



 **ORIGINAL**

RFP No. 2018-55

Town of Palm Beach

Temporary Personnel Services

Response Due Date/Time:

October 4, 2018 / 2:00pm ET

Submitted to:

Town of Palm Beach
Purchasing Office
951 Okeechobee Road, Suite D
West Palm Beach, FL 33401
Attention: Eugene M. Bitteker, Buyer

Submitted by:

Howroyd-Wright Employment Agency, Inc.
dba AppleOne Employment Services
Carlton G. Bryant, Executive Vice President
Government Solutions Division
16371 Beach Boulevard, Suite 240
Huntington Beach, CA 92647

Principal Office/Headquarters

Howroyd-Wright Employment Agency, Inc.
dba AppleOne Employment Services
327 West Broadway
Glendale, CA 91204
(800) 872-2677



AppleOne

Hiring Made Human®

RFP No. 2018-55

Town of Palm Beach

Temporary Personnel Services

Response Due Date/Time:

October 4, 2018 / 2:00pm ET

Submitted to:

Town of Palm Beach
Purchasing Office
951 Okeechobee Road, Suite D
West Palm Beach, FL 33401
Attention: Eugene M. Bitreker, Buyer

Submitted by:

Howroyd-Wright Employment Agency, Inc.
dba AppleOne Employment Services
Carlton G. Bryant, Executive Vice President
Government Solutions Division
16371 Beach Boulevard, Suite 240
Huntington Beach, CA 92647

Principal Office/Headquarters

Howroyd-Wright Employment Agency, Inc.
dba AppleOne Employment Services
327 West Broadway
Glendale, CA 91204
(800) 872-2677



(TAB 2) Table of Contents

(TAB 1) Title Page.....	1
(TAB 2) Table of Contents.....	2
(TAB 3) Transmittal/Introduction Letter.....	3
(TAB 4) Detailed Technical Proposal.....	7
A) A list of types of job specialties offered by your company.....	18
B) Resources that you utilize to recruit staffing personnel	19
C) Typical size of personnel pool your company maintains, per job specialty	27
D) Assessment programs, methods your company utilizes to evaluate candidates' skills.....	28
(TAB 5) Financial Information	30
An indication of the resources and the necessary working capital available and how it will relate to the firm's financial stability through the completion of the project should be included in the RFP response.	30
(TAB 6) Variations/Exceptions	31
Services not included in the firm's proposal, along with any exceptions or variations.....	31
(TAB 7) Litigation Statement.....	32
A statement that no litigation or regulatory action has been filed against your firm in the last three (3) years should be included in the proposal.....	32
(TAB 8) Experience	33
Provide a minimum of three (3) references.....	35
Information regarding past performance, including similar clients successfully served. Information on proposed staffing levels and resumes of persons involved in the business and the actual operations..	37
Provide a list of all current contracts and schedule requirements.	41
(TAB 9) Cost Detail	42
Complete Proposal pages and fee schedule for the services and any other documents as requested.....	42
(TAB 10) Forms	45
Executed copies of Proposers Qualifications, Drug Free Workplace, References, Sub Contractor List and Insurance verification.....	45
Verification of compliance such as a Certificate of Insurance (COI) or a letter of verification from the Vendor's insurance agent/broker, which states the ability of the Vendor to meet the requirements upon award.	52



(TAB 3) Transmittal/Introduction Letter

Per the requirement of this solicitation, AppleOne has included the Transmittal/Introduction Letter immediately following this page.



Transmittal/Introduction Letter

4 October 2018

Town of Palm Beach
Purchasing Office
951 Okeechobee Road, Suite D
West Palm Beach, FL 33401
Attention: Eugene M. Bitteker, Buyer

RE: Response to Request for Proposal –Temporary Services

Dear Mr. Bitteker,

Howroyd-Wright Employment Agency, Inc. dba AppleOne Employment Services (AppleOne) welcomes the opportunity to present our services to the Town of Palm Beach (Town). As one of the largest privately held human capital management companies in the United States, AppleOne has over 200 offices throughout North America to support recruiting and bring local labor market knowledge and talent to the Town.

MANAGING BRANCH INFORMATION

AppleOne will provide the Town with day-to-day project management from our AppleOne office in West Palm Beach, Florida located at 1641 Worthington Road Suite 130, West Palm Beach, FL 33409, where primary point of contact and **Project Manager, Lisa Cavanagh** will facilitate follow-up and follow through, attend meetings, coordinate resources, services and support and is available directly at (561) 683-6868 or lcavanagh@appleone.com.

This location has eleven (11) full time staff, and while some are focused on the areas of Engineering and Technology, all of them can recruit for every skill sets. Additionally, our West Palm Beach team can be supported as needed by our other local branches located in Cypress Creek and Miami. The addresses of these branches are provided below.

AppleOne Cypress Creek
500 Cypress Creek Rd., Ste. 150
Fort Lauderdale, FL 33309

AppleOne Miami
6100 Blue Lagoon Drive, Ste. 180
Miami, FL 33126

CONTRACTUAL POINT OF CONTACT & CORPORATE INFORMATION

Howroyd Wright Employment Agency, Inc., dba: AppleOne Employment Agency will be the entity interested in the proposal as principal. Our branch locations are directly supported by AppleOne's dedicated Government Solutions Division, which provides service to public sector entities and educational institutions nationwide, and emphasizes the importance of quality and cost-effectiveness for its clients. Our principal office is located at 327 West Broadway, Glendale, California 91204. For all contractual matters concerning this solicitation and the RFP process, I will serve as the primary point of contact for the Government Solutions Division.

Carlton G. Bryant, Executive Vice President

Government Solutions Division
1999 West 190th Street
Torrance, CA 90504

Phone: (310) 750-3400
Fax: (310) 750-1111
cbryant@appleone.com

AppleOne will provide the Town with excellent service that presents lasting solutions while remaining cognizant of the taxpayer's dollar.



NON-COLLUSION & PROPOSAL VALIDITY PERIOD

AppleOne's proposal is made without collusion with any other person or entity submitting a proposal pursuant to this RFP. AppleOne agrees that our proposal will remain in effect for no less than one-hundred and eighty (180) days. We also acknowledge receipt, review of this solicitation, and all Amendment(s) issued by the Town.

UNDERSTANDING OF NATURE OF SERVICES REQUIRED

As evidence of our understanding of the Statement of Needs, AppleOne provides the Town with the following:

- A proven track record with similar work completed for other government and public sector entities across a diverse range of job classifications, including those specifically in West Palm Beach.
- Flexibility in the provision of urgent requests due to planned or unplanned absences in order to mitigate workflow interruptions.
- As an incumbent vendor to the Town, we have direct experience and expertise in expeditiously sourcing, screening, and providing top quality candidates within 48 hours.
- Capable, knowledgeable staff and a proven organizational structure aligned with project/program activities. We pride ourselves on being an honest broker for our customers – AppleOne puts the Town's needs first.
- A management approach including experienced staff and customized reporting.
- Strict compliance with and implementation of regulations regarding work authorization in accordance with applicable State and federal laws, rules and regulations.

AppleOne's highly regarded five-decade track record and strong knowledge base will be utilized with the Town program. AppleOne possesses the business acumen to work with various internal and external team members engaged in complex initiatives.

AGENCY QUALIFICATIONS

As a current staffing supplier for the Town, AppleOne understands the purpose of the Town's Temporary Personnel Services request and will continue providing the Town with uninterrupted augmentation of as-needed administrative, technical, and professional staff for any of the Town's eight (8) departments. AppleOne has hundreds of professional and technical staff within the immediate and surrounding areas of the Town and thousands of employees nation-wide, available to meet immediate needs. AppleOne will continue to work closely with the Town in the provision of clerical, secretarial, data entry operators, account clerks, and various temporary office services.

AppleOne has distinguished itself from our industry competitors through our outstanding services and technological capabilities, which are customized to meet the specific needs of our each client. AppleOne's innovative approach to the staffing services industry has made us the industry leader in managed services support and technology. Our success is based on staffing industry experience and on the following key differentiators:

- AppleOne provides our clients with a single-point-of-contact for staffing and support. We provide staff on an individual or project basis. AppleOne's full spectrum of staffing and support programs includes: recruitment, job screening, evaluations, reference checks, background and drug investigation, education verification and DMV searches. AppleOne can coordinate and manage all sub vendor relationships nationally or globally, through centralized management and world-class networked systems.
- Technology has a key role in the success of AppleOne's service offerings. AppleOne achieves the highest level of effectiveness and economy in delivering precisely targeted staffing solutions by integrating all staff member's experience and expertise with cutting-edge technological resources.
- Each member of our management staff is empowered to make immediate management decisions in order to promote responsive and versatile service. Although AppleOne is a large, multi-divisional corporation, we sidestep the bureaucracy and inertia that weighs down many larger staffing agencies. Responsibility for client satisfaction begins at the account manager level.



- AppleOne is a wholly owned subsidiary of The ACT•1 Group, Inc., the largest woman, minority-owned staffing services firm in the United States. Both AppleOne and ACT•1 are certified as Minority Business Enterprises (MBE) by the National Minority Supplier Development Council (NMSDC) through our home council in Southern California. Additionally, we are certified as a Woman-owned Business by the Women's Business Enterprise National Council (WBENC).
- AppleOne is ISO 9001:2015 certified and adheres to strict, internationally recognized guidelines of quality and process development. AppleOne's ISO certifications assure our clients that AppleOne has implemented and maintains a consistent, repeatable process for the engagement and management of temporary workers and staffing suppliers.

Our project and programs staff will continue to implement what has been successful, as well as identify and resolve potential issues should they arise. We also, as part of our commitment to knowledge transfer, will continue working with Town staff to incorporate the most useful aspects of our methodologies and activities into internal department efforts. We have developed an overall strategy and approach that addresses the Town's priorities and demonstrates our value to the contract.

Thank you for considering AppleOne for your ongoing temporary personnel needs. We look forward to continuing our work with the Town, and will do everything necessary to ensure that AppleOne contract delivery remains positive, productive and long-term, and most importantly, fulfills the objectives of the Town. Sincerely,

Carlton G. Bryant, Executive Vice President
Howroyd-Wright Employment Agency, Inc.
dba AppleOne Employment Services



(TAB 4) Detailed Technical Proposal

The detailed proposal should provide the information requested and address all of the points outlined in this Request for Proposal. The purpose of the technical proposal is to demonstrate the qualifications, competence, capacity and methodology of the firms seeking to provide the services in conformity with the requirements of this Request for Proposal. As such the substance of proposals will carry more weight than their form or manner of presentation. The technical proposal should demonstrate the combined qualifications of the firm and of the particular staff to be assigned to this engagement. It should also specify an approach that will meet the Request for Proposal requirements.

MANAGEMENT APPROACH OVERVIEW

AppleOne's approach to providing services to the Town is comprehensive, and based upon our decades of experience of public sector service. Our service plan includes the following key components.

