on short notice, and a strong orientation to customer service. Positions: The duration of employment varies depending on the specific needs of the hiring department, ranging for either short term or long-term assignment. In Total TSCTI has provided 15 FTEs as similar to requested by the school District including but not limited to Sport Coaches, Office Associate(IT), IT and AV Technician, Application Support Programmer, Campus Buyer/Technical Support

Name of client organization [Redacted]

**Background:** The School District is the 10th largest K-12 school district in the US and the 5th largest in Florida with approximately 193,000 students who speak 146 languages and dialects and a total budget of \$2.9 Billion. Our District has 180 schools, with approximately 27,168 employees. We have 312 Career Academies and Choice Programs including a variety of academic and career and technical programs. Our Department of Exceptional Student Education (ESE) assists our teachers in providing appropriate public education for over 37,000 students with special needs, ranging in age from three to twenty-two. Our District supports 28 adult and community education school sites, one full time Adult Education Center, 13 community satellite locations and one Adult Virtual Education Program. Additionally, the School Food Service Department currently services 34 of the District’s Charter Schools. Description of the contract: This is a Request for Proposals (RFP) for Temporary Personnel Staffing Services to The School Board of Palm Beach County, Florida (the Board), the governing body for the School District of Palm Beach County, Florida (the District). It is the intent of the Board to award to the two vendors offering best value and lowest cost to the School. The purpose of this RFQ was to solicit proposals from qualified organizations/individuals to provide recruitment, screening and placement services and support to provide resumes/potentials staff for the local jobs to the District for a negotiable Fixed Price contract. Under this contract we are providing temporary staffing services for Professional Services & General Procurement. TSCTI under this contract is prime vendors responsible for all contract performance including the subcontractor’s performance. TSCTI is looking for majorly local talent and any skilled personnel ready to relocate in the area for local economic welfare. TSCTI has placed over 400+ staff, who has ended projects as per the contract terms. The duration of employment varies depending on the specific needs of the hiring department, ranging for either short term or long-term assignment. In Total TSCTI has provided 15 FTEs as similar to requested by the School District: In Total TSCTI has provided 15 FTEs as similar to requested by the school District including but not limited to Sport Coaches, Office Associate(IT), IT and AV Technician, Application Support Programmer, Campus Buyer/Technical Support

Name of client organization [Redacted]

**Background:** [Redacted] also referred to as [Redacted] or City Schools, is a public-school district in the city of Baltimore, state of Maryland, United States. [Redacted] solicited proposals to provide properly trained and experienced temporary staff on as needed basis. BCPS needed a qualified vendor who could support the professional services



on numerous positions for multiple departments those can last time periods from one week to several months. Currently we have 20 candidates out of whom 08 are active and rest have finished their contract duration. Active candidates are working on various projects with BCPS.

Name of client organization

Contract Value

Background: The [redacted] is responsible for the governance, organizational and financial oversight of Chicago Public Schools (CPS), the third largest school district in the United States of America. It establishes policies, standards, goals and initiatives to ensure accountability and provide a high quality, world-class education for the 21st century that prepares our students for success in college, work and life. The Chicago Board of Education serves as the board of education (school board) for the Chicago Public Schools. The board traces its origins to the Board of School Inspectors, created in 1837. The board is currently appointed solely by the mayor of Chicago. Between 2024 and 2027, the board is slated to transition to consist entirely of elected members. The Board of Education of the City of Chicago (the "Board") or Chicago Public Schools invited the submission of responses from firms ("Respondents") experienced and qualified to provide Temporary Staffing Services ("Services") to the Board. The RFP respondent qualify vendors capability to provide the required Services. The Contract duration 4-years with one (1) option to renew the Contract for a period of one (1) year. CPS invited proposals from various/multiple staffing firms to provide temporary staff and services with the schools in entire Chicago region. TSCTI is one of the awarded firms providing services out 8 firms those were awarded the contract. The total budget was around \$12M for the state-wide schools that is controlled by the Board. Some of similar positions include Executive Assistant, Office Associate with Personal Computer, Accountant/Sr. Accountant, Housekeeping Worker, Grounds Worker, General Laborer, Office Associate, Application Support Programmer, Campus Buyer/Technical Support

Name of client organization

Contract Value

Background [redacted] with more than 24,300 students. The District currently has twenty-one (21) elementary schools, seven (7) middle schools, four (4) high schools and one (1) Center of Technology and Advanced Learning campus. The District's 33 campuses serve the community of Richland Hills and portions of Haltom City, Hurst, North Richland Hills, Watauga, Colleyville and Fort Worth. The Birdville Independent School District (BISD) is soliciting competitive sealed proposals for Consulting Services in multiple disciplines that can be utilized on an as-needed basis throughout the district. The intent of this RFP is to establish a list, of qualified consultant individuals and Consultants that can provide services to the district as a whole. The temporary services are temporary in nature and short in nature, normally in the areas that supplement the expertise of the school district. Birdville Independent School District was seeking a contractor on as needed basis for temporary staff with the skill, knowledge and experience required by the BISD to perform various functions at various positions in all the departments of the cities. The BISD had requested various positions for different departments and TSCTI has provided the same. Out of the many mentioned positions provide to BISD, below are some positions that are identical to the positions requested by School District. Provided positions include but not limited to Sports Coaches, Executive Assistant, Office Associate with Personal Computer, Accountant/Sr. Accountant, Housekeeping Worker, Grounds Worker, General Laborer, Office Associate with IT and A/V skills, IT and A/V Technician.

Name of client organization

\$900K+

Background: [redacted] is the largest school district of [redacted] in terms of enrolment. [redacted] had 50,000 students. The intent of this Request for Proposals was to provide staffing agencies an opportunity to present their qualifications, experience, and conceptual approach to providing professional staffing services for the TUSD. Proposals that concisely present the information requested in the order and manner requested were considered and TUSD was seeking multiple staffing firms to provide similar staff (required in this solicitation) for professional staffing services on an "as needed" basis at its different locations in Tucson. For this the similar Account Management Team was proposed, and due to good level of services were provided, TSCTI was able to win the rebid of the contract in 2018. TSCTI has successfully placed more than 15 temporary staff on this contract. Provided positions include but not limited to Sports Coaches, Executive Assistant, Office Associate with Personal Computer, Accountant/Sr. Accountant, Housekeeping Worker, Grounds Worker, General Laborer, Office Associate with IT and A/V skills, IT and A/V Technician.

Name of client organization

Background: Douglas County is served by Douglas County School District is the third-largest school district in Colorado. In addition to traditional neighbourhood schools, the district includes six charter schools, four option schools, and an online school. Schools are rated generally high in the area. DCSD issued the RFP to obtain professional temporary staffing resources for a variety of positions. The base period covers the 2017, and the two option periods cover the 2019 and 2020. TSCTI is providing Temporary Employment and Staffing Services under this contract. The contract was awarded to single vendor. The contract is for 3 years and TSCTI is successfully managing the requirements requested in the contract. TSCTI has successfully placed more than 15 temporary staff on this contract. Provided positions include but not limited to Sports Coaches, Accountant/Sr. Accountant, Housekeeping Worker, Grounds Worker, General Laborer, Application Support Programmer, Campus Buyer/Technical Support.



Minimum Requirements:

Minimum Requirements	
1. All temporary personnel shall be employed by the Contractor. The Contractor shall be responsible for all payroll taxes, workers' compensation, payroll reports, and any other federal and state mandated employer requirements for temporary personnel.	TSCTI understands and complies by the Statement. We would be responsible for all payroll taxes, workers' compensation, payroll reports, and any other federal and state mandated employer requirements for temporary personnel
2. The temporary staff supplied by the Contractor should be available for the length of the assignment. If the temporary staff is unable to complete the assignment, a one-week notice is required. The Contractor must be willing to fill long term assignments (at least 6-8 weeks).	TSCTI understands and complies by the Statement Our temporary staff would be available for the length of the assignment. TSCTI would provide immediate replacements to execute University's assignments.
3. The Contractor shall insure that all temporary personnel sent to the University of Mary Washington are bonded and insured through their agency. Personnel may have access to confidential information such as credit card numbers or other highly sensitive data.	TSCTI understands and complies by the Statement. TSCTI will ensure that all temporary personnel sent to the University of Mary Washington are bonded and insured. TSCTI follows its confidentiality policy for to confidential information such as credit card numbers or other highly sensitive data
4. The Contractor shall be staffed to conduct business with the University between the hours of 8:00 a.m. and 5:00 p.m.) The Contractor should be within the local calling area of the University, or shall provide a toll-free phone number. Phone messages left with contractor staff should be returned within the same business day unless designated by the University to require a quicker turnaround.	TSCTI's has office located in the State of VA. Our operations run from [REDACTED] Whereas our experienced Account Executives are available 24x7 round the clock, over the telephone (toll-free), e-mails, through messengers and/or in-person for the State to contact. After securing the contract, TSCTI will provide a dedicated phone number and an email ID to the University for all the emergency and after-hour services.
5. The Contractor shall assign a coordinator to handle and assist in any and all scheduling, billing, and problem solving for the University. Phone and email contact information shall be provided to the University prior to the commencement of the contract	The University will be assigned a dedicated Account Manager by TSCTI, who would be in charge all communications with the University. TSCTI is proposing the service of an [REDACTED] [REDACTED] who will be responsible for working with the Account Director on the requirement, in case the Account Manager is unavailable (due to vacation, leave of absence, attendance at a conference, a day off, etc.), all the communication and management of the contract will be managed by the Account Director ensuring uninterrupted services. The team that we are proposing for this contract holds multiple years of experience handling similar contracts. Combined with our corporate office support, there is no position we cannot/have not filled that the University may need.
6. The Contractor shall provide the University of Mary Washington the option to pre-screen and interview any temporary staff appearing to meet qualifications (prior to that individual being selected for a particular assignment) at no cost to the University. The University of Mary Washington will have the option to request a copy of resume or application as part of the pre-screening process.	TSCTI understands and complies by the Statement.
7. The University of Mary Washington shall have the right at any time to refuse or determine unacceptable any temporary personnel supplied by the Contractor. Refusal of any temporary personnel shall not be based on race, color, religion, sex, age, national origin, disability or political affiliation in accordance with Equal Opportunity Employment Guidelines. The rejected temporary staff shall be immediately removed and prompt arrangements made for a suitable replacement.	TSCTI agree and understand that the University of Mary Washington have the right at any time to refuse or determine unacceptable any temporary personnel supplied by the TSCTI. After the rejection we will provide immediately replacement of similar expertise which will be suitable.
8. All temporary employees considered for UMW, shall require a driving record, Virginia State Police Criminal history, nationwide criminal history or other University-specified types of background check; the cost of which shall be incurred by the Contractor. All criminal conviction information shall be provided to the University by phone call to the Office of Human Resources, 540-654-1214, for review, prior to the temporary staff appearing for work on the first scheduled day. Information from background checks must include, but not be limited to; any and all criminal convictions, the charge(s) and date(s) of occurrence, the	TSCTI has a proven, well-defined and flexible Background Check Policy run by our experienced [REDACTED] Being an EEO firm, we conduct a thorough background check and drug test of each candidate with no discrimination. We have developed a robust policy that covers standard BG/DT that includes Residence Check, Employment Check, Academic Record Check, Reference Check, Civil Litigation Check, Identity Check, Emerging Background Checks, Police Criminal Record Check, Database Check, Driving Records Check, SSN Tracing,

