

RFP No. 2018-55

# Temporary Personnel Services

RFP Due Date: 10-04-2018 at 2:00PM

ORIGINAL

Contact: Anna Van Buren, President and Chief Executive Officer

vanburen@faneuil.com 757 262 9600 • 2 Eaton Street, Suite 1002 Hampton, VA 23669







## TAB 1

### Title Page

Faneuil Inc.  
2 Eaton Street, Suite 1002  
Hampton, VA 23669  
Telephone: (757) 722-3235

#### **TOWN OF PALM BEACH** Temporary Personnel Services

Point of Contact:  
Anna Van Buren  
Faneuil, Inc –President and CEO  
2 Eaton Street, Suite 1002  
Hampton, VA 23669  
[anna.vanburen@faneuil.com](mailto:anna.vanburen@faneuil.com)  
Phone: 757.722.6315  
[www.faneuil.com](http://www.faneuil.com)

Date of Submission:  
October 04, 2018



## TAB 2

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## TAB 3

### Transmittal/Introduction Letter

October 4, 2018

Town of Palm Beach  
Purchasing Division  
951 Okeechobee Road, Suite "D"  
West Palm Beach, FL 33401

ATTN: Eugene M. Bitteker, Buyer

#### **RE: Request for Proposal Number 2018-55, Temporary Personnel Services**

Dear Mr. Bitteker:

The management and employees of Faneuil Inc. extend our thanks for this opportunity to submit our response to the solicitation issued by the Town of Palm Beach regarding the provision of Temporary Personnel Services. As a provider of temporary golf course staffing to the Town of Palm Beach since the fall of 2014, we would welcome the chance to extend our delivery of staffing services to include the additional labor categories and skill sets described in the RFP.

Following are the elements required for inclusion in this Transmittal/Introduction Letter:

- **Vendor's corporate name:** Faneuil, Inc.
- **Address of principal office:** 2 Eaton Street, Suite 1002, Hampton, Virginia 23669
- **Number of years in business:** 25 years
- **Size of staff:** Approximately 5,500
- **Name and title of authorized agent:** Anna Van Buren, President and Chief Executive Officer
- **Telephone:** Office (757) 722-6315, mobile (757) 262-9600, executive assistant (757) 690-8447
- **Email address:** [anna.vanburen@faneuil.com](mailto:anna.vanburen@faneuil.com)

#### **Understanding of the Scope of Work**

As a provider of temporary golf course staffing to the Town of Palm Beach since 2014, Faneuil fully understands the scope of work to be performed – in this case, clerical and administrative assignments – including our obligation to provide suitable Faneuil employees to fulfill job orders within 48 hours of the time of the request. We further understand that we may be called upon to provide employees with the skill sets required to serve in various positions, including clerical, secretarial, data entry operators, account clerks and various temporary office services. As our proposal indicates, we are ready and available to assign qualified staff to serve in the roles of Accounting Clerk (Levels I - III), Documentation Preparation Clerk, General Clerk (Levels I - IV), Data Entry Clerk, Service Order Dispatcher, Personnel Assistant (Levels I - IV), Receptionist, Word Processor (Levels I - III), Secretary/Administrative Assistant (Levels I - IV), Technical Help Desk Specialist, Customer Service Representative (Levels I - IV), and Park Attendant.

#### **Overview of Faneuil Inc.**

Faneuil is a nationwide provider of multi-specialty staffing support, customer care and other outsourced business processing solutions, particularly in complex, highly regulated environments. Headquartered in





Hampton, Virginia, and with an additional corporate office in Orlando, Florida, the company has an extensive client portfolio that includes both government and commercial entities. Utilizing advanced applications and a team of more than 5,500 service professionals, Faneuil delivers broad support to several diverse industries, including municipal and state government services, transportation, utilities, health and human services, and commercial services.

### **Commitment to Timely Performance of the Work**

By our submission of this response to the Town's RFP, we signify our commitment, within the best of our ability, to provide appropriately skilled staff to fulfill each job request within 48 hours.

### **Best Qualified Candidate**

Since 2005, Faneuil has had a sizeable and long-established business presence in Florida, with client programs throughout the state that are staffed, operated and managed by Faneuil employees who live and work in Florida. In addition to the Town of Palm Beach, our past and current clients in Florida have included the Florida Department of Transportation/Florida's Turnpike Enterprise, Miami – Dade Expressway Authority, Florida Department of Economic Opportunity, and the Counties of Lee, Osceola and Volusia. Many other clients encompassed within Faneuil's nationwide footprint – such as the Washington State Health Benefit Exchange, the City of Sandy Springs, Ga., and the Metropolitan Washington Airports Authority – are supported by Faneuil employees who are based in Florida.

The employees we introduce into our clients' environments are carefully vetted to ensure their ability to represent our client organizations as conscientiously as our clients would expect of their own employees. In recognition of our nearly four-year tenure as the incumbent vendor, and the quality and quantity of the employees we have provided for assignments issued by the Town of Palm Beach to date, we would welcome the opportunity to continue our services to the Town and its residents.

### **Binding Offer to be Honored for 180 Days**

By my signature below, I affirm my authority as President and Chief Executive Officer of Faneuil Inc. to bind Faneuil to the terms of a contract resulting from this procurement. I also affirm our intention to honor the contents of this proposal for 180 days beyond the response submission date of October 4, 2018.

### **Acknowledgement of Addenda**

As of the date of our submission, October 4, 2018, we received Addendum No. 1 on September 27, 2018 subsequent to the release of the RFP on September 2, 2018.

### **Operational Information**

The recruitment, vetting and oversight of temporary Faneuil employees who will be deployed to fulfill assignments issued by the Town of Palm Beach will be conducted by regional and corporate Faneuil staffing and human resources experts. In each of the markets in which we operate, as we have in Palm Beach, Faneuil establishes and continuously builds productive employment pipelines of pre-screened applicants who are immediately available for assignment. The pipeline is continuously "fed" through broad and targeted marketing in print, online and social media and through recruitment and outreach activities conducted in cooperation with local colleges and universities, career planning centers, workforce readiness agencies, and other venues that have proven to be productive sources of qualified candidates to fill customer-facing and back-office roles.



### In Closing...

Thank you most sincerely for your consideration of our proposal. Please know you are welcome to contact me directly should you have questions or need additional information. In the meantime, we look forward to the possibility of being of continued service to the Town of Palm Beach.

Sincerely,

A handwritten signature in blue ink that reads "Anna Van Buren".

Anna Van Buren  
President and Chief Executive Officer  
Faneuil, Inc.  
2 Eaton Street, Suite 1002  
Hampton, VA 23669  
[anna.vanburen@faneuil.com](mailto:anna.vanburen@faneuil.com)  
Office: (757) 722-3235  
Mobile: (757) 262-9600  
Executive Assistant: (757) 690-8447



## Charter Registration

### **2018 FOREIGN PROFIT CORPORATION ANNUAL REPORT**

DOCUMENT# F05000000110

**Entity Name:** FANEUIL II, INC.

**Current Principal Place of Business:**

2 EATON STREET  
SUITE 1002  
HAMPTON, VA 23669

**Current Mailing Address:**

2 EATON STREET  
SUITE 1002  
HAMPTON, VA 23669 US

**FEI Number:** 04-3253864

**Certificate of Status Desired:** Yes

**Name and Address of Current Registered Agent:**

C T CORPORATION SYSTEM  
1200 SOUTH PINE ISLAND ROAD  
PLANTATION, FL 33324 US

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

**SIGNATURE:**

Electronic Signature of Registered Agent

Date

#### **Officer/Director Detail :**

**Title** PRES  
**Name** VAN BUREN, ANNA M  
**Address** 2 EATON STREET, SUITE 1002  
**City-State-Zip:** HAMPTON VA 23669

**Title** TREASURER  
**Name** REHM, SAMUEL R  
**Address** 2 EATON STREET  
SUITE 1002  
**City-State-Zip:** HAMPTON VA 23669

**Title** SECRETARY  
**Name** ELDREDGE, ALDEN  
**Address** 2 EATON STREET  
SUITE 1002  
**City-State-Zip:** HAMPTON VA 23669

**Title** DIRECTOR  
**Name** RAVICH, JESS M  
**Address** 149 S BARRINGTON AVENUE, #828  
**City-State-Zip:** LOS ANGELES CA 90049

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

**SIGNATURE:** SAMUEL R. REHM

**CFO/TREASURER**

**03/20/2018**

Electronic Signature of Signing Officer/Director Detail

Date





## TAB 4

### Technical Proposal

#### A) Job Specialties offered by Faneuil

Included in table 1 is a listing of typical administrative, financial, and various positions offered by Faneuil's staffing services. From time to time, Faneuil also provides professional labor categories in key areas including human resource management, project management, operations management, training, and quality management.

*Table 1: Labor Categories Offered by Faneuil's Staffing Services*

Labor Category	Description
<b>Administrative Support and Clerical Occupations</b>	
<b>Accounting Clerk I, II, III</b>	Performs one or more accounting tasks such as posting to registers and ledgers; balancing and reconciling accounts; verifying the internal consistency, completeness, and mathematical accuracy of accounting documents; assigning prescribed accounting distribution codes; examining and verifying the clerical accuracy of various types of reports, lists, calculations, postings, etc.; preparing journal vouchers; or making entries or adjustments to accounts.
<b>Documentation Preparation Clerk</b>	Prepares documents such as brochures, books, periodicals, catalogs, and pamphlets for copying or photocopying, photographic, and other reproducing office machine. Cuts documents into individual pages of standard size and format when allowed by margin space, using paper cutter or razor knife. Reproduces document pages as necessary to improve clarity or to reduce one or more pages into single page of standard size for copying machine being used, using photocopying machine. Stamps standard symbols on pages or inserts instruction cards between pages of material to notify Duplicating Machine Operator of special handling, such as manual repositioning during copying procedure. Prepares cover sheet and document folder for material, and index card for organizations' files indicating information, such as organization's name and address, subject or product category, and index code to identify material. Inserts material to be copied in document folder, and files folder for processing according to index code and copying priority schedule.
<b>General Clerk I- IV</b>	Follows several specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file, simple posting to individual accounts, opening mail, running mail through metering machines, and calculating and posting charges to departmental accounts. Little or no subject-matter knowledge is required, but the clerk needs to choose the proper procedure for each task.