Account Management

AppleOne offers proven processes and procedures that have been used effectively to provide highest quality, professional staffing services for its public sector client base. Our account management approach incorporates implementation, transitioning of current temporary employees and/or on-site support as needed.

Job Order Fulfillment

The job order filling procedures at AppleOne are based on our in-depth knowledge of the needs of Government entities and dedication to gaining and maintaining an understanding of your unique staffing needs. In addition, AppleOne can customize our recruitment and matching processes according to projected staffing requirements in order to further ensure that qualified candidates are available.

Candidate Sourcing and Assessment

One of the reasons for AppleOne's continued success in quickly supplying high-quality staff is our recruiting and matching processes. AppleOne employs management practices designed to quickly recruit and hire skilled professionals for any position, which is critical to our business success.

Background Screening

Prior to sending an employee to work for the Town, the AppleOne Account Management team, in conjunction with the appropriate Town representative(s), will evaluate what pre-employment background screening will be utilized. AppleOne assures the Town that our screening services will meet the most rigorous requirements.

Quality Assurance

To ensure that our performance meets the Town requirements, AppleOne will use the processes established in our proven Quality Control Program. The overall purpose of AppleOne's Quality Control Program is to guarantee that AppleOne provides its clients, such as the Town, with the level of service they expect from a leader in the employment services industry.

Billing and Invoicing

AppleOne will process all time sheets and paychecks and provide the Town with accurate, concise and timely invoices. If the Town requires changes to the invoicing process during the term of the contract, AppleOne will work with the appropriate Town representative(s) to modify its invoice process and ensure that AppleOne remains fully compatible with the invoice processing requirements of the Town. This includes the related invoicing and management reports as required by the Town.



In addition to our *Candidate Sourcing* and *Assessment* processes, which are discussed further in **Sections B and D**, the following detailed service plan is tailored to ensure that AppleOne meets the Town's service requirements.

PRE-EMPLOYMENT SCREENING

Prior to sending an employee to work for the Town, AppleOne's account management team, in conjunction with the appropriate Town representative(s), will evaluate what pre-employment background screening will be utilized. To assure that AppleOne's clients receive the best temporary associates in an efficient manner, AppleOne utilizes our sister company, *A-Check Global*, to conduct extensive pre-employment screening. In addition to references and education verification, pre-screening may include drug screens, criminal background checks, social security checks, and DMV verifications. A-Check's services are available for AppleOne's temporary associates as well as the Town's permanent employees. Following is a description of the services that can be provided by A-Check Global:

BACKGROUND CHECK (IF ALLOWABLE)

Criminal Felony/Misdemeanor – 7 years	This includes a one (1) County, one (1) name, criminal record search of felony records, and will include misdemeanor records when available. All information will be obtained at the courthouse by a dedicated City researcher unless direct connection to the courthouse is established. Five (5) and 10 year options are also available upon request.
Criminal Search - National Federal – 7 years	This search includes a one (1) name federal criminal record search of federal records. All information will be obtained through the Federal Public Access to Court Electronic Records (PACER) system with on-line direct connection to records and dispositions. Five (5) and 10 year options are also available upon request.
National Criminal Database Search – 7 years	This search includes one (1) name. A-Check Global's National Criminal Database search (NATCRIM) includes over 250 million criminal records from all fifty states, the District of Columbia and Puerto Rico. This database search perfectly complements county courthouse searches by increasing the chances of catching additional criminal data from places of work or residence not disclosed during the application process. Results are available within minutes when ordered via A-Check Direct™ and all information reported is FCRA compliant. Five (5) and 10 year options are also available upon request.
National Sex Offender Registry	While convictions for sexual offenses will appear upon the criminal record in the county or state where the offense was committed, oftentimes sexual offenders will relocate where their criminal records will not reflect the offense. Information returned from sexual offender registry inquiries may include: name, AKA name, physical characteristics, date of birth, residential address, employer, county, state of conviction, date of conviction, and offense(s).
County Civil Records Search	This includes one county, one name search obtained by a court researcher at the county courthouse. Information obtained may include plaintiff and defendant's actions and case outcome.
Compliance Link Search	Comprehensive list of Compliance searches available upon request.
Motor Vehicle Records - Driver's Report	Depending on state law, this search will reveal a three (3) to five (5) year driving history. Reported information will include type of license, any violations, disciplinary actions, convictions, issue date, expiration date, revocations, suspensions, accidents, status and restrictions.
Professional Reference	A-Check will verify a professional reference by seeking answers to predetermined questions including information on communication skills, work attitude, professionalism and punctuality. This information will be obtained through a phone interview with a former supervisor or personnel department.
Employment Verification- Plus	Contact up to three (3) times daily, will be made for up to three (3) Days. Documentation will be requested from the applicant for any verifications of employment not obtained.



BACKGROUND CHECK (IF ALLOWABLE)

	A-Check will verify present or past employment to include position(s) held, dates of employment, salary, confirmation of specific job duties, reason for leaving, eligibility for re-hire, and overall job performance. Information will be obtained through phone interviews with former supervisor or personnel department. Pricing is per individual screened. <i>**Additional fee may apply if previous employer charges a fee for release information or uses a records clearinghouse.</i>
Education Verification– Basic	Contact up to three times daily, will be made for up to three (3) Days. This search verifies Colleges/Universities attended with dates of enrollment, Major/Degrees obtained, Grade Point Average, and professional certification. Pricing is per individual screened. <i>**Additional fee if transcripts are requested. Additional fee may apply if educational institution requires use of a records clearinghouse.</i>
Professional License Verification	This search verifies a professional license or professional certification. Additional fee if transcripts are requested or if educational institution/licensing body requires use of a records clearinghouse.
Credit Report	This report provides information into a person's financial background. It also provides present and past addresses, current and past employers, and verifies and identifies users of the social security number provided.
Social Security Trace	This search verifies the Social Security number provided is valid, the person/people associated with the number, current and past addresses, and current and past employers.

AppleOne's policy regarding reference checks is to acquire at least two (2) positive references from each employee's most recent employers. AppleOne will verify a professional reference by seeking answers to predetermined questions including information on communication skills, work attitude, professionalism and punctuality. This information will be obtained through a phone interview with a former supervisor or personnel department. If requested, AppleOne can also submit a Work Performance Evaluation form to prior employers to get a more detailed reference profile. Please note that the form can be customized to meet specific Town requirements.

REQUISITION PROCESS

AppleOne is a platform-independent, vendor neutral, provider of scientific, engineering, and systems integration services. We have a reputation for exceeding customer expectations. Our people are empowered, with proper audited safeguards to deliver outstanding value and productivity and to go the extra mile for our customers. We draw on a wealth of technology and integration experience to better serve our customers. We do all this with the constant and deliberate commitment to ethical performance and integrity that has marked AppleOne since our founding. AppleOne's primary business involves government wide contracts for federal and state governments which are similar in their nature to the proposed Town staffing contract. Several of those customers in other government related or government regulated services are included in our response. AppleOne performs on these contract tasks daily.

As part of our comprehensive approach, we bring a structured continuous process improvement with knowledge transfer and lessons learned to all our activities. AppleOne will be working closely with the Town. Our project and programs staff will work to fully understand and implement what has been successful and how to identify and resolve potential issues should they arise. We also, as part of our commitment to knowledge transfer, will work with the Town staff to incorporate the most useful aspects of our methodologies and activities into internal department efforts. We have developed an overall strategy and approach that addresses the following priorities and demonstrates our value to a project and contract. We will listen carefully to management, and identify the value AppleOne can bring in our approach to address priorities and mission objectives.



WORKERS TO BE PROVIDED

The job order filling procedures at AppleOne are based on our in-depth knowledge of the needs of Government entities and dedication to gaining and maintaining an understanding of your unique staffing needs. AppleOne has found that one of the best ways to deliver qualified candidates is to perform job profiling and benchmarking to establish parameters that will assist in identifying the skill levels required to succeed in the Town's specific working environments, in addition to gaining a clear understanding of your office atmospheres.

Based on knowledge of your requirements and using software and systems, our account management team, led by Project Manager Lisa Cavanagh (PM), will quickly fill your staffing needs from AppleOne's large pool of pre-qualified candidates. In addition, AppleOne can customize its recruitment and matching processes according to projected staffing requirements in order to further ensure that qualified candidates are available. Ms. Cavanagh will maintain close contact with appropriate Town representatives to maintain an awareness of current and upcoming staffing requirements in order to minimize potential disruptions from employee turnover.

PROCEDURE FOR REQUESTING TEMPORARY PERSONNEL

Based on knowledge of your requirements and using proprietary software and systems, our AppleOne account management team, led by Project Manager Ms. Lisa Cavanagh and Assistant Project Manager Ms. Lauren Hawkins, will quickly fill your staffing needs from AppleOne's large pool of ever increasing pre-qualified candidates. In addition, AppleOne can customize its recruitment and matching processes according to projected staffing requirements in order to further ensure that qualified candidates are available. Ms. Cavanagh and Ms. Hawkins will maintain close contact with appropriate Town representatives to maintain an awareness of current and upcoming staffing requirements in order to minimize potential disruptions from potential turnover.

AppleOne has in-depth knowledge supporting the needs of public sector entities.

The Town's notification of need will initiate AppleOne's streamlined job ordering process. AppleOne has a standardized Job Order Response Process that provides an overview of how we will ensure the availability and qualifications of contractor personnel. The breakdown of AppleOne's Job Order Response Process is as follows:

- **Step 1 – Job Order Submitted:** Job Order is submitted by the Town to an AppleOne account management team member via your preferred method (phone, fax, or the Internet). The PM (Ms. Cavanagh) will serve as the single-point-of-contact for the Town.
- **Step 2 – Acceptance of Order and Initial Response:** The AppleOne account management team accepts the order and enters it into AppleOne's internal Office Automation database. Ms. Cavanagh (PM) or Ms. Hawkins (Assistant PM) will respond within 4 hours or less to confirm that they received the order as well as provide a status update. Working collectively, all team members of the West Palm Beach branch will identify potential candidates for the Town's consideration. Further information may be requested at this stage from the contracting officer or department head at the Town.
- **Step 3 – Evaluation Process:** Once a qualified candidate is identified, AppleOne completes a customized evaluation process for the Town. This includes an in-depth, in-person interview, as well as review of job requirements and expectations, and verification of references. If the candidate meets all requirements and accepts the positions, we will move onto the next step. If not, the previous step is repeated until a qualified candidate match is made.



- **Step 4 – Interview/Final Approval:** The candidate is then interviewed or presented for a final approval by the Town. AppleOne will notify the temporary associate in writing with information specific to his or her assignment if the position is accepted.
- **Step 5 – Orientation:** Prior to the start date, AppleOne will provide the candidate with a full orientation on the job and the Town environment, as well as information on how to complete their timecard or assign them a badge/password for AppleOne's Web Time Capture software.
- **Step 6 – Quality Control:** On the first day of assignment, a member of the account management team will conduct a quality control call to the candidate's supervisor. At the end of the first week, another quality control check will be completed. Afterwards, the team will conduct ongoing quality checks to ensure that the candidate is performing up to, or better than, expectations for the Town.

