

Supporting Alachua County's temporary personnel services initiatives

A comprehensive staffing solution



RFP 22-21 Annual Temporary Personnel Services
Deadline: 2:00 pm, Wednesday, March 3, 2021

Submitted to:

Alachua County Board of County Commissioners

TEMPFORCE[®]

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4.1 Letter of Interest

March 2, 2021

Alachua County Board of County Commissioners

Re: RFP 22-21 Annual Temporary Personnel Services

It has been TempForce's privilege to serve as the primary provider of temporary general staffing talent to Alachua County Administrative Services and Library District (Alachua County) for the past 30+ years (since 1989), and we look forward to continuing that partnership. Our long-term support has given TempForce a deep understanding of Alachua County's unique temporary staffing needs and requirements.

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

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

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

Sincerely,



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

4.2 Project Understanding and Approach

TempForce is confident in assuring you that we are a company you can trust to continue delivering exceptional service, sensible solutions, and consistent quality.

- TempForce has serviced Alachua County Administrative Services and Library District since 1989
- Locally owned and operated since 1985 – strong knowledge of the Alachua County and Gainesville market
- 30 years of experience staffing various Federal, State, and Local government entities
- TempForce staff has over 140 years of combined experience in the staffing industry
- Certified SBE with Alachua County and participant in the City of Gainesville Small Business Procurement Program (SBPP)
- Certified WBE with the State of Florida

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

Best value for Alachua County

Service Delivery

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

WBE and SBE Certifications

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

Community Focused

As a locally owned company, we are in touch with the growth and needs of Alachua County and the surrounding areas. Our combination of local commitment with national support gives us hometown flexibility and response, along with the financial stability of a large organization. TempForce has strong ties to the local community. We are committed to serving our great region of the state by staying "community focused".

Our team members are actively involved in addressing valid issues and concerns surrounding the necessity of maintaining safe, efficient working environments through memberships and professional associations.

Current Boards

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

Charitable Organizations and Events (2019-2020)

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

Educational Programs

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

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

Franchise Affiliation

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

Green Initiatives

Our local office has always been responsible to do their part in helping to maintain a safe and clean environment. We actively recycle and have established "paperless" choices for our client base through our available E-Business Solutions, providing online options for procurement, reporting timesheets, receiving billing, and invoice remittance, and an online account for our talent to manage their employee profile. More detailed information regarding these services may be found throughout our proposal.

Working Digitally During a Pandemic

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

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

Ordering Information

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

By Phone

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

By Email

You may contact your Staffing Division representative directly by email.

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

Online

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

Timesheet Submission and Payroll Schedule

Timesheet Submission

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

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

Payroll Schedule

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

Invoicing and Remittance

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

Invoicing

TempForce utilizes e-Billing to provide online and email delivery invoicing including timesheet data, access to invoice and payment history, account balance and detailed operational and financial reporting.

This system provides weekly emails to clients notifying them of new invoices with direct links to their information and allows tiered and role-based permissions giving users access to only relevant information. E-Billing offers speedy access to current and archive data and the tools and resources to make access and presentation simple for all user levels.

Remittance

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

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

E-Business Solutions

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

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

Recruitment

Staffing and Human Resource Solutions

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

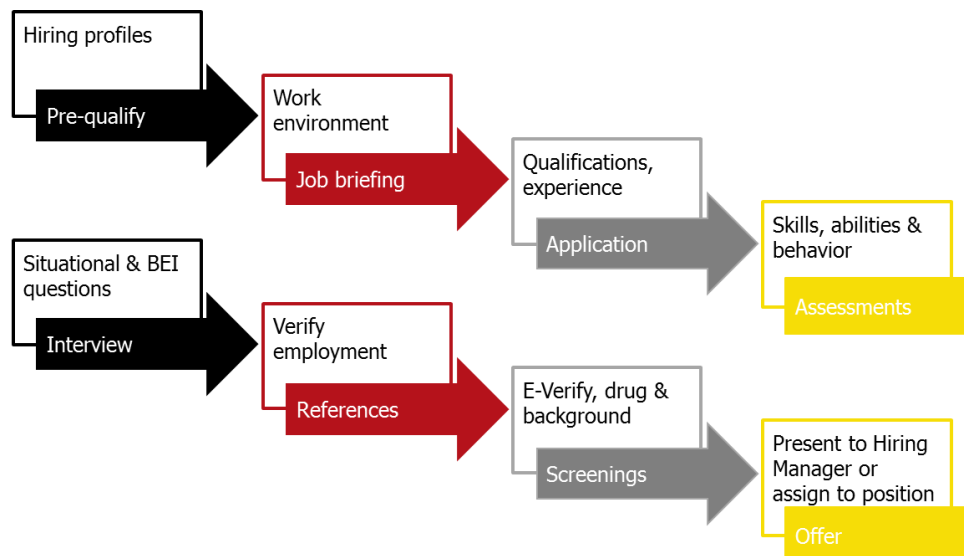
TempForce's recruitment procedures are comprehensive and aggressive, delivering the results Alachua County has come to expect. Our reputation attracts the most professional, highly skilled employees in the market, plus we directly recruit employees with the specialized skills needed for the businesses of today. In order to service our clients effectively and maintain a pool of qualified, first-rate candidates for their positions, we must stay on the leading edge of recruitment and retention.

We continually network and foster relationships within our community and work very hard to cultivate and maintain a business culture which our talent will enjoy working in and will be encouraged to refer others to join.



Candidate Screening

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



Pre-Interview

The pre-interview is the first interaction between a talent and our company. The purpose of the pre-interview is to build rapport with the talent while assessing their potential suitability for employment.

The pre-interview may be initiated by telephone or walk-in inquiry. In either case, it is conducted prior to proceeding with the selection process and consists of pre-screening of communication abilities, technical, and interpersonal skills, work experience, and other applicable qualifying questions. When appropriate, the interview process is then scheduled.

