TEMPORARY STAFFING SERVICES

RFP #21-31-26101

Due: August 16, 2021 @ 10:00 AM

I-TECH PROPRIETARY INFORMATION SUBMITTED ONLY FOR JACKSONVILLE AVIATION AUTHORITY PROPOSAL EVALUATION:

The proposal below shall not be disclosed outside of the Jacksonville Aviation Authority, and shall not be duplicated, used, shared, or disclosed in whole or in part for any purpose other than to evaluate this proposal. The entire proposal below is subject to propriety restrictions.

Our Mission

Global Staffing solutions for every scalable project by showcasing Multilingual talents in our community and empowering them the opportunity to grow and succeed. We use our passion of serving and helping people to provide guidance, encourage employment and self-sufficiency to assist our talents to better their lives

I-TECH Personnel Services, Inc.
5627 Atlantic Blvd, Unit 1
Jacksonville, FL 32207

Eric Nguyen, VP/ Director of Operations
Phone: (904) 381-1911
Fax: (904) 727-9400

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1.0 Introduction

I-TECH Personal Services, Inc. (I-TECH) is a Small Business Administration – Small Disadvantage Business, State of Florida – Minority Business Enterprise, and Department of Transportation – Disadvantaged Business Enterprise (Duns: 17048303/Cage Code: 1SAU6) and is headquartered in **Jacksonville, FL**. I-TECH has over twenty-three (23) years of experience in recruiting, prescreening, training, and retaining talented employees to support government and corporate contracts. As a professional staffing agency, I-TECH recruits skilled, dedicated individuals who excel in their professional career. I-TECH has the unique capability to recruit from multilingual communities, and firmly believes and operates under the principles of placing the right person to the position every time, creating a win/win solution. As such, I-TECH has successfully recruited and placed individuals in the clerical, administrative, financial, medical, information technology (IT), engineering, and in both skilled trades and general labors.

2.0 Company Experience

Over the past twenty-three (23) years of business, I-TECH has successfully staffed Government agencies and Commercial clients as their primary contractor. Such clients include but are not limited to:

City of Jacksonville, **Florida (City):** I-TECH has supported the City of Jacksonville's Temporary Staffing Contract throughout the years. I-TECH was awarded contracts SC-0452-03, JSC-0395-05, and SC-0512-11. I-TECH is able to maintain its public-private partnership with the City due to its quality of service, vast candidate database, and cost savings to the City. During the term of these contracts, I-TECH has successfully placed administrative, clerical and customer service, accounting, and janitorial, in both skilled and unskilled laborers.

Jacksonville Aviation Authority (JAA): I-TECH has supported the Jacksonville Aviation Authority as a prime and subcontractor since 2005. I-TECH has successfully placed accounting, administrative, IT, janitorial, and aviation technical and maintenance trade laborers.

Jacksonville Housing Authority (JHA): I-TECH has supported the Jacksonville Housing Authority since 2008 and continues to maintain the private-public partnership to date. I-TECH has successfully placed accounting, administrative, IT, janitorial, and maintenance trade laborers.

2.1 Service Location

I-TECH is headquartered in Jacksonville, FL. All of the executive decisions, recruiting, and accounting are performed out of this corporate office. I-TECH will provide 100% of its support to JAA through this office located at: **5627 Atlantic Blvd., Unit 1, Jacksonville, FL 32207**. I-TECH's hours of operations are **Monday – Friday, 8:00AM – 5PM.** An account manager is accessible via telephone outside the normal hours of operations in the event of any emergency.