<p>disposition/sentence (if any), jurisdiction, and type of court. The University prefers to receive ALL criminal conviction historical information, not just the most recent seven (7) years of data.</p>	<p>Credit Checks, E-Verify Background Checks, Child Protective Services Background and Drug Test of minimum 5-Panal. TSCTI follows all state and federal laws with respect to discrimination in employment and shall not discriminate against any individual on the basis of race, color, religion, gender, sexual orientation, marital status, national origin, age, or disability.</p>
<p>9. The normal working hours for temporary personnel are 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding holidays, although this may vary. Also, there may be requirements for evening, weekend, and overtime work. Weekend work shall be defined as Saturday and Sunday. Overtime shall be defined as hours worked in excess of 40 per week. Lunch periods will range from 30-60 minutes and will be determined by the University department for which the temporary employee is assigned. No payments will be made for lunch periods.</p>	<p>TSCTI understands and complies by the University requirement.</p>
<p>10. The University will provide the Contractor with an orientation packet to be distributed to each new employee upon assignment to University of Mary Washington. The packet will include such information as: The University of Mary Washington mission statement, community values, alcohol and drug policy, smoking policy, dress code, respectful workplace policies, IT network and computer use policy, and other relevant University of Mary Washington policies and procedures. Upon receipt of the originals from the Employer, it is desirable that the Contractor be responsible for printing the handouts for each new employee. The contractor must send to the University each temporary employee's written acknowledgement of receipt of the orientation packet prior to the employee's first day of work.</p>	<p>TSCTI agree and understand and complies by the Statement. We have a standard procedure focused on customized orientation process. TSCTI will develop a customized assignment guide to distribute and discuss with each temporary employee assigned to University. The assignment guide can include items such as directions to your facility, work hours, dress code, safety rules, absence notification procedures, as well as information on your organization such as your values and ethics policies, business objectives, and strategy. The orientation process might also include: ERPKick Timekeeping practices, Drug testing and background checks, Safety expectations and testing, Attendance rules, College District policy acknowledgement, Equipment management, from badges to distribution of personal protective equipment</p>
<p>11. The University of Mary Washington shall assign, and identify to the contractor, the persons who are authorized to request temporary personnel. An eVA Purchase order (<a href="http://www.eva.virginia.gov">http://www.eva.virginia.gov</a>) from University of Mary Washington authorized personnel shall constitute an official job request for service under this contract. This may be followed or preceded by an email or phone call to clarify the order. The awarded contractor shall be expected to receive electronic orders and payment information through the eVA system. (ref. Section IX, General Terms and Conditions)</p>	<p>TSCTI agree and understand and complies by the Statement.</p>
<p>12. The University will contact all awarded contractors simultaneously with a request for staffing. Contractors shall send qualified resumes to the University's office of Human Resources for review and consideration. Once a selection has been made, the contractor shall coordinate the interview time, (if required), with UMW Office of Human Resources and schedule the background check. The Contractor shall conduct the required background check and the review of the University's Orientation packet (see #10 above) for/with the selected candidate. The Contractor shall notify the University when the background check report is ready for University approval. Once the selected candidate has been approved for hire, the agency shall notify the University once the orientation and review of the University statements and policies are completed. If none of the contractors are able to comply with the request, the University of Mary Washington shall fill the requirement from other qualified sources.</p>	<p>TSCTI agree and understand point 12 specified under the section of requirements of the contractor.</p>
<p>13. The Contractor shall supply all temporary personnel with time cards or provide some method for entering hours and supervisor approval of time worked. Hours worked will be signed (or approved electronically) on a weekly basis by the area supervisor. Time cards shall be signed prior to the last day of employment. No payments will be processed without correctly approved time cards. NOTE: If a time-keeping system is used by the offeror, please detail this information within the submitted proposal.</p>	<p>[REDACTED]</p>



	TSCTI can run the reports in the background and get the finished report in the mailbox whenever required.
14. The Contractor shall not charge the University of Mary Washington any placement fees or agency fees if a temporary employee submits an application for full-time employment with the University and is selected for employment through the University's competitive selection process. The temporary employee shall give the contractor a two week notice prior to being employed by the University.	
15. The Contractor shall have a physical office located within a one-hundred (100) mile radius of UMW's campuses.	TSCTI's HQ has in close proximity of the University Location (53.6 miles away), thus, we would be able to best meet the University's needs.

Requirements for Temporary Employees:

TSCTI's temporary employee meet the minimum qualification as stated in this contract.

1. Cordiality, Punctuality and Responsibility	In case the TSCTI's contracted staff unable to perform and University wants an immediate replacement, TSCTI will replace the contracted staff with [redacted] hours of the requested time. The contracted staff is communicated by the Human Resource department. And the Account Management team immediately escalate the same to the senior management for corrective action. Parallel, the request will be forwarded to the recruiting team along with complete skill-set, qualification and experience requirement and other preferred areas like domain experience. As part of this process, consultant's documents their daily tasks are submitted to the Client and/ or TSCTI Account Manager. Throughout the lifecycle of the project, the status of key milestones is regularly and formally documented. Changes to project scope, timing, or direction are frequently communicated to ensure the project schedule is monitored and clearly understood at all levels. Under normal scenarios, TSCTI's employee has to give a notice of a minimum of [redacted] leaving the contract. The newly hired employee works along with the employee during this period for complete knowledge transfer - understand the project, current status, and pending tasks/ issues to minimize the project impact.
2. Communication Skills	TSCTI screen the candidate in accordance with the requirements of the position. We are ensuring that they are able to read, write, speak and comprehend the English language
3. Dress and Equipment	TSCTI provides training to the potential candidate for their job tasks before orientation and onboarding of employee. When employees are hired, we conduct a new hire orientation, ethics training and we interact with the employees to educate about our work culture and benefits. They are well informed about the professional dress, according the type of work performed and safety shoes. During our screening process we ask various questions to the candidate to know what all types of equipment the candidate has operated or has the technical know-how of.
4. Professionalism	During the screening process our recruiters view the candidate profile on publicly available social media network sites like LinkedIn, Facebook, etc. This allows us to get a better understanding of the candidate's values, personality, and professional background. TSCTI has prepared a variety of aptitude, personality, and skills tests and questionnaires based on our experience of decades of providing temporary staffing services that assess a wide variety of traits and abilities. <ul style="list-style-type: none"> <li>[redacted]</li> </ul>
5. Drug and Alcohol Use	TSCTI has a proven, well-defined and flexible [redacted] run by our experienced Employee [redacted] we conduct a thorough background check and drug test of each candidate with no discrimination. We have developed a robust policy that covers standard BG/DT that includes Residence Check, Employment Check, Academic Record Check, Reference Check, Civil Litigation Check, Identity Check, Emerging Background Checks, Criminal Record Check, Database Check, Driving Records Check, SSN Tracing, Credit Checks, E-Verify Background Checks, Child Protective Services Background and Drug [redacted] TSCTI follows all state and federal laws with respect to discrimination in employment and shall not discriminate against any individual on the basis of race, color, religion, gender, sexual orientation, marital status, national origin, age, or disability.
6. Contractor non-photo ID cards	TSCTI is aware that our temporary employees will sign in and out at the Physical Plant, when providing services at the University. [redacted]
7. Transportation	We understand that all temporary employee will be responsible for their own transportation throughout the work site.

**TSCTI's Qualifications:**

Our solutions are based on meeting the most prominent needs of our clients. TSCTI has thoroughly read the requirement contained in various sections of the RFP. We completely understand the needs of the University and we believe that we are uniquely qualified to efficiently cater the needs of the University. Our 26+ years of experience especially with similar clients enables us with holistic capabilities to provide the required positions as per the job description provided by the University. Our ability has been elaborated in the table below:

Minimum Qualification	Ability and qualifications factors to meet the criteria defined by the University
Local to the State of VA	TSCTI is local to the State of VA and our HQ located at <b>8251 Greensboro Drive, Suite 900, McLean, VA 22102</b> would give us an edge over while ensuring efficient performance of the Services. We are just an hour away from the University's location. Our HQ in the Vicinity of the University gives us an added advantage..
Well Defined 10 Step Recruitment Approach	Based on our 26+ years of experience providing temporary employees to various government and commercial clients, we have developed a 10 Step Recruitment Process to provide our clients with qualified and experienced temporary employees with a short turnaround time. The Steps include 1. Staffing Need 2. Requirement Allocation 3. Identify Consultant 4. Pre-Screening & Interviews 5. Evaluation 6. Submit for Technical Interview 7. Security Screening 8. Onboarding 9. Joining 10. Training.
Well Established & Financially Stable Company	
Strong Resume Pool	TSCTI has an internal resume database consists of [redacted] resources, which is growing every day as we work proactively on building databases by understanding our client's requirements. To augment the capability of our recruiters, we have premium accounts of all the popular job websites, such as Monster, Dice, Indeed, LinkedIn, etc.
Point of Contact/ Account Manager	For this engagement, TSCTI is proposing Ms. Lindsey Skowron as an Account Manager. She holds expertise in delivering a variety of staffing services to various clients across the State of VA. She will be a single point of contact for all the matters pertaining to the contract between the University and TSCTI. She will lead all the conversations and communications required for this contract. Along with the Account Manager, TSCTI is also proposing the services of our Account Director, Mr. Sandeep Singh. He holds the authority, responsibility, and accountability to manage all TSCTI resources; meet the cost, schedule, and objectives of the contract.
Operational Standards	TSCTI is local to the State of VA and has its HQ located at 8251 Greensboro Drive, Suite 900, McLean, VA 22102. Our operations run from [redacted] Whereas our experienced Account Executives are available [redacted] over the telephone (toll-free), e-mails, through messengers and/or in-person for the University to contact. After securing the contract, TSCTI will provide a dedicated phone number and an email ID to the University for all the emergency and after-hour services.
Process for Staffing Requests	Due to our commitment to our clients and quality, we have a turnaround time of [redacted] or requisition response and 24 hours for placements. TSCTI's dedicated delivery model, Account Manager will support our commitment with the University. TSCTI is also committed to provide replacement of the candidate within 24 hours.
Working Hours	Being a services provider, TSCTI follows the standard policy to pay its employees. We pay for the actual hours, performed by the temporary worker based on the approved timesheets. For overtime [redacted] is paid only when we received the written approval by the hiring manager.
Background, Drug Test, Employment, And Verification Services	TSCTI has a proven, well-defined and flexible Background Check Policy run by our experienced Employee Care (HR) department. Being an EEO firm, we conduct a thorough background check and drug test of each candidate with no discrimination. We have developed a robust policy that covers standard BG/DT that includes Residence Check, Employment Check, Academic Record Check, Reference Check, Civil Litigation Check, Identity Check, Emerging Background Checks, Criminal Record Check, Database Check, Driving Records Check, SSN Tracing, Credit Checks, E-Verify Background Checks, Child Protective Services Background and Drug Test. TSCTI follows all state and federal laws with respect to discrimination in employment and shall not discriminate against any individual on the basis of race, color, religion, gender, sexual orientation, marital status, national origin, age, or disability.
Conduct	As TSCTI, each employee signs a confidentiality agreements/non-disclosure agreement at the time of onboarding. We monitor and document ongoing performance of employees with their respective hiring manager on weekly basis
Compensation	TSCTI agrees and takes responsibility of any compensation due to its personnel in accordance with the requirements of the [redacted]
Replacements	TSCTI has a well-defined process of candidate replacement. Upon request, TSCTI will provide the replacement within [redacted]. We understand that the replacement may arises if assigned personnel do not perform tasks as requested, has poor attendance, or has engaged in misconduct.
Timesheets	TSCTI utilize its Timesheet management tool called ERPKick to monitor and audit timesheets to ensure hours are



	entered in the correct format and on the correct date.
<b>Taxes and Compliance</b>	Being a service provider, TSCTI withhold federal, state, and local taxes, unemployment insurance, and any other tax or withholding required by law.
<b>Termination</b>	Upon termination, the TSCTI will return uniforms, badges, and equipment assigned to the contingent worker; to the University within [REDACTED]
<b>Documents and Work Products</b>	TSCTI acknowledges that the University has all right, title, or other ownership interest in all documents and work products. TSCTI will not possess or assert any lien or other right against any Documents or Work Products. TSCTI agrees that we will have written agreement(s) that are consistent with the provisions hereof related to Work Products and Proprietary Rights with any temporary employees, agents, consultants or subconsultants providing services or Work Products pursuant to the contract, prior to their providing such services or Work Products, and that it shall maintain such written agreements at all times during performance of this contract, which are sufficient to support all performance and grants of right by the Proposer(s). Copies of such agreements will be provided to HR promptly upon request. TSCTI will cooperate with the University in registering, creating, and enforcing Proprietary Rights arising under this contract. Notwithstanding anything to the contrary, the will be, and shall remain at all times the sole owner of all Documents and Work Products.
<b>Meetings</b>	TSCTI always participate in meetings, general discussion, and consultations with HR relative to this project throughout the period of contract engagement as standard.
<b>Accountability</b>	From relationship management, recruiting, and consultant development to back-office processing and customer service, we follow through on our commitments. We strive for continuous improvement and customer satisfaction.



3. Submit a complete response to the RFP, in detail, to include the following:

- a) Please identify the amount of sales your company has had (if any) during the last twelve months with each public Higher Education Institution within the Commonwealth of Virginia.