Application Process

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

Interview Process

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

Background Screening

As a standard hiring procedure, all talent are required to have a background screen completed before beginning an assignment. We require information on all locations an applicant has resided, received education, or been employed in for a minimum of 10 years prior, when available. Per Alachua County's requirements, we will perform specific screening based on position.

Pre-Employment Screen

TempForce is a certified Drug-Free Workplace. TempForce mandates a drug screen be conducted for all Industrial positions. Based on the client requirements, TempForce can provide a customized drug screen or health assessment.

Employment Verification and Reference Checks

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

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

Work Authorization Verification

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

Assessments and Training

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

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

Employee Benefits

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

- **Personal Paid Time Off:** TempForce employees are able to qualify for ten (10) PTO days per anniversary year.
- **Medical, Dental, Vision Care, Short-term Disability, and Term Life Insurance:** TempForce talent are provided the option to participate in our benefits plan, which is compliant with ACA requirements.
- **401K Retirement Savings Plan:** All employees are eligible to enroll in this plan.
- **Weekly Pay Cycles:** TempForce processes weekly payroll offering fast and convenient pay.
- **Direct Deposit:** Direct Deposit is offered to our talent allowing their payroll to be directly delivered to either their checking or savings account weekly. Our Direct Deposit program is a practical way to receive funds with proven reliability.
- **Money Network Pay Card:** The Money Network card functions as a debit card that is linked to a personalized account. Weekly payroll funds are automatically deposited into the account for easy access at ATMs, point of sale transactions and any bank teller that accepts debit cards. It's safe, convenient, saves money with fewer fees, and has all of the flexibility of a debit card.
- **Employee Self-service Online Portal:** This online application enables employees to view and update personal pay and profile information twenty-four (24) hours a day, seven days a week, from any computer with Internet access.
- **Referral Bonuses:** TempForce employees have the opportunity to receive a bonus for referring others to sign up for employment with us. Once the referred talent has successfully worked the required hours our employees may receive the consequent referral bonus. This program is offered for an unlimited number of referrals.
- **Career Counseling & Development Programs:** TempForce representatives have extensive experience in career management and skill development. We strive to help our applicants and employees maximize their strengths and reach their ultimate career goals. Additionally, we offer webinars and specialized training through the resource of our corporate affiliate, Randstad.
- **Skill Enhancement & Computer Training:** We offer our employees assistance in becoming even more marketable and improving their skills through in-depth skills assessments, performance evaluations and training recommendations at no cost to them.

- **Recognition and Appreciation Programs:** TempForce believes that recognition programs and rewarding employees for above standard performance, promotes a healthy workplace environment, and increases employee retention.

Talent On-boarding

Customized Orientation

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

Workplace Safety Review

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

Communication Regarding Benefits

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

Talent Guidebook

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

Open Door Policy

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

Safety and Recognition – Minimizing Risk Exposure

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

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

Safety management

TempForce's franchise affiliate, Randstad, leverages an internal risk department, including a Regional Safety Manager* whose primary objective is to reduce our company and our talent level of risk.

The Risk Management department provides field support in the areas of Workers' Compensation, pre-employment screening, safety awareness, and equipment; company-wide insurance issues and health, life and disability insurance design and purchase. Risk Management helps the field identify, evaluate, and proactively manage the risk associated with doing business, minimizing risk exposure, and preventing losses from occurring.

***Regional Safety Manager**

The ultimate responsibility for providing a safe and healthful workplace rests with the employer. TempForce recognizes this responsibility and is committed to providing the resources necessary to achieve this goal. As a franchise affiliate of Randstad, Corporate Safety Management is responsible for all Health and Safety programs delivered by TempForce. Our Regional Safety Manager's responsibilities include:

- Work with field management to define and continuously improve the program
- Develop safe work practices and procedures to support the program
- Keep informed of health and safety regulatory developments, and make senior management aware of regulations and standards that impact our operations
- Develop and implement safety program
- Act as a liaison to regulatory agencies and appropriate third-parties (e.g., insurance carriers)
- Engage talent to assist in achieving TempForce's safety goals and objectives
- Evaluate tasks and industries to determine if the positions are appropriate for TempForce employees
- Catastrophic accident investigation

TempForce's account management team, utilizing the resources and expertise of our Risk Management department, will administer, manage, track, and report on our safety programs at Alachua County.

Quality Assurance Policies and Procedures

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

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

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

Quality Assurance Procedures

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

4.3 Consultant's Qualifications and Staff

Identify the manager and key staff who would be directly assigned to this project. Provide resumes to include years of experience within the area of specialty, length of service with the Consultant and knowledge of local government.

Management Team and Staff

Management and Contract Primary Support Team

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

Carolynn Buchanan, President/Owner, TempForce of Gainesville

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

Amber Buchanan, Branch Manager

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

Suzanne Ojeda-Clark, Billing Manager

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

Jamie Sweigard, Payroll Administrator/Special Accounts

In September of 2006, Jamie was hired by TempForce as our Front Office Administrator bringing over 10 years of customer service experience to our team. In January 2008, she joined our Staffing Division and began overseeing mass contract accounts. She transitioned to our Payroll Administrator role in March

2014 becoming responsible for processing payroll and managing paid benefits for all of our external employees. In 2019 Jamie was promoted to Payroll Manager.

Lou Carlton, Staffing Division Manager

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

Rose Crane, Staffing Administrator

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

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

4.3.1 Summary of the Consultant's current workload and ability to fulfill requirements.

Alachua County's Account Manager not only has the qualifications and experience to manage this account, but also has the appropriate bandwidth to support you based on the size and scope of the engagement. Should Alachua County's needs grow, we will adjust bandwidth to accommodate Alachua County and scale for additional support as necessary.