Labor Category	Description
<b>Data Entry Clerk</b>	This position operates keyboard-controlled data entry devices such as a computer, key-operated magnetic tape, or disc encoder to transcribe data into a format suitable for computer processing. Job task requires skill in operating an alphanumeric keyboard, and an understanding of transcribing procedures and relevant data entry equipment.
<b>Service Order Dispatcher</b>	This position receives, records, and distributes work orders to service crews upon customers' requests for service on articles or utilities purchased from wholesale or retail establishment or utility company, records information, such as name, address, article to be repaired, or service to be rendered, prepares work order and distributes to service crew, schedules service calls and dispatches service crew. The Service Order Dispatcher calls or writes the customer to insure satisfactory performance of service, keeps record of service calls and work orders, may dispatch orders and relay messages and special instructions to mobile crews and other departments using radio or cellular telephone equipment.
<b>Personnel Assistant I- IV</b>	Performs routine tasks which require a knowledge of personnel procedures and rules, such as: providing simple employment information and appropriate lists and forms to applicants or employees on types of jobs being filled, procedures to follow, and where to obtain additional information; ensuring that the proper forms are completed for name changes, locator information, applications, etc. and reviewing completed forms for signatures and proper entries; or maintaining personnel records, contacting appropriate sources to secure any missing items, and posting items such as dates of promotions, transfer, and hire, or rates of pay or personal data. If this information is computerized, outside inquiries for simple information, such as verification of dates of employment in response to telephone credit checks of employees. some receptionist or other clerical duties may be performed. May be assigned work to provide training for a higher-level position. Detailed rules and procedures are available for all assignments. Guidance and assistance on unusual questions are available at all times. Work is spot checked, often daily
<b>Receptionist</b>	This position greets visitors, determining nature of visits and directing visitors to appropriate persons. Duties may include, but are not limited to, relaying incoming, outgoing, and intra-system calls through a private branch exchange (PBX) system; recording and transmitting messages; keeping records of calls placed; providing information to callers and visitors; hearing and resolving complaints; making appointments; handling incoming and





Labor Category	Description
	outgoing mail; controlling access to the facility; keeping a log of visitors; and issuing visitor passes. In this position, one may also type and perform other routine clerical work, such as entering data and processing documents, which may occupy the major portion of the worker's time."
<b>Word Processor I-III</b>	<p>Produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials. Work requires skill in typing; a knowledge of grammar, punctuation and spelling; and ability to use reference guides and equipment manuals. Performs familiar, routine assignments following standard procedures. Seeks further instructions for assignments requiring deviations from established procedures.</p> <p>Uses a knowledge of varied and advanced functions of one software type, a knowledge of varied functions of different types of software, or a knowledge of specialized or technical terminology to perform such typical duties as:</p> <ul style="list-style-type: none"><li>▪ Editing and reformatting written or electronic drafts. Examples include: Correcting function codes; adjusting spacing and formatting; and standardizing headings, margins, and indentations.</li><li>▪ Transcribing scientific reports, lab analyses, legal proceedings, or similar material from voice tapes or handwritten drafts.</li><li>▪ Work requires knowledge of specialized, technical, or scientific terminology. Work requires familiarity with office terminology and practices; incumbent corrects copy and questions originator of document concerning missing information, improper formatting, or discrepancies in instructions. Supervisor sets priorities and deadlines on continuing assignments, furnishes general instructions for recurring work, and provides specific instructions for new or unique projects. May lead lower level word processors.</li></ul>
<b>Secretary/Administrative Assistant I-IV</b>	Provides principal secretarial support in an office, usually to one individual, and, in some cases, also to the subordinate staff of that individual. Maintains a close and highly responsive relationship to the day-to-day activities of the supervisor and staff. Works independently, receiving a minimum of detailed supervision and guidance. Performs varied clerical and secretarial duties requiring a knowledge of office routine and an understanding of the organization, programs, and procedures related to the work of the office.
<b>Technical Help Desk</b>	Processes a range of scheduled routines. In addition to operating the system and resolving common error conditions, diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and





Labor Category	Description
	guidelines (e.g., resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, may deviate from standard procedures if standard procedures do not provide a solution. Refers problems which do not respond to corrective procedures.
<b>Customer Service Representative I-IV</b>	The Customer Service Representative (CSR) provides information and solutions in response to inquiries pertaining to products, services and/or customer complaints. Duties may include, but are not limited to, accessing databases to retrieve and/or record information such as customer complaints or orders; responding to customer complaints or inquiries; taking orders for products or merchandise; calculating charges; processing billing or payments; processing customer claims; handling returns, refunds, and exchanges; keeping records of customer interactions; and updating customer account information.
<b>Park Attendant</b>	Assists in operation of State or national park, monument, historic site, or recreational area, performing a combination of clerical and other duties. Greets visitors at facility entrance, and hands out informational pamphlets, maps, explains regulations, and other information concerning camping and visiting the facility. Assigns campground or recreational sites. Collects fees, fills out camping and visitor permits, and maintains register of campers and visitors. Maintains campgrounds and other areas, cautions visitors against infractions of rules, and reports all disturbances and problems to superior officer or as a last resort to local law enforcement officers. Replenishes fire wood and assists in maintaining camping and recreational areas in clean and orderly condition. Conducts tours of premises, and answers visitors' questions when stationed at historic park, site or monument. Operates projection and sound equipment and assists in presentation of interpretive programs. Provides simple first aid treatment to visitors injured on premises and assists persons with more serious injuries to obtain appropriate medical care. Participates in carrying out fire-fighting or conservation activities. Assists other workers in activities concerned with restoration of buildings and other facilities, or excavation and presentation of artifacts when stationed at historic or archeological site. Keeps a record of all complaints and criticisms of park facilities. Reports maintenance items to superior.



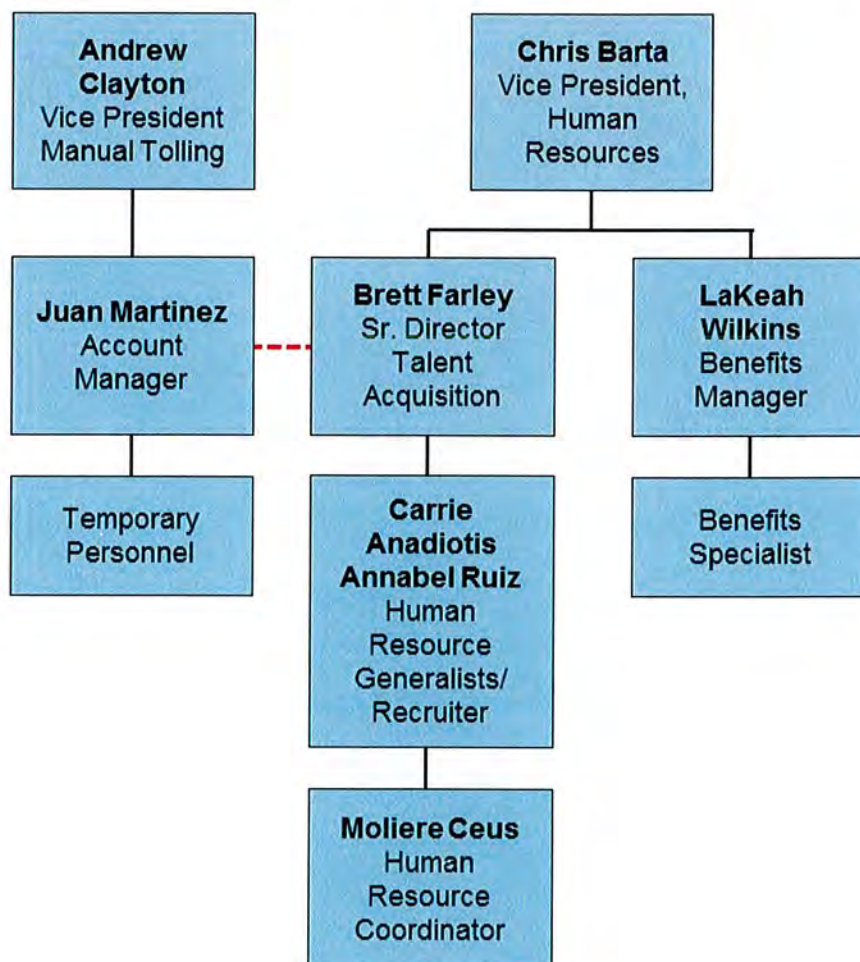


## B) Human Resource Staff

Administration of the Town of Palm Beach Temporary Personnel Services will be supported by experienced human resources professionals from our corporate staff. Both individually and collectively, team members have the requisite experience, skills, and understanding to work collaboratively with the Town to effectively address the staffing needs presented in the RFP. This seasoned team blends longstanding HR leadership with solid operational expertise developed in similar capacities with other client programs. In Exhibit 3: Summary of Corporate HR Support, we present an overview of the experience and education of these proposed team members.

Members of the Human Resources Management Team have provided supplemental staffing support services for a combined 48 years. While our on-site management team will interact extensively with the Town's leadership on all aspects of project operations, our corporate team will provide extensive support in key areas such as recruitment, human resources management, compensation and benefits administration, scheduling and performance management. Resumes for the staff members in **Figure 1** are included in **Tab 8**.

*Figure 1: Faneuil's Human Resource Team that will Support the Town of Palm Beach Temporary Staffing Services*







### C) Typical size of personnel pool your company maintain by job specialty

Faneuil's personnel pool varies by location and scope of services. Our typical personnel pool for job categories is included in Table 2.

*Table 2*

<b>Professional and Executive Level</b>	20-30 active candidates
<b>Management Personnel</b>	50-75 active candidates
<b>Support Personnel</b>	150-300 active candidates

### D) Assessment programs and methods your company utilizes to evaluate candidates' skills

Throughout our history, Faneuil has repeatedly demonstrated the ability to develop and implement effective recruiting strategies that meet and exceed the needs of our clients in attracting and retaining motivated, reliable employees. In each of the markets in which we are represented, Faneuil establishes recruitment pipelines of prescreened candidates who are immediately available to fill new or vacant positions with programs in operation for nearly 30 clients throughout the U.S. As Faneuil currently provides temporary staffing support for the Town of Palm Beach, we are intimately familiar with the employment market, prevailing wages, and the presence of other employers that compete for candidates with similar skills, qualifications, and experience.