PLACEMENT OF TEMPORARY PERSONNEL

AppleOne knows that having the best in professional personnel is integral to the ongoing success at the Town locations. Our precise, comprehensive methods for providing staffing services will ensure that the Town obtains the maximum projected value for each dollar of expenditure. We remain committed to providing personnel with the skills, experience and character to excel in their positions with the Town.

Our service delivery performance measurements are devised based on our quality driven customer centric approach. Our efforts are focused on achieving the goal of Excellence in all aspects of service, and these including:

- **On-time availability of the candidate:** After selection of the candidates, AppleOne ensures timely availability of the candidates. They will start on the agreed to date and time.
- **Monitoring of hours:** AppleOne conducts regular monitoring of employee hours while on assignment. This will serve to ensure they do not exceed maximum allowable hours in a calendar year with the Town.
- **Background check compliance:** We ensure that all candidate submitted to clients are cleared to work, and all background checks have been completed in accordance with all client requirements.
- **Close monitoring of the services performed:** We monitor the performance of the staff engagement on a continuous basis and in consultation with the designated client manager(s).
- **Performance evaluation of services delivered:** AppleOne reviews the performance of our services delivered on a quarterly basis. In this connection, the Town designated staff receives one-page performance evaluation document from AppleOne. This evaluation helps AppleOne to discuss where our performance is exceeding and the areas, which would need further efforts to develop. This feedback mechanism helps us and our candidates to improve their skills, knowledge and personality.
- **Replacement of candidate:** In the rare case that there is a need for replacement of a candidate, AppleOne ensures replacement is provided to the client within 5 days of such situations. The first week of the replaced candidate is not billed to the client.
- **Defect Prevention Program:** This program, used across the board, is aimed at achieving quality improvements in all phases of AppleOne service deliveries as defined above. This has been implemented by setting quality standards for *How can we serve our customers better?* One of the important measurements we have in place is – 'Continuous review of our business processes' for delivering value added services, quality and responsiveness, timeliness of deliverables, risk minimization and cost effectiveness.
- **Implementing Customer Feedback Evaluation Process:** We believe such quality of service measures as customer feedback surveys play an essential role in cementing a satisfactory relationship between supplier and customer, as well as uncovering a potentially serious problem.



- **Management Monitoring and TQM in our service delivery to our Clients:** We believe in Total Quality Improvement Programs (TQIP), which is the cornerstone of AppleOne's business strategy. It is a structured, planned approach to continuous quality improvement and establishes an ongoing quality management program in every aspect of our business. Its goal is to create a customer oriented quality culture committed to making quality improvement a permanent way of life for the company. Its major elements are:
 - o Management commitment
 - o Functional organization ownership in approach
 - o Employee involvement at all levels
 - o Practical measures to track progress
 - o Recognition for team and individual performance
 - o Ongoing training and communications.

Our emphasis is on quality services and we continuously improve our business processes to support our service delivery model. This allows us to refine our function processes in each area of services (human resources, sales and marketing, contracts and client relationships) with the overall result providing us a capability to be highly responsive to client needs. We maintain a large database of qualified candidates who are available for projects.

REPORTING

AppleOne currently provides more than 30 standard reports designed to meet the needs of most corporate and program managers. They have been developed to fit the needs of clients and client departments including Accounting, Legal, Procurement, IT, and Executive Management. Reports include parametric input options, such as cost center and business unit numbers. All reports are available in multiple formats including CSV, Excel and PDF format.

TIMECARDS & INVOICING

AppleOne utilizes timecards as the source document for all payroll records. Timecards are documented via the web through the Web-Based Time Capture system. The temporary employee enters information on the hours worked on into AppleOne's Web-based timecard system on a daily basis. Each week, these timecards are reviewed by the managing branch and validated against the requirements of the client to ensure proper number of hours are worked by the employee. When a temporary associate completes a work week, the Town supervisor for that individual approves the hours worked online. The Town's authorized representative(s) is given a secure login and password, and all Web timecards require an electronic signature to prevent fraud and unauthorized access to employee records.

AppleOne's proprietary *Office Automation* program tracks the Town's job order, time requirements, and interfaces with Web-Based Time Capture system. Through OA, AppleOne has the ability to provide reporting for various daily, weekly, monthly, and other tracking periods based on the requirements of the Town. Additional information on our web-based timecard system is provided below.

Web-Based Time Card

AppleOne offers the use of the Web-Based Time Card. Easy to use and configure, Web-Based Time Capture offers an ideal solution for public sector entities that encompass a wide geographic area. The system performs four critical processes: Time Capture, Time Approval, Time Processing, and Management Reporting.



Convenience

Web-Based Time Capture eliminates the need for manual time collection and individual time card approval. Utilizing Internet protocols and hosted web services to automate timekeeping, Web-Based Time Capture also eliminates the need to manage application software over a network of individual client stations.

A Secure Solution

Web-Based Time Capture can be accessed through the Web, or over a partnered Extranet. Associates are given unique passwords and user identities that allow them to input their own hours. Supervisors receive additional system rights including view, edit, and approval based on the Town's specific requirements.

Candidate Portal

Through this portal, our associates can access forms, pay statements, tax documents, benefits, as well as relevant announcements and important notices.

AppleOne currently processes all time sheets, paychecks and invoices on a weekly basis. If the Town requires changes to the invoicing process during the term of the contract, of AppleOne will work with the Town representative(s) to modify our process so that we can fully comply with all of the Town's invoicing requirements. AppleOne's full-time staff of software professionals and billing analysts can make any necessary changes in the invoicing process within 24 hours.

AppleOne bills manually as standard practice. We also offer an advanced electronic billing and payroll system, which substantially reduces paper use and minimizes billing adjustments. If desired, AppleOne's dedicated **Government Solutions Invoicing Department (GSID)** can adjust invoicing procedures to meet the requirements of individual Town departments. We will also maintain centralized quality control and produce comprehensive management reports. AppleOne has a flexible philosophy for the needs of its clients.

There is no limit to the flexibility of AppleOne brings to the problem of managing time, payroll, invoicing and reconciliation. We have the technical ability in house to bring automation to the problem. We want to help you find the least costly, most accurate, and least intrusive solution for invoicing and paying the consultants working on your assignments.

Overview of Electronic Billing

AppleOne GSID eliminates the need for clients to navigate a wide organization. The GSID simplifies the invoicing needs of AppleOne's clients, consolidates accounts receivable/accounts payable and collections functions, and provides a single point of contact for clients.

By streamlining the entire invoicing process, GSID becomes intimate with each client's specific invoicing and reporting requirements. This approach has dramatically increased client satisfaction and retention by reducing response times, which virtually eliminates billing adjustments. Also, this process simplifies interactions for AppleOne's end-users. To implement an automated invoicing solution, the following steps are taken:

- With the help of the client, identify the information and the format needed
- Create the electronic invoice based upon this information
- Test the file and make changes as needed
- Finish testing and make file final invoicing option.



AppleOne invests in technological advancements, especially in the utilization of digital commerce strategies, to empower our temporary staffing services. Our company currently supports EDI X12 standard 810 and 4010 format for all invoice EDI transfers. Per the request of other client companies, we have also developed methods to provide billing data in computer text files, Microsoft Excel files, and through other applications. These files are typically delivered via e-mail or through other electronic transfer methods.

We utilize our proprietary systems to handle thousands of transactions per week, and are capable of handling different payroll cycles as well as invoice cycles. AppleOne provides a systematic timekeeping process that ensures accuracy of invoices generated. We have an online interactive system called AllSourcePPS available to all consultants and subcontractors.

Employees are paid according to approved hours and receive their check stubs through our web-based human resources system. We give authorized approvers access to our online timekeeping tool, so they can review and approve hours for contractors reporting to them.

Most important are the security and validation steps included in these procedures to ensure compliance with all regulatory guidance and requirements. This process is supported by standard operating procedures currently in use.

QUALITY CONTROL PROGRAM

AppleOne's Quality Control Program (QCP) was established to guarantee that AppleOne provides its clients, such as the Town, with the level of service they expect from a leader in the employment services industry. The Program ensures the following:

- AppleOne meets and exceeds contract expectations when placing contractor personnel.
- AppleOne complies with Local, State and Federal rules and regulations.

The goal of AppleOne's QCP is to measure the AppleOne service levels, as well as identify opportunities for improvement. By doing so, AppleOne enhances customer satisfaction and improve important operational efficiencies. AppleOne's QCP will ensure that the highest standards are met regarding delivery of services, performance reviews, communication with and availability to the Town supervisors and managers and minimization of employee turnover.

AppleOne's QCP is based on defined standards of excellence which guide all of the AppleOne work, and a Performance Baseline with specific Performance Objectives developed in conjunction with the appropriate Town representative(s) for each individual contacted project. These Performance Objectives are routinely/periodically reviewed and compliance issues addressed in a formal monthly meeting, or as often as the desired by the Town.

AppleOne ensures maintenance of the QCP through Monthly/Bi-weekly reviews and reports covering topics including (a) job order and team management, (b) required deliverables, (c) job order schedule and cost control, (d) employee security compliance requirements, (e) contractor identification and in-processing procedures, (f) training and certification requirements (g) staffing and retention issues. These reviews incorporate findings from personal contact by the Project Manager and project team with the appropriate Town representative(s), as well as regular Quality Assurance Surveys. Any complaint or deficiency is immediately reviewed by the Project Manager, who is empowered to take swift corrective action.



Our standard quality monitoring tools are detailed below. Please note that our quality programs are tailored to meet the specific needs of each client.

QUALITY ASSURANCE SURVEYS

AppleOne maintains its standards of excellence through a variety of quality assurance surveys, including:

- A. **Performance Surveys.** Town department and hiring managers will have the opportunity to gauge AppleOne on its performance with regard to its responsiveness on job orders; the selection of contractor personnel relevant to the assignment, and the levels of communication between the Town and AppleOne.
- B. **Service Reports.** Results from various quality reviews will be compiled and presented to the Town, providing statistical information regarding job orders received versus job orders filled, job order replacement ratio, and average response time. The data will be reflected in informative graphs and charts displaying satisfaction and performance levels as well as other measured parameters. These reports can be provided weekly, monthly, or for any other time span as required by the Town.
- C. **Employee Assignment Satisfaction Surveys.** Measure the satisfaction level of our currently working personnel at client work locations. This tool assists with the Employee Monitoring Program that will allow proactive measurement activities to minimize turnovers and the overall quality of AppleOne placements.
- D. **Employee Exit Interview Surveys.** Measure and probe the reasons behind assignment separations from the employee's perspective. This information is shared with customers to minimize the turnover and to create assignment longevity from our personnel.

AppleOne's QCP, developed with the appropriate Town representative(s), will guarantee that the Town receives top-caliber service.