2.2 I-TECH's Customer Service Representative (CSR)

I-TECH's team consists of dedicated and experienced hiring managers. All of our hiring managers and recruiters have a minimum of five (5) years of recruiting experience. The primary (CSR) has been with I-TECH for eight (18) years and currently serves as its Vice President/Director of Operations. He has the ability to make any and all decisions relating to the service of this RFP. He has been the primary CSR for the City and JAA, and has recruited for positions in the aviation, accounting and finance, IT, engineering, clerical and customer service, maintenance, and janitorial roles. A resume of his experience is attached. He will be JAA's point of contact, and his 24/7 contact information is below:

Mr. Eric T. Nguyen
5627 Atlantic Blvd, Unit 1
Jacksonville, FL 32207
Office: (904) 381-1911 ext. 135
Fax: (904) 727-9400
Mobile: (904) 234-1357
Email: enguyen@itechpersonnel.com

The Secondary CSR has been with I-TECH since 2007 and has served in multiple roles to include but not limited to; payroll, recruiting, and administration. She has the authority to make all hiring and termination decisions on this RFP, and will be the backup in the event the primary CSR is not available. She has been the primary CSR's direct report and recruited the same categories of positions. She has experience hiring for JAA positions and is very familiar with its expectations.Additionally, she has served as the certifying official at JAA and understands the proceedures. A resume of her experience is attached.

The third CSR will serve as the Lead Recruiter for this RFP. She has recruited for clerica, administrative, accounting, information technology, and skilled and general laborer positions. A resume of her experience is attached.

3.0 Management Plan

With over twenty-three (23) years of experience, I-TECH has serviced many private and public sector employers. I-TECH has successfully recruited and placed individuals in accounting and finance, administrative and customer service, information technology (IT), engineers, and other skilled trades to include drivers, welders, electricians, maintenance, mechanics, custodials, ramp technicians, airframe mechanics, aircraft electricians, lawn technicians, warehouse specialists, and many others. I-TECH is able to recruit and retain quality employees by utilizing the process detailed below.

3.1 Talent Pool

I-TECH's approach to meeting JAA's needs is to maintain a qualified pool of candidates. I-TECH averages 1000 – 1500 candidates in its ATS system ready to be deployed. These candidates undergo extensive testing, training, and reference checks to verify qualifications, including both hard and soft skills.

The ability to maintain a pool of candidates of this magnitude is due greatly to the uniform hiring process. This process allows I-TECH to identify an applicant's expertise, conformability, and reliability. Utilizing this process of selecting qualified candidates has proven successful, resulting in many permanent placements. I-TECH's hiring process effectively satisfies all legal and unique requirements for JAA and gives a positive impression to the applicants.

I-TECH will actively seek out and employ all available resources in an effort to ensure qualified applicants of various backgrounds have the opportunity to apply for and fill positions within Duval County. I-TECH will use resources such as Local Job Fairs, Employ Florida Marketplace, and Local Job Posts in Duval County and the surrounding areas. Using these means to advertise and recruit for available positions will ensure there is a continuous and diverse staff readily available for placement as needed.

3.2 *Qualifying Applicants*

Each applicant will go through the interviewing and qualifying process. During this process, the CSR will go through a series of questions that discover information about the applicant's employment history, skill level, experience, and relevant background information. The CSR is also trained to uncover undesirable traits about the candidate. Any candidate who is found to be unreliable, unproductive, or possessing other less desirable traits are disqualified and will not be placed with JAA. Depending on the available positions and requirements, applicants who pass the initial interview process will have additional assessments.

3.3 *Recruiting Quality Personnel*

I-TECH's sourcing and selection process starts with thoroughly understanding JAA's unique requirements. Recruiting engages a variety of sources to include, but not limited to: Job Boards, Resume Databases, Networking, and Referrals. This process sets I-TECH apart from our competitors' because we can recruit not only from the local community, but also the bilingual communities. I-TECH's excellent benefits package and advancement opportunities enable us to recruit highly qualified and desirable candidates.

3.4 Administrative Employment and Personnel Forms

I-TECH will administer the employment/personnel forms and will acquire information such as W4, I-9, and other related forms as required by law. All candidates must be legally authorized to work in the United States by the SSA and INS to be considered for employment. I-TECH utilizes the E-Verify system to ensure this requirement is met.

3.5 Hiring Orientation and Training

To ensure that each employee is ready for assignment, I-TECH will go through a one-on-one hiring orientation. During this time, the CSR will go over the employees' job responsibilities, attendance requirements, safety procedures, dress code, positive work behaviors, and other successful traits. This will ensure that the employee understands I-TECH and JAA's procedures and expectations so that they will be well prepared to work safely and productively.