4.3.2 Consultant's background, organization and size.

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

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

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

4.3.3 Primary and alternate liaison.

Primary Liaison

Carolynn Buchanan, Owner and Manager

Alternate Liaison

Amber Buchanan, Branch Manager

4.3.4 Subcontractors.

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

4.3.5 Describe in detail prior experience in the scope of services.

As a leading provider of personnel services to business, professional, government, and service organizations, TempForce specializes in staffing office clerical, administrative, executive office, paraprofessionals, creative, finance and accounting, call center, technical/IT, light industrial, and career professional temporary and temporary-to-hire talent. We also offer quality assistance in recruiting, locating, researching, screening, and qualifying candidates for Direct Hire permanent positions. Some of our current contracts we provide with our staffing services include:

- Alachua County since 1989
- The City of Gainesville, Gainesville Regional Utilities since 1991
- University of Florida since 1990
- Santa Fe College since 1997

In addition to these government accounts, we actively provide our services to over 45 non-government customers annually. On average, TempForce has over 330 talent on assignment every week across all of our customers.

Additionally, we provide comprehensive services for our customers beyond staffing - including creation of operations and training manuals, assistance in creating policies and procedures, staff training, and consultation on human resource issues.

Our experience, commitment, quality service, national systems support, and passion for the business backs the service TempForce of Gainesville provides.

4.4 Ability of Consultant's Professional Personnel

TempForce's team is comprised of experienced professional personnel who have the skills and ability to support Alachua County. Prior to being assigned to this account, team members are required to be familiar with the support requirements to fulfill your contract including:

- Client history and culture
- TempForce's fit within the client organization
- Position descriptions
- Employment and benefit packages
- Service requirements
- Contractual expectations
- Performance targets
- Best practices that have proven successful within the client engagement

Knowledge, skills, and abilities

- Proficient computer skills for accuracy in reporting and recording information
- Experience in multi-tasking, prioritizing work, and effective time management skills
- Excellent written and verbal communication skills
- Professional in appearance and overall presentation
- Knowledge of social media including a diverse portfolio of recruitment mediums
- Industry expertise

TempForce account team members have proven our ability to recruit and select the best talent for Alachua County and to interact effectively with your team.

4.5 Ability to Meet Time and Budget Requirements

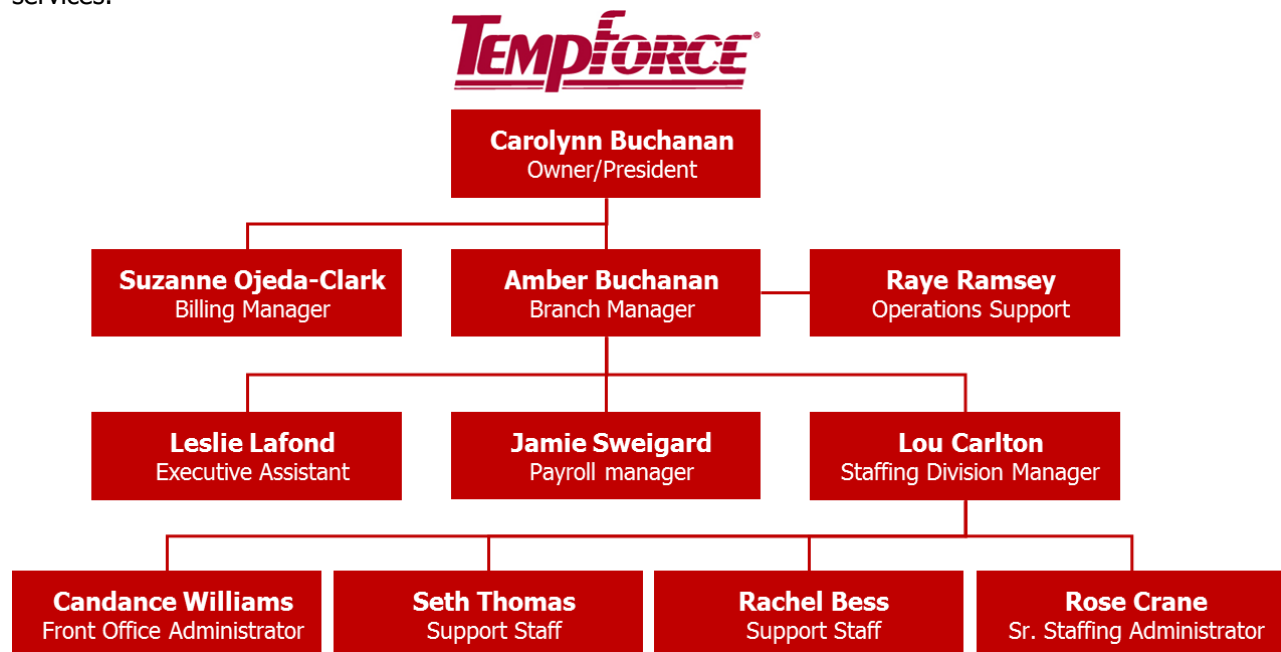
As a current staffing partner to the County, TempForce has proven our ability to meet your time and budget requirements. Time and again, TempForce has fulfilled requisitions for Alachua County on-time and with qualified candidates, within the range of your cost structure.

Given our current position with Alachua County and our extensive knowledge of your staffing needs, we firmly believe we will save Alachua County time and money by continuing our current contract.

4.6 Effect of Project Team Location on Project Responses

Locally owned and operated since 1985, TempForce has a strong knowledge of the Alachua County and Gainesville market. With a local team, TempForce offers Alachua County not only expertise in the market but a quick and efficient response to requests.