The below table exhibits TSCTI's sales during the last twelve months with each public Higher Education Institution within the Commonwealth of Virginia

Table with 2 columns: Department, Sum of Total Invoiced. The table content is redacted.

- b) Provide data from the last three (3) years to demonstrate experience in providing the types of staffing necessary to the University.

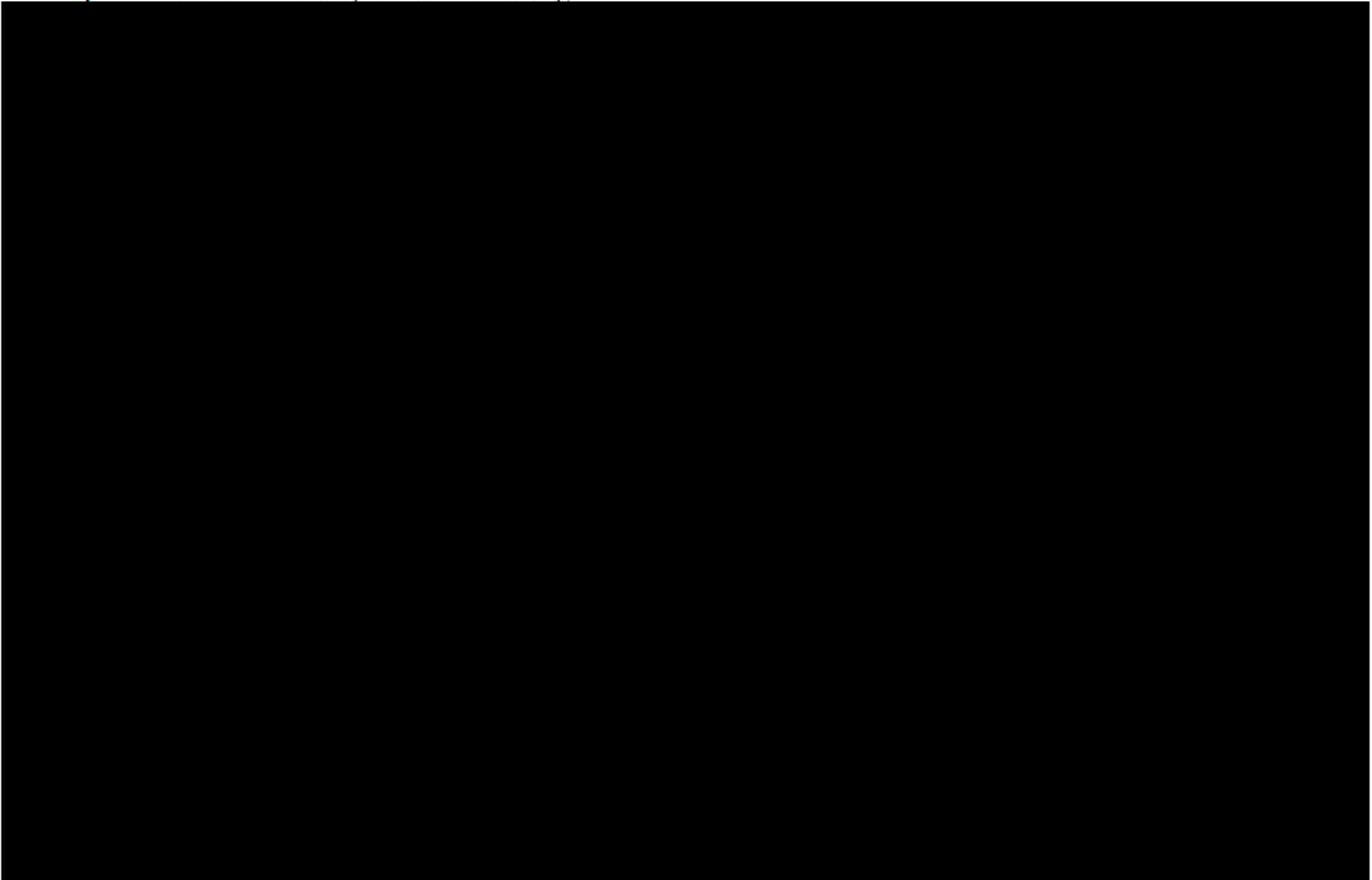
Table with 6 columns: State-wide client name, Contract Title, Start Date, End Date, Similar Placed, FTEs. Contains 30 rows of staffing data.



**c) Provide typical current procedure for requesting and filling staffing requirements for clients.**

We understand whenever University identifies the need to acquire Temporary Staff under a category referenced within the Contract, an authorized University’s representative will raise the requirement of the personnel. We understand that the Lead University Hiring Manager creates a service request that specifies resources that are required or the work to be performed along with any project-specific terms and conditions or service level requirements. The TSCTI assigned dedicated Account Manager will be sole point of contact who will coordinate the release of the requirements to the TSCTI’s sourcing network, the recruiters, and other verticals for a successful right match candidate. TSCTI’s AM would also be forwarding TSCTI responses (screened & shortlisted candidates) to the Lead University Hiring Manager. The final selection process is performed by the University after [REDACTED] and screened candidates matching the requirements of the University.

TSCTI will work with the Hiring Manager to select the specific options that will be implemented and will customize the process to those needs as per the requirements of the University. This information will detail the specific position requirements that includes following but not limited to “Classification level/Working Title; Summary of specific duties; required and/or desired skills; experience; certifications & licenses needed; Assignment start date; Estimated assignment end date; Daily work schedule hours; and University’s Manager point of contact and may include additional information based upon the needs of the University. The University’s manager may raise the Task Order request to assigned TSCTI’s Account Manager through email, fax, calls. And, in responding to a Task Order request, TSCTI will provide the resumes of qualified consultants for the consideration of University. Upon request of the University we will provide upon request, in writing, the full name, social security number, recent performance appraisal, and clear State Police Criminal Record Check of potential candidates for each assignment. Below in image page we have depicted our standard Recruitment Process after the request has been received by the account manager.

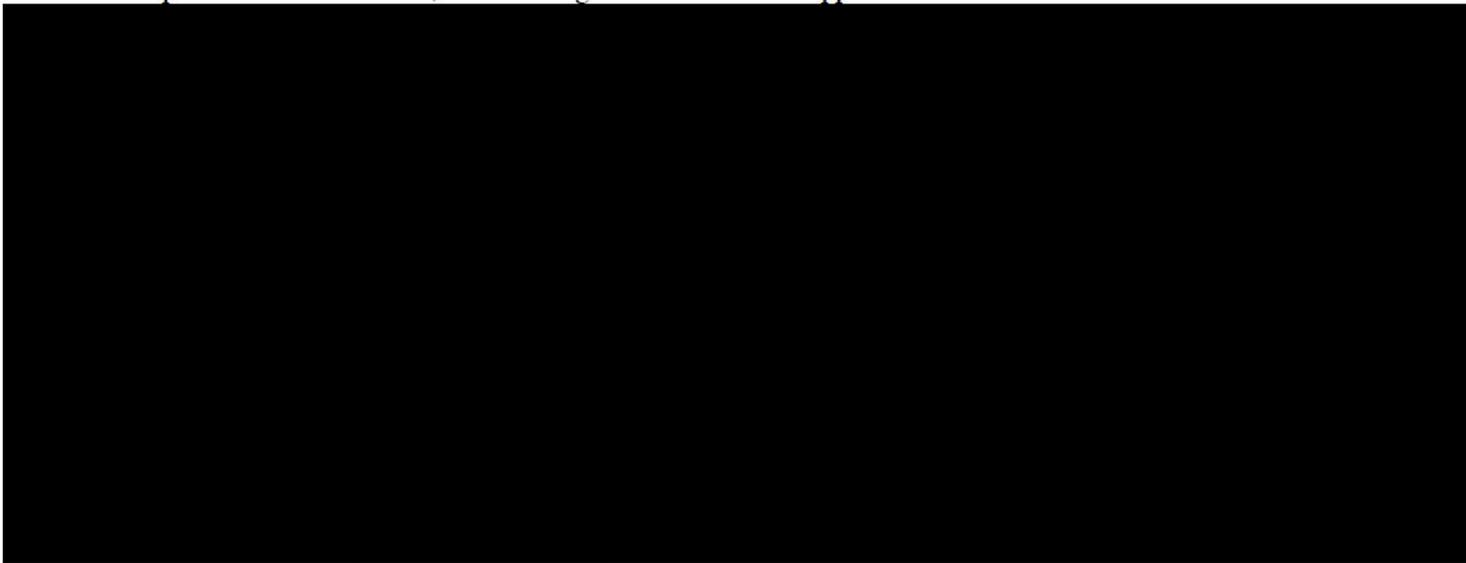


**Multichannel Sourcing Strategy:**

We will employ a comprehensive, University’s specific sourcing strategy. From our past experience serving various SLED agencies in State of VA, our sourcing team has already examined the State of VA as we are local to the state and have in-depth knowledge of the local market(s), that allow us to understand its dynamics, including demographics, labor conditions,

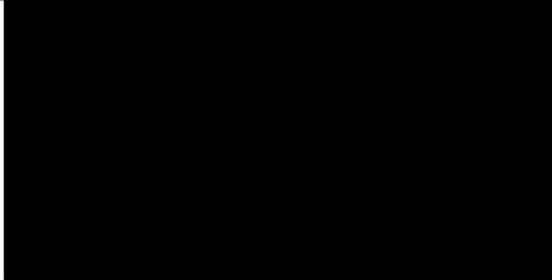


unemployment rate, and statistical workforce projections. Based upon labor market conditions and the types of skills the University’s requires, we identify the highest-yield target groups from which to recruit, and determine an appropriate strategy to attract talent from those areas. This includes selecting appropriate sources for talent, isolating the most effective tactics to penetrate these sources, and creating an overall market approach.



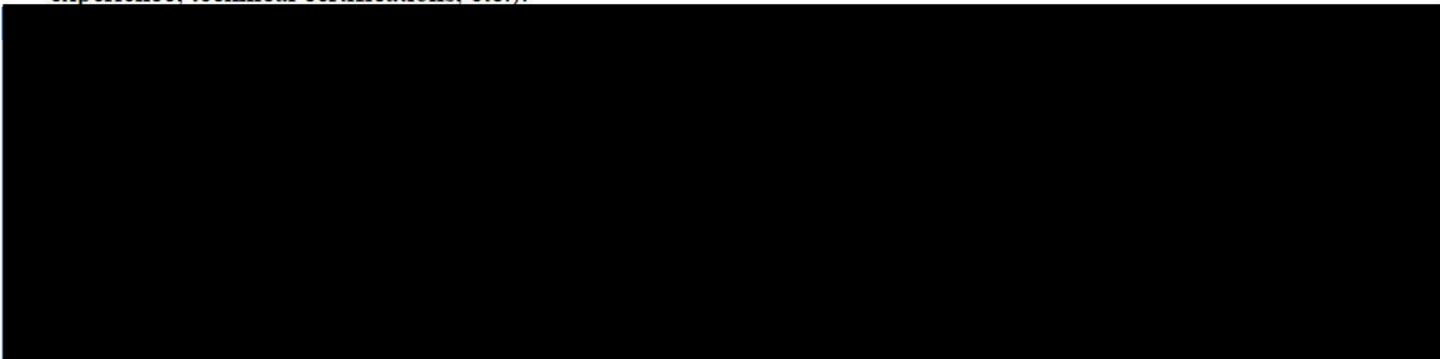
- **Proprietary Technology - Locating Qualified Candidates through Automation:** Along with our vast recruitment

networks and streamlined methodology, one of our most compelling mechanisms for staffing positions is our pre-screened resume database of Temporary Employees inclusive of [redacted] pre-qualified candidates local to the State of VA, and consultants who we have deployed on other client engagements. Our proprietary technology compares thousands of resumes in accordance with specified job attributes – all in a matter of seconds. This functionality allows us to contact candidates simultaneously through calls, emails, and texts to gauge interest in the University’s open positions.



- **Internal Resume Database:**

We leverage a proprietary talent database of more than [redacted] qualified staff for various categories of positions. Our Applicant Tracking and Talent Management System (TMS) are structured to allow for the vertical sourcing of talent appealing to our target markets and may be queried based on any number of criteria, including skill set, experience, certifications and location. This allows for on-demand recruitment tailored to the unique needs of the University (e.g., experience, technical certifications, etc.).