INTERNAL AUDIT (ISO 9001:2015)

AppleOne Employment Services, via our parent company The ACT•1 Group, Inc., is ISO 9001:2015 certified and adheres to strict, internationally recognized guidelines of quality and process development. AppleOne's ISO certifications assure our clients that AppleOne has implemented and maintains a consistent, repeatable process for the engagement and management of temporary workers and staffing suppliers. Internal audits cover all aspects of AppleOne's quality system and relate to the requirements of ISO 9001:2015. The results of Internal Audit Reports are presented during Management Review Meetings, where any detected problems or issues are discussed, along with needed Corrective Actions.

FREQUENCY OF MONITORING

AppleOne's overall monitoring is based on consistent communication with the Town, as well as the temporary employees performing the tasks. This monitoring will include:

- Check-in with all personnel by location
- Weekly Scheduling reports to review coverage for each coming week
- Communication between local "Leads" and the Account Executive
- Weekly/Monthly audits on billing differences.
- Continual monitoring and documentation of the Town and temporary employee satisfaction



DOCUMENTATION METHODS

AppleOne uses the following methods as established by our Quality Control Plan and our corporate Quality Manual to document monitoring and performance:

- **Attendance Call** – An attendance call is made to the Client Company the day of the start of the assignment to ensure the employee has arrived on time unless otherwise requested by the client and noted in Office Automation under the client note screen.
- **First Day Quality Call** – After the arrival of the temporary employee on the first day of employment, a quality control call is made to the client later that day, ensuring the client is satisfied with the work performance of the employee unless otherwise requested by the client and noted in Office Automation under the client note screen.
- **Friday Quality Call** – Each Friday, an AppleOne account management team member will call all clients where temporary associates have been working unless you have been in touch with the client on a regular basis during the week. The purpose of a Friday Call is to:
 1. Do another quality call on the job performance of the employee
 2. If the assignment has ended, determine the reason it ended and to record this information within the Office Automation system, in the “COMMENTS” section of the assignment. Also document the “EOA” (End of Assignment) for the employee on this assignment.
 3. If the employee ended the assignment early or was released, change the status of the assignment in the Office Automation system through the ACTION Field to reflect the reason (s)he is no longer there (i.e., Fall-Off, Customer Dissatisfied).
- **Corrective Action** - Complaints received by the branch are documented in the Office Automation System and investigated to determine the reason for the complaint. The results of investigations are also documented in Office Automation. If the branch manager determines that corrective action is necessary, a Corrective Action Form is prepared and the issue is investigated. Because of the information stored in our Office Automation system, AppleOne can print related reports daily, weekly and monthly. Our account management team will check to ensure there is follow-up and positive conclusion to all Corrective Action.
- **Quality Assurance Surveys** – As part of our overall Quality Control Plan, AppleOne uses a variety of Quality Assurance Survey Forms to gather information from our clients and temporary employees. These surveys provide insight into the effectiveness and success of our service offering, and also document any problem areas so that they may be addressed and resolved.
- **Internal Audit** - Internal audits cover all aspects of AppleOne’s quality system and relate to the requirements of ISO 9001:2015. The results of Internal Audit Reports are presented during Management Review Meetings, where any detected problems or issues are discussed, along with needed Corrective Actions.

Please note that, as part of our ongoing “green” initiatives, the majority of AppleOne documentation is done electronically within our *Office Automation* system.



DEFICIENCY CORRECTION

Per our deficiency correction response and resolution process, once a performance issue is clearly understood, the AppleOne primary point of contact will provide immediate follow-up with a specific time frame in which the Town can expect action, as well as provide periodic status reports while working on the issue.

Failure to meet or exceed AppleOne standards results in the employee's termination for non-performance. This information is noted in AppleOne's internal tracking system, which has a "no recall" function that is activated when necessary. AppleOne's team members are empowered to make judgment calls regarding employee performance, and replace an unsatisfactory employee immediately.

AppleOne is committed to the belief that superior customer service requires anticipating and proactively solving potential concerns before they can become problems. Our AppleOne representatives will utilize if necessary a scheduled or ongoing daily interaction with the Town to ensure customer satisfaction and quickly resolve any concerns.



Proposers shall submit the following information as described in this section:

A) A list of types of job specialties offered by your company

The West Palm Beach branch, as is typical for most AppleOne service offices, commonly fills positions within the following job categories:

- Administrative/Clerical
- Finance
- IT/Technology
- Call Center/Customer Service

The West Palm Beach branch can readily fill positions within the following job categories:

- | | |
|---|--------------------------------|
| • Information Technology (IT)/Technical | • Legal |
| • Human Resources | • Light Industrial |
| • Data Entry/Data Processing | • Finance/Accounting/Insurance |
| • Call Center/Customer Service | • Executive |
| • Administrative/Clerical | • Operations |
| • Marketing/Graphics | • Engineering |



B) Resources that you utilize to recruit staffing personnel

RECRUITMENT

With the talent deficit prevalent in today's market, it has become necessary for AppleOne to develop and deploy new methods and avenues for sourcing and attracting talent for our clients. We utilize every available resource from traditional methods such as job postings and job fairs to the most recent online avenues and social media sites to find and attract candidates. We also capitalize on our history in the local market to recruit top talent. We do this by continually asking for referrals from everyone we encounter including acquaintances and clients. We ask each candidate we contact to suggest other qualified candidates, and, as an incentive, we provide an employee referral program. As a result, AppleOne's commanding referral rate of 70-85% distinguishes AppleOne from any other company in the staffing industry. Once AppleOne's applicants see they can better achieve their goals through AppleOne, they often refer an average of two more applicants of equal and exceeding caliber.

CANDIDATE MATCHING

AppleOne's recruiting and matching processes play a key factor in our continued success in quickly supplying high-quality staff. By implementing a staffing and recruiting plan that is reflective of the latest industry trends in technology, skill demands, and compensation structures, AppleOne is able to take elements like environment, structure, culture, tasks and goals into consideration to obtain the best qualified candidates. Through department needs analysis and benchmarking, we are able to recruit candidates who not only meet the needs of the Town, but identify candidates with the strongest likelihood to succeed in your particular working environments. Hence, we can proactively recruit, hire, train and retain quality personnel for the Town.

To accomplish this, we utilize powerful proprietary systems and tools to assist AppleOne's recruiting professionals in writing and placing employment advertisements. We also employ on-line registration and database systems that allow us to aggregate and maintain a vast pool of local, qualified candidates, giving our recruiters instant access to the right people at the right time.

How AppleOne Guarantees A Great Hire for 5 Years

A dedicated Hiring Advisor assesses your needs onsite, then creates a Branding & Recruiting Strategy



ONLY PAY
FOR RESULTS

5-Year Investment Guarantee

We back our Direct Hire talent for 5 years. No other staffing company protects your investment with a 5-year guarantee against the placement on both turnover and removal on



appleone.com

DIVERSIFIED SOURCING

PROVEN BENCHMARKING FUNNEL

RESULTS



Technology has a key role in the success of AppleOne's service offerings. AppleOne achieves the highest level of effectiveness and economy in delivering precisely targeted staffing solutions by integrating all staff member's experience and expertise with cutting-edge technological resources developed in-house by AppleOne's staff. These systems/tools include:

JobCaster: *JobCaster* is a powerful proprietary system which is utilized for enhancing the database of available candidates to fill job orders from the Town. *JobCaster* speeds the recruitment process by assisting with the writing and placing of advertisements. Once the job posting is composed it is broadcast to more than 75 of the most popular career sites on the World Wide Web. These websites include, but are not limited to, AppleOne.com, Monster, Career Builder, Alta Vista, AOL.com, America's Job Bank, EmployU.com, ProHire.com, Vault.com and GO Jobs. *JobCaster* can be customized to target specialized career web-sites most appropriate to the job classifications needed.



AppleXpress: On-line Registration. AppleOne uses an automated client/server tool, *AppleXpress*, to intake and store qualified applicant resumes. Relevant information on all potential candidates, including resumes and personal profiles gathered from each expertly structured candidate interview, is entered into the *AppleXpress* system, where they can be filtered according to a customized pre-screening process. This process can include customized searches for applicants based on location, skills, education, salary range, experience, key words, and other qualifications the Town may request. *AppleXpress* even allows clients to search AppleOne's pre-qualified candidate base from their own computers.

As a further time saving measure, all applicant information is received directly into AppleOne's Office Automation database digitally, making their information instantly available to AppleOne's clients, reducing the need to transcribe information into the system. As one of the proprietary systems at AppleOne, *AppleXpress* is a revolutionary tool that allows clients the opportunity to identify candidates, schedule interviews and dispatch temporary associates in one comprehensive solution.

Office Automation: AppleOne utilizes a software system called *Office Automation (OA)*. This internal management software database allows our staff to index information on our temporary associates' and client companies, which in turn is shared on our network. Using this software, AppleOne can easily track and match candidates, allowing our branch offices to quickly select a pool of temporary associates from our entire national network. Using *OA*, AppleOne fully services our clients, including large organizations with locations across the country. *OA* also has the ability to download resumes from the Internet or via e-mail and generate client reports. In addition, all correspondence with both the client and the associate is documented in our database.

Another feature available through *OA* is payroll, which can be processed for all temporary candidates. Each candidate's payroll information is entered at the branch level and then transmitted to our Corporate Office where it is processed and paychecks are issued. The payroll information is stored in the system and again is easily retrievable.

Universal Search: As an added value to our clients, AppleOne offers our proprietary software, Universal



Search. A recent addition to our proven OA placement technology, *Universal Search* is a network portal which allows our recruiting professionals to respond to our clients' needs with unprecedented speed and precision by tapping into an exponentially larger candidate pool to capture more precise results with a faster delivery.

Universal Search ensures rapid, reliable, high-quality staffing solutions as this function expands the automated applicant sourcing process beyond simple names, resumes and contact details. This software scours through the nearly one million candidates in AppleOne's database of detailed personnel profiles gathered from expertly structured associate interviews to include personalities, temperaments and strengths, as well as backgrounds and activity comments left by other AppleOne account managers. Qualified candidates are quickly tracked and identified, staffing vacant positions more quickly and efficiently than ever before. This translates into an immediate, positive benefit, both operationally and financially for our clients.

AppleOne is an equal opportunity employer and we fully support your commitment to a diverse workforce. Like your agency, AppleOne is committed to ensuring that our employment standards, procedures, and practices are applied in a manner that provide equal opportunities without regard to race, color, religion, gender, national origin, age, disability, sexual orientation, or veteran status. AppleOne's offices recruit temporary associates from economically disadvantaged groups through a variety of community organizations and business associations. As part of this effort to cultivate a diverse workforce, AppleOne utilizes multiple recruitment methods, such as aggressive advertising for new applicants and frequenting local job fairs to locate exceptional candidates. AppleOne also posts job advertisements in a variety of online recruiting sites that are focused on diversity outreach. Those sites include:

- | | | |
|----------------------------|------------------------|-----------------------|
| • AsianAmericanJobsite.com | • Latina | • HireDiversity |
| • BET EMP | • Resource Partnership | • IM Diversity |
| • EmployDiversity | • Best Buddies | • MinorityJobsite.com |
| • Gay Financial Network | • DiversityJobsite.com | • Third Age |
| • HispanicOnline | • ESSENCE | |

Currently, AppleOne has a large pool of bilingual candidates in its databases. Part of AppleOne's application process is indicating bilingual capabilities, which we track through the proprietary AppleOne software, Office Automation (OA) system. To complement AppleOne's Instant Recruitment Network and JobCaster, for example, we utilize Hispanic media outlets as a recruitment tool. AppleOne has tenured, senior branch personnel who are fluent in a variety of languages and we are active in various ethnic Chambers of Commerce. In addition, AppleOne branches are empowered to make flexible decisions to accommodate clients at the local level. This includes developing customized, innovative recruiting, and screening programs per a client's request.