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



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

4.7 Appendix

- 4.7.1 Acknowledgement of Addendum, Exhibit A
- 4.7.2 Small Business Enterprise Participation Form, Exhibit B
- 4.7.3 Small Business Enterprise Points Request Form, Exhibit C
- 4.7.4 Alachua County Government Minimum Wage (GMW) Form, Exhibit D
- 4.7.5 Volume of Previous Work Summary Form, Exhibit E
- 4.7.6 Proposed Subcontractors (Non-Small Business Enterprise) Form, Exhibit F
- 4.7.7 Drug Free Workplace Form, Exhibit G
- 4.7.8 Public Record Declaration or Claim of Exemption Form, Exhibit H
- 4.7.9 Insurance Requirements, Exhibit I
- 4.7.10 Corporate Resolution Granting Signing Authority and Authority to Conduct Business, Exhibit J
- 4.7.11 Alachua County Small Business Certification
- 4.7.12 Equal Opportunity Policies and Practices
- 4.7.13 References. Installations performed for governmental entities.

EXHIBIT A*****REVISED February 17, 2021*******PROPOSAL FORM SIGNATURE AND ACKNOWLEDGMENT OF ADDENDUM FORM**

RFP NUMBER:

22-21

PROPOSAL OPENING DATE:

RE:

Annual Temporary Personnel Services

PLACE OF RFP OPENING:

Alachua County Procurement, Third Floor
County Administration Building
12 SE 1st Street
Gainesville, Florida 32601-6983

The basis of the determination of the employee rate is the current (updated) Alachua County Bargaining and Non-Bargaining Pay Plans and Alachua County Library District Bargaining and Non-Bargaining Pay Plans (attached).

Current minimum hourly rate, is subject to change each October 1st based on the County's Pay Plan.

The Alachua County's Bill Rate per Hour will be determined by the proposed percentage markup added to the County's minimum salary for the position.

Example of bill rate per hour per position **with** health benefits provided and paid for by employer (bidder):

Alachua County Bill Rate = County's minimum salary for listed position + proposed percentage markup

Example of bill rate per hour per position **without** health benefits provided and paid for by employer (bidder):

Alachua County Bill Rate = County's minimum salary for listed position + \$2 per hour for GMW if health benefits are not provided + proposed percentage markup

Alachua County Government Minimum Wage does not apply to the Alachua County Library District, at this time.

Proposed Markup Percentage		
Clerical	Light Industrial	Medium Industrial
Sample Job Types: Staff Assistant, Fiscal Assistant, Paraprofessionals, Accountants	Sample Job Types: Custodial, Lab Techs, Warehouse Clerks, positions lifting 30-50 lbs. occasionally	Sample Job Types: General Labor, Grounds, Building Maintenance, positions lifting 30-50+ lbs. regularly
29.75 %	40.00 %	43.00 %

To view the County and Library's Job Descriptions please visit:
<https://www.governmentjobs.com/careers/alachua/classspecs>

Sample list of positions that have been historically staffed

Accounting Clerk	Clerical GIS Technician
Administrative Assistant	Laborer I
Animal Shelter Assistant	Laborer II
Animal Technician	Clerical Local Area Network Manager (<i>Network Manager</i>)
Attendant (<i>Solid Waste Attendant</i>)	Industrial Maintenance Worker
Audio Visual Technician	Clerical Office Assistant
Building Mechanic	Clerical Production Coordinator/Producer
Clerk Messenger (Library)	Clerical Program Coordinator
Community Coordinator	Clerical Program Manager
Computer Operator	Clerical Programmer
Customer Services Assistant	Clerical Purchasing Agent
Customer Service Representative	Clerical Receptionist
Custodian	Clerical Sr. Administrative Assistant
Clerical Data Entry	Industrial Sr. Environmentalist Specialist
Clerical Database Manager	Clerical Senior Office Assistant
Clerical Dispatcher	Clerical Senior Staff Assistant
Clerical Diversion Resource Coordinator	Clerical Special Project Coordinator
Clerical Fiscal Assistant	Clerical Staff Assistant
Industrial Environmentalist Specialist	Clerical Staff Assistant I (Library)
Clerical Geographic Information System Specialist (<i>GIS Coordinator</i>)	Clerical Staff Assistant II (Library)

Local Based Firms per Section 1.16, Check One Below


X	I certify that my business is located in Alachua County and meets the criteria for location points as specified in Section 1.16.
	I am not a local based firm in Alachua County.

Acknowledge Receipt of Addendum(s) (if applicable circle):

#1 ☒ Yes No #2 ☒ Yes No #3 ☒ Yes No #4 ☒ Yes No #5 ☒ Yes No

Proposer: Carolynn Buchanan Company: Career Center, Inc. dba TempForce

Address: 4740 NW 39th Place, Suite A

Authorized Signature:  Title: Owner

Clearly Print Name: Carolynn Buchanan

Phone: 352-378-2300 Fax: 352.371.2573 Date: March 2, 2021

Email Address: cbuchanan@tempforce.net

SMALL BUSINESS ENTERPRISE (SBE) PROGRAM PARTICIPATION FORM

RFP: 22-21 Annual Temporary Personnel Services

OPTION 1

I certify that our Company is an Alachua County Certified Small Business Enterprise (SBE) registered prior to the Bid opening.

Circle One: ☒ Yes (If yes, complete and sign the last page of this Exhibit)

No (If No, proceed to *Option 2.*)

OPTION 2

I certify that our Company will perform ALL work and that no subcontractors will be utilized for this bid.

Circle One: ☐ Yes (If yes, complete and sign the last page of this Exhibit)

No (If No, proceed to *Option 3.*)

RFP: 22-21 Annual Temporary Personnel Services

OPTION 3

SBE Participation. I certify that our Company has contacted the Alachua County's Certified SBEs listed below. I state that the following information regarding SBE Subcontractors is true and correct to the best of my knowledge and belief.