A key element in Faneuil's continuing success in recruiting quality talent is the competency-based model utilized in our screening process. A set of core competencies and key behavioral traits have been defined for use in identifying applicants who display the greatest propensity to perform effectively in supporting the program. Each of these traits has proven to be a key success factor in both administrative and laborer positions. This core competency approach is customized to meet the specific objectives of each client engagement.



Faneuil's competency-based model guarantees that all hiring and recruiting activities support our ability to identify candidates who demonstrate the competencies required to perform the duties of their prospective positions. Understanding the importance of attracting and retaining quality employees, we gear our recruitment and hiring practices to identify the best available prospects, considering their knowledge, skills and abilities, as well as evidence of key behaviors linked to exceptional performance. Applicants' qualifications, work experiences and other credentials are compared with the detailed hiring profile created for each position to identify the prospects who appear to be the best suited for each client's environment. Aside from client-specific competencies, Faneuil expects each candidate to demonstrate adaptability, customer-focused behavior, effective communication skills, and a commitment to quality. Applying this approach has consistently produced a proficient, responsive and highly qualified workforce.

The competency-based model has proven effective for developing employees who exhibit a strong work ethic and passion for their jobs, our clients, and their customers. We accomplish this through a very selective hiring process, competitive compensation packages, incentives, training and a supportive environment that demonstrates our care and concern for our employees and their families.

While well-developed skills are essential to a candidate's success, equally critical is our ability to identify candidates who also display key personal characteristics that are often reliable indicators of dependability and long-term commitment.

**Figure 2: All recruitment and hiring activities for employees and managers are aligned with Faneuil's Competency Based Model**





*Figure 3: Faneuil's Human Resources team is highly skilled in identifying candidates who display a high percentage of the following characteristics*



## Sourcing

As part of our sourcing strategy, Faneuil uses a creative networking process that helps us maintain positive relationships in the communities we serve. We continuously post open positions and host events to educate our community partners about available positions, often yielding immediate referrals. This approach has proven effective for establishing a continuous pipeline of applicants and generating long-standing partnerships with organizations in each region.

As a key component of our sourcing techniques, Faneuil's Account Team executes localized advertising plans on a broad scale for dissemination to the public, as well as highly targeted initiatives, such as those with appeal to veterans, for example. This approach is intended to communicate to potential candidates – including those who are not actively looking for employment but would be open to new opportunities – that we are always hiring and committed to providing jobs for qualified local residents.

In support of the temporary hiring program, Faneuil will host open houses and job fairs in the Palm Beach and surrounding areas to attract additional applicants and further strengthen our presence in the community. These activities will be complemented by widespread communications and finely tuned targeted messaging to promote employment opportunities.





Communication channels typically include the following:

- Social media
- Print media and newspaper advertising
- Online advertising: CareerBuilder, Craigslist, etc.
- Local colleges and universities
- Career fairs, open houses and campus recruiting events
- WorkSource Career Center
- Military Veterans Coalitions
- Community job banks, departments of rehabilitative services and unemployment offices
- Senior citizen agencies, places of worship, recruiting events specifically for veterans
- Referrals from current employees

### Streamlined Recruitment

Faneuil's recruiting strategies, processes and systems, many of which are described below, are designed to reduce timelines for identifying, recruiting and hiring qualified employees.

- **Enhanced Efficiency:** The application of targeted strategies maximizes the efficiency of recruitment activities and reduces the time required to fill positions. The aptitudes of candidates and their propensity to be successful in the program are tested through core and skills-based assessments. To further enhance efficiency, responses to questionnaires completed by candidates during the application process are filtered by our Human Resources Information System to identify applicants whose responses best align with the qualifiers established for each program and position.
- **Resource Readiness:** In ensuring that hiring targets align with workforce planning timelines, local staff is supported by corporate resources to supplement recruitment bench strength as needed. On-site and remote teams will collaborate to maximize the effectiveness of recruitment activities so that results are achieved as quickly as possible.
- **Seasonal Staffing Strategy:** Faneuil works to ensure the continued availability of experienced resources by utilizing a targeted call-back process to maintain contact with high performers and applying a pre-training assessment to determine the appropriate length of training, if needed.
- **Assessments:** Qualifications of candidates are validated through assessments of aptitudes and skills that reflect the requirements of each position.
- **Interviews:** Face-to-face interviews enable evaluators to assess candidates' behavior and skills while identifying those whose qualities and qualifications best align with the needs, image and culture of client organizations. Client representatives are always welcome to participate in conducting interviews or participating in any other hiring activities.
- **Screening:** As vetted candidates move forward through the hiring process, backgrounds and references are checked, and finalists undergo drug screening. Those who successfully complete all checks receive written offers of employment, and those who accept are processed through our online system. New hires are then scheduled to attend orientation and training sessions if needed.
- **Orientation:** The objective of orientation is to align the focus of new hires with client values and expectations. The session is typically scheduled one day prior to programmatic training to allow time for the replacement of new hires who fail to report as scheduled. In addition to acclimating employees to the cultures of Faneuil and the client organization, orientation familiarizes employees with policies and procedures, as well as their respective responsibilities.





## Innovative Recruitment Methods

Following are additional techniques utilized by Faneuil to widen the candidate pool and streamline the process of identifying high quality talent:

**Job Analysis:** Job profiles are created to incorporate required skills, aptitudes and best practices that we have applied in previous engagements for clients operating in the utility industry. Development of compensation strategies and benefits packages is based on local markets, supply and demand statistics, and wages offered by other local employers hiring for similarly skilled positions.

**Social Media Mining:** Staffing, like many industries, is heavily influenced by social media. Staffing companies no longer simply build pipelines – they foster communities of job seekers by providing a platform to communicate, interact and engage. Using tools like Facebook®, Twitter®, LinkedIn®, Instagram®, and Meetup®, Faneuil will develop a social media strategy to build an online community of job seekers.

**CareerBuilder Recruitment Tool:** CareerBuilder ads will route job seekers to the Faneuil Careers Page and then to our Human Resources Information System, which will be used to manage and track all applications and recruitment activities conducted for the program.

**Data Analytics:** Faneuil's Human Resources team is diligent in measuring every component of the recruiting process and applying historical conversion rates to recruitment targets for more effective planning. Market and position-specific conversion rates are based on the sequential elimination of applicants from the pool of prospects based on the results of assessments, interviews, background checks, acceptance of offer letters, and reporting as scheduled on designated start dates. These conversion rates are applied to determine recruitment targets and the projected size of the applicant pool.

**Appointment-only Hiring Events:** In preparation for sponsoring off-site hiring events, we partner with local organizations such as colleges and workforce development centers to host “meet and greet” sessions, conduct interviews, and begin the onboarding process. Use of an online scheduling tool enables candidates to schedule appointments to be tested and interviewed, and, if hired, to complete the required documentation.

## Recruiting Beyond the Numbers

Faneuil's analytical approach to recruitment utilizes metrics as a guiding factor in our considerations. However, though the numbers are very important, Faneuil's approach is not solely process-driven. In addition to having comprehensive understanding of our target metrics and processes, our recruiting teams also recognize the importance of recruiting beyond the numbers. Recruiting, in many ways, has as much to do with attitude and approach as with metrics.

- **We are the Face of Faneuil and Our Clients:** Our recruiting teams embrace being the first Faneuil representatives many of our applicants meet when they apply. From our appearance to our messaging, we make sure our initial contact with job seekers reflects the core values of Faneuil and our clients. Our goal is to make sure that every job seeker, whether hired or not, leaves with a positive impression of Faneuil and our clients' organizations.
- **Building Long Term, Mutually Beneficial Relationships:** Regardless of the positions we look to fill, relationships with job seekers are always considered to be long term. We encourage applicants who are not selected for employment to stay in touch with us through our website career portal, by





phone, or by email. We also invite them to refer their friends or reapply themselves after they have acquired additional education or professional credentials.

- **Employment Branding:** Faneuil's business delivery is well known within the customer service industry. We strive to be recognized as an employer of choice in all our programs and in all markets. As such, we constantly look for ways to further enhance our positive relationships with employees and the job-seeking public. We also utilize positive and negative feedback to learn and continuously strengthen our employment practices. We give our employees and job seekers a voice, and we listen intently.
- **Word of Mouth:** Word of mouth advertising reduces recruitment advertising costs while also offering the advantage of attracting potential job seekers who learned of employment opportunities from trusted friends, family members and associates. Every employer wants job seekers eagerly competing for a chance to obtain jobs with his/her company. Faneuil realizes that, while word of mouth advertising is free, it requires investments in courtesy, diplomacy, and sincere respect for the life experiences and personal circumstances of people from all walks of life. In our experience, consistently positive encounters with our recruiting teams have resulted in more job seekers applying for our open positions. Through word of mouth, as well as by continuous initiatives to position Faneuil as an employer of choice, we also reach passive job seekers who are not actively looking for new opportunities but may be interested in learning more about what we offer.
- **Ethics and Fair Treatment:** Many job seekers have had negative experiences with potential employers in the past. We work diligently to ensure that all job seekers receive a fair chance to secure employment with Faneuil. We do everything we can to give them the benefit of the doubt while remaining compliant with contractual requirements and our own corporate standards. We answer as many questions as we can from applicants who were not selected so they will better understand the reasons for that outcome. Although we cannot offer employment to every applicant, we work extremely hard to ensure that all job seekers know they were treated fairly and ethically.
- **Follow Up:** We believe in "closing the gap" with all job seekers, notifying those who were not selected, as well as those who were. Most job seekers simply want to know where they stand so that if they are not chosen, they can move on. Once applicants are no longer in consideration for the positions at hand, we let them know that as soon as possible so they can look for other employment opportunities.
- **The Little Things:** Whether it's a smile from our receptionist, words of encouragement before an assessment, or helping a nervous candidate feel more at ease before an interview, we believe in the little things. As a company, we believe our positive attitude towards job seekers, being helpful whenever possible, and investing in the success of everyone we encounter sets us apart from our competitors. We also believe that attentiveness to the little things helps our recruiting team perform exceptionally well in meeting project-specific goals and deadlines.