- **Incumbent Capture:** We have the approach and process at place to capture the incumbents. Upon award we will request the University to share the list of people that the University wants to retain, our recruitment team will contact that personnel and offer them the best in industry rates, benefits and perks. We also have proactive approach to capture the incumbents. We already have source each profile that is currently working with University and their information is saved in our Talent Management System. Upon Award we will contact each of the candidate and share the current status



of contract and hire them on our payroll and will also retain the most talented personnel that can add value in all technical initiatives of University.

- **Online Job Boards:** Our Recruiters have access to numerous external, national, and vertical job boards and use them only to supplement our customized recruitment mediums. This is unlike other firms who generally rely on subscription databases. A sampling of major websites that we utilize regularly includes: Dice, Monster, CareerBuilder, Indeed, ZipRecruiter, Twitter, LinkedIn, Facebook etc. every job that we have got posted on 69 online websites.
- **Internal Employee Pool:** We have employee pool of over 10,000 employees out of it over 1500+ temporary employees are actively working in State of VA on various technical and functional roles. Each month there are many projects that got successfully completed so these resources are available to support the objective of the University immediately. Below in table we have provided the tile and number of active employees for each category.

- **Employee Referrals:** There are currently over [redacted] contract employees working throughout the US and out of it there are [redacted] employees working and serving various SLED agencies, citizens and communities in state of VA. We have designed Employee referral programs and we pay our employees [redacted] on each successful referral. Candidate referrals from our talent, our clients, and other divisions that make up TSCTI’s most successful means of sourcing the quality candidates.
- **TSCTI’s Job Board (tscti.com):** We maintain a proprietary job board (tscti.com) that drives talent to our organization. We are focused on continually enhancing our dynamic website to attract web traffic. We currently receive over [redacted] hits per month to our website. This means that when a position is given to TSCTI, we are utilizing our extensive web strength to ensure that each position is visible to the market. tscti.com is our branded microsite that is built to house all of our jobs. It allows for search engine optimization and is a great tool to allow us to network with passive candidates. This is a web-based tool and also have mobile applications (Android, iOS), that give the flexibility to Applicants to access and apply for the jobs 24X7 from any Internet connection or Mobile Phone.
- **Traditional Media:** We also do a significant amount of media advertising on radio, newspapers and jobs directories. As an added advantage to the University, we are able to provide micro campaigns for specific staffing engagements. We are able to research the predictive trends of desired candidates so that we can run highly customized and targeted advertisement campaigns to attract new talent. These ads are published and distributed at every door- every day.
- **Social & Web Media:** According to recent research conducted by “[redacted]” candidates are using social media to apply and to research a company’s brand, culture, and reputation. Accordingly, TSCTI continues to develop innovative social media strategies in order to stay aligned with the ever-changing market place. New tools, services, and applications are revolutionizing the way we are able to market your jobs. Our inbound marketing strategy leverages our social media, search engine optimization, content marketing, and social listening efforts in a unified approach, increasing the effectiveness of each.
- **3rd Party Vendors:** We also have enrolled over [redacted] staffing companies in our Vendor Pool, whenever there is an opening posted on ATS and our recruiters select the option share with 3rd Party” upon one click that opening got shared with all 800+ vendors and they provide best candidates available in their employee pool or Bench.
- **Local Recruiting Mediums:** TSCTI’s is local to the State of VA and the surrounding region is an important component of our sourcing initiatives. As a highly visible local employer we are able to significantly augment our recruitment efforts through partnerships with the following local organizations: Colleges, universities and technical schools,

Community and networking events, Open houses, Job fairs and trade shows, State employment services, Community and professional organizations, Volunteer organizations.

**Candidate Pipeline:** A true TSCTI’s differentiator is our database of talent and current employees. TSCTI’s maintains a database of [REDACTED] qualified and fingerprinted candidates throughout the US and out of it there are [REDACTED] are local to the State of VA. TSCTI maintains the employment of active [REDACTED] contract staff and the TSCTI’s VA branch office manages an additional [REDACTED] active Temporary employees in VA. We can utilize our TSCTI’s Broadcast Network (TBN) to quickly dial or text applicants to



fill urgent requests to ensure quality candidates within a day notice, TSCTI utilizes a [REDACTED] ensure the right candidates are consistently being sourced, interviewed and kept on our virtual bench. This process is powered by TSCTI’s robust applicant tracking system that enables our Recruiters, within a few key strokes, to post to job boards, search multiple locations on the web, proactively recruit passive candidates, customize interviews and capture candidate information, and schedule follow-up conversations with candidates to ensure they remain engaged and up-to-date on the most recent opportunities.

**Candidate Screening:** Making the match Making the match is what we do and TSCTI aims for a superior match each and every time we place talent on assignment. We will work closely with the University to gain an in-depth understanding of your technical personnel requirements. Rather than simply collect a “laundry list” of requirements and skills, Service Delivery Team on TSCTI asks questions that allow us to build a functional job profile, including key success milestones and attributes that allow us to match not only skills and experience, but also subtle elements such as fit with managerial style, corporate culture, etc. With this knowledge, we develop a thorough candidate profile that forms the basis of our recruitment strategy. Finding a candidate who has the appropriate technical skills and experience and is good cultural fit can be time consuming and challenging. TSCTI has experience in finding these candidates for our clients. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

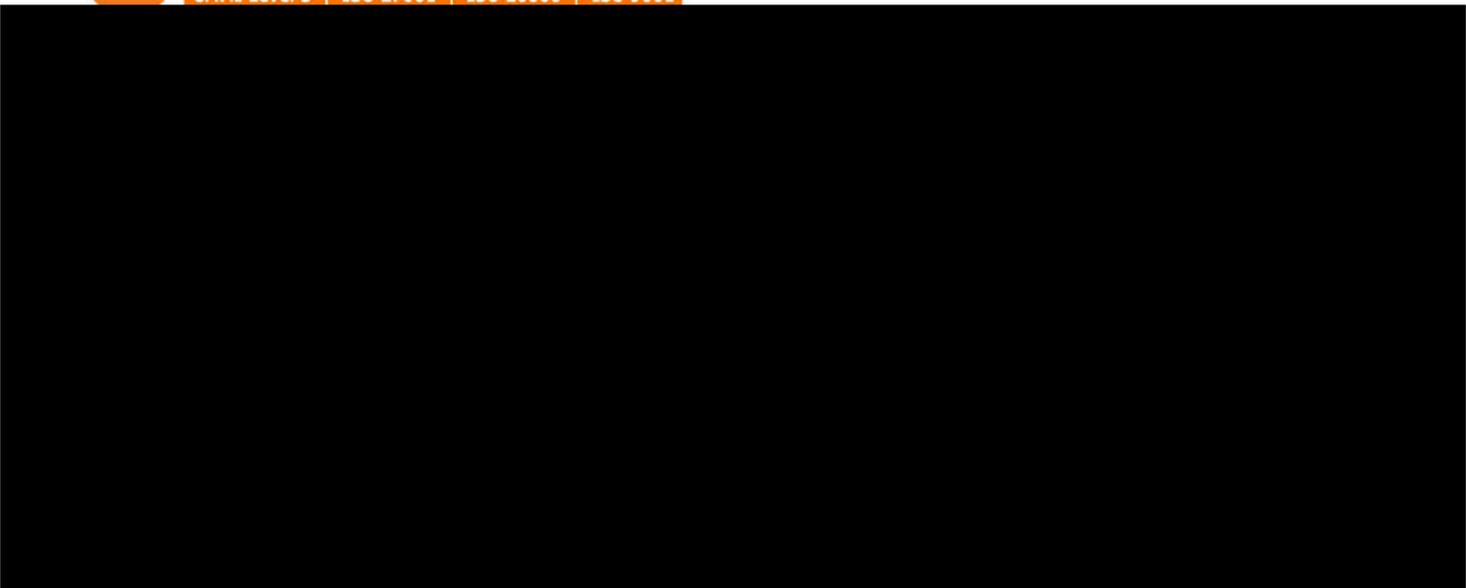
[REDACTED]

[REDACTED]

[REDACTED]

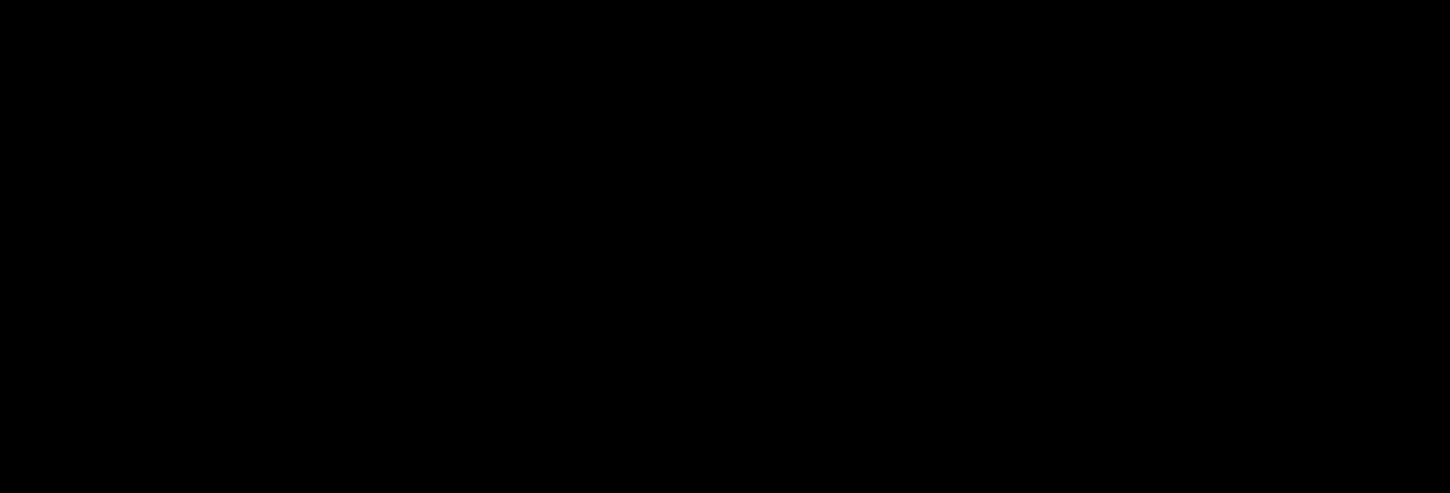
[REDACTED]

Our Screening process incorporate a client specific “Pre-qualifying” skill sent questionnaire. This questionnaire is used exclusively for qualifying candidates and is designed to ask specific questions relevant to job and project requirements. It has proven to be very valuable in assisting our recruitment team in matching the candidates with requirements. TSCTI also integrates performance, behavioral and technical questions throughout the screening process in order to obtain a viable assessment of the technical, cultural, and environmental fit.