Alachua County has adopted a 15% SBE participation goal and policies which encourage participation of Small Business Enterprises (SBE) in the provision of labor, time, supplies, services or construction items of any kind materials.

SBEs are located in the [Alachua County Small Business Enterprise Directory](#).

Subcontractor (any business entity holding a subcontract with the prime vendor) services are defined as, "a contract with another business entity that obtains labor, time, supplies, services or construction items of any kind."

Vendors submitting bids under this solicitation are to identify the intended SBE subcontractors. These SBEs have agreed to perform the work for the total dollar value and percentage of the bid set forth below.

If SBE subcontractors are not utilized and listed below or if option 1 or 2 was not chosen, you should proceed to *Option 4* and document your Good Faith Effort.

SBE Name of Contractor: N/A

Address: _____

Scope of Work to be Performed: _____

Total \$ Value: \$ _____ % of Total BID/RFP: _____ %

SBE Name of Contractor: _____

Address: _____

Scope of Work to be Performed: _____

Total \$ Value: \$ _____ % of Total BID/RFP: _____ %

SBE Name of Contractor: _____

Address: _____

Scope of Work to be Performed: _____

Total \$ Value: \$ _____ % of Total BID/RFP: _____ %

SBE Name of Contractor: _____

Address: _____

Scope of Work to be Performed: _____

Total \$ Value: \$ _____ % of Total BID/RFP: _____ %

EXHIBIT B

RFP: 22-21 Annual Temporary Personnel Services

OPTION 4

SBE Good Faith Effort. To be considered responsive all Vendors should have SBE Participation or demonstrate a good faith effort to utilize SBE subcontractors. If option 1, 2 or 3 was not chosen the Vendor should complete the section below substantiating compliance with good faith effort requirements.

In accordance with Article 11, of the Alachua County Procurement Code, I have solicited and received responses from the following Alachua County certified SBE companies. (The SBE vendor's response should be recorded in the section below.)

Name of SBE Company: N/A

Date SBE Contacted: _____

SBE Contact Name and Phone #: _____

SBE Response when contacted: _____

Name of SBE Company: _____

Date SBE Contacted: _____

SBE Contact Name and Phone #: _____

SBE Response when contacted: _____

Name of SBE Company: _____

Date SBE Contacted: _____

SBE Contact Name and Phone #: _____

SBE Response when contacted: _____

Name of SBE Company: _____

Date SBE Contacted: _____

SBE Contact Name and Phone #: _____

SBE Response when contacted: _____

Name of SBE Company: _____

Date SBE Contacted: _____

SBE Contact Name and Phone #: _____

SBE Response when contacted: _____

EXHIBIT B

RFP: 22-21 Annual Temporary Personnel Services

I as the undersigned Vendor certify that I have completed one of the option(s) below (*Circle One*):

OPTION 1

OPTION 2

OPTION 3

OPTION 4

If you are unable to certify that, you have completed to the best of your knowledge and belief **OPTION 1, OPTION 2, OPTION 3 or OPTION 4, CALL (48 hours prior to bid opening) Procurement at 352.384.3090, for direction.**

Vendor Name: Career Center, Inc. dba TempForce Date March 2, 2021

Signature  Title Owner

Printed Name: Carolynn Buchanan Title Owner

EXHIBIT C

**CERTIFIED SMALL BUSINESS ENTERPRISE POINTS REQUEST FORM FOR
RFP's**

The Technical Qualifications Evaluation phase of the Professional Services Evaluation Process assesses whether a Consultant is a certified Small Business Enterprise (SBEs) and provides for the allotting of points where the Consultant includes in their submittal a request for points allowed for Alachua County's Certified SBEs' participation in accordance with the options listed below and the necessary documentation to substantiate such is provided.

CERTIFIED SMALL BUSINESS ENTERPRISE (SBEs)- REQUEST FOR POINTS 15 POINT MAXIMUM																																			
Points for Certified Small Business Participation is to be awarded using one of the options below:	Points Allowed	Points Requested	Points Assigned																																
Fifteen (15) points are awarded to the Consultant if the Consultant is a certified small business (per Alachua County's current SBE registry at the time set for receipt of submittals) and at least 51% of the job will be performed by the Consultant.	15 pts	15																																	
<p>Eight (8) to thirteen (13) points are awarded if the Consultant commits to a significantly higher certified Small participation than the goal, based on the breakdown indicated below:</p> <p>Percentage of Certified Small Participation:</p> <table> <tr> <td>at least</td><td>but less than</td><td>Points</td><td>to be</td></tr> <tr> <td>Awarded</td><td></td><td></td><td></td></tr> <tr> <td>25%</td><td>30%</td><td>8</td><td>Points</td></tr> <tr> <td>30%</td><td>35%</td><td>9</td><td>Points</td></tr> <tr> <td>35%</td><td>40%</td><td>10</td><td>Points</td></tr> <tr> <td>40%</td><td>45%</td><td>11</td><td>Points</td></tr> <tr> <td>45%</td><td>50%</td><td>12</td><td>Points</td></tr> <tr> <td>50%</td><td>51%</td><td>13</td><td>Points</td></tr> </table>	at least	but less than	Points	to be	Awarded				25%	30%	8	Points	30%	35%	9	Points	35%	40%	10	Points	40%	45%	11	Points	45%	50%	12	Points	50%	51%	13	Points	8 pts - 13 pts	n/a	
at least	but less than	Points	to be																																
Awarded																																			
25%	30%	8	Points																																
30%	35%	9	Points																																
35%	40%	10	Points																																
40%	45%	11	Points																																
45%	50%	12	Points																																
50%	51%	13	Points																																
Five (5) points are awarded to a Consultant who has committed to meet the percentage participation goal of 15% as established by the Board of County Commissioners and the Consultant has listed the certified small business(es) and clearly stated the work and percentages of the job that those business(es) will perform.	5 pts	n/a																																	

ALACHUA COUNTY GOVERNMENT MINIMUM WAGE (GMW) FORM**RFP 22-21 Annual Temporary Personnel Services**

The undersigned certifies that all employees, contracted and subcontracted, completing services as part of this RFP are paid, and will continue to be paid, in accordance with Chapter 22, Article 12 of the Alachua County Procurement Code ("Alachua County Government Minimum Wage").