3.6 Follow-Up Process

As a quality procedure, the CSR will follow-up with the JAA hiring manager and/or HR and assigned personnel on a regular basis. This enables us to address any questions or concerns before they become a problem. Should any issues arise, they will be addressed immediately. This ensures that the changing needs of JAA and assigned personnel are met; thereby ensuring that our personnel remain motivated and maintain the highest standard of performance.

3.7 Employee Retention Plan

I-TECH is an employee-driven company. In order to attract and retain qualified personnel, I-TECH offers competitive wages and an attractive benefits package. Our personnel are our best asset. We strive to prove it by periodically reviewing the local job market to ensure we stay within the average wage category per position and that our benefits meet or exceed our employees' needs. Our employees enjoy the following:

A. Vacation Pay

Employees are eligible for forty (40) hours of paid time off after one (1) year of continuous service. At the employee's discretion, they are afforded the opportunity to cash in their vacation time, or they may choose to take the time off with the required advanced notice.

B. Holiday Pay

I-TECH employees are eligible for paid holidays based on their contract.
I-TECH utilizes the following holidays:

New Year's Day	Columbus Day
Martin Luther King Day	Veteran's Day
President's Day	Thanksgiving Day

Memorial Day	Day After Thanksgiving
Independence Day	Christmas Eve
Labor Day	Christmas Day

C. Employee Safety Program

I-TECH and its management team are committed to protecting the safety, health, and well being of all employees or other individuals in the workplace. Safety in the workplace is the most important business function. Management personnel are accountable for the success of the company safety program. Job performance evaluations, salary increases, or other incentives are based in part by the success of the health and safety program of the company.

D. Benefits

I–TECH cares about the health and wellness of our employees and their families. This is why we offer the following benefits to our employees at discounted group rates.

Accidental Death	Paid Holidays
Dental	Paid Time Off
Education/Tuition Assistance	Prescription Plan
Flexible Work Schedules	Short-Term Disability
Hospital Indemnity	Training/Learning Programs
Life Insurance	Vision
Medical	

4.0 Proposed Mark-up Percentage

Please refer to Exhibit #1

5.0 References

I-TECH has sent the Reference Questionnaires over to its clients as directed.

6.0 Conclusion

I-TECH TEAM has the expertise recruiting and placing professional, technical, clerical, medical, and light industrial workers in the State of Florida since 1998. I-TECH has partnerships with clients from small to fortune 500 companies and Government agencies at the local, state, and federal levels.

I-TECH's niche in this overwhelmingly competitive personnel market involves promoting and recruiting more individuals from vast communities. Our goal is to aid those individuals who have gained their experience and expertise in other countries and expand their training in the United States.

As an experienced staffing service provider, I-TECH always seeks individuals who are hard working, dedicated, and able to perform their job. Our goal is to establish a valuable business link between the

bilingual communities and the vast business environment. I-TECH entrusts that this information has effectively communicated our capabilities and values to JAA.

We sincerely hope that JAA will take the opportunity to utilize our resources to fulfill its staffing needs.

Value Proposition

- Combined business sophistication of over twenty-three (23) years' staffing and IT experience
- Experienced recruitment in diverse industries and multilingual communities
- Fast, reliable, flexible, and responsive service
- Projects are managed by top Executives
- Streamlined, proven processes in recruitment, payroll, accounting, management, quality, and software development
- Easy and secure access to online Time and Issue Tracking System
- Comprised with Minority, Asian, Service-Disabled Veteran, Hub zone, and Small Businesses
- Great understanding of Government, healthcare, and contracting regulations
- Building and delivering quality, well-designed solutions

Additional Attachments

- *Exhibit #1: Proposed Price*
- *Exhibit #2: Addendum Acknowledgement*
- *Exhibit #3: Conflict of Interest Certificate*
- *Exhibit #4: Article IV – Proposal Form Items F – K*
- *Exhibit #5: Proposer Certification and Signature*
- *Exhibit # 6: Resumes*

Exhibit #1: Proposed Price

Respondent's Name: I-Tech Personnel Services, Inc.