Furthermore, AppleOne utilizes the Department of Labor programs, job fairs, and other similar programs to enhance the diversity of the candidates that we can provide to clients. AppleOne's labor pool represents the full citizenry of the communities served by your agency.

CANDIDATE RETENTION

To ensure that AppleOne places the precise personnel for the Town's requirements, we offer a winning combination of very competitive compensation and fringe benefits designed to attract and retain highly qualified Administrative/Clerical personnel, as well as Accounting, Technical/IT and other job classifications, with



the skills to successfully support a wide variety of environments. This directly benefits AppleOne's mission-oriented customers, such as the Town, because we are able to provide you with the best people.

AppleOne provides numerous benefits and incentives to its temporary employees. Upon becoming an AppleOne temporary associate, the individual is given information regarding medical, dental, and vision coverage. There are no conditions barring temporary personnel from taking advantage of these benefits after the first payroll period. These include a 401(k) plan, comprehensive medical benefits, bonus and incentive programs, and continuing education opportunities. In addition, AppleOne will work with the Town to customize a benefits and incentive program according to the Town's requirements. Following are some of the components of the benefits and incentives that are offered to AppleOne temporary personnel. Details of actual benefits and incentives utilized are determined during the contract/implementation phase.

- **Medical Benefits.** All temporary associates and contractors are automatically eligible to enroll in our minimum essential coverage preventative plan on the first of the month following sixty (60) days from their assignment start date. Temporary associates are eligible for major medical group plans offered by *Anthem Blue Cross* for any assignment that is expected to last thirteen (13) weeks or longer. Dental and Life options are also available. This plan is payroll deducted and is designed to provide affordable coverage for associates, at no cost to our clients.

MONTHLY COST:	Elements Choice HMO 1500	Employee Cost	Elements Choice PPO 6350	Employee Cost
Employee Only	\$421.98	\$210.99*	\$236.70	\$236.70*
Employee + 1	\$813.96	\$602.97	\$728.27	\$728.27
Employee + 2 (or more)	\$1,163.11	\$952.12	\$1,141.68	\$1,141.68

*Temporary associates will never pay more than 9.5% of their W2 wage for the lowest priced employee only MVP plan premium.

Dental Benefits - AppleOne offers dental options to our employees. Temporary employees may choose between Aetna Dental Complete or Dental Net HMO plans.

	Anthem Dental Complete	Dental Net HMO
Employee Only	\$39.88	\$14.96
Employee + 1	\$80.03	\$29.92
Employee + 2 (or more)	\$128.04	\$48.61

Vision Benefits - In addition to the included vision coverage provided in the benefits packages listed above, employees also have the option to purchase coverage through Blue Anthem Vision.

Blue Anthem Vision		
Employee Only \$5.60	Employee + 1 \$8.96	Employee + 2 (or more) \$14.56

Life Benefits - AppleOne offers Group Term Life Insurance through Anthem Blue Cross - \$10,000 Basic Life/AD&D which automatically comes with medical coverage. The rate varies for supplemental life and is offered by Anthem Blue Cross. First time enrollees get \$200,000 guarantee issue if elected.

Long-Term Disability - AppleOne offers long-term disability coverage through MetLife, which automatically is offered if an employee elects group medical coverage.



Retirement Plan - AppleOne offers its temporary personnel a 401(k) retirement Savings plan. This plan provides employees the opportunity to save money, pay less in taxes and earn money for their future. AppleOne's personnel are eligible for the plan after completing three (3) months of service. Personnel may elect to contribute (defer) from 1% to 50% of their compensation on a pre-tax limit, up to an annual limit set by the IRS.

Continuing Education Opportunities - In addition to standard benefits, AppleOne can offer numerous educational opportunities including:

Discounted tuition to CNU (California National University), an accredited, online distance learning university

- Access to AppleOne's online educational programs, including call center protocols, customer service, self-assurance, computer programs, managerial skills
- Access to *Provelt!*, a customizable, web-based training system containing over 250 applications and evaluations

Direct Deposit - AppleOne offers its temporary personnel and contractors the ability to have their paychecks directly deposited in their bank accounts (EFT/ACH). If the employee or contractor chooses this option, a paycheck stub is either mailed to them or available for pick up at the AppleOne branch office, depending on the preference of that temporary employee or contractor.

Domestic Partners Benefits - AppleOne recognizes Domestic Partnerships where legally applicable. To register a domestic partner, an employee simply needs to complete a declaration for domestic partners form, similar to what is required for a marriage declaration.

Unemployment Insurance: Our employees are covered by standard unemployment insurance at varying levels depending on the state in which they reside and work. AppleOne is a registered company in nearly all 50 states and have active unemployment insurance accounts in nearly all of those states.

Worker's Compensation Insurance: All of our employees are covered by minimum levels of worker's compensation insurance depending on the state in which they reside and work. AppleOne provides a thorough orientation on Safety At Work policies during our orientation program. Each employee is required to read, review and acknowledge receipt of the Safety Policy Program before beginning work. Our worker's compensation filing process is fast and efficient to make sure all needs of the worker are met when attending to critical injuries.

BENCHMARKING

As demonstrated in the preceding "Great Hire" graphic, through department needs analysis and benchmarking, we are able to more accurately recruit and qualify candidates who not only meet the needs of the Town, but identify candidates with the strongest likelihood to succeed in your particular working environments. By conducting Departmental Benchmarking surveys, we have a greater understanding of the skill level, experience, and personal characteristics candidates need to succeed. Subsequently, during the interview process, candidates complete a candidate version of the benchmarking profile to gauge their "fit" with the candidate. Hence, we can proactively recruit, hire, train and retain quality personnel for the Town. A copy of our Benchmarking Survey has been included immediately following this page.



Client Benchmarking

TEAM SNAPSHOT

Leader _____	Location _____	Company _____
Date _____	Department _____	DAE _____

To be used by employers to inventory their key talent as a means to respond to unfortunate turnover hiring and by the Hiring Advisor in preparation for hiring key talent faster.

SUPERSTAR TRAITS AND CHARACTERISTICS

<input type="checkbox"/> Area and causes of the most turnover:
<input type="checkbox"/> What are universal "must-haves":
<input type="checkbox"/> What are the characteristics or traits of your best people:
<input type="checkbox"/> What benefit do those traits bring:
<input type="checkbox"/> Any companies you typically hire from:
<input type="checkbox"/> Your interviewing format and style:

DISQUALIFIERS *(Find out if faded from a bad hire or a real disqualifier)*

<input type="checkbox"/> Any disqualifiers (traits, hard skills)	<input type="checkbox"/> % of time used/experienced	<input type="checkbox"/> Why
--	---	------------------------------

TEAM PROFILE

Key Position _____ Why _____ Next Career Step _____	Salary Range/Competitive _____ FT/PT/Temp/Seasonal _____ _____ _____	Experience Required _____ Skills Required _____ _____ _____
Key Position _____ Why _____ Next Career Step _____	Salary Range/Competitive _____ FT/PT/Temp/Seasonal _____ _____ _____	Experience Required _____ Skills Required _____ _____ _____
Key Position _____ Why _____ Next Career Step _____	Salary Range/Competitive _____ FT/PT/Temp/Seasonal _____ _____ _____	Experience Required _____ Skills Required _____ _____ _____

Page 1 of 3



Client Benchmarking

CULTURE MATCH

Leader _____	Location _____	Company _____
Date _____	Department _____	DAE _____

Experts have found that employee satisfaction, longevity and performance rely on organizational fit more than skills to do a job. Our benchmarking process includes culture, work environment and values to improve the match-making of a candidate to a job opportunity.

CULTURE

- 1 Select the top seven words that best describe the attitudes and aptitudes of your unit's culture

<input type="checkbox"/> Outgoing/energetic	<input type="checkbox"/> Flexible/adaptable	<input type="checkbox"/> Focused/serious
<input type="checkbox"/> Professional	<input type="checkbox"/> Work-life balance	<input type="checkbox"/> Fun loving/humorous
<input type="checkbox"/> Collaborative/teamwork	<input type="checkbox"/> Positive/upbeat	<input type="checkbox"/> Creative/innovative
<input type="checkbox"/> Process oriented/structured	<input type="checkbox"/> High productivity	<input type="checkbox"/> Aspirational/goal oriented
<input type="checkbox"/> Approachable/confidential	<input type="checkbox"/> Empathetic/fair minded	<input type="checkbox"/> Service oriented/helpful
<input type="checkbox"/> Proactive/forthcoming	<input type="checkbox"/> Competitive	<input type="checkbox"/> Intellectual/information driven
<input type="checkbox"/> Technology influenced	<input type="checkbox"/> Active in the community	<input type="checkbox"/> Passionate/engaged

WORK ENVIRONMENT

- 2 Select the best feature for each of the six categories that best describes your work environment

Volume	Pace	Interaction
<input type="checkbox"/> Noisy	<input type="checkbox"/> Fast paced	<input type="checkbox"/> Regular face-to-face interaction
<input type="checkbox"/> Quiet	<input type="checkbox"/> Moderately paced	<input type="checkbox"/> Infrequent face-to-face interaction
Space	Autonomy	Phone
<input type="checkbox"/> Work remotely	<input type="checkbox"/> Work self-directed	<input type="checkbox"/> Frequent inbound phone
<input type="checkbox"/> Individual cubicle	<input type="checkbox"/> Work in groups/Collaborative	<input type="checkbox"/> Frequent outbound phone
<input type="checkbox"/> Open floorplan	<input type="checkbox"/> Hands-on supervision	<input type="checkbox"/> Infrequent phone interaction
<input type="checkbox"/> Own office		

VALUES

- 3 List the top 5 values of your organization and rank them in order of emphasis:



Client Benchmarking

JOB SHADOW

Leader	Location	Company
Date	Department	DAE

To be completed with each key position employee in a comfortable one-on-one and job shadowing situation.

JOB SUCCESS ATTRIBUTES

<input type="checkbox"/> Title/Job when joined company, career path to this position, years tenure:
<input type="checkbox"/> What are the top five skills and traits you bring to this position that you find make you a key player?
<input type="checkbox"/> What is the #1 contribution you make to the company and what benefit does that bring them?