Please mark the appropriate box below that applies to how you pay your employees:

- ☐ Employees involved with Alachua County projects are paid a minimum of \$14.50 hourly and are provided health benefits?
- ☒ Employees involved with Alachua County projects are paid a minimum of \$16.50 hourly but are not provided health benefits?

Bidder: Career Center, Inc. dba TempForce Company: TempForce

Address: 4740 NW 39th Place, Suite A

Authorized Signature:  Title: Owner

Clearly Print Name: Carolyn Buchanan

Phone: 352-378-2300 Fax: 352.371.2573 Date: March 2, 2021

Email Address: cbuchanan@tempforce.net

EXHIBIT E**VOLUME OF PREVIOUS WORK SUMMARY**

Volume of previous work will be determined by the actual fees rendered to the consultant by Alachua County. These fees are based on actual payments made to the consultant and are retrieved from the County's electronic accounting system. Only a portion of these fees (Adjusted fee) will be considered based on the fiscal year payments and the factor listed below (see chart below).

SAMPLE

PERIOD	ACTUAL FEE	FACTOR	ADJUSTED FEE
Current and last year (Oct 1 – Sept 30)	\$ 100,000.00	X 1.0	\$ 100,000.00
Second year past (Oct 1 – Sept 30)	\$ 100,000.00	X .08	\$ 80,000.00
Third year past (Oct 1 - Sept 30)	\$ 100,000.00	X .06	\$ 60,000.00
TOTAL ADJUSTED FEE CONSIDERED			\$ 240,000.00

VOLUME OF PREVIOUS WORK - POINTS EARNED

The volume of previous work points earned are based on the adjusted fee (see chart below).

POINTS	ADJUSTED FEE (AF) *	YOUR REQUESTED AF POINTS
5	AF < 50,000	<div style="text-align: center; font-size: 2em;">2</div> <div style="text-align: center;">points</div>
4	50,000 < AF < 100,000	
3	100,000 < AF < 200,000	
2	200,000 < AF < 300,000	
1	300,000 < AF < 400,000	
0	AF > 400,000	

EXHIBIT F

PROPOSED SUBCONTRACTORS (NON-SMALL BUSINESS ENTERPRISE) FORM

RFP: 22-21 Annual Temporary Personnel Services

This form is for all Non-Small Business Enterprise subcontractors being utilized on this project that are not included on Exhibit B.

Name of Contractor: _____ N/A _____

Address: _____

Scope of Work to be Performed: _____

Total \$ Value: \$ _____ % of Total BID/RFP: _____ %

Name of Contractor: _____

Address: _____

Scope of Work to be Performed: _____

Total \$ Value: \$ _____ % of Total BID/RFP: _____ %

Name of Contractor: _____

Address: _____

Scope of Work to be Performed: _____

Total \$ Value: \$ _____ % of Total BID/RFP: _____ %

Name of Contractor: _____

Address: _____

Scope of Work to be Performed: _____

Total \$ Value: \$ _____ % of Total BID/RFP: _____ %

Name of Contractor: _____

Address: _____

Scope of Work to be Performed: _____

Total \$ Value: \$ _____ % of Total BID/RFP: _____ %

If additional space is required for your subcontractor listing, make copies of this Exhibit F and submit with you bid package.

DRUG FREE WORKPLACE

Florida Statute, Section 287.087 states that whenever two or more bids, proposals, or replies that are equal with respect to price, quality, and service are received by the state or by any political subdivision for the procurement of commodities or contractual services, a bid proposal, or reply received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process

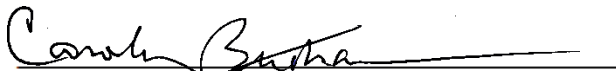
The undersigned vendor in accordance with Florida Statute 287.087 hereby certifies that

Career Center, Inc. dba TempForce
Name of Business

does:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 1893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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


Bidder's Signature

March 2, 2021
Date

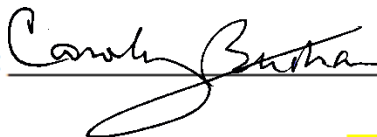
EXHIBIT H**PUBLIC RECORD DECLARATION OR CLAIM OF EXEMPTION**

As a bidder or proposer, any document you submit to Alachua County may be a public record and be open for personal inspection or copying by any person. In Florida "public records" are defined as all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency. Section 119.011, F.S. A document is subject to personal inspection and copying unless it falls under one of the public records exemptions created under Florida law. Please designate what portion of your bid or proposal, if any, qualifies to be exempt from inspection and copying:

(Execute either section I. or II. but not both; bidder may not modify language)

I. NO EXEMPTION FROM PUBLIC RECORDS LAW

No part of the bid or proposal submitted is exempt from disclosure under the Florida public records law, Ch. 119, F.S.

Bidder's Signature:  Date: March 2, 2021

--- **OR** ---

II. EXEMPTION FROM PUBLIC RECORDS LAW AND AGREEMENT TO INDEMNIFY AND DEFEND ALACHUA COUNTY

The following parts of the bid or proposal submitted are exempt from disclosure under the Florida public records law because: (list exempt parts and legal justification. i.e. trade secret):

By claiming that all or part of the bid or proposal is exempt from the public records law, the undersigned bidder or proposer agrees to protect, defend, indemnify and hold the County, its officers, employees and agents free and harmless from and against any and all claims arising out of a request to inspector copy the bid or proposal. The undersigned bidder or proposer agrees to investigate, handle, respond to, provide defense (including payment of attorney fees, court costs, and expert witness fees and expenses up to and including any appeal) for and defend any such claim at its sole cost and expense through counsel chosen by the County and agrees to bear all other costs and expenses related thereto, even if they (claims, etc.) are groundless, false, or fraudulent.