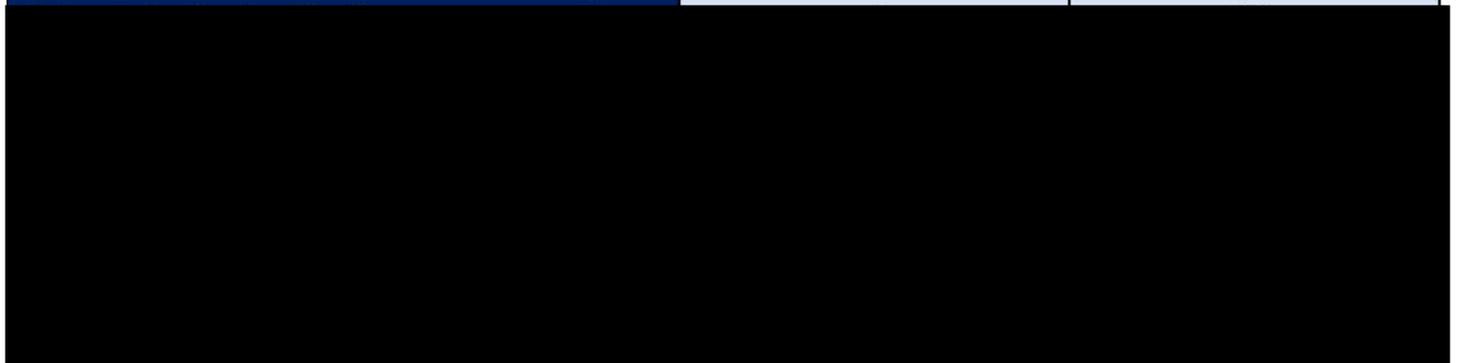
TSCTI implements a robust screening and selection process of personnel before assigning them to any University's project or position and this process starts from resume qualification. TSCTI utilizes its candidate screening method to identify the background, education, skills levels, and experience of proposed temporary staff. With the **ISO 9001:2015** compliant quality process, we successfully provide consistent assessment testing on University's requirement. TSCTI personnel undergoes a stringent skill test to ensure quality candidates are placed at University with proper qualification and experience. TSCTI has streamlined screening or testing methods intending to make a successful match for University. The first step in our testing approach is short-listing qualified applicants by recruiters. At this stage, the recruiters conduct first-level screening by juxtaposing a job description with our exhaustive questions bank. The TSCTI proprietary questions bank includes thousands of questions across technologies, skill sets, and domains. A recruiter also has to verify the contents of a resume for authenticity by conducting reference checks. Once a candidate is cleared by the recruiters, TSCTI assesses the candidate's fitment vis-à-vis University's requirement through 4 phases whose description is provided below for University's consideration:

Whenever any Task Order Request (TOR) received from the University, the Account Manager (AM) discuss the job description with the Recruitment Manager (RM) and prepares the draft for internal recruitment purpose. Purpose of evaluation criteria is to identify whether the applicant has eligibility to work under a particular project or not. For the evaluation purpose, recruitment official set up a framework of certain "**Must Have**" according to the job requirement. Screening at TSCTI initiates with the resume evaluation. Whenever any requirement is open, our RM follows a comprehensive approach to source the best resumes for the positions and evaluate the resumes by following the key elements of resume evaluation is given below.



Once the resume is evaluated, the recruitment team starts conducting initial screening with personally sourced through the resume evaluation process. Initial screening is the process of validating the applicant's information by communicating the information provided by a candidate on their resumes. During this phase, the recruitment team tries to identify the qualified

candidates through “**Must Have**” framework. The must-have framework is focused on validating the information that is Required, Desired and Essentials for a successful placement. Standard “**Must Have**” framework table is provided below:



“**Must have**” Framework is set up after a deep analysis of the requirement and it covers each part of a project for a successful placement. Job applicants who meet the “**Must Have**” framework only considered for the further testing process; the candidate does not meet any requirement given in “**Must Have**” framework we never move forward with that candidate. Recruitment Team prepare the list of top-rated candidates from Initial screening and share the report with “**Technical Testing Panel**” (**Technical SME(s)**) for further testing of the candidate. Our Screening process is further divided into 4-steps.

**Interview:** The interview comprises an in-depth assessment of each candidate’s skills and abilities, proven past performance, attitude, career goals, motivations, and aspirations. Our SMEs creates a checklist of qualifications questions on each skill set required to quickly ask the consultant over the phone. By obtaining an immediate quick answer we can determine the candidate’s proficiency on the subject. This helps determine the level of the consultant’s knowledge as well as the extent of understanding. TSCTI’s priority is to conduct an in-person interview with our team of SMEs. If it isn’t possible for a consultant to be present at an in-person interview, we conduct a Skype interview.

- **Telephone Interview:** After a thorough resume review, our SME performs a telephone interview to determine how their current and previous work experiences are relevant to our client’s primary needs. Our SMS asks about employment history, training and education, expected wages, travel preferences, and if they’re willing to submit to a drug screen and background check.
- **In-person Interview:** In order to go more in depth into their resume, selected candidate will go through in-person phase. Previous work experience, primary skillsets, salary history, and future goals are all covered in these interviews. During our interaction with the candidate we ask comprehensive questions so that we place the candidate in the job best suited to his or her background.
  - **Technical interview** – Subject Matter Experts rate technical skill proficiency
  - **Soft skills interview** – Interpersonal skills, communication skills, location, environment and business sector preferences, and personality profiling
  - **Behavioral event interview** – Designed to elicit open-ended responses based on prior employment history

**Background and Drug screening:** An independent third-party certified agency will perform background checks on the selected candidates. The candidate is notified and is required to sign a consent and authorization form as to the procedures set forth in our Background Check Policy. We notify the Client in writing regarding the result of the background checking conducted for a candidate. The candidates successfully clearing the background check to proceed to join the Client’s project. TSCTI’s partnered agency have the resources to perform a variety of background checks at a local, county, and state level, including 2-panel, 5-panel, and 7-panel drug Test or any level test requested by the University.

Academic Record check	Credentials Check	Database Check
Civil Litigation Check	Criminal Record Check	Emerging Background
Employment Eligibility Check	Reference Check	Residence Check
Social Security verification	Social Media Check	Identity Check

The BGV form also contains the self-declaration, binding the candidate’s employment in that organization subject to clearance of all the checks positively.

- The candidate signs the Letter of Authority empowering [REDACTED] carries out the verification process.
- What are the Criteria for Background Checks? The coverage of every check depends on the criteria's decided at the time of signing the contractual obligation.
- Also, all the checks don't need to be done to the candidates. It varies from the client's requirement, the industry it pertains to, the candidate's profile, nature of work, etc. Below are the types of background checks
- performed by TSCTI depending on client requirement

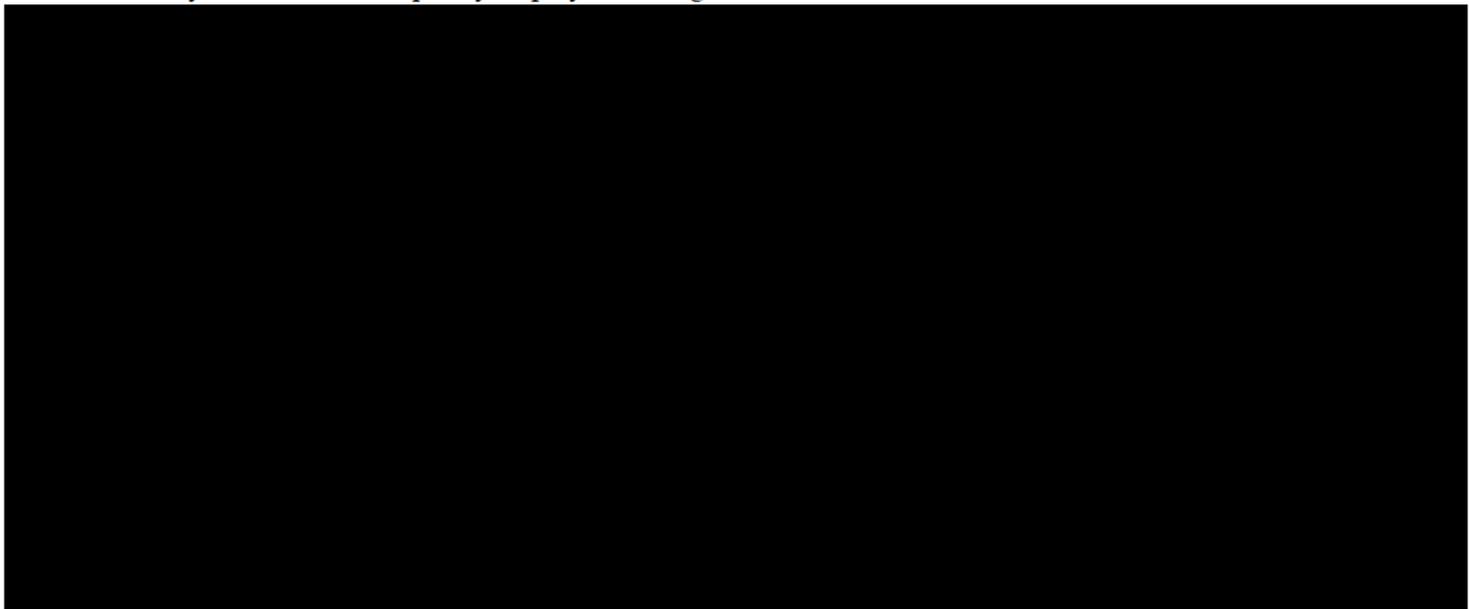
**I-9/E-Verify Procedures:** All new employees including but not limited to permanent, time-limited, part-time, seasonal, temporary, will be required to comply with [REDACTED]

[REDACTED] be completed on an employee's first working day and all employees will be required to fully complete the I-9 verification process and produce the appropriate documentation within three business days of starting work. All offers of employment are contingent upon the candidate's fulfillment of this requirement and a failure to do so will result in termination.

**Onboarding:** Once a candidate has been interviewed and selected by the University, the candidate begins the onboarding and orientation process. TSCTI can offer University options for onboarding and orientation, including a standard version as well as programs adapted to your specific industry, location, or business environment. TSCTI's standard orientation for new employees includes an overview of our Employee Handbook, which is received and acknowledged by every temporary employee to indicate their review and understanding of our policies and procedures. Examples of content include information on TSCTI's Commitment to *Safety and Quality, Equal Employment Opportunity, Drug Free Workplace and policies on Harassment, Weapons, and Workplace Violence.*

**TSCTI's e-order**

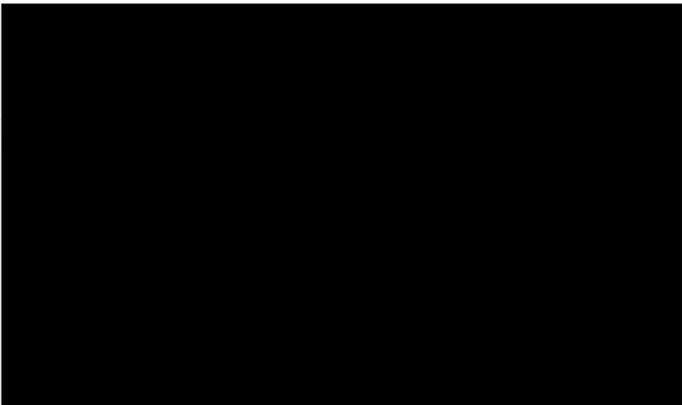
TSCTI has invested on an online system that we call '[REDACTED]' key component in TSCTI's innovative collection of order management tools created to help our clients in streamline the hiring process. Because it is online, eOrder gives you the flexibility to place orders for temporary staffing and track the order [REDACTED] from any Internet connection. You can expect quick order fulfilment, local, personal service and qualified personnel, every time. Orders are routed to the appropriate field office based on work location and job category. The TSCTI's field office has the order in our integrated Front Office system, and they will work with you directly through the candidate submittal and selection process. If it is allowed by the University we can give the demonstration of eOrder to show how the University can place the order/request for temporary staff and can track each Request and Engagements. This system provides notification of each step/action to all users (Client, Hiring Manager, Client Project Manager, TSCTI's Executive Leadership, Account Management Team, Service Delivery Team and all temporary employees through email, and text.



**d) Provide website URL and any other relevant information for software used to request and fill position requirements for clients and/or for timekeeping of temporary personnel.**

To keep it easy for the University, any request and request to fill positions will be communicated to TSCTI's Account Manager can be raised via exclusively and dedicatedly provided *email id, telephone number and Fax*. Though for our internal process the software which are used by TSCTI to solicit and fill client positions in order to keep track of the time of temporary personnel are following:

TSCTI maintains a strong database of candidates for catering fill requests by our clients. TSCTI has an internal resume database of more than [REDACTED], which is growing every day as we work proactively on building databases by understanding our client's requirements. We have pre-screened resume database of Temporary Employees inclusive of [REDACTED] -qualified candidates local to the State of VA, and consultants who we have deployed on other client engagements.



[REDACTED] CRM based **JobDiva** as Applicant Tracking System and a front-to-back Talent Management solution. **JobDiva** gives us a solution to streamline all our recruitment and staffing needs, by integrating our subscribed job boards (**Indeed, Monster, CareerBuilder, ZipRecruiter, Craigslist, Dice, and LinkedIn**). TSCTI has Job Diva as an Applicant Tracking Tool (ATS) for Tracking candidates and Talent Management solution implemented for recruiting to on-boarding requirements. Being a CRM based tool and 5.1M+ database synchronized with various job boards, Job Diva can sort data of active, inactive, and do not disturb data clearly marked, segregated from the dynamic database, therefore people only actively looking for jobs are reached. TSCTI use Job Diva for Tracking candidates and front-to-back Talent Management solution. All staff those are out of market and not looking for jobs are marked and separated by recruitment and backend teams, to keep only active employees. Sorting is a continuous operation and apart from human involvement, all data is also detected and removal of inactive profiles is automatically done by the ATS.