CAREER PERSPECTIVES

<input type="checkbox"/> What do you enjoy most about your job, anything you'd love to be given to do?
<input type="checkbox"/> What do you enjoy least about your job, anything cause backlog?
<input type="checkbox"/> What team member traits and characteristics do you work best with? Least with?
<input type="checkbox"/> Notes about work environment and why people would want to do the job and work there:

JOB PROFILE

<input type="checkbox"/> On a scale of 1-5 (5 is best), how would you rate your ability to meet your job deadlines? Why/How:		
<input type="checkbox"/> Software used and productivity levels per day and week:		
<input type="checkbox"/> Weekly tasks		
Task	% of the week	Time Management (times of day, days, what doesn't work)
<hr/>	<hr/>	<hr/>
<input type="checkbox"/> Project oriented work, seasonality, for who:		
<input type="checkbox"/> Who else do work for, who work with on team, and other departments:		
<input type="checkbox"/> Describe your way of organizing your tasks:		
<input type="checkbox"/> Busiest days or times of year and why:		



C) Typical size of personnel pool your company maintains, per job specialty

The following table illustrates AppleOne's typical pool of available personnel for the various job specialties listed.

JOB SPECIALTY	AVAILABLE SIZE OF PERSONNEL POOL
Administrative/Clerical	300
Finance	200
Technical/IT	300
Call Center/Customer Service	350



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

SKILLS ASSESSMENT

AppleOne extensively tests candidates on their software proficiency, particularly important in today's high-tech work environment. Using the sophisticated evaluation and training system of IBM Kenexa's cloud-based **ASSESS** platform, AppleOne's uses the platform's behavioral science techniques to measure traits, skills, and culture fit of each candidate. Benefits of the **ASSESS** platform include:

Mobile/Tablet Capability: Assessments can now be administered and taken on mobile devices. The **ASSESS** user interface employs responsive design principles, meaning that the screen will dynamically adjust to the type of display the candidate is using, supporting a wide variety of different devices.

Languages: The **ASSESS** platform is currently available in over 40 languages, and offers expansive globalization abilities.

Accessibility: The **ASSESS** platform has undergone considerable testing and development to ensure an accessible and user friendly experience for candidates with a range of different kinds of disabilities, including those who use assistive technologies such as screen readers.

Prior to assignment, AppleOne is able to test candidates on over 250 applications across several disciplines that simulate the work to be performed at locations within the Town. Available tests and training include:

Administrative/Clerical: The **ASSESS** platform allows in-depth evaluation of the various skill sets required for administrative and clerical candidates. Test titles include:

ADMINISTRATIVE/CLERICAL TESTS	
Business Writing	Microsoft Internet Explorer
Counting	Microsoft Office Suite
Customer Service Mindset Survey	Proofreader Marks
Data Entry 10 Key	Punctuation
Email Etiquette	Reading Comprehension
English as a Second Language	Recruiting Fundamentals
Filing by Name	Sales Concepts
Following Verbal Instructions [audio]	SAS 9 - Data Analyst
Following Written Instructions	Shorthand
Healthcare Benefits Knowledge	Software Quality Assurance
Human Resources Basics	Software Testing
Human Resources Benefits Knowledge	Spanish Basic Office Skills
Internet Basics	Spanish Basic Reading Comprehension
Internet Research Skills	Spanish Office Grammar and Spelling
Interviewing and Hiring Concepts	Spanish Typing - General
Listening Skills [audio]	Spanish-English Bilingual
Macintosh Basics OS 9	Technical Terminology
Mailroom Management Skills	Translation Sample - English to Spanish
Marketing Fundamentals	Translation Sample - Spanish to English
Matching (Alphanumeric, Numeric, Images)	Typing - General
Math Word Problems	Vocabulary
Microsoft Windows	Writing Sample (letters, etc.)



Accounting/Finance Knowledge Tests

For Accounting and Finance positions, AppleOne uses IBM Kenexa's **ASSESS** Accounting and Financial Knowledge test package to evaluate core accounting and finance competencies. Testing titles include, but are not limited to:

ACCOUNTING/FINANCE TESTS		
Accounting Terminology	Cost Accounting	MYOB Accounting Plus
Accounts Payable	Financial Analysis	Partnership Tax Accounting
Accounts Receivable	Financial Management	Payroll Clerk
ACCPAC Pro Series	Fixed Assets	Payroll Management
ADP - Payroll	General Accounting	Peachtree Accounting
Advanced Accounting	General Ledger Knowledge	QuickBooks Pro
Auditing	Individual Income Tax	Quicken
Bookkeeping - Professional	JD Edwards	Sage MAS 90/200
Business Income Tax	MAS 90 - Bookkeeping	Simply Accounting
Corporate Tax Accounting	Microsoft Dynamics GP	

Tests include examples and illustrations from real-world accounting environments, and cover general job categories such as Accounting and Bookkeeping, as well as numerous specialized accounting subjects such as Cost Accounting and Taxation. Customized test making is available. These tests are designed to provide the most accurate picture of a candidate's knowledge, skills and abilities and have the appropriate knowledge and experience in their area of specialization.



(TAB 5) Financial Information

An indication of the resources and the necessary working capital available and how it will relate to the firm's financial stability through the completion of the project should be included in the RFP response.

AppleOne is a consistently profitable, financially stable organization. AppleOne has no threatened or pending litigation ongoing against our company, principal officers, or our affiliates in connection with any contract. Nor does AppleOne have any potential commitments that may impact the assets, lines of credit, guarantor letters, etc. that may affect our ability to perform the contract. There are no judgments against our organization. To demonstrate our fiscal solvency, copies of our most recent audited financial report will be provided to the Town of Palm Beach upon request.



(TAB 6) Variations/Exceptions

Provide a list of services which are not included in the firm's proposal to the required services as outlined in the Scope of Services, along with any exceptions or variations to any section of the proposal.

ADDITIONAL SERVICES

AppleOne is also a proud supporter of Military Spouse Employment Partnership (MSEP). MSEP is a targeted recruitment and employment solution for spouses and companies that:

- Partners Fortune 500 Plus companies with ALL Military Services
- Provides human resource (HR) managers with recruitment solutions – military spouses
- Prepares military spouses to become competitive, "job ready" applicants
- Connects military spouses with employers seeking the essential 21st century workforce skills and attributes they possess

VARIATIONS/EXCEPTIONS

AppleOne takes no exception to any section of the proposal. However, upon award of the contract, AppleOne will request the same indemnification language that exists in our current agreement.



(TAB 7) Litigation Statement

A statement that no litigation or regulatory action has been filed against your firm in the last three (3) years should be included in the proposal.

AppleOne states that that no litigation or regulatory action has been filed against our firm in the last three (3) years.



(TAB 8) Experience

HISTORY & BACKGROUND

AppleOne is a privately held corporation, which was founded in 1964 and incorporated in 1968 by its then President, Bernard Howroyd. Mr. Howroyd created an agency that would meet an emerging market for both direct hire and temporary staffing augmentation. Over the last 52 years, AppleOne has provided the best in temporary staffing and is currently supporting over 200 government entities at the Local, State, and Federal levels..



Later joined and now led by Chief Executive Officer Janice Bryant Howroyd, AppleOne has grown from a single-desk staffing agency to hundreds of brick and mortar offices in every major city in the United States to become the largest privately held, woman and minority-owned staffing services firm in the nation. AppleOne is certified as Minority Business Enterprises (MBE) by the National Minority Supplier Development Council (NMSDC) through our home council in Southern California. Additionally, we are certified as a Woman-owned Business by the Women's Business Enterprise National Council (WBENC). AppleOne annually processes hundreds of W2's, places over 145,000 people at thousands of clients throughout the United States and 19 countries. AppleOne is a nationwide full-service staffing firm that provides temporary, temporary-to-hire, and direct hire services across several occupational categories.

AppleOne is one of the largest privately held human capital management companies in the United States, with more than 2,000 full-time staff and over 200 locations throughout North America. AppleOne, which is the wholly-owned subsidiary of the ACT•1 Group, Inc., has an extensive history of partnering with public sector and non-profit clients, all the while, collaborating to continually evaluate and develop new, innovative and creative ways to continue improving the level of service that is provided to our customers, as well as improve their bottom line.

From its location, AppleOne's West Palm Beach branch has been serving clients in the local market for several years. Full-time staff at this location have been fully trained and mentored to become leading recruiting and staffing experts, providing temp, temp-to-hire, direct hire, and payrolling services. Our client base consists of a broad range of industries, company sizes, and demographics, comprising small startup enterprises to Fortune 500 corporations. Our West Palm Beach team consistently exceeds the client's expectations, whether filling a 25 person customer service project or conducting a high level executive search project.

SPECIALIZED STAFFING SERVICES & DIVISIONS:

AppleOne is comprised of the following Specialized Services divisions that deliver a multitude of staffing solutions. Each division's area of expertise delivers unparalleled results for our government clients.

Government Solutions Division: In order to ensure that government entities such as the Town receive exemplary service, The ActOne Group developed our Government Solutions Division to fulfill the specific needs of our public sector clients. Through this division, ActOne currently supports public sector entities at the Local, State, and Federal levels, including hundreds of cities, counties, and transportation authorities. The Government Solutions Division works closely with the following additional organizational units to deliver quality solutions to our clients.



Temporary and Direct-Hire Services: As AppleOne's initial department, Temporary Services handles multiple job classifications. AppleOne's direct-hire placement division takes the risk out of hiring direct-hire employees with a variety of innovative and cost-effective programs that offers financial flexibility.

AppleOne's nationwide recruitment methods include a vast database with over 120,000 candidates who are ready to start an assignment welcoming a new opportunity at a moment's notice.

IT Staffing Division: From its inception, AppleOne has been providing reliable temporary staffing in a variety of professional and technical areas. In the early 1990s, AppleOne established a dedicated IT division: At-Tech. At-Tech is focused on meeting IT support service requirements for its client base, which includes both public sector entities on the Local, State, and Federal levels, as well as large and small business enterprises.

Commitment to Government: AppleOne is dedicated to fulfilling the unique requirements of public sector entities. As we aid the Town by providing highly qualified professional personnel, we also help uplift communities by assisting and teaming with minority, woman-owned, and small disadvantaged businesses. AppleOne also has dedicated departments staffed with specialists to provide support for our Government customers. These departments include Quality Assurance Team, ISO Certification and Compliance Team, Invoicing and Payroll Department, Risk Management Department, Legal Department, Training and Implementation Department, HR and Benefits Department.

AppleOne has the experience, knowledge, and staff resources to provide end-to-end recruiting and staffing support to the Town. Along with the functional requirements needed to fulfill the Town's recruitment and staffing needs, we will also work directly to ensure that agency-wide strategic plans and missions requirements are prioritized and fulfilled. AppleOne brings significant experience in the alignment of recruitment and hiring strategies to meet the Town's mission requirements.



Provide a minimum of three (3) references, for which the Proposer has performed (or is currently performing) work, similar in nature and size, as the project described herein within the five (5) years prior to the RFP due date.

AppleOne submits the following five (5) professional references as evidence of our experience in providing similar services to those requested by the Town.