## TAB 5

### Financial Information

Faneuil understands that if selected as a short-listed finalist, a Dun & Bradstreet report will be requested by the Town of Palm Beach and the cost of the report will be expected to be reimbursed to the Town of Palm Beach. We consistently maintain strong financial performance, reporting more than \$158 million in revenue for fiscal year 2017. As evidence of its financial strength, Faneuil has included a link for a 10K report for its parent company, ALJ Regional Holdings. The relevant earnings data for Faneuil has been combined in ALJ's annual audited reports and is reflected in detail under the sections noted for the Faneuil business segment. Copies of quarterly and annual reports filed by ALJ can be obtained online at <https://www.sec.gov/edgar/searchedgar/companysearch.html>.





## TAB 6

### Variations/Exceptions

Faneuil takes no exceptions or variations to the requirements included in RFP 2018-55 and all services listed in the scope of services can be successfully delivered in accordance with the Town of Palm Beach's timeline.





## TAB 7

### Litigation Statement

From time to time Faneuil has been engaged in litigation arising out of its normal business activities. Below are the relevant details regarding both pending and closed legal matters, none of which are expected to have a material impact on the operations or finances of the business:

- a. Faneuil is currently engaged in the following legal proceedings:
  - i. Faneuil v. 3M Company. This is a contract dispute filed by Faneuil in the Circuit Court for the City of Richmond, Virginia. The matter arises from a dispute over amounts owed under a subcontract between Faneuil and 3M, in which Faneuil claims it is owed monies from 3M. 3M has filed a counterclaim in the matter. The parties are currently engaged in discovery. This litigation will not have a material impact on Faneuil's business operations.
  - ii. Trax, et al., v. Faneuil, Inc. This is a proposed class action filed by a motorist in the United States District Court for the Southern District of California. The case was filed against both Faneuil and a government client, alleging various claims relating to the collection of unpaid tolls. Faneuil has denied all liability and its Motion to Dismiss all claims remains pending before the court.
  - iii. Marshall v. Faneuil, Inc., filed in the Superior Court for the County of Sacramento, California. This is a proposed class action involving wage and hour claims. Faneuil denies all liability in the case, which remains in its very early stages.
- b. The following is a brief description of the settled or closed legal matters over the past three (3) years:
  - i. McNeil, et al., v. Faneuil, filed in the United States District Court for the Eastern District of Virginia. This was a Fair Labor Standards Act collective action brought by former Faneuil employees. The matter was settled prior to trial.
  - ii. Brown v. Transurban, et al. The case was filed in the United States District Court for the Eastern District of Virginia. This was a class action filed by a motorist in which she alleged various claims against Transurban, its collections vendor and Faneuil. The case was settled between the parties and approved by the court.
  - iii. Faneuil has also been engaged in employment-related disputes from time to time over the last five years. All such matters were settled and there have not been any findings of liability against Faneuil.





## TAB 8

### Experience

To the extent required by the needs of our client partners, Faneuil has provided an expansive menu of staffing services for multiple complex, highly-regulated government and commercial clients for more than 24 years. These engagements have included contracts for which we have been responsible solely for recruiting, screening, assessing, hiring, background and drug-checking, and onboarding employees who will be managed and scheduled by client staff, to full-service operations in which we have also developed and delivered training and coaching, managed and scheduled staff, and directly monitored and evaluated their performance.

Since 2016, Faneuil has provided manual and semi-skilled labor temporary staffing services for the Town of Palm Beach Recreation Department. Faneuil's Palm Beach and corporate human resource team members provide full recruiting, hiring, and management of Recreation and Tennis Attendants, as well as Maintenance Laborers. As demonstrated in our client profiles below, we are thoroughly familiar with the core competencies required by the Town of Palm Beach.

Additionally, our staffing support to other Florida entities over the years has also demonstrated our versatility in identifying and retaining talent for programs that require advanced levels of knowledge, judgement, customer service aptitude and related skill sets. These client partners and the support we currently or have previously provided include the Florida Department of Transportation (provision of trained, uniformed toll collection professionals to staff 71 plazas across 650 miles of roadway); Florida Department of Economic Opportunity (provision of call center and administrative staffing to support Florida DEO's contact center in Orlando and administrative offices in Tallahassee, Jacksonville, Ft. Lauderdale and Miami); Volusia County (provision of staff and systems to conduct sales of daily and annual passes to provide residents and visitors with access to the County's beaches and parks); and Osceola County (full outsourcing of revenue collection and maintenance services for the Osceola Parkway).



## Past Performance and References

Following are profiles of several client programs for which Faneuil has provided staffing support – either as a stand-alone service or as a component of a turnkey operation. Staffing requirements of these programs are comparable to those specified by the Town of Palm Beach. Additionally, these examples illustrate the effectiveness of Faneuil’s methodologies to select, hire and manage staff for long-term employment.

### *Current Staffing Contracts*

#### ***Town of Palm Beach Temporary Staffing Services***

**Project Title:** Temporary Staffing Services

**Project Description:** The Town of Palm Beach is a municipality in Florida. Its population includes year-round residency of approximately 10,500, with seasonal peaks of about 30,000 people.

Services provided: Faneuil was retained by the Town of Palm Beach in September 2014 to provide temporary general labor and semi-skilled labor for general maintenance, including the upkeep of parks, streets and grounds, and staffing for town recreational properties, including tennis centers, a marina, a recreation center and a golf course. In fulfillment with the contract, Faneuil recruits, screens (including drug screening and background checking), selects and manages staffing for each required position, also assigning personnel to fill short-notice staffing requirements.



- Point of contact: Tim Campbell
- Email: [tcampbell@townofpalmbeach.com](mailto:tcampbell@townofpalmbeach.com)
- Phone: (561) 533-1178

#### ***Harland Clarke Staffing Services***

**Project Title:** Contact Center Supplemental Staffing Services

**Project Description:** In 2013, Faneuil began recruiting staff to fill about 100 seats in contact centers located in San Antonio, Texas, and Salt Lake City, Utah, for financial services giant Harland Clarke Corporation. Since inception, we have converted several hundred Faneuil employees to Harland Clarke’s payroll. Faneuil sources, recruits, assesses and hires prospective candidates who are intently focused on customer service and display exceptional interpersonal and “soft” skills. Faneuil also provides a full-time Human Resources Generalist within the client’s site who frequently provides effective coaching and mentoring to supplemental staff.



HARLAND CLARKE

- Point of contact: Kimberly Goldhardt
- Email: [kimberly.goldhardt@harlandclarke.com](mailto:kimberly.goldhardt@harlandclarke.com)
- Phone: (801) 537-1040 ext. 5641





### ***North Texas Toll Authority (NTTA)***

#### **Project Title:** Overflow Contact Center Staffing Services

**Project Description:** In 2014, Faneuil was selected to provide supplemental staffing within the client's facility, to enhance and provide additional staffing capacity to NTTA's current contact center. Agents assist with handling approximately 1.18M customer inquiries annually regarding account establishment or updates, payment processing and payment arrangements, etc. Agents are trained on PCI compliant processes, and SLAs include service level, first call resolution, average handle time, not ready time, average call wait, abandon calls, etc. Faneuil's core scope includes providing on-call flex capacity contact center staffing to respond to fluctuations in call volume, providing additional capacity to support customers, free up the Authority's staff for other purposes, reducing operating expenses, and backing-up NTTA's primary contact center during severe weather or other disasters.



### ***Past Staffing Contracts***

#### ***Florida Department of Economic Opportunity***

After successfully implementing a completely outsourced 400-seat overflow contact center for Florida Department of Economic Opportunity, Faneuil was awarded a second contract in 2010 to provide staffing for administrative support to the department's main and administrative offices and contact center in Orlando, Tallahassee, Jacksonville, Ft. Lauderdale and Miami, Florida. Faneuil's responsibilities included transitioning 180 employees from the incumbent vendor, as well as sourcing, recruiting, assessing, hiring and training of new employees. Faneuil provided an onsite manager to ensure compliance with staff and contract performance metrics. **(Note: Although client budget restrictions have indefinitely impacted this project, DEO has elected to keep the contract with Faneuil open.)**

#### ***Dominion Energy – Staffing Services***

In 2010, Faneuil opened a virtual Dominion Energy Welcome Center, a utility industry first, locating it in rural Martinsville, Va., to create jobs for qualified local residents. Promoting first call resolution, Faneuil customer care specialists process connections, disconnections, transfers and outage reports; respond to inquiries about bills, payment plans, e-billing, etc., and connect callers (especially customers who have recently moved into the service area) with other utility providers. In 2013, a new career advancement program was developed through a collaboration between Faneuil and Dominion Energy that transitions the very best of Faneuil staffing to Dominion Energy Advisor positions. The program allows Dominion Energy to bring in talent that is well-prepared and ready to work on day one while also providing customer care representatives with a clearly defined career path that encourages success and presents opportunities to secure employment with DVP.

#### ***Rappahannock Electric Cooperative (REC)***

Faneuil provides immediate, long-term temporary, and temp-to-hire staffing support to Rappahannock Electric Cooperative's (REC) customer contact center operations. Customer Service Representatives assist REC customers with payments, connection/disconnection of services, emergency outages/power lines out, and maintenance. We employ industry best practices in identifying, screening and retaining prospective candidates who display the qualities and qualifications that best align with the needs, image and culture of REC.





## List of Current Contracts

Included below is a listing of current contracts by industry. Program schedules vary by contract requirements.