TSCTI's recruitment team sources the candidates using various sourcing channels such as *Internal staff (On-Bench), Utilize the incumbent staff (if applicable & required), Internal Referrals, Job Sites, Advertisement, Internal Resume Database, Local Employment Posting Papers and Websites, Local Job Fairs, and Teaming with local employment agencies*. After finding 4-5 consultants per requirement, the screening process is triggered.

**JobDiva for E-onboarding:** TSCTI uses the E-onboarding process through JobDiva. We can customize a standard document library for onboarding from which TSCTI selects processes for the new hire. On JobDiva, we can customize documents with rich features such as **Auto-populate Documents, Electronically Sign, Use WebForms**.

**Time Tracking and Management:** TSCTI is using [REDACTED] is a secure web portal used to track candidate's working hours and any Paid Time Off (PTO) that an employee has utilized during the employment. It records all the billable hours on a daily basis. Timesheets are submitted every Friday at the end of the shift in order to be approved by the Supervisor/Manager. If a candidate is working on weekends, then candidate has to make sure that the timesheet is submitted by Sunday of that week. TSCTI follows a Bi-Weekly payroll process or it can be customized as per the client. The accounting and timekeeping system [REDACTED] labor hours'/ costs charges as either direct or indirect for each work. The timesheet information is automatically imported into the accounting system. Hours worked includes all time an employee is required to be on duty or on University's premises. And all time during which the employee worked or is permitted to work for University. The automated system ensures that the client is accurately billed. Our accounting system is DCAA compliant, and we use standardized processes built on latest technology, our invoice issue rate is less than 0.01%. We understand that there may be overpayment or underpayments due to incorrect invoice or any other reason, such as DHS is not in agreement with the invoice submitted by TSCTI. For realized overpayments, we credit the difference amount to client account within 15 days



**e) Provide sample background check reports (client names or other sensitive data should be redacted for privacy).**

TSCTI is an ISO-certified business with a robust process for conducting various background checks on all temporary employees. These checks include checking credentials, licensure, personal history, qualifications, work history, and references, as well as criminal history or nationwide criminal history background checks, fingerprinting, and drug tests on all candidates that its clients have shortlisted. TSCTI provides a flexible list of background screening options, allowing us to meet a wide variety of screening requirements. We have a well-defined and documented Candidate Background Check Policy. After testing, if we find the candidate proficient, we conduct a thorough background check on the candidate's education, reference, work experience, skill set/certification and criminal record. After the selection of the candidate, we have a well-defined and documented Background Check Policy to perform as pre-employment checks at its own cost. Under this policy, depending upon the Client's requirement, candidates are subjected to compulsory pre-employment background checks. If the candidate is being selected by the Client, TSCTI or an independent third-party agency will perform a background check on the selected candidates. The candidate is notified and is required to sign a consent and authorization form as to the procedures outlined in our Background Check Policy. We notify the Client in writing regarding the result of the background checking conducted for a candidate. The candidates successfully clearing the background check to proceed to join the client project. Under this policy, depending upon the Client requirement, candidates will be subjected to compulsory pre-employment background checks. Background Checks for candidates are handled by our Employee care

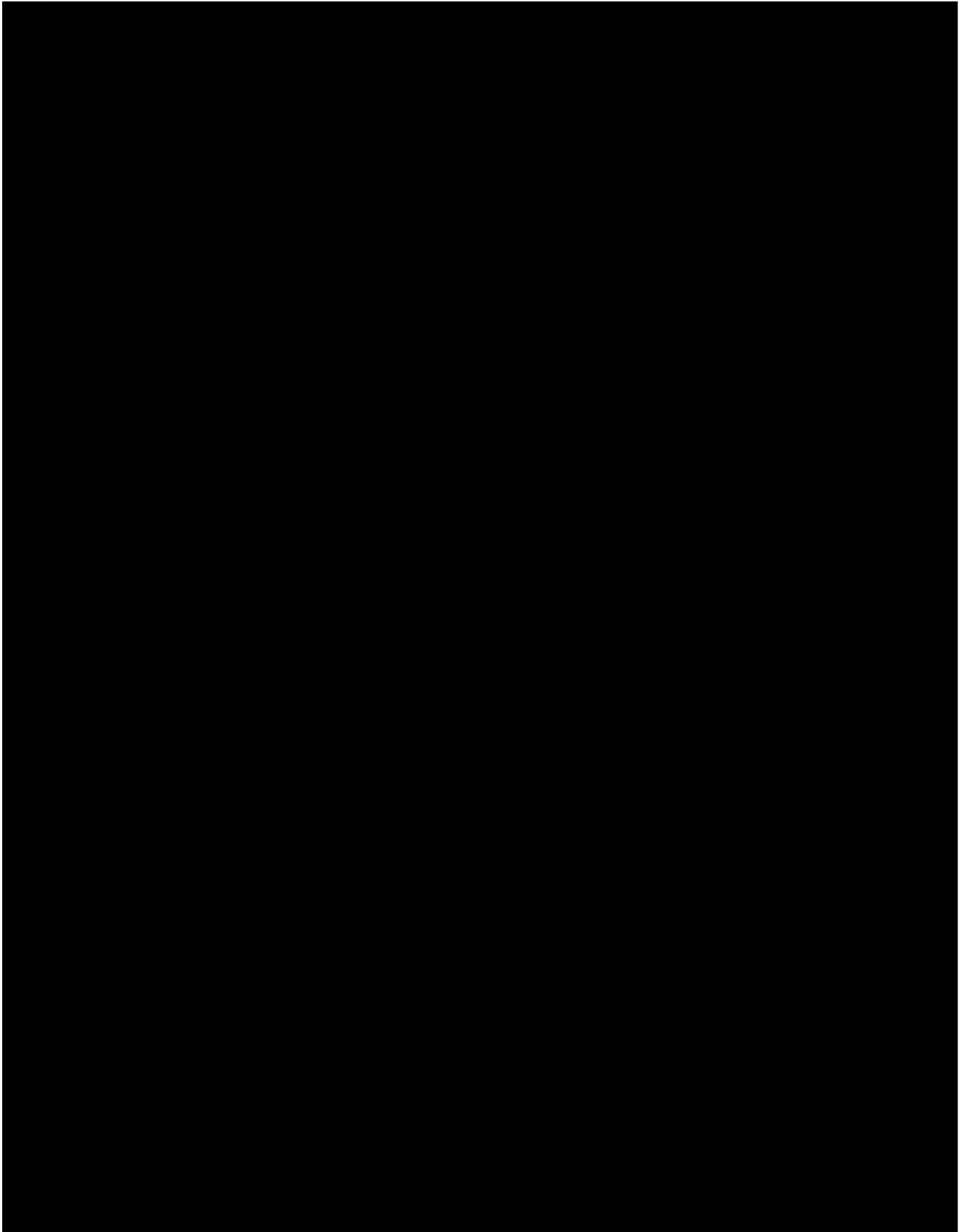
from the last 10 years and consider them as our trusted partner for screening our candidates. Once the process completes the results are stored in a secured centralized location on our internal server. TSCTI is capable and performing various background checks such as Criminal History/Sex Offender checks, Certification/Education checks, etc. We also conduct 5/10/12 panel drug testing if required. Charges for such verifications will not be billed to Client. Few of our background checks consist of:

**The BGV form also contains the self-declaration, binding the candidate's employment in that organization subject to clearance of all the checks positively.**

- The candidate signs the Letter of Authority empowering the TSCTI to carry all the relevant checks. In turn, TSCTI carries out the verification process.
- What are the Criteria for Background Checks? The coverage of every check depends on the criteria's decided at the time of signing the contractual obligation.
- Also, all the checks don't need to be done to the candidates. It varies from the client's requirement, the industry it pertains to, the candidate's profile, nature of work, etc.

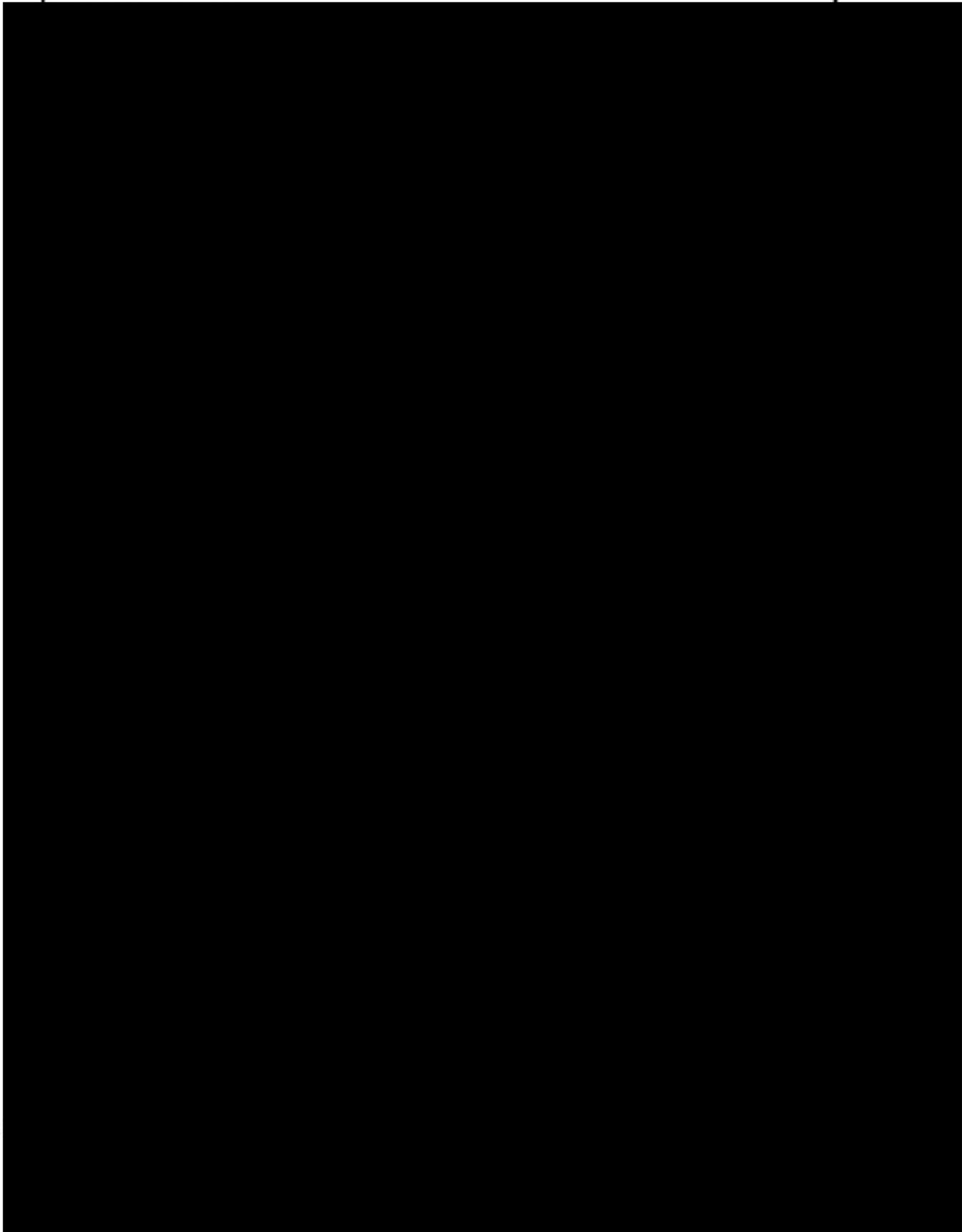


## Sample Report of Background Check





NO REPORTABLE RECORDS



**f) Provide information regarding any other staffing-related services provided by the firm.**

Apart from Staffing Services, TSCTI offer a wide-range of additional services to its clients with high level of Customer Satisfaction. Below, TSCTI has listed our additional services that are directly related to the goods and services solicited under this RFP.