CLIENT NAME:	Broward County Supervisor of Elections
CONTACT NAME & TITLE	Susanne L. Timmons, HR Coordinator
ADDRESS:	115 South Andrews Ave. Room 201, Ft. Lauderdale, FL 33301
TELEPHONE:	954-712-1958
EMAIL:	stimmons@browardsoe.org
SERVICES PROVIDED:	Largely placement of IT skills individuals. Customer service, clerical, secretarial, accounting/bookkeeping, trainers, technical support
CONTRACT DATES	2008 to present
ANNUAL VALUE \$	\$525,000 in election years

CLIENT NAME:	Orange County Supervisor of Elections
CONTACT NAME & TITLE	Susan Scatliffe
ADDRESS:	111 W. Kaley Avenue, Orlando, FL 32801
TELEPHONE:	407-254-6550
EMAIL:	susan@ocfelections.com
SERVICES PROVIDED:	Temporary Clerical Staff
CONTRACT DATES	2010 to present
ANNUAL VALUE \$	\$200,000 in election years

CLIENT NAME:	City of West Palm Beach
CONTACT NAME & TITLE	Brenda Jenkins, HR Analyst Erica Leiding, Office Administrator, Public Works
ADDRESS:	401 Clematis Street, West Palm Beach, FL 33401
TELEPHONE:	561-822-1744 and 561-822-2080
EMAIL:	BJenkins@wpb.org and eleiding@wpb.org respectively.
SERVICES PROVIDED:	Police and Sanitation departments. Administrative, clerical, receptionist, data entry
CONTRACT DATES	2014 to present
ANNUAL VALUE \$	\$20,000 and \$45,000 respectively

CLIENT NAME:	Town of Palm Beach
CONTACT NAME & TITLE	Adis Pedraza
ADDRESS:	951 Okeechobee Road, Suite D, West Palm Beach, FL 33401
TELEPHONE:	561-838-5406
EMAIL:	apedraza@townofpalmbeach.com
SERVICES PROVIDED:	Temporary Personnel Services
# OF MONTHS PROVIDING SERVICES	2013 - Current
ANNUAL VALUE \$	\$202,000



CLIENT NAME:	City of Boynton Beach
CONTACT NAME & TITLE	Danielle Goodrich
ADDRESS:	3301 Quantum Blvd, Suite 101, Boynton Beach, FL 33426
TELEPHONE:	561-742-6273
EMAIL:	goodrichd@bbfl.us
SERVICES PROVIDED:	Temporary Personnel Services
# OF MONTHS PROVIDING SERVICES	2014 to present
ANNUAL VALUE \$	\$68,000



The proposal shall include information regarding past performance, including the total number of similar clients successfully served. Proposals will only be considered from experienced qualified firms. Provide information on proposed staffing levels and resumes of all persons who will be involved in the business and the actual operations. Letters of Commendations or Recommendation may be included in this section.

PAST PERFORMANCE

Currently, AppleOne services over 750 public sector entities. Our agency has recently established contracts with the **City of Riverside**, **Fort Worth Housing Solutions**, and the **Orange County Department of Education**. All three contracts are for the provision of temporary personnel, covering a wide variety of Administrative/Clerical, Finance, Labor, Professional, and Technical positions. While they differ in the number and type of positions services, as well as the location of services to be performed, they are similar in the scope of work as it pertains to candidate recruitment, screening, placement, reporting, and quality assurance. If awarded, all of these services and customized programs will continue to be utilized in the provision of the Town contract.

Following is a description of the contracts referenced above.

The **City of Riverside** contract is for the provision of *Temporary Agency Employee Services* over the course of two years, with an option for two (2), one (1) year annual renewals. Positions include, Administrative Clerk, Office Specialist, Accountant, Payroll Clerk, General Service Worker, Risk Management Assistant, Claims Examiner, Database Developer, and IT Analyst.

The **Fort Worth Housing Solutions** contract is for the provision of *Temporary Staffing Agency Services* over the course of a year, with an option for annual renewals. Positions include, Administrative Assistant, File Clerk, Financial Manager, IT Support Specialist, Leasing Consultant, and Legal Assistant.

The **Orange County Department of Education** contract is for the provision of *Temporary Staffing Services*. Positions include, Administrative Assistant, Executive Assistant, Senior Accounting Technician, Senior Payroll Technician, and Legal Secretary.

KEY PERSONNEL

AppleOne has comprised a team who will oversee account management and work to ensure the Town's satisfaction. The proposed AppleOne team consists of staff with proven experience applying "best practices" within the human capital resources industry. As mentioned earlier, the Town will be directly serviced by AppleOne's West Palm Beach branch, which in turn is supported by corporate management. Following is a description of key individuals on the management team.

Account Management Team Contact Information

Ms. Lisa Cavanagh Project Manager AppleOne West Palm Beach 1641 Worthington Road, Ste. 130 West Palm Beach, FL 33409 Phone: (561) 683-6868 Email: lcavanagh@appleone.com	Ms. Lauren Hawkins Assistant Project Manager AppleOne West Palm Beach 1641 Worthington Road, Ste. 130 West Palm Beach, FL 33409 Phone: (561) 683-6868 Email: lhawkins@appleone.com	Mr. Rick Hagmann Director of Government Services ACT•1 Government Solutions 16371 Beach Blvd, Suite 240 Huntington Beach, CA 92647 Office: 866-4938343 Email: govvsolutions@appleone.com
--	--	--



AppleOne's Project Manager, **Ms. Lisa Cavanagh** is the Senior Account Executive of AppleOne's West Palm Beach branch, where she has been instrumental in developing strong alliances within both the public and private sectors. The services Ms. Cavanagh provides to clients include, but are not limited to, candidate recruitment, testing, screening and job order fulfillment. As the Project Manager, Ms. Cavanagh will supervise the execution of the contract with the Town. She will manage the day-to-day processes, including testing, screening, and ensuring all temporary employees are fully trained and qualified, have the skills requirements needed for positions, and are performing up to standard for the Town. Ms. Cavanagh will gather all necessary information needed to recruit, screen, evaluate, and qualify candidates who possess the required skills to be productive at the Town. Ms. Cavanagh will be directly supported by the Assistant Project Manager for this contract, Ms. Lauren Hawkins, as well as the area branch staff, and AppleOne's dedicated Government Solutions Division.

Ms. Lauren Hawkins possesses several years of human resources and staffing industry experience. As the Branch Manager for the West Palm Beach office, she is responsible for implementing growth strategies, while also providing coaching and career development tips to candidates to make sure they are maximizing their potential. Ms. Hawkins will be primarily responsible for recruiting and applicant development, and will provide special recruiting services to support the Town. Additional duties will include: staff performance and accountability, client fulfillment oversight, maintenance and expansion of qualified applicant pool, ongoing training and development of all team members, and ensuring that clients receive quality service at all times.

Mr. Rick Hagmann, Director of Government Services will be assisting as the primary contact regarding all contract-related issues. Mr. Hagmann leads teams responsible for proposals, centralized recruiting, compensation, payroll, benefits administration, employee relations, contract interpretation, performance management, program management, policy administration, and general human resource and staffing operations.

Resumes have been included immediately following this page.



1641 Worthington Road Suite 130
West Palm Beach, FL 33409

Phone – (561) 683-6868
lcavanagh@appleone.com

LISA CAVANAGH

Senior Account Executive

PROFESSIONAL HISTORY

Senior Account Executive

APPLEONE EMPLOYMENT SERVICES

02/10 - Present
West Palm Beach, FL

- Actively campaign target accounts and develop new business through sales and developing client relationships
- Interview, source and evaluate all potential candidates to determine their qualifications for placement
- Continuously develop applicant base through recruiting, reactivating and referrals
- Provide outstanding customer service to all candidates, clients, and coworkers
- Maintain minimum standards, proactively increase temporary and permanent sales
- Attend corporate network events monthly
- Maintain and expand client list and cultivate relationships
- Assist in the administration of the HR policies and procedures such as performance management, wage and salary management in accordance with corporate guidelines
- Answer all questions regarding invoices and do monthly aging and collections

Senior Service Manager

ULTIMATE STAFFING SERVICES

11/99 to 02/10
West Palm Beach, FL

- Source, contact, network, identify, interview, and qualify junior and senior level professions through various recruitment strategies, including targeted calls, on-line searches and database mining
- Meet with management regularly with regard to open positions
- Inside and outside sales to identify employment needs
- Relationship building with clients and candidates
- Present and process pre-employment/employment documentation
- Perform weekly payroll for contract employees
- Answer all questions regarding invoices and do monthly aging and collections
- Assist with the coordination of all employee activities, including annual and/or semi-annual functions, (i.e., holiday events, charity events, monthly birthday planning)
- Assist with the general office/reception ensuring we interface with the public in a highly professional and service oriented manner

Nursing Staff Coordinator

COLUMBIA HOSPITAL CORPORATION

1997 to 1999

- Scheduled nurses daily depending on census and matrix for 375 bed hospital
- Met daily with Nurse managers to determine additional needs
- Reported to Director of Nurses
- Schedule travel nurses for contract assignments
- Performed payroll in Kronos system

EDUCATION

A.S Degree, Business Administration

A.S Degree, Human Services

University of Bridgeport
Westchester Community College



16371 Beach Blvd., Suite 240
Huntington Beach, CA 92647

Phone: (866) 493-8343
Fax: (714) 596-7798
E-mail: govnotices@ain1.com

Rick Hagmann

PROFESSIONAL HISTORY

AppleOne Employment Services – Huntington Beach, CA

07/2007 – Present

Director of Government Services

- Originally hired as Manager of Government Implementation and Special Accounts, promoted to Sr. Manager of Government Services, and ultimately Director of Government Services.
- Lead teams responsible for proposals, centralized recruiting, compensation, payroll, benefits administration, employee relations, contract interpretation, performance management, program management, policy administration, and general human resource and staffing operations.
- Successfully recruit and manage all levels including: IT, Engineering, Scientific, Business Professional, Medical, Legal, Industrial and Administrative (exempt and non-exempt), for multiple government agencies, contractors and the private sector.
- Travel with unescorted access to secure federal government facilities serving as on-site Senior Program Manager, Human Resource Business Partner and main point of contact responsible for employee relations, annual reviews, staffing, onboarding, investigations, terminations and other employment/human resource functions.
- Ensure company complies and adheres with all employment rules and regulations of the federal government as well as specific state and city laws and rulings that may exceed federal requirements.
- Represent company at pre-hearing conferences of federal and state labor boards and EEOC mediations.
- Oversee staffing contract transitions, administration, implementation, compliance and quality assurance for both federal and non-federal government entities throughout the United States.

Super Color Digital – Irvine, CA

07/2006 – 03/2007

Project Manager

- Create and execute project work plans and revise appropriately to meet changing needs and requirements.
- Identify resources needed and assign individual responsibilities.
- Manage day-to-day operational aspects of multiple projects and scopes.
- Review quotes, orders and final products/projects prepared by team before passing to client.
- Ensure project documents are complete, current, and organized appropriately.