Provide mark-up percentage to include all labor, supervision, insurance, administrative and associated costs required to recruit and staff the position.

Position Category	Mark-Up Percentage Initial Contract (Years 1 -3)	Mark-Up Percentage Renewal Year No. 1	Mark-UP Percentage Renewal Year No. 2
Administrative	40%	42.5%	45%
Information Technology	50%	52.5%	55%
Finance and Accounting	50%	52.5%	55%
***Skilled Craft - Facilities Maintenance (Field and Building) and Custodial Positions** *Requires $5,000,000.00 business automobile liability limit	55%	57.5%	60%

Positions provided in Exhibit A are positions highly requested by the JAA. The JAA reserves the right to request additional positions during the contract term.

Respondent may propose on providing one, multiple or all category of positions. Points will be awarded based on lowest mark-up percentage for each position category for the initial contract, years 1-3.

Exhibit #2: Addendum Acknowledgement

Respondent's Name: I-Tech Personnel Services, Inc.

Acknowledgment of the following Addenda is hereby made:

Addenda No. 1	Date: 08/16/2021	Respondent's Initial: CTN
Addenda No. 2	Date: 08/16/2021	Respondent's Initial: CTN
Addenda No. 3	Date: 08/16/2021	Respondent's Initial: CTN
Addenda No.	Date:	Respondent's Initial: CTN

Exhibit #3: Conflict of Interest Certificate

CONFLICT OF INTEREST CERTIFICATE

Respondent must execute either Section I or Section II hereunder relative to Florida Statute 112.313(12). Failure to execute either section may result in rejection of this proposal.

SECTION I

I hereby certify that no official or employee of JAA requiring the goods or services described in these specifications has any financial interest in this company.

_____	I-Tech Personnel Services, Inc.
Signature	Company Name
Eric T. Nguyen	5627 Atlantic Blvd, unit 1
Name of Official (type or print)	Business Address
	Jacksonville, FL 32207
	City, State, Zip Code

SECTION II

I hereby certify that the following named JAA official(s) and/or employees(s) has a financial interest(s) in this company have filed Conflict of Interest Statements with the JAA CEO Office, 14201 Pecan Park Road South, Jacksonville, FL 32218 prior to the time of proposal opening.

Name	Title or Position	Date of Filing
_____	_____	_____

_____	_____
Signature	Company Name
_____	_____
Name of Official (type or print)	Business Address
	_____
	City, State, Zip Code

SECTION III

PUBLIC OFFICIAL DISCLOSURE

JAA requires that a public official who has a financial interest in a proposal, proposal or contract make a disclosure at the time that the proposal, proposal or contract is submitted or at the time that the public official acquires a financial interest in the proposal, proposal or contract. Please provide disclosure, if applicable, with proposal.

Public Official: _____

Position Held: _____

Position/Relationship with Respondent: _____

Exhibit #4: Article IV – Proposal Form Items F – K

Respondent's Name: I-Tech Personnel Services, Inc.

F. Drug-Free Workplace Program Certification:

a. X Yes, we have a Drug-Free Workplace Program

b. ____ No, we do not have a Drug-Free Workplace Program

G. Acknowledgement of Warranty Acceptance is hereby made:

Respondent's Initial: CTN

H. Acknowledgement Respondent will accept a Purchase Order and invoice JAA:

Respondent's Initial: CTN

I. Acknowledgement of ACH Payment acceptance is hereby made:

Respondent's Initial: CTN

J. Acknowledgement of Indemnification and Insurance requirements is hereby made:

Respondent's Initial: CTN

K. Acknowledgement and Acceptance of the JAA Contract is hereby made:

Respondent's Initial: CTN

In the event JAA's Contract is not acceptable, Respondent must submit a written request to have any and all contract provisions or requirements herein addressed pursuant to section 1.06 above.

Exhibit #5: Proposer Certification and Signature

Proposer Certification and Signature:

By submitting this Proposal, the Respondent certifies that the Respondent has read, reviewed, and agreed to all of the documents pertaining to this solicitation, that the person signing below is an authorized representative of the Company, that the Respondent is legally authorized to do business in the State of Florida, and that the Respondent maintains in active status all appropriate license required for the work.