- **Managed Service Solutions:** TSCTI offers Managed Service Solutions to manage all parts of their contingent workforce through our Managed Service Programme. Under this, we offer program management, reporting and tracking, supplier selection and management, order distribution and even consolidated billing. Clients can also keep the management of their contingent and freelance workforce in-house by using our Vendor Management System. The VMS solution automates the process of acquiring and managing contingent and freelance labor time, expense and consolidated invoicing. These services include but not limited to Contingent Staffing, Statement of Work (SOW), 1099/Independent Contractors (1099/IC), Learning and Development (L&D), Healthcare and more
- **Temporary-to-Permanent Services:** TSCTI provides the benefit of hiring a temporary employee to its clients. This process allows temporary staff to be hired. The policy for a temp to be hired by our client if required depends on the length of time the temporary staff is working on the contract. After 3 months of work, we can hire the temporary at no additional charges. We are currently offering temporary to hire services to various government clients that include but not limited to the American Bar Association, County of Ventura – CA, Phoenix Union High School District – AZ, Pennsylvania’s State System of Higher Education, Orange County Sanitation District – CA and more.
- **Payroll Services:** We offer payroll services to clients that utilize their resources to recruit talent but wish to outsource the Human Resources tasks associated with that talent. We have developed unique processes to handle large volumes of payroll employees while remaining a strong resource to our customers for all matters related to the usage of labor. Furthermore, our Payroll Coordinators do not directly handle fulfillment or staffing activities, allowing for a clear delineation between payroll activities and staff augmentation. Some of our prestigious clients where we are providing payroll services are the State of New Jersey, State of Colorado, State of Virginia – Department of Health, Buffalo Public Schools – NY, The Fire Department of the City of New York and many more.

Our payroll management services allow our clients to take human resources management to a higher level. With our extensive range of services, clients can take advantage of a payroll process that is timely and accurate. Our payroll outsourcing options are convenient for part-time, full-time and non-traditional employees, including Contract workers, Customer-site employees, Family members, Flex-time workers, Freelancers, Interns, Laid-off employees, Retirees, Staff for special projects, students.



### 4. Attachment A: Pricing

Complete and return Attachment A: Pricing. Provide regular hourly rates/overtime hourly rates for each position title. Please use additional pages to disclose rates for positions not listed on the attachment.

#### ATTACHMENT A: PRICING

The Offeror agrees to provide services in compliance with the scope of work and the terms and conditions of the Request for Proposal at the rates quoted below or as negotiated.

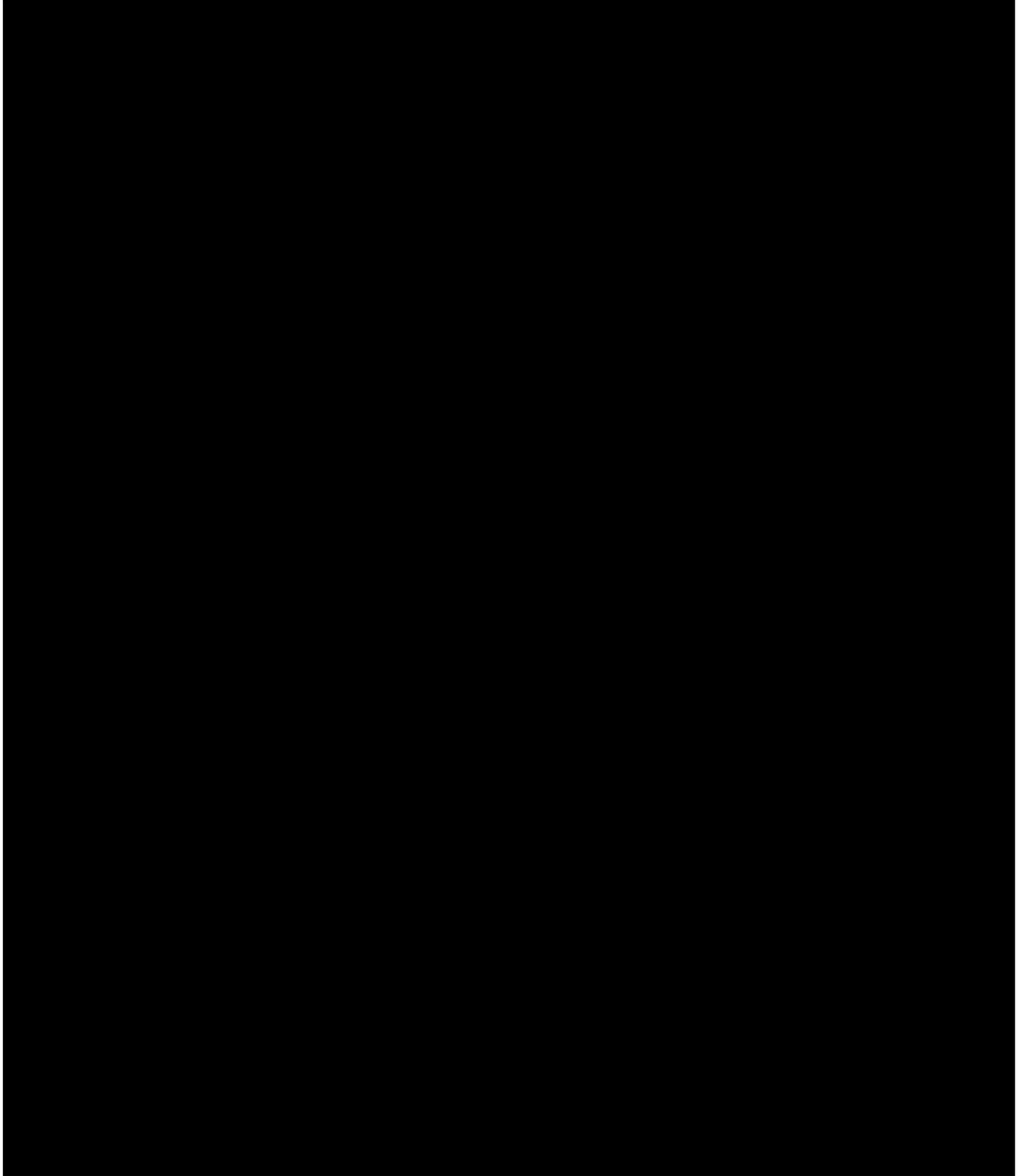
	POSITION TITLE	REGULAR HOURLY RATE	OVERTIME HOURLY RATE
1	Executive Assistant	\$26.00	\$39.00
2	Office Associate with Personal Computer Skills	\$22.10	\$33.15
3	Accountant/Sr. Accountant	\$35.10	\$52.65
4	Housekeeping Worker	\$18.20	\$27.30
5	Grounds Worker	\$18.20	\$27.30
6	General Laborer	\$18.20	\$27.30
7	Office Associate with IT and A/V skills	\$26.00	\$39.00
8	IT and A/V Technician	\$45.50	\$68.25
9	Application Support Programmer	\$87.10	\$130.65
10	Campus Buyer/Technical Support	\$39.00	\$58.50
*	OTHER SERVICES		

\*Please provide additional documentation regarding other related services offered, including all costs for using such services. Additional pages can be used.

## 5. Attachment B: References

Complete and return Attachment B: References. Provide client references, current and former (please include status of each) for the last three (3) years, preferably in Higher Education.

ATTACHMENT B: REFERENCES





## 6. Attachment C: Small Business Subcontracting Plan

Complete and return Attachment C: Small Business Subcontracting Plan (if applicable).

### ATTACHMENT C: SMALL BUSINESS SUBCONTRACTING PLAN

MUST BE COMPLETED AND RETURNED WITH PROPOSAL PACKAGE

All small businesses must be certified by the Commonwealth of Virginia, Department of Small Business and Supplier Diversity (DSBSD) by the due date of the solicitation to participate in the SWaM program. Certification applications are available through DSBSD online at <http://sbsd.virginia.gov>.

#### DEFINITIONS:

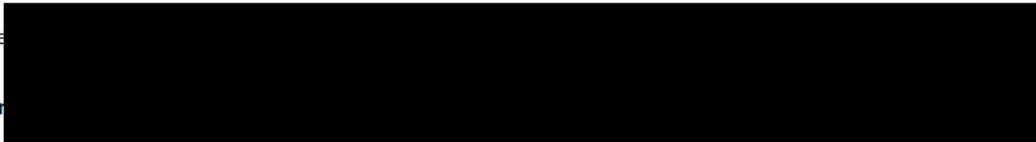
“Micro Business” means a business that is a certified Small Business under the SWaM Program and has no more than twenty-five (25) employees and no more than \$3 million in average annual revenue over the three-year period prior to their certification.

“Small business” means a business independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business. *Note: DSBSD-certified women- and minority-owned businesses shall also be considered small businesses when they have received DSBSD small business certification. (Code of Virginia, § 2.2-4310)*

“Woman-owned business” means a business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women. *(Code of Virginia, § 2.2-4310)*

“Minority-owned business” means a business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals. *(Code of Virginia, § 2.2-4310)*

Bidder Name



Preparer Name

#### INSTRUCTIONS:

- A. If you are certified by the Department of Small Business and Supplier Diversity (DSBSD) as a small business, complete only Section A of this form. This shall not exclude DSBSD-certified women-owned and minority-owned businesses when they have received DSBSD small business certification.
- B. If you are not a DSBSD-certified small business, complete Section B of this form. For the bid to be considered and the bidder to be declared responsive, the bidder shall identify the portions of the contract that will be subcontracted to DSBSD-certified small business in Section B.



ATTACHMENT C (CONT'D)

Section A

If you are certified by the Department of Small Business and Supplier Diversity (DSBSD), are you certified as a:

Check All That Apply:  Micro Business  Small Business  Woman-Owned Business  Minority-Owned Business

DSBSD Certification No.: [redacted] Expiration Date: [redacted]

Not Applicable

Section B

Populate the table below to show your plans for utilization of DSBSD-certified small businesses in the performance of this contract. This shall not exclude DSBSD-certified women-owned and minority-owned businesses that have received the DSBSD small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.

Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement

Small Business Name, Address & DSBSD Cert No.	Indicate if also: Micro (O), Women (W), or Minority (M) Certified	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract (%)	Planned Contract Dollars During Initial Period of the Contract (\$)
<b>Total Planned Subcontracting Spend (\$)</b>					



## 7. Attachment D: SWaM Subcontracting

Complete and return Attachment D: SWaM Subcontracting Spend Reporting (if applicable).

**This form is Not Applicable.**

## 8. Attachment E: Proposal Submission Checklist

Complete and return Attachment E: Proposal Submission Checklist.

### ATTACHMENT E: PROPOSAL SUBMISSION CHECKLIST

#### RFP 23-1521 Proposal Submission Checklist

It is important that the Offeror carefully read through the RFP and provide all required documentation. The proposal MUST be submitted and received on time to qualify for a chance at evaluation. Use this checklist as a guideline to ensure the proposal is complete before submission.

#### IMPORTANT DATES & REMINDERS

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- No Questions Accepted after **April 11, 2023** at **2:00 PM**. All Questions must be directed toward the Procurement Officer for this solicitation: Lindsay Fare, [lfare@umw.edu](mailto:lfare@umw.edu), and 540-654-1057.
- Proposal Due Date: **April 25, 2023** - Proposals submitted or received after **2:00 PM** as indicated by the official Procurement clock will NOT be accepted.
- All proposals must be submitted in a SEALED envelope identifying the firm's name and the solicitation number at a minimum. If sending the proposal by mail, the address to send the proposal to is located on the RFP Cover Page.
- Read the ENTIRE RFP including terms and conditions and attachments carefully before submitting a proposal.

#### REQUIRED DOCUMENT SUBMISSION

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Acknowledgement:

The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or as a trade secret is not acceptable. If, after being given reasonable time, the Offeror refuses to withdraw an entire classification designation, the proposal will be rejected.

Documents to Submit:

- Completed and signed RFP (Page 1)
- Any/All signed addenda
- Electronic Copy of Proposal regardless if submitting through eVA VBO or delivering in person (Original and Redacted)
- Description of the Offering firm's history and expertise
- Completed Attachment A: Pricing
- Completed Attachment B: References
- Completed Attachment C: Small Business Subcontracting Plan (if applicable)
- Completed Attachment D: SWaM Subcontracting Spend Reporting (if applicable)
- Completed Attachment E: Proposal Submission Checklist
- Any exceptions taken to University's Terms and Conditions
- Current Certificate of Liability Insurance



## 9. Exceptions

**Submit any exceptions the Offering firm takes to the Terms and Conditions as stated in this RFP.**

TSCTI agree and understand all the terms and conditions as stated in this RFP. We do not have any exceptions to the RFP.