Agency/Company Name	Scope Summary	Schedule Requirements/Hours of Operation
<b>Transportation</b>		
<b>Florida Turnpike Enterprise</b>	Manual/Revenue Toll Operations	24/7
<b>Virginia Department of Transportation - CSC</b>	Multi-Channel Customer Service Center supporting the E-ZPass electronic toll program	Monday – Friday 7 a.m. – 7 p.m. Eastern
<b>North Texas Transportation Authority</b>	Electronic Toll Operations Customer Service Contact Center	Monday – Friday 8 a.m. – 6 p.m.; Saturday 9 a.m. – 5:30 p.m. Eastern
<b>Transurban Group LLC</b>	Express Lanes Operation Call Center and Violation Processing	Monday – Friday 8 a.m. – 7 p.m. Eastern
<b>South Jersey Transportation Authority</b>	E-ZPass Customer Service Center	24/7
<b>Virginia Department of Transportation - Powhite Parkway</b>	Toll Collections and Temporary Staffing	Main Toll Plaza – 24/7; Ramp Plaza's Monday – Sunday 6 a.m. – 10 p.m. Eastern
<b>Volusia County</b>	Manual Toll Collection Operations	Monday – Thursday 7 a.m. – 12:30 a.m.; Friday, Saturday and Holidays 7 a.m. – 2 p.m. Eastern
<b>Metropolitan Transportation Commission - 511/EL</b>	511 Traveler Information and Express Lanes Operational Services	Monday – Friday 5 a.m. – 9 p.m.; Saturday/Sunday 10 a.m. – 6 p.m. Pacific
<b>Miami Dade Expressway</b>	Manual Toll Collection Operations	24/7
<b>Metropolitan Washington Airports Authority - Dulles Toll Road</b>	Staffing Services for Dulles Toll Road	24/7
<b>City of Del Rio International Bridge</b>	Toll Collection System	Not applicable
<b>Osceola Parkway</b>	Revenue Collection Services including the management, staffing, and maintenance of Parkway facilities	24/7
<b>Metropolitan Transportation Commission - RRC</b>	Walk-in Customer Service Center for alternative travel options in the San Francisco Bay area	Monday – Friday 7 a.m. – 6 p.m.; Saturday 9 a.m. – 2 p.m. Pacific
<b>Metropolitan Washington Airport Authority</b>	Call Center Concierge Services for Travelers	Monday – Sunday 7 a.m. – 7 p.m. Eastern
<b>Transportation Corridor Agency</b>	Customer Service Center	Monday – Friday 8 a.m. – 6 p.m. Pacific





Agency/Company Name	Scope Summary	Schedule Requirements/Hours of Operation
<b>Metropolitan Transportation Commission - Clipper</b>	In-Person Customer Service Center for the Clipper Program	Monday – Friday 7 a.m. – 7 p.m.; Saturday 9 a.m. – 2 p.m. Pacific
<b>Utilities</b>		
<b>Washington Gas Light</b>	Walk-in / Virtual Customer Contact Center Operations	Monday – Friday 8 a.m. – 9 p.m.; Saturday 8 a.m. – 4:30 p.m. Eastern
<b>Dominion Energy - CSC</b>	Operations of two virtual Welcome Centers for the resolution of process connections, disconnections, transfers, outage reports, bill inquiries, payment plans, and e-billing	Regular Hours: Monday – Friday 8 a.m. – 5 p.m. Eastern Emergency Calls: Monday – Friday 5 p.m. – 11 p.m.; Saturday 9 a.m. – 1 p.m. Eastern
<b>Washington Gas Light Energy</b>	Contact Center Operations and Back-Office	Monday – Friday 7 a.m. – 7 p.m. Eastern
<b>Dominion Energy - Staffing</b>	Temporary staffing for 310 seats, processing five types of call volumes	Monday – Friday 8 a.m. – 5 p.m. Eastern
<b>Wisconsin Energy</b>	Call Center, Back Office Exceptions, Dispatch	Monday – Saturday 6 a.m. – 6 p.m. Mountain
<b>EPCOR Water</b>	Call Center Operations, Collections, and Back-Office Billing	24/7
<b>Metro St. Louis Utility</b>	Call Center Operations and Electronic Payment	Monday – Friday 8 a.m. – 5 p.m. Central
<b>City of Redding</b>	Call Center Services	Monday – Friday 9 a.m. – 6 p.m. Mountain
<b>Truckee Meadows Water Authority</b>	Call Center Operations, Collections, and Back-Office Billing	Monday - Friday 8:30 a.m. – 6:30 p.m. Mountain
<b>Liberty Water</b>	Call Center Operations, Collections, and Back-Office Billing	Monday – Friday 6 a.m. – 3 p.m. Mountain
<b>Washington Gas Light Retail</b>	Call Center Operations responsible for following up on sales campaigns for new and existing customers	Monday – Friday 7 a.m. – 7 p.m. Eastern
<b>SouthStar Gas</b>	Call Center Operations and Back-Office Operations	Monday – Friday 7 a.m. – 8 p.m.; Saturday 8 a.m. – 5 p.m. Eastern
<b>Edison Water</b>	Call Center Operations, Collections, and Back-Office Billing	Monday – Friday 6 a.m. – 3 p.m. Mountain
<b>American Water</b>	Call Center Operations, Billing, Collections, and After-Hours Dispatch	Monday – Friday 6 a.m. – 3 p.m. Mountain
<b>Roanoke Energy</b>	Call Center Operations, Collections, and Back-Office Billing	Monday – Friday 6 a.m. – 3 p.m. Mountain
<b>Healthcare</b>		
<b>Washington Health Benefit Exchange</b>	Multi-Channel Contact Center Operations and Staffing for eligibility determination and enrollment in ACA-qualified health plans	Monday – Friday 7:30 a.m. - 5:30 p.m. Pacific





Agency/Company Name	Scope Summary	Schedule Requirements/Hours of Operation
<b>Access Health Connecticut</b>	Contact Center Services for eligibility determination and enrollment in ACA-qualified health plans	Monday – Friday 8 a.m. – 4 p.m. Eastern
<b>California Health Benefit Exchange</b>	Call Center Services and Staffing for eligibility determination and enrollment in ACA-qualified health plans	Monday – Friday 8 a.m. – 4 p.m. Eastern
<b>Access Health Connecticut - Broker Services</b>	Broker Services for eligibility determination and enrollment in ACA-qualified health plans	Monday – Friday 8 a.m. – 4 p.m. Eastern
<b>MNsire</b>	Call Center Services for Eligibility Determination and Enrollment in ACA-qualified Health plans	Monday – Thursday 8 a.m. – 5 p.m.; Friday 8 a.m. – 4 p.m. Central
<b>Centene</b>	Contact Center Services for Medicare Related Enrollment	Monday – Sunday 7 a.m. – 8 p.m. Pacific
<b>Commercial Clients</b>		
<b>Harland Clarke Staffing</b>	Temporary Staffing Services for Harland Clarke Clients	Monday – Friday 8 a.m – 5 p.m. Mountain
<b>Linq 3</b>	Contact Center Services for Inbound Calls related to Kiosk and ATM Repairs	24/7
<b>Deluxe Digital</b>	Call Center Services to provide Quality Assurance Measures	24/7
<b>Orvis</b>	Retail Call Center Services	Monday – Sunday 10 a.m. – 10 p.m. Eastern
<b>Bassett</b>	Retail Call Center Services	Monday – Friday 8 a.m. – 7 p.m.; Saturday 10 a.m. – 7 p.m. Eastern
<b>Government</b>		
<b>City of Sandy Springs</b>	Contact Center Operation and Staffing for a Citizen Response center	24/7
<b>Town of Palm Beach</b>	Temporary Staffing Services for the Recreational Department and Department of Public Works	24/7
<b>Lee County</b>	Visitor and Convention Bureau Inquiry Processing and Fulfillment	24/7
<b>Collier County</b>	Visitor and Convention Bureau Inquiry Processing and Fulfillment	Monday – Friday 8 a.m. – 5 p.m. Eastern





## Staffing Level and Resumes for Program Personnel

As described in **Tab 4**, Faneuil has assigned an experienced team of operations and human resource professionals to support the staffing services requested by the Town of Palm Beach. The inclusion of an Account Manager highlights one of our strengths: the involvement of our Senior Management Team. Our goal is to implement a team focus on continuous improvement in the program that adds value far beyond our expertise in temporary, temporary-to-hire, and permanent placement services for government and commercial clients nationwide. Faneuil's Account Manager, Juan Martinez, will be responsible for ensuring all of the Town's service standards and deliverables are met in a timely and cost-effective manner to ensure contract compliance. Juan will be accountable for all recruitment efforts and will support all staffing activities in compliance with the Town's policies and standards. He will make periodic visits to Palm Beach to establish an on-site presence and ensure that the performance of our employees meets all service levels and the expectations of the Town's management. Juan will be supported by Human Resource Generalists/Recruiters (2 FTE) who will be responsible for all recruiting activities and the administration of disciplinary action when necessary. In coordination with the Account Manager, the HRG/Recruiters will provide the Town with required staffing reports and invoicing. A Human Resource Coordinator (1 FTE) will work closely with the HRG/Recruiters and the corporate Benefits Specialist to carry out multiple human resources responsibilities for the program, including recruitment, onboarding, benefits administration, and employee relations. Resumes have been included for the staff who will support the Town of Palm Beach contract.

# JUAN M. MARTINEZ

*Veteran toll operations professional with extensive experience in human resources, operational and strategic planning, data reporting and analysis, and performance improvement. Honored twice as the Florida Turnpike's Administrative Employee of the Year in recognition of his exemplary service and commitment to the organization*

## KEY PROFICIENCIES

- Recognized by The Florida Turnpike as Administrative Employee of the Year for 2008 and 2010.
- Established a credentialing agreement with a vendor that has reduced background- checking costs by 60 percent.
- Responsible for achieving highest number of consecutive 100-percent audits in the company's toll operations history.