FAILURE TO SIGN YOUR PROPOSAL WILL CONSTITUTE A MATERIAL IRREGULARITY AND WILL RESULT IN REJECTION OF THE PROPOSAL.

Respondent's Name: I-Tech Personnel Services, Inc.

Authorized Agent's Signature: _____ Date: August 10, 2021

Printed Name: Eric T. Nguyen Email: enguyen@itechpersonnel.com

Title: Vice President/ Direct of Operations

Respondent is a: [X] Corporation [ ] Partnership [ ] Individual

Federal Identification Number: 59-3510205

Remittance Address: 5627 Atlantic Blvd, unit 1, Jacksonville, FL 32207

Telephone Number: (904) 381-1911 Fax Number: (904) 727-9400

Exhibit # 6: Resumes

ERIC T. NGUYEN

EXECUTIVE MANAGEMENT

An experienced, goal-focused professional with proven record of managing business operations from startup to multimillion-dollar businesses. Adroitly supervise teams ranging from clerical support to business developers. Developed training programs for the advancement of internal personnel. Review and streamline business processes to ensure the most efficient and cost-effective procedures are in place. Proven track records of meeting critical and difficult objectives. Extensive experience recruiting for all level of personnel. Effective communication skills on all level.

Core Competencies

- Contract Negotiation
- Sales through Networking
- Cold Calls
- Regulatory Compliance
- Risk Assessment
- Multi-Level Management
- Operational Planning & Coordination
- Skills Training and Development
- Contract Review and Assessment
- Technology Savvy

CAREER EXPERIENCE

I-TECH PERSONNEL SERVICES, INC., Jacksonville, Florida **08/2003 - Present**

A leader in the temporary staffing industry focused on providing quality service to the government, public and marine industries.

Vice President/Director of Operations (2010 - Presently)

Oversee the entire operation of the corporation from the recruitment to the sales, selection of insurance providers and selection of technology. Networking through various non-profit organizations, chamber events, and many others to inform the community of I-TECH's presence. Manage the day-to-day sales activities and coordinate the recruitment efforts to ensure all customers receive the highest level of service. Handle all of the additional functions as indicated below.

Operations Manager/ Security Office (2007 – 2010)

Oversee the sales and recruiting of the operation. Serves as the liaison between our firm and the customers. Assess the needs of customers and coordinates with staff members to recruit for the open requisitions. Research and interview various vendors to obtain sourcing avenues for recruiters and sales staff. Review, write and submit RFP, RFQ, and other bid documents for projects. Negotiates terms of agreements/contracts with customers and vendors. Hire, discipline or terminate staff members as require. Negotiates hiring packages with new employees.

Hiring Manager (2003 – 2007)

Primarily responsible for the recruiting, hiring and management of temporary employees for various customers throughout the United States. Maintains contact with customers on a daily basis to ensure that all their needs are met and employees are present and performing their duties to the satisfaction of the customers. Assess the needs of customers and obtain job openings from customers when available. Handled the entire recruiting, interview, screening and on-boarding process for temporary employees with the customers.

SAIGON TIME VIETNAMESE CUISINE., Jacksonville, Florida **04/2002 – 08/2003**

A family friendly restaurant delivering authentic Vietnamese cuisines.

Assistant Manager

Oversaw the service side of the operation for the restaurant. Hired, trained and scheduled working hours for servers and cashiers. Ensured that all necessary items such as napkins, silverware, etc. are stocked and available at all time. Ensured that the restaurant is in sanitary condition at all time. Greeted customers and ensured each is served to their expectation. Resolved any dissatisfactions with customers and/or employees. Reconciled daily sales and deposited funds into business account.