### 10. Current Certificate of Liability Insurance



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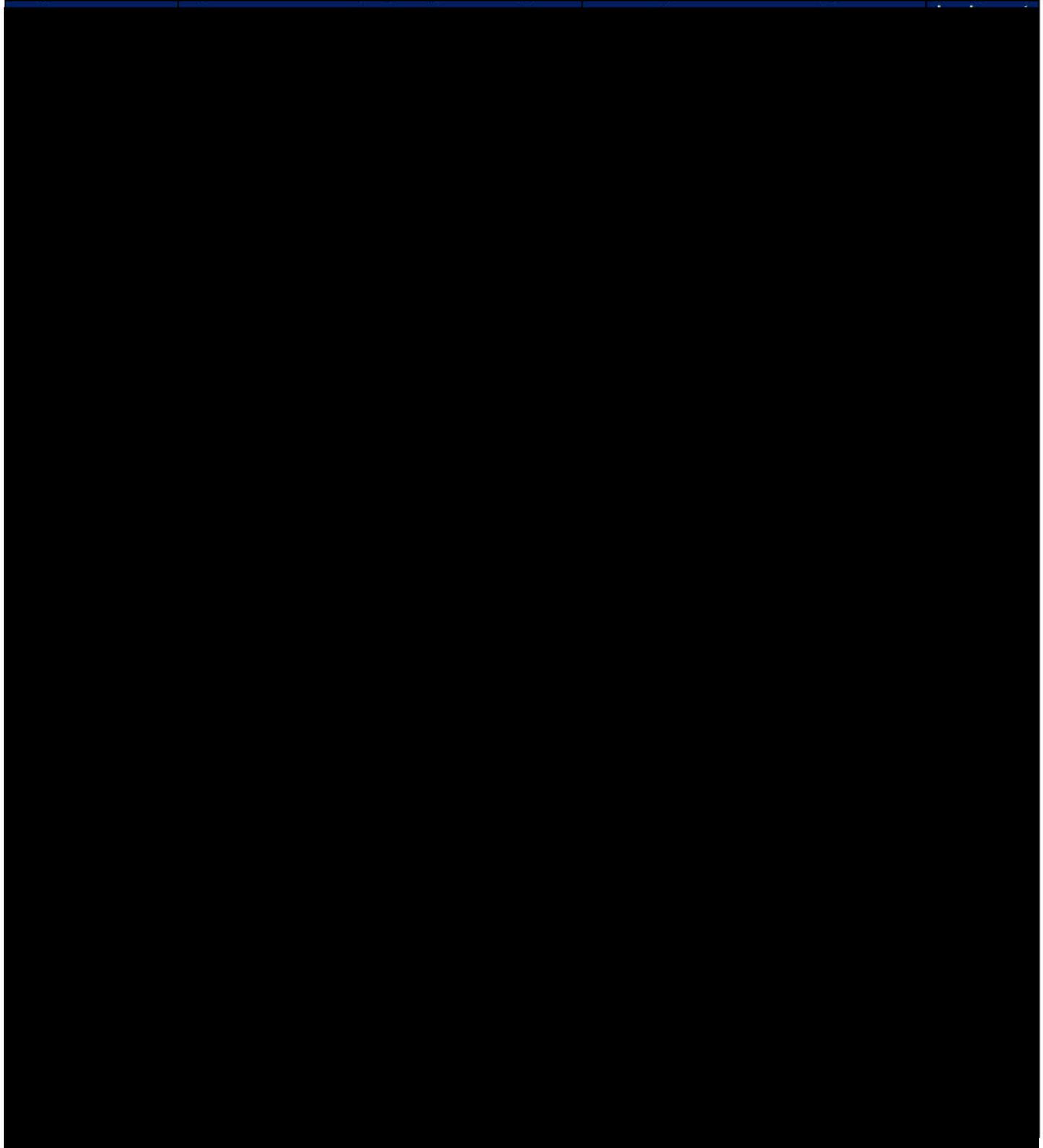


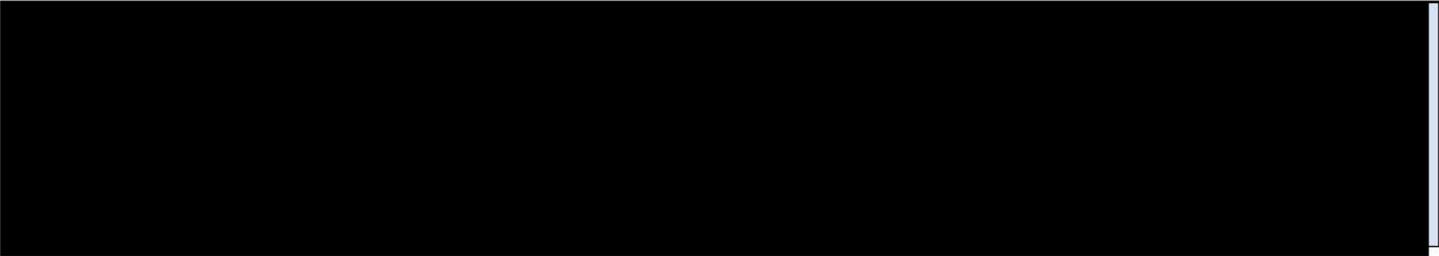
**Other information**

**Any other information the Offeror believes will help the University evaluate its proposal.**

**TSCTI's Account Management Team:**

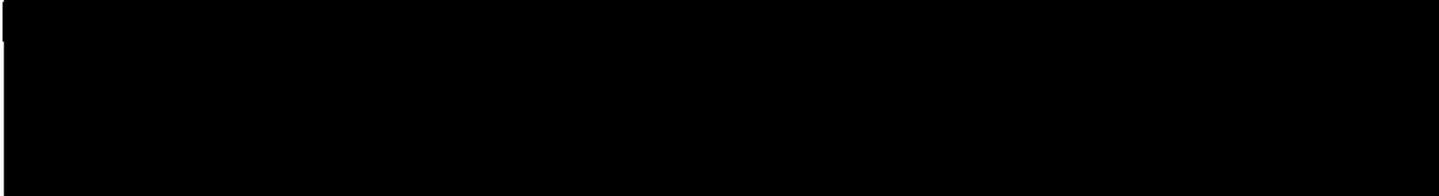
TSCTI would be managing this contract from its HQ located at 8251 Greensboro Drive, Suite 900, McLean, VA 22102 which is in the close vicinity to the University. As a standard practice, after the award of contract, TSCTI's dedicated account management team responsible to keep track of the University's contract requirements will be available to perform and provide the Staffing services. We are proposing following Account Management Team to support the University.



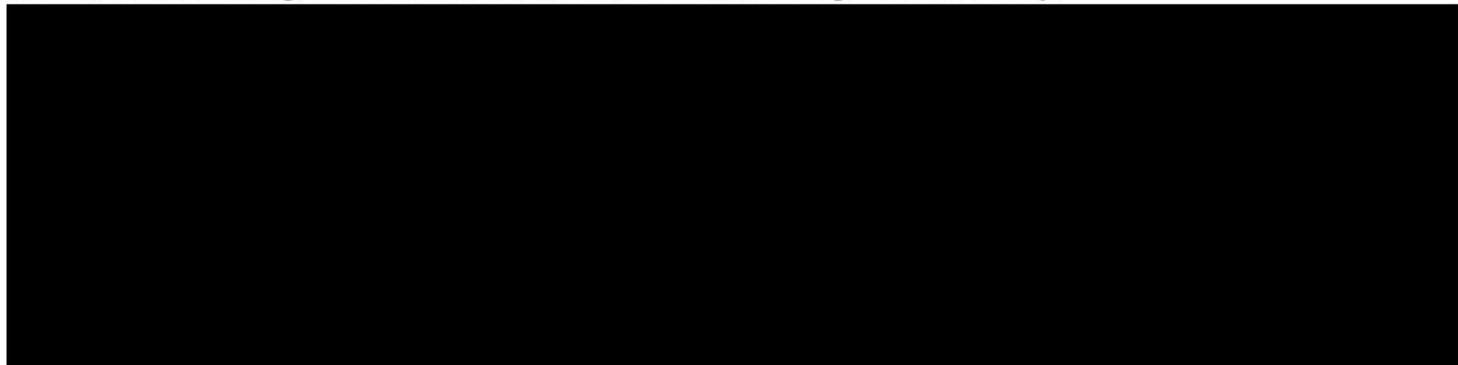


**TSCTI's Advantages:**

On the award, we will work with University to define and incorporate government notification and reporting parameters.



We will use [redacted] manage cost and schedule compliance, lowering risk for the University and increasing efficiency. Our proposed Cost Management Plan will describe our methods for cost estimation, budgeting, and control, cost accounting requirements, control thresholds, and contents of financial reports. We will use EVM to produce integrated metrics on cost and schedule to evaluate the health of the task order and plan for improving performance. The Contract Manager can easily extract data for EVM analysis from staff web-based timesheets. We will compare Labour effort to scheduled program and task order milestones, and calculate EVM metrics. Integrated Baseline reviews at task order initiation and regular intervals allow us to measure program performance, schedule variance, cost and budget, and Labour. Our Contract Manager will analyze the data to determine potential schedule and cost drivers and establish effective mitigation strategies to prevent delays overruns. Standard processes and industry best practices yield increased efficiency by reusing proven processes for cost. Our Cost Management Plan includes Task activity definition, estimation, schedule development, change control, Methodology for cost estimation, budgeting, and control, including EVM metrics, Cost accounting, control thresholds, the content of financial reports to University.



**Validated pre-employment testing**

- [redacted]
- [redacted]
- [redacted]

**Customizable tools**

- [redacted]
- [redacted]
- [redacted]

**Attention to customer needs**

- [redacted]
- [redacted]

**Approach to Customer Service:** TSCTI will assigns exclusive Account Manager to manage the University's Account. The Account Manager will be responsible for handling routine activities or issues related to the project with University and ensure the smooth functioning of the project on a daily basis. As a healthy practice, our Account Manager will interact with



## Emergency Replacement:

We continually strive to motivate and retain our employees after the recruitment, selection, and screening processes have been completed. In case, if the Contract Officer (CO) asks for replacement of consultant due to his/ her inability to perform the tasks set out by the client, we have a well-defined process to handle situations. If [REDACTED]

1. In the event that [REDACTED] feels that some time can be afforded for performance improvement to the consultant, TSCTI will put the consultant on [REDACTED] which is followed by TSCTI to improve the performance of its employees. TSCTI Account Manager will send a mail to CO informing that consultant is given 4 weeks' time to improve and in case no improvement in performance, we will provide a replacement. As part of PIP, our e-Care department will send a mail to the consultant informing that he/she has been put on PIP due to non-performance and his/her performance will be closely monitored for 4 weeks. During this period, a mentor (SME in the respectable technical area) who can help the consultant to meet the client's expectations will be assigned to the consultant. Mentor will have detailed technical discussions with the consultant and provide guidance on the difficulties faced by the consultant. A mentor might take some technical sessions and provides material so as to improve the skills. This training is more towards technical training focused on live situations of the project. The consultant's performance will be closely monitored based upon the mentor's feedback as well as feedback of CO during this period. If AM is satisfied after the PIP period that consultant can perform as per expectations, the consultant is put out of PIP and a mail is sent to him conveying the same. In case, performance is not improved during this period, the company might not need his/ her services after the PIP period.
2. In case CO feels the consultant will not be able to perform and wants an immediate replacement, a mail will be sent by TSCTI AM to the CO that we will provide a replacement of the same expertise within 2 hours. The Consultant is informed by the e-Care department that his services on this project are not required anymore. Once the TSCTI AM sends mail to the CO informing about the replacement of the consultant, the TSCTI manager will immediately escalate to the senior management for corrective action. The request will be forwarded to the Recruiting team along with complete skill-set, qualification and experience requirement and other preferred areas like domain experience. We will:
  - Provide resumes to the CO within two hours from internal [REDACTED]
  - Initiate the joining process of the selected consultant.
  - Provide knowledge transfer to the newly hired consultant

To prevent any time slippages, all TSCTI consultants are required to adhere to the well-documented Transition (Knowledge Transfer) procedure. The consultant prior to leaving the client has to fulfill exit criteria and return the entire client's property before leaving the client's premises. In addition, the consultant has to report to the TSCTI Contract Lead and fulfill all the formalities