## PROFESSIONAL EXPERIENCE

### **Faneuil, Inc., Orlando, Florida**

*Account/Program Manager (January 2017 – Present)*

- Manage day-to-day interactions including problem resolution, contractual commitments, facilitating meetings and relationship management
- Responsible for keeping client management informed of all issues involving operations, systems or other critical elements that could impact the program operation while also ensuring the immediate implementation of effective resolution and risk mitigation strategies
- Serves as the main point of contact for any client escalations or concerns
- Liaison for client communications regarding concerns or areas of importance including performance reporting and invoicing
- Responsible for Reporting to Clients via various formats

### **Faneuil, Inc., Orlando, Florida**

*Operations Analyst (October 2014 – January 2017)*

- Full Cycle Recruitment
- Internal Auditing and Compliance
- Responsible for Reporting to Clients via various formats
- Administrator of Biometric Time Management Structure and Maintenance
- Responsible for MBE Procurement, Compliance and Reporting

### **Kingsbridge Heights Community Center, Bronx, New York**

*Administrator (January 2014 – October 2014)*

- Supervised centralized Call Center operations, including staffing, employee relations and productivity
- Responsible for 24 employees, who scheduled and staffed regional locations. Responsible for reporting on performance matrices to Senior Management
- Monitored Customer Service Specialist calls remote and side-by-side; gave feedback to improve performance and to ensure continuous improvement to customer experience
- Monitored scheduling system to ensure all shifts are filled and to be proactive to system issues and solutions
- Conducted interviews when non-compliance of policy and procedures are found

### **Faneuil, Inc., Orlando, Florida**

*Business Coordinator, Human Resources Coordinator (September 2007 – December 2013)*

- Responsible for achievement of the most 100 percent audits in the company's toll operations history
- Recognized by the Florida Turnpike as the Administrative Employee of the Year for 2007 and 2010
- Established a credentialing agreement with a vendor – still in place today – that has resulted in a 60-percent reduction in background-checking costs
- Assisted with recruitment and walk-in interviewing procedures
- Scheduled meetings and interviews as requested by the Human Resources Generalist
- Conducted orientation sessions and explained benefits enrollment for new hires



- Submitted requests and assisted with employee background checks
- Supported management staff during the preparation of employees' performance reviews
- Verified I-9 documentation to ensure accuracy and timeliness of information provided
- Prepared new employee files for document management system

## EDUCATION

- Human Resources Management Studies – Touro College, New York, NY

# CARRIE ANADIOTIS

*Human Resources operations and strategic leader, and proactive business partner to senior management to guide in the development of performance, customer and market-driven organizations. Demonstrated effectiveness in providing vision and counsel in steering organizations through accelerated growth as well as in turning around under-performing businesses. Proven leader with outstanding organizational, customer service, and communication skills.*

## KEY PROFICIENCIES

- Human Resources
- Business Operations
- Employee Relations
- Organizational Development
- Technical Training
- Recruiting
- Staffing
- Scheduling
- Project Management
- Coaching
- Career Development

## PROFESSIONAL EXPERIENCE

### **Faneuil, Inc., Jupiter, Florida**

*Human Resources Generalist, Florida Turnpike Enterprise (April 2017 – Present)*

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- Source, screen, and evaluate candidate applications/resumes for qualifications.
- Offer positions to candidates, prepare offer letters and complete employee on-boarding.
- Conduct New Hire Orientation classes and explain benefit enrollment for new employees.
- Main point of HR contact for 100+ employees.
- Assist with mediation, conflict resolution, scheduling, payroll, etc.
- Assist operations management with HR policy adherence, disciplinary actions, documentation, and investigations regarding HR policy violations.
- Utilize HRIS including Applicant Tracking System, Payroll, and Time and Attendance software.

### **Island Cay at Clearwater Beach, Clearwater, Florida**

*Human Resources Assistant & Housekeeping Supervisor (October 2016 – March 2017)*

---

- Assisted management in creating job descriptions, screening, interviewing and evaluating applicants.
- Calculated and inputted payroll hours into ADP system.
- Ensured the staff was properly equipped with the knowledge and skills to achieve job expectations by holding meetings, performing demonstrations, and conducting hands on training.
- Supervised housekeeping cleaning techniques and performed guest room inspections, with high attention to detail, to ensure hotel safety standards were met.
- Resolved issues or concerns with all departments to ensure the highest level of guest satisfaction is achieved.
- Issued room cleaning assignments, including special projects and deep cleaning, to housekeepers by carefully analyzing daily reports and guest reviews, prioritizing tasks, time management, and acknowledging each housekeeper's strengths and abilities.

### **Painting With A Twist, Altamonte, Florida**

*Human Resource Consultant (March 2016 – March 2017)*

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- Measured and tracked work performance.
- Trained, coached and developed employees.
- Motivated and inspired team to achieve productivity goal.

### **Residence Inn by Marriott, Clearwater, Florida**

*Guest Service Agent (March 2016 – October 2016)*

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- Greeted all guests with a friendly smile and warm welcome to provide a memorable first impression and increase overall satisfaction.
- Managed guest arrivals and departures, including processing payments and noting requests.
- Coordinated with all departments to ensure superior guest satisfaction.
- Responded to guest inquiries related to reservations, amenities, and local attractions.



- Prepared daily housekeeping reports and assigned rooms cleaning lists to housekeepers.
- Assisted Housekeeping Supervisor in conducting rooms inspections prior to guests' arrival to ensure all brand standards are met.

**Marco Polo Publications, Inc., St. Petersburg, Florida**

***Social Media and Customer Relations Manager (October 2012 – April 2015)***

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- Manager and key contributor to the Company's social media accounts.
- Constructed excel spreadsheets to track and analyze user engagement of all corporate social media accounts to increase brand recognition, customer engagement, and company website traffic.
- Regularly contacted clients to ensure they're satisfied with company's service.
- Trained and on-boarded newly hired Customer Service Representatives.
- Created the Company's Customer Service Guidebook for current and new employees.

**Pacific Sunwear, Tallahassee/Brandon, Florida**

***Assistant Store Manager (October 2010 – October 2012)***

---

- Cultivated an exciting store experience for associates and customers.
- Promoted employee growth through training and skills assessments.
- Reviewed applications and conducted interviews with potential sales associates.
- Led and motivated associates to provide exceptional service and exceed target sales goals.

**EDUCATION**

- Florida State University, Tallahassee, FL
  - B.S. Human Resource Management, minor in Hospitality Management, 2015
  - B.S. Business Management, 2010



# ANABEL RUIZ

*Accomplished strategist with more than eight years of experience building and reinvigorating human resources and business processing operations for a diverse range of organizations. Specialties include designing and implementing innovative employee engagement strategies to support small and large organizations across multiple locations.*

## KEY PROFICIENCIES

- Human Resources
- Business Operations
- Employee Relations
- Organizational Development
- Technical Training
- Recruiting
- Staffing
- Scheduling
- Project Management
- Coaching
- Career Development

## PROFESSIONAL EXPERIENCE

### **Faneuil, Inc., Jupiter, Florida**

*Senior Human Resources Generalist (May 2015 – Present)*

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- Extensive Knowledge of Employment Laws at State and Federal levels, including Cobra, HIPAA, FLSA, and ADA.
- Maintain all Human Resources functions and responsibilities for workforce of over 500 employees.
- Experienced in Internet research, Ultipro, Kronos, Valiant, PeopleWorks, and other related software.
- Proficient in all employment disciplines, including recruitment, staffing, scheduling, coaching, and career development.
- Monitor different metrics and reports to make business decisions based on operational needs.
- Conducts employee orientation and training.
- Guides employees' professional development.
- Advises on employment and regulatory compliance issues.
- Administers employee safety, welfare, wellness and health programs.
- Develops and maintains effective relationships with employees, employment agencies and other recruitment resources.

### **DD's Discount, Port St. Lucie, Florida**

*Assistant Manager (October 2013 – May 2015)*

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- Managed the hiring process, making sure the store was 100 percent staffed.
- Processed I-9's and facilitated the on-boarding process and maintained employee's files.
- Accountable for driving sales and maintained business operations.
- Ensured adherence to store policies, procedures, and controls.
- Planned, organized, and delegated work among staff.
- Responsible for recruiting, scheduling and controlling payroll.
- Measured and tracked employee's performance.

### **Ross Dress for Less, Stuart, Florida**

*Area Supervisor (November 2009 – October 2013)*

---

- Measured and tracked work performance.
- Trained, coached and developed employees.
- Motivated and inspired team to achieve productivity goal.

## EDUCATION

- Saint Leo University, Saint Leo, FL - Currently enrolled in MBA program
- Corporations Indian River State College, Fort Pierce, FL - Bachelor's Degree in Organizational Management
- Corporations Indian River State College, Fort Pierce, FL - Associate of Arts in Business Administration



# MOLIERE CEUS

*Proactive business partner to management to guide in the development of performance, customer and market-driven organizations. Demonstrated effectiveness in providing vision and counsel in steering organizations through accelerated growth as well as in turning around under-performing businesses. Proven leader with outstanding organizational, customer service, and communication skills.*

## KEY PROFICIENCIES

- Human Resources
- Business Operations
- Employee Relations
- Organizational Development
- Technical Training
- Recruiting
- Staffing
- Scheduling
- Project Management
- Coaching

## PROFESSIONAL EXPERIENCE

### **Faneuil, Inc., Orlando, Florida**

#### ***Proposed Human Resource Coordinator***

---

- Source, screen, and evaluate candidate applications/resumes for qualifications.
- Offer positions to candidates, prepare offer letters and complete employee on-boarding.
- Conduct New Hire Orientation classes and explain benefit enrollment for new employees.
- Main point of HR contact for employees.
- Assist with mediation, conflict resolution, scheduling, payroll, etc.
- Utilize HRIS including Applicant Tracking System, Payroll, and Time and Attendance software.

### **Taco Bell, Lake Worth, Florida**

#### ***Manager (January 2010 – March 2017)***

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- Checked to see that all food prices were accurate.
- Maintained updated database tracking available supplies.
- Ensured that cash drawers balanced at the end of each day.
- Reviewed applications conducted interviews and often made hiring decisions.
- Prepared employee schedules and ensured sufficient staffing for all shifts.

### **Applied Card Systems, Boca Raton, Florida**

#### ***Customer Account Specialist (May 2008 – December 2008)***

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- Responsible for all customer inquiries and questions.
- Provided excellent customer service at all times.
- Followed up on customer inquiries by taking specific action in a timely manner.
- Resolved customers issues on first call.
- Entered data from customers various software programs.
- Communicated with UPcustomers to resolve their inquiries.
- Performed other related duties and assignments as required and as assigned by supervisor.
- Exercised retention efforts when appropriate.