Solutions Industrial Innovations – Rancho Santa Margarita, CA

11/2000 – 11/2005

National Inside Sales & Customer Service Manager

- Responsible for hiring, training and managing Inside Sales/Customer Service departments

Regional Sales Manager, Australia, New Zealand and Asia Pacific

- Establish strong sales/distribution channels in assigned geography and managing distributor activities.

Special Projects Manager

- Design and implement inventory company-wide location system for all items.

EDUCATION

CHAPMAN UNIVERSITY, Orange, CA

- Graduate Coursework in Human Resource Management & Organizational Leadership/Development
- Bachelor of Arts, Business Communication



Provide a list of all current contracts and schedule requirements.

AppleOne has been performing the services required by this Request for Proposal for more than 50 years. Our principal line of business is human capital management, which includes temporary, temporary-to-hire, and direct-hire services. AppleOne has provided similar staffing services to numerous agencies with environments similar to the Town, including:

HOUSING AUTHORITIES	
Atlanta Housing Authority	Denver Housing Authority
Santa Clara County Housing Authority	Housing Authority of the County of San Bernardino
Oakland Housing Authority	Fort Worth Housing Solutions
Charlotte Housing Authority	Norfolk Redevelopment and Housing Authority

As mentioned previously, AppleOne currently services over 750 public sector entities. A representative list is provided below:

APPLEONE REPRESENTATIVE LIST OF CLIENTS	
Cal State Fullerton (CSUF)	County of Tarrant, Texas
City Attorney's Office, Oakland, California	Georgia Department of Community Affairs
City of Anaheim, California	Georgia Department of Revenue
City of Berkeley, California	Gilroy Unified School District, Gilroy, California
City of Glendale, California	Greater Orlando Airport Authority
City of Houston, Texas	Las Vegas Valley Water District
City of Mountain View, California	Los Angeles Airport Authority
City of Pasadena, California	Los Angeles Unified School District
City of San Bruno, California	Orlando Public Utilities Commission
City of San Carlos, California	Pinellas County Unified School District
Contra Costa Community College District	Port of Los Angeles
County of Contra Costa, California	Sacramento Metropolitan Utility
County of Gwinnett, Georgia	Sam Trans
County of Hennepin, Minnesota	San Diego Water District
County of Houston, Texas	South Coast Air Quality Management District
County of Johnson, Kansas	Southern California Water Company
County of Los Angeles, CDC	Southwest Gas
County of Los Angeles, District Attorney	State of Colorado
County of Los Angeles, Internal Services	State of Nevada
County of Los Angeles, Public Defender	State of Utah
County of Los Angeles, Sheriff	Sunnyside Unified School District, Tucson
County of Maricopa, Arizona	Tucson Unified School District
County of Orange, Florida	US Department of the Treasury, FedSource
County of Orange, Superior Courts, California	University of Miami, Florida
County of Riverside, California,	Village of Wellington, Florida
County of Sacramento, California	Washington State Department of Transportation



(TAB 9) Cost Detail

Complete Proposal pages and attach fee schedule for the services and any other documents as requested.

Per the requirements of this RFP, AppleOne has included completed the *Cost Proposal Pages* forms immediately following this page.



TOWN OF PALM BEACH

RFP No. 2018-55

TEMPORARY PERSONNEL SERVICES

COST PROPOSAL PAGES

Percent of Markup over the hourly rate	<u>40</u> %
Other fees/charges (explain)	\$ <u>0.54 ACA fees</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: Michael A. Hoyal Date: 9/25/18

Name: Michael A. Hoyal Title: Chief Financial Officer

Company: Howroyd-Wright Employment Agency, Inc. Address: 327 West Broadway
Printed
dba AppleOne Employment Services
Legally registered name

City: Glendale State: CA Zip: 91204

Telephone No: (800) 872-2677 Fax No: (818) 240-1706 Email: govsolutions@appleone.com

Federal ID #: 95-2580864 Dun Bradstreet #: 07-622-4179

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

Name of Company Representative: Carlton G. Bryant

Address: 1999 West 190th Street, Torrance, CA 90504

Phone Number: (866) 493-8343 Fax Number: (714) 596-7798

E Mail: cbryant@appleone.com Date September 27, 2018

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

Addendum No. 1 Dated: 09/26/2018 Addendum No. Dated:

Addendum No. Dated: Addendum No. Dated:

Addendum No. Dated: Addendum No. Dated:

PROPOSER'S CHECKLIST

All proposals shall include the Town provided forms. Failure to do so may cause the proposal to be rejected. All blanks on the forms must be completed. Supplemental information may be attached to the forms. This list is not meant to be all-inclusive of all items required.

Is a Title Page included?	Yes	No
Is a Table of Contents provided?	Yes	No
Have 5 copies been provided?	Yes	No
Transmittal/Introduction Letter submitted?	Yes	No
Technical Proposal Section with Qualifications & Approach?	Yes	No
Variations/Exceptions Section?	Yes	No
Litigation Section?	Yes	No
Proposer's Experience Section with 3 References?	Yes	No
Minimum 3 clients shown?	Yes	No
Staffing levels been explained?	Yes	No
Qualifications of personnel provided?	Yes	No
List of Current Contracts and Schedule Requirements?	Yes	No
Cost Proposal completed with fee schedule?	Yes	No
Proposer's Qualifications Form submitted?	Yes	No
Business Tax Receipt included?	Yes	No
Form W-9 included?	Yes	No
Is Drug-Free Workplace Certification form submitted?	Yes	No
Is Professional References form submitted?	Yes	No
Do References include current clients?	Yes	No
List of Subcontractors provided?	Yes	No
Verification/acknowledgement of insurance capabilities?	Yes	No
Are all proposal pages signed?	Yes	No
Are addenda acknowledged?	Yes	No



TOWN OF PALM BEACH

RFP No. 2018-55

TEMPORARY PERSONNEL SERVICES

COST PROPOSAL PAGES

Percent of Markup over the hourly rate	<u>40</u> %
Other fees/charges (explain)	\$ <u>0.54 ACA fees</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: Michael A. Hoyal Date: 9/28/18

Name: Michael A. Hoyal Title: Chief Financial Officer

Company: Howtroyd-Wright Employment Agency, Inc. Address: 327 West Broadway
dba AppleOne Employment Services
Legally registered name

City: Glendale State: CA Zip: 91204

Telephone No: (800) 872-2677 Fax No: (818) 240-1706 Email: govsolutions@appleone.com

Federal ID #: 95-2580864 Dun Bradstreet #: 07-622-4179

***Failure to affix signasal may result in disqualification of proposal**

Name of Company Representative: Carlton G. Bryant

Address: 1999 West 190th Street, Torrance, CA 90504

Phone Number: (866) 493-8343 Fax Number: (714) 596-7798

E Mail: cbryant@appleone.com Date September 27, 2018

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

Addendum No. 1 Dated: 09/26/2018 Addendum No. Dated:

Addendum No. Dated: Addendum No. Dated:

Addendum No. Dated: Addendum No. Dated:



PROPOSER'S CHECKLIST

All proposals shall include the Town provided forms. Failure to do so may cause the proposal to be rejected. All blanks on the forms must be completed. Supplemental information may be attached to the forms. This list is not meant to be all-inclusive of all items required.

Is a Title Page included?	Yes	No
Is a Table of Contents provided?	Yes	No
Have 5 copies been provided?	Yes	No
Transmittal/Introduction Letter submitted?	Yes	No
Technical Proposal Section with Qualifications & Approach?	Yes	No
Variations/Exceptions Section?	Yes	No
Litigation Section?	Yes	No
Proposer's Experience Section with 3 References?	Yes	No
Minimum 3 clients shown?	Yes	No
Staffing levels been explained?	Yes	No
Qualifications of personnel provided?	Yes	No
List of Current Contracts and Schedule Requirements?	Yes	No
Cost Proposal completed with fee schedule?	Yes	No
Proposer's Qualifications Form submitted?	Yes	No
Business Tax Receipt included?	Yes	No
Form W-9 included?	Yes	No
Is Drug-Free Workplace Certification form submitted?	Yes	No
Is Professional References form submitted?	Yes	No
Do References include current clients?	Yes	No
List of Subcontractors provided?	Yes	No
Verification/acknowledgement of insurance capabilities?	Yes	No
Are all proposal pages signed?	Yes	No
Are addenda acknowledged?	Yes	No



(TAB 10) Forms

Executed copies of the following: **Proposers Qualifications, Drug Free Workplace, References, Sub Contractor List and Insurance verification.**

Per the requirements of this RFP, AppleOne has included executed copies of the documents listed below, immediately following this page.

- *Proposers Qualifications*
- *Drug Free Workplace*
- *References*
- *Sub Contractor List*
- *Municipal Tax Receipt - City of West Palm Beach*
- *Form W9*



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: Howroyd-Wright Employment Agency, Inc. dba AppleOne Employment Services

Address: 327 West Broadway

City, State, Zip: Glendale, CA 91204 Phone (866) 493-8343 Fax: (310) 596-7798

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

3. If Corporation, state: Date of Incorporation: 11/28/1968 State in which Incorporated: CA

4. If an out-of-state Corporation, currently authorized to do business in Florida, give date of such authorization: 03/24/1997

5. Name and Title of Principal Officers	Date Elected:
<u>Janice Bryant Howroyd, CEO</u>	<u>2012</u>
<u>Brett Howroyd, President</u>	<u>2017</u>
<u>Michael A. Hoyal, CFO</u>	<u>2012</u>
_____	_____

6. The Vendor's length of time in business: 53 years

7. The Vendor's length of time (continuous) in business as a service organization in Florida: 21 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 N/A Percentage of Interest: N/A

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.



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: Howroyd-Wright Employment Agency, Inc. dba AppleOne Employment Services

Address: 327 West Broadway

City, State, Zip: Glendale, CA 91204 Phone (866) 493-8343 Fax: (310) 596-7798

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

3. If Corporation, state: Date of Incorporation: 11/28/1968 State in which Incorporated: CA

4. If an out-of-state Corporation, currently authorized to do business in Florida, give date of such authorization: 03/24/1997

5. Name and Title of Principal Officers

Date Elected:

Janice Bryant Howroyd, CEO

2012

Brett Howroyd, President

2017

Michael A. Hoyal, CFO

2012

6. The Vendor's length of time in business: 53 years

7. The Vendor's length of time (continuous) in business as a service organization in Florida: 21 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 N/A Percentage of Interest: N/A

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.



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 Michael A. Hoyal ***the***

(Individual's Name)

Howroyd-Wright Employment Agency, Inc.

Chief Financial Officers

of dba AppleOne Employment Services

(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.

Date

9/28/18

Signature

Michael A. Hoyal



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 Michael A. Hoyal **the**

(Individual's Name)

Howroyd-Wright Employment Agency, Inc.

Chief Financial Officers

(Title/Position with Company/Vendor)

of dba AppleOne Employment Services

(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.

Date

9/28/18

Signature

Michael A. Hoyal



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.

1. Name and Address of Firm, City, County, or Agency	Scope of Work:	Temporary