EDUCATION & CREDENTIALS

University of North Florida
Florida State College of Jacksonville

Professional Training

QuickBooks Basic Training, Advance Selling Techniques by Brian Tracey,
Mental Health Issues in the Workplace, Successful Interviewing,
How to Plan and Conduct Productive Performance Appraisals,
Fundamentals of Human Resources Management

Technical Proficiency

MS Office Suite, All Window platforms,
Internet Explorer, Fire Fox, and all internet browsers,
IQ Navigators, InSite and other Managements Sites

Professional Affiliations

Knights of Columbus – 4th Degree/ Recorder/ Chair (2011 – 2016)
Vietnamese Associate of Jacksonville, FL – President (2014 - 2016)
Vietnamese Associate of Jacksonville, FL – Co-Chair (2013 & 2014)
JSEB Monitoring Committee – Mayor Appointee (2/2012 – 2016)
Jacksonville Asian American Alliance – Vice President (FY 2010)
Vietnamese Students Association – President (FY 2002)
Employer Support of Guard and Reservist (ESGR) – Committee Member
City of Jacksonville's Department of Veteran's Affair –
Jacksonville Military & Veterans Coalition (JMVC) – Committee Member

Beverly A. Bertrand

Summary of Qualifications

Highly organized with fourteen years' experience in recruiting and payroll processing. Ability to work independently and as a team player. Strong attention to detail with the ability to process data timely and accurately while maintaining confidentiality. Provide excellent customer service to all employees and customers.

Computer Skills

- Payroll Software: Peachtree, QuickBooks, Tempworks Enterprise/WebCenter
- Microsoft Excel, Word and Outlook
- Data Entry 60 wpm

Work Experience

I-Tech Personnel Services, Inc. **April 2007 – Present**
Payroll/Quality Specialist

- Process New Hire, Rehire and Termination paperwork for 150+ temporary employees
- Perform data entry and maintain personnel records of past and present employees
- Collect and process timesheets for weekly and biweekly payroll
- Generate and submit invoices to customers
- Research and resolve all pay/bill related discrepancies
- Complete and submit payroll reports as per internal and customer's request
- Run weekly aging report and follow up on payment status with appropriate personnel
- Provide reports to management and notify of any issues/problems
- Experience with city and federal contracts (City of Jacksonville, Jacksonville Aviation Authority, Jacksonville Electric Authority, Jacksonville Housing Authority, Honeywell/KBR Services)
- Certifying Official for I-TECH @ Jacksonville Aviation Authority – Recruited and scheduled/managed badging and training for all temp hires. Report terminations promptly/deactivate badges. Attended annual CO Training.

Barnie's Coffee and Tea Co. **October 2000 – December 2006**
Store Manager/Supervisor/Barista

- Hired and managed personnel
- Made work schedules and processed timesheets for biweekly payroll
- Maintained company inventory and placed store orders
- Oversaw workflow to ensure products were effectively produced in a timely manner

Education

Florida State College at Jacksonville

Janice Stadius

Work Experience

I-Tech Personnel Services, Inc - Jacksonville, FL **February 2020 to Present**
Lead Recruiter

- Present a professional, welcoming first contact to all clients, vendors, staff, etc. – by phone, in person and email.
- Responsible for incoming/outgoing call on a multi-line phone system
- Responsible for keeping office equipment maintained
- Responsible for incoming and outgoing mail
- Responsible for managing supplies and maintenance of storage areas
- Maintains applicant tracking system and posts positions as required.
- Source for candidates using various internal and external databases
- Call and prescreen applicants
- Scheduled, interview and submitted applicants
- Performed pre-employment screening
- Hires, reprimand and terminate employees

Rizal Commercial Banking – Cebu, Philippines **June 2011 to June 2016**
Customer Service Associate

- Provided assistance to clients
- Assisted customers in person
- Maintained up-to-date knowledge of customer accounts
- Explained products and benefits

Banco de Oro Universal Bank – Olongapo City, Philippines **April 2008 to January 2011**
Bank Teller

- Responsible for providing accurate, efficient, and timely processing of over-the-counter transactions pertaining to deposits, withdrawals, payments, foreign currencies, and other miscellaneous transactions.

Education

Bachelor of Science in Accountancy
Columban College – Olongapo City, Philippines
June 2002 to June 2006

EXHIBIT C

CONFLICT OF INTEREST CERTIFICATE

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Public Official: _____

Position Held: _____

Position/Relationship with Respondent: _____