## EDUCATION

- Bachelor's Degree in Management Information Systems - January 1998, Florida Atlantic University, Boca Raton, FL



# TOWN OF PALM BEACH

RFP No. 2018-55

## TEMPORARY PERSONNEL SERVICES

### COST PROPOSAL PAGES

Percent of Markup over the hourly rate	<u>28.8</u> %
Other fees/charges (explain)	\$ <u>0</u>

The hereby undersigned representative submits this proposal and certifies that they are an authorized representative of the proposer who may legally bind the proposer:

\*SIGNATURE: Anna Van Buren Date: October 4, 2018

Name: Anna Van Buren Title: President and CEO

Company: Faneuil, Inc. <sup>Printed</sup> Address: 2 Eaton Street, Ste 1002

City: Hampton <sup>Legally registered name</sup> State: VA Zip: 23669

Telephone No: (757) 722-6315 Fax No: (757) 722-5293 Email: anna.vanburen@faneuil.com

Federal ID #: 04-3253864 Dun Bradstreet #: 92-951-1863

**\*Failure to affix signature may result in disqualification of proposal**

Name of Company Representative: Anna Van Buren

Address: 2 Eaton Street Ste 1002, Hampton, VA 23669

Phone Number: (757) 722- 6315 Fax Number: (757) 722-5293

E Mail: anna.vanburen@faneuil.com Date October 4, 2018

Acknowledgement is hereby made of the following Addenda received since issuance of this Request for Proposals:

Addendum No. 1 Dated: 09/27/18 Addendum No.        Dated:       

Addendum No.        Dated:        Addendum No.        Dated:       

Addendum No.        Dated:        Addendum No.        Dated:





## TOWN OF PALM BEACH

RFP No. 2018-55

### TEMPORARY PERSONNEL SERVICES

#### PROPOSER'S QUALIFICATIONS

The Proposer, as a result of this proposal, must hold a County and/or Municipal Tax Receipt (Occupational License) in the area of their fixed business location. Each proposer must complete the following information and submit with their proposal in order to be considered:

1. Legal Name and Address:

Name: Faneuil, Inc.

Address: 2 Eaton Street, Ste 1002

City, State, Zip: Hampton, VA 23669 Phone (757) 722-6315 Fax: (757) 722-5293

2. Check One: Corporation (X ) Partnership ( ) Individual ( )

3. If Corporation, state: Date of Incorporation: Sept 30, 1993 State in which Incorporated: Delaware

4. If an out-of-state Corporation, currently authorized to do business in Florida, give date of such authorization:

5. Name and Title of Principal Officers

Date Elected:

Anna Van Buren, President and CEO

2009

Alden Eldredge, Secretary

2013

Robert Nash, Chief Operating Officer

2018

6. The Vendor's length of time in business: 25 years

7. The Vendor's length of time (continuous) in business as a service organization in Florida: 13 years

8. All proposers must disclose with their proposal the name of any officer, director or agent who is also an employee of the Town. Further, all proposers must disclose the name of any Town employee who owns, directly or indirectly, an interest in the bidder's firm or any of its branches.

Name Not applicable

Percentage of Interest:

9. A copy of County and/or Municipal Tax Receipt (Occupational License) in the area of their fixed business location.

10. A current, signed copy of your firm's IRS form W-9.

**Note:** Information requested herein and submitted by the proposers will be analyzed by the Town of Palm Beach and will be a factor considered in awarding any resulting contract. The purpose is to insure that the Proposers, in the sole opinion of the Town of Palm Beach, can sufficiently and efficiently perform all the required services in a timely and satisfactory manner as will be required by the subject contract. If there are any terms and/or conditions that are in conflict, the most stringent requirement shall apply.



**ANNE M. GANNON**  
**CONSTITUTIONAL TAX COLLECTOR**  
*Serving Palm Beach County*  
**Serving you.**

P.O. Box 3353, West Palm Beach, FL 33402-3353  
www.pbctax.com Tel: (561) 355-2264

**\*\*LOCATED AT\*\***  
**250 S CENTRAL BLVD Ste 108**  
**JUPITER, FL 33458**

TYPE OF BUSINESS	OWNER	CERTIFICATION #	RECEIPT #/DATE PAID	AMT PAID	BILL #
56-0014 EMPLOYMENT AGENCY	BAKSH PATSY		B18-510865 - 09/14/18	\$33.00	B40130749

This document is valid only when receipted by the Tax Collector's Office.

**STATE OF FLORIDA**  
**PALM BEACH COUNTY**  
**2018/2019 LOCAL BUSINESS TAX RECEIPT**  
**LBTR Number: 200904474**  
**EXPIRES: SEPTEMBER 30, 2019**

B3 - 1105

FANEUIL INC  
FANEUIL INC  
250 S CENTRAL BLVD STE 108  
JUPITER, FL 33458

This receipt grants the privilege of engaging in or managing any business profession or occupation within its jurisdiction and **MUST** be conspicuously displayed at the place of business and in such a manner as to be open to the view of the public.



Form

**W-9**(Rev. November 2017)  
Department of the Treasury  
Internal Revenue Service**Request for Taxpayer  
Identification Number and Certification**► Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.**Give Form to the  
requester. Do not  
send to the IRS.****1** Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.**Faneuil, Inc.****2** Business name/disregarded entity name, if different from above**3** Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.☐ Individual/sole proprietor or single-member LLC ☒ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ►**Note:** Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.☐ Other (see instructions) ►**4** Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) \_\_\_\_\_

Exemption from FATCA reporting code (if any) \_\_\_\_\_

(Applies to accounts maintained outside the U.S.)

**5** Address (number, street, and apt. or suite no.) See instructions.**2 Eaton Street, Suite 1002****6** City, state, and ZIP code**Hampton, VA 23669****7** List account number(s) here (optional)

Requester's name and address (optional)

**Part I Taxpayer Identification Number (TIN)**Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.**Note:** If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.**Social security number**

			-			-				
--	--	--	---	--	--	---	--	--	--	--

**or****Employer identification number**

0	4	-	3	2	5	3	8	6	4
---	---	---	---	---	---	---	---	---	---

**Part II Certification**

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.**Sign  
Here**Signature of  
U.S. person ►*Donna W. Fish*

Date ►

*10/2/18***General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).**Purpose of Form**

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.





## TOWN OF PALM BEACH

RFP No. 2018-55

### TEMPORARY PERSONNEL SERVICES

#### DRUG-FREE WORK PLACE CERTIFICATION

Whenever two (2) or more bids/proposals, which are equal with respect to price, quality, and service, are received by the Town of Palm Beach for the procurement of commodities or contractual services, a bid/proposal received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. In order to have a drug-free workplace program, a business shall:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of controlled substances is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
1. 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.
2. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in number (1).
3. In the statement specified in number (1), notify the employees that as a condition for 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 on or plea of guilty or nolo contendere to any violation of Chapter 893, Florida Statutes or of any controlled substance law of the United States or any singular state, for a violation occurring in the workplace no later than five (5) days after such conviction.
4. 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.
5. Make a good faith effort to continue to maintain a drug-free workplace through implementation of Section 287.087, Florida Statutes.

**This Certification is submitted by** Anna Van Buren **the**  
**(Individual's Name)**

President and CEO **of** Faneuil, Inc.  
**(Title/Position with Company/Vendor)** **(Name of Company/Vendor)**

Who does hereby certify that said Company/Vendor has implemented a drug-free workplace program, which meets the requirements of Section 287.087, Florida Statutes, which are identified in numbers (1) through (6) above.

October 4, 2018

**Date**

Anna Van Buren  
**Signature**





**TOWN OF PALM BEACH**  
**RFP No. 2018-55**  
**TEMPORARY PERSONNEL SERVICES**

**LIST OF CURRENT & PERTINENT PROFESSIONAL REFERENCE**

The following is a list of at least **five (5)** current (within last five years) and pertinent professional references (preferably public entities) that the Town can contact in relation to Proposer's Proposals, financial stability, and experience. Failure to furnish this information may be grounds for rejection of the proposal.

<b>1. Name and Address of Firm, City, County, or Agency</b>	<b>Scope of Work:</b>	Temporary Staffing Services
The Town of Palm Beach	<b>Date(s):</b>	10/01/13 - 09/30/19
951 Okeechobee Road, Ste D West Palm Beach, FL 33401	<b>Amount:</b>	\$358,000
	<b>Contact:</b>	Tim Campbell
	<b>Telephone No:</b>	(561) 533-1178
	<b>Email:</b>	tcampbell@townofpalmbeach.com
For Town Use Only:		Comments:
Reference Verified: Yes <input type="checkbox"/> No <input type="checkbox"/>		

<b>2. Name and Address of Firm, City, County, or Agency</b>	<b>Scope of Work:</b>	Overflow Contact Center Staffing Serv
North Texas Toll Authority	<b>Date(s):</b>	02/18/15 - 02/19/19
5900 W. Plano Parkway, Plano TX 75093	<b>Amount:</b>	\$2MM
	<b>Contact:</b>	Brian Dunn
	<b>Telephone No:</b>	(414) 847-3774
	<b>Email:</b>	bdunn@duncansolutions.com
For Town Use Only:		Comments:
Reference Verified: Yes <input type="checkbox"/> No <input type="checkbox"/>		

<b>3. Name and Address of Firm, City, County, or Agency</b>	<b>Scope of Work:</b>	Contact Center Supplemental Staffing Ser
Harland Clarke Staffing Services	<b>Date(s):</b>	04/15/13 - 12/31/18
10931 Laureate Drive, San Antonio, TX 78249	<b>Amount:</b>	\$1MM
	<b>Contact:</b>	Kimberly Goldhardt
	<b>Telephone No:</b>	(801) 537-1040 Ext. 5641
	<b>Email:</b>	kimberly.goldhardt@harlandclarke.com
For Town Use Only:		Comments:
Reference Verified: Yes <input type="checkbox"/> No <input type="checkbox"/>		

<b>4. Name and Address of Firm, City, County, or Agency</b>	<b>Scope of Work:</b>	Contact Center Operation and Staffing
Orvis	<b>Date(s):</b>	10/23/18 - 02/02/19
1711 Blue Hills Drive, Roanoke, VA 24012	<b>Amount:</b>	\$1,118,523.00
	<b>Contact:</b>	Lisa Lavin
	<b>Telephone No:</b>	(540) 494-6499
	<b>Email:</b>	lavinl@ORVIS.com
For Town Use Only:		Comments:
Reference Verified: Yes <input type="checkbox"/> No <input type="checkbox"/>		

<b>5. Name and Address of Firm, City, County, or Agency</b>	<b>Scope of Work:</b>	Contact Center Operation and Staffing
City of Sandy Springs	<b>Date(s):</b>	12/01/13-06/30/18
1 Galambos Way, Sandy Springs, GA 30328	<b>Amount:</b>	\$519,811
	<b>Contact:</b>	Sharon Kraun
	<b>Telephone No:</b>	(770) 206-1473
	<b>Email:</b>	skraun@sandyspringsga.gov
For Town Use Only:		Comments:
Reference Verified: Yes <input type="checkbox"/> No <input type="checkbox"/>		

Company Name: Faneuil, Inc.