Bidder's Signature: _____ Date: _____

4.7.9 Insurance Requirements, Exhibit I

TempForce acknowledges Alachua County's insurance requirements as provided in the RFP and agrees to provide an insurance certificate accordingly. Please note that TempForce is already providing services under a current insurance certificate.

TYPE "B" INSURANCE REQUIREMENTS "Professional or Consulting Services"

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the contractor, his agents, representatives, employees or subcontractors.

I. COMMERCIAL GENERAL LIABILITY.

Coverage must be afforded under a per occurrence form policy for limits not less than \$1,000,000 General Aggregate, \$1,000,000 Products / Completed Operations Aggregate, \$1,000,000 Personal and Advertising Injury Liability, \$1,000,000 each Occurrence, \$50,000 Fire Damage Liability and \$5,000 Medical Expense.

II. AUTOMOBILE LIABILITY.

Coverage must be afforded including coverage for all Owned vehicles, Hired and Non-Owned vehicles for Bodily Injury and Property Damage of not less than \$1,000,000 combined single limit each accident.

III. WORKERS COMPENSATION AND EMPLOYER'S LIABILITY.

- A Coverage to apply for all employees at STATUTORY Limits in compliance with applicable state and federal laws; if any operations are to be undertaken on or about navigable waters, coverage must be included for the USA Longshoremen & Harbor Workers Act.
- B Employer's Liability limits for not less than \$100,000 each accident; \$500,000 disease policy limit and \$100,000 disease each employee must be included.

IV. PROFESSIONAL LIABILITY or ERRORS AND OMISSIONS LIABILITY (E&O).

Professional (E&O) Liability must be afforded for not less than \$1,000,000 each claim, \$1,000,000 policy aggregate

V. OTHER INSURANCE PROVISIONS.

- A The policies are to contain, or be endorsed to contain, the following provisions:
- B Commercial General Liability and Automobile Liability Coverages
 - 1 The Alachua County Board of County Commissioners, its officials, employees and volunteers are to be covered as an Additional Insured as respects: Liability arising out of activities performed by or on behalf of the Contractor; products and completed operations of the Contractor; or automobiles owned, leased, hired or borrowed by the Contractor.
 - 2 The Contractor's insurance coverage shall be considered primary insurance as respects the County, its officials, employees and volunteers. Any insurance or self-insurance maintained by the County, its officials, employees or volunteers shall be excess of Contractor's insurance and shall be non-contributory.
- C All Coverages
 - 1 The Contractor shall provide a Certificate of Insurance to the County with a notice of cancellation. The certificate shall indicate if cover is provided under a "claims made" or "per occurrence" form. If any cover is provided under claims made from the certificate will show a retroactive date, which should be the same date of the contract (original if contract is renewed) or prior.

VI. SUBCONTRACTORS

Contractors shall include all subcontractors as insured under its policies. All subcontractors shall be subject to the requirements stated herein.

CERTIFICATE HOLDER:

Alachua County Board of County Commissioners

EXHIBIT J

Career Center, Inc. dba TempForce, LLC

(Insert Name of Corporation)

**CORPORATE RESOLUTION GRANTING SIGNING AUTHORITY
AND AUTHORITY TO CONDUCT BUSINESS**

The Board of Directors ("Directors") of Career Center, Inc. dba TempForce, LLC, a

(insert name of company)

Florida corporation (the "Corporation"), at a duly and properly

(insert state of incorporation)

held meeting on the 1st day of October, 2020, did hereby consent to, adopt, ratify, confirm and approve the following recitals and resolutions:

WHEREAS, the Corporation is a duly formed, validly existing corporation in good standing under the laws of the State of Florida and is authorized to do business in the State of Florida; and

WHEREAS, the Corporation desires to grant certain persons the authority to execute and enter into contracts and conduct business on behalf of the Corporation.

NOW, THEREFORE, BE IT RESOLVED, that any of the following officers and employees of the Corporation listed below are hereby authorized and empowered, acting along, to sign, execute and deliver any and all contracts and documents on behalf of the Corporation, and to do and take such other actions, including but not limited to the approval and execution of contracts, purchase orders, amendments, change orders, invoices, and applications for payment, as in his or her judgment may be necessary, appropriate or desirable, in connection with or related to any bids, proposals, or contracts to, for or with to Alachua County, a charter county and political subdivision of the State of Florida:

NAME

TITLE

Carolynn Buchanan

President

Gary Buchanan

Vice President/Secretary

NAME**TITLE**

BE IT RESOLVED THAT, these resolutions shall continue in full force and effect, and may be relied upon by Alachua County, until express written notice of their rescission or modification has been received by the Procurement Manager of Alachua County. Any revocation, modification or replacement of these resolutions must be accompanied by documentation satisfactory to the Procurement Manager of Alachua County, establishing the authority for the changes.

IN WITNESS WHEREOF, I have executed my name as Secretary and have hereunto affixed the corporate seal of the above-named Corporation this 2nd day of March, 2021, and do hereby certify that the foregoing is a true record of a resolution duly adopted at a meeting of the Board of Directors of the Corporation and that said meeting was held in accordance with state law and the Bylaws of the Corporation, and that the resolution is now in full force and effect without modification or rescission.

(Corporate Seal) Secretary of the Corporation

By: Mary L. Buchanan

Gary Buchanan

(Print Secretary's Name)

4.7.11 Alachua County Small Business Certification

Please note that due to a delay, a hard copy has not been received in our office although our certification can be found within the small business database. This certification will be submitted upon receipt. Additionally, we have provided our certification from the City of Gainesville as well as the State of Florida.

Your application for Small Business certification has been approved. Your business name has been added to our SBE directory. You should receive your official certificate within the next 30 days. Meanwhile, should you need proof of certification for a bid or RFP, visit our web site at <http://www.alachuacounty.us/Depts/EO/SmallBusiness/Pages/SmallBusinessProgram.aspx>, copy the page with your business listing and place it with your bid/RFP documents. We will confirm your certification with the appropriate individuals.

Feel free to contact me via e-mail or at (352) 374-5275 for more information or assistance.



Jonathan Flynt

EO Analyst

Equal Opportunity

12 SE 1st Street • Gainesville • FL • 32601

352-374-5275 ext 3112 (office) • 352-338-3205(fax)



CAREER CENTER, INC. DBA TEMPFORCE

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

Contact: CAROLYNN BUCHANAN

Email: cbuchanan@tempforce.net

Business Tel: (352) 378-2300

Fax Number: (352) 371-2573

Cert. Type: SMALL

Description:

EMPLOYMENT STAFFING AGENCY

Small Business Certification

City of Gainesville-Office of Equal Opportunity certifies:

CITY OF
GAINESVILLE
Career Center, Inc. dba Tempforce

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

Sylvia Warren
Sylvia Warren
Small & Minority Business Program Coordinator

June 28, 2019
Date



Vendor ID. # **VC0000003590**
Valid for a two-year period until:
May 1, 2021

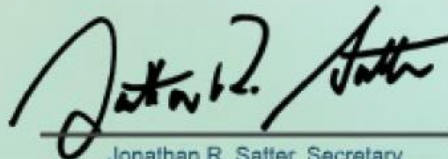
State of Florida

Woman Business Certification

Career Center, Inc. dba Temp Force

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

04/25/2019 to 04/25/2021



Jonathan R. Satter, Secretary
Florida Department of Management Services



Office of Supplier Diversity • 4050 Esplanade Way, Suite 380 • Tallahassee, FL 32399 • 850-487-0915 • www.dms.myflorida.com/osd

4.7.12 Equal Opportunity Policies and Practices

Equal Employment Opportunity Policy Statement

TempForce is committed to equal employment opportunity for all qualified persons and prohibit discrimination on the basis of any protected characteristic. It is the policy of TempForce to make all employment-related decisions based upon merit and without regard to race, color, gender, age, religion, national origin, ancestry, pregnancy, disability, service in the uniformed services or any other classification protected by federal, state, or local law. This commitment is evident throughout TempForce's employment practices and policies, including those related to recruiting, hiring, compensation, benefits, training, transfers, promotions, terminations, layoffs, and recalls.

In addition, TempForce has identified and implemented certain steps designed to enable us to attract and maintain a diversified workforce.

Employees are encouraged to bring any perceived violation of this policy, no matter how small, to the attention of management. All employees and applicants are protected from retaliation for filing a complaint or assisting in an investigation of perceived violations.

ADA Policy Statement

If, during employment, a talent experiences a disability as defined by the Americans with Disabilities Act (ADA) that impacts their ability to perform the essential functions of their job, they are invited to request reasonable accommodation from their manager and/or Talent Relations. In order to evaluate disability accommodation requests, it may be necessary to obtain a medical evaluation and the assistance of medical professionals. Where there is a difference of opinion between an employee's treating physician and a medical professional retained by TempForce, the latter's opinion and legal guidelines will determine the decision. Applicants and employees are protected from retaliation for requesting an accommodation for a disability.

I-9/INS Policy

Federal Law requires that all employers must verify the authorization to work in the United States of all employees. It is our policy to verify this information utilizing the United States Department of Homeland Security's E-verify system.

Drug Free Work Place Policy Statement

TempForce of Gainesville has a fully implemented Drug Free Workplace Program pursuant to Florida Statue 440.101. et. Seq., which provides that a talent who violates any portion of the Drug Free Workplace Program will forfeit all eligibility for medical and indemnity benefits under the Workers' Compensation Act. Each talent is drug-screened at our office prior to being dispatched to an assignment using either a 6 or 8 panel test provided by our current vendor. All drug-screen results are stored and retained according to current legal requirements. Health assessments can be performed as required. A certified laboratory will administer any additional drug testing, i.e. 10 panels or CDL drug testing, as requested or required.

Background Investigation Policy

As standard procedure, all assigned talent through TempForce have had local, state, regional and/or national criminal history background checks completed as directed by locations a talent indicates they have resided, been educated or employed. Most criminal background results are available same day or within 48 hours of order. All talent under consideration for employment have a minimum of 10 years of previous employment verified as applicable and available. Extended background screening services are available as requested or required by customers. All employment screening is conducted in full compliance with the applicant's authorization and written consent, consistent with their rights under the Fair Credit Reporting Act (FCRA) and both TempForce and our customers are released from liability for

any claims or damages resulting from the investigation. Criminal background and pre-employment drug screening has been part of our standard screening since 1995.

Liability Policy

For background and drug screenings, TempForce assumes liability for any damages resulting from its own negligence or misconduct. TempForce holds the direct providers of these services responsible for their own negligent acts or omissions. To the extent that a talent commences any litigation, the talent will have voluntarily relinquished his or her right to privacy as to the matters at issue. To the extent that we have a unity of interest with a talent, we would not anticipate any privacy issues.

4.7.13 References. Installations performed for governmental entities.

4.7.13.1 Name, title, address and phone number of the individual within the organization for whom the work was performed who can be contacted in regards to the project.

4.7.13.2 The name(s) of the Manager or key staff person(s) who worked on the project.

References.

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4.7.13.3 A copy of the selected Consultant's current Florida Professional Registration Certificate, if applicable.

Not applicable.