*Additional references may be provided by attachment.*



## TOWN OF PALM BEACH

RFP No. 2018-15

### TEMPORARY PERSONNEL SERVICES

#### LIST OF PROPOSED SUBCONTRACTORS

The undersigned bidder hereby designates, as follows, all major subcontractors whom he/she proposes to utilize for the major areas of work for the project. The bidder is further notified that all subcontractors shall be properly licensed, bondable and shall be required to furnish the TOWN with a Certificate of Insurance in accordance with the contract general conditions. Failure to furnish this information shall be grounds for rejection of the bidder's proposal. If no subcontractors are proposed, state "None" on first line below.

Name and Address of Subcontractor	Scope of Work	License #
1. None		
2.		
3.		
4.		
5.		

Signature and Date  October 4, 2018

Title/Company President and CEO / Faneuil, Inc.







**TOWN OF PALM BEACH  
RFP No. 2018-55**

**TEMPORARY PERSONNEL SERVICES**

**Addendum No. 1**

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**This addendum shall modify and become a part of the original Solicitation Document.**

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The proposal due date remains October 4, **2018, at 2 p.m.** The purpose of this addendum is to provide modifications to the scope of services, clarifications and answers to questions received:

**QUESTIONS**

Question 1: Present vendor(s)?

Answer 1: Appleone Employment Services;

Question 2: Who is/are the current vendor/s?

Answer 2: Appleone Employment Services;

Question 3: Please provide name of the current vendor(s) providing the services and how are the current services being procured:

Answer 3: Appleone Employment Services. They were procured by a previous RFP process.

Question 4: Which firms are you currently working with for staffing services?

Answer 4: Appleone Employment Services;

Question 5: Please provide a copy of the proposal of all current vendors providing services, including rate/cost sheets.

Answer 5: See attached.

Question 6: Award date(s)?

Answer 6: August 28, 2013

Question 7: Hourly billing rates for each category at the time of award?

Answer 7: Range \$17.81 - \$25.89 includes markup over hourly rate, which is 37%.

Question 8: Current billing rates?

Answer 8: Range \$17.81 - \$25.89

Question 9: What are the bill and pay rates under the current contract?

Answer 9: Range \$17.81 - \$25.89 includes markup over hourly rate, which is 37%.

Question 10: What are your current pay rates for each position and do you wish to maintain the existing pay rates:

Answer 10: Range \$17.81 - \$25.89. Dependent on the qualification of the assigned person.

Question 11: Prevailing/Living wage requirements at time of award?

Answer 11: No requirement.



Question 12: Bid tabulation from current award?

Answer 12: See attached

Question 13: What is the current budget for the contract?

Answer 13: Unknown. In fiscal year 2018, year to date (October through August), total expenditures were approximately \$75,000.00. It is neither expressly implied nor guaranteed that the amounts shown will be achieved in the next contract period.

Question 14: What is the annual budget over the term of the new contract?

Answer 14: Unknown.

Question 15: What is the anticipated annual and total spend for this contract?

Answer 15: Unknown.

Question 16: How much was spent (dollar value) on this service last year?

Answer 16: In fiscal year 2017 (October through September) the Town utilized temporary clerical staff in a variety of positions and the total expenditures were approximately \$79,000.00.

Question 17: How much was spent on temporary staffing services in 2016, 2017 and 2018 YTD (for the services requested under this RFP?

Answer 17: FY16 \$46,700.00; FY17 \$79,000.00; FY18 YTD \$75,000.00.

Question 18: How much is intended to be spent once the contract is awarded:

Answer 18: Unknown.

Question 19: How many employees currently work under this contract?

Answer 19: Three.

Question 20: How many temporary employees are currently utilized?

Answer 20: 3.

Question 21: How many temporary assignments were placed in 2017? Anticipated for end of 2018? Anticipated for 2019?

Answer 21: FY17 – 4; FY18 – 5; FY19 – unknown.

Question 22: How many temporary assignments were placed in 2017? Anticipated for end of 2018? Anticipated for 2019?

Answer 22: 2017 – 1; 2018 – 2; 2019 – unknown.

Question 23: How many vacancies currently exist for permanent employees (if contract involves direct hire/perm recruitment)?

Answer 23: There are currently 3 in the position types covered by the Scope of Services. Currently there are 39 total Town-wide including Public Safety and specialized positions. Zero.

Question 24: How many vendors will be awarded as a result of this solicitation?

Answer 24: Two.

Question 25: Can the vendor pass through the any background, drug testing costs to the County?

Answer 25: See 'Cost Proposal Page' row titled 'Other Fees/Charges (explain)', and if it is part of the Proposer's cost then enter this information in this row.

Question 26: How many temporary employees will work per category?

Answer 26: At this time it is unknown.

Question 27: What is the estimated need of hours per week for temp staff?

Answer 27: Normally 40 hours per week.

Question 28: Will this contract require the pay rolling of current employees?

Answer 28: No.

Question 29: Is the subcontracting a mandatory requirement for this contract?

Answer 29: No.

Question 30: Can an MBE/Minority firm self-satisfy the subcontract goals?

Answer 30: Yes, though there are no subcontracting goals.

Question 31: Is a FL business registration required?

Answer 31: page 8, part 1-16 Licenses reads, "Proposers, both corporate and individual must be fully licensed in the State of Florida at the time of RFP submittal."

Question 32: Is there any mandated PTO or Supplemental benefits/ Living Wage/ Prevailing Wage?

Answer 32: None.

Question 33: What is the average turnover rate per each position/how-long do assignments last generally?

Answer 33: Not tracked. 1 week to 6 months.

Question 34: Are the positions going to be subject to any minimum wage increase over the course of the contract?

Answer 34: Federal or State Minimum Wage Increases would be at cost only, and would not entertain increase to unemployment rate.

Question 35: Do the proposals have to be bound? If so how would you like them bound?

Answer 35: Professionally presented. The proposal should contain tabbed sets in the same order as the information requested within.

Question 36: If applicable, can the Town be utilized as one of respondent's five references?

Answer 36: Yes.

Question 37: When does the Town anticipate completing its evaluation and notifying respondents of its recommended awardee(s)?

Answer 37: Approximately November 2018.

Question 38: Will respondents be allowed to pass through the costs for background checks and drug screens (at no additional markup) to the Town?

Answer 38: See 'Cost Proposal Page' row titled 'Other Fees/Charges (explain), and if it is part of the Proposer's cost then enter this information in this row.

Question 39: Will respondents be disqualified or adversely impacted during the evaluation process if they were to submit exceptions to the Town?

Answer 39: No.

Question 40: With respect to Affordable Care Act (ACA) costs, would the Town prefer these charges as a separate line item on the invoices, or instead incorporated directly into each respondent's mark-up rates? Please clarify.

Answer 40: Incorporated directly into each respondent's mark-up rate.

Question 41: If government-mandated cost or expenses are enacted during the contract term, will respondents be allowed to request rate increases to cover these higher rates?

Answer 41: Yes.



Question 42: Is there any preference to the local vendors?

Answer 42: No.

Question 43: What are the most frequently used job categories in the subject matter RFP?

Answer 43: Administrative Assistant.

Question 44: Is this the first time going to RFP for temporary staffing services?

Answer 44: No.

Question 45: Are the positions listed in Scope of Work Section C the only positions that will need to be filled? Which Town departments will assignments be needed?

Answer 45: Yes. The Town has eight Departments: Fire-Rescue; Police; Human Resources; Public Works; Recreation; Planning, Zoning & Building; Finance and the Town Manager's Office.

Question 46: Do you currently outsource these positions?

Answer 46: No.

Question 47: How much do you spend on outsourcing each year?

Answer 47: \$0.

Question 48: How many hours will the positions work each day?

Answer 48: Historically 8 hours per day.

Question 49: How many workers do you need for each position?

Answer 49: Historically one per position.

Question 50: How many days will each position work in a year?

Answer 50: Unknown.

Question 51: Can you please share the job descriptions:

Answer 51: See Part II, Nature of Services Required, section 2-2 Scope of Work, item C Job Titles, Job Descriptions and Minimum Requirements or, you may go to:

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

Question 52: What training do you require?

Answer 52: Training is not required but the person assigned must be capable of performing tasks within the assigned position.

Question 53: What other qualifications are required for workers:

Answer 53: On a rare occasion, the Town may require the assigned person to accept cash. In this instance a credit check, paid by the contractor, will be required.

Any questions concerning this document should be addressed to Purchasing via facsimile to (561) 835-4688 or e-mail to: [ebitteker@townofpalmbeach.com](mailto:ebitteker@townofpalmbeach.com)

Eugene M. Bitteker  
Buyer

**All Proposers shall acknowledge receipt of this addendum by annotating the Schedule of Bid Items/Proposal signature page with the addendum number and completing the following section and returning with the Proposal Documents to verify receipt.**

Company Name: Faneuil, Inc.

Address: 2 Eaton Street Ste 1002, Hampton, VA 23669

City, State, and Zip Code:

Anna VanBuren

Authorized Signature:  
Anna VanBuren, President and CEO

Print Name and Title:

Telephone: (757) 262-9600 Date: October 1, 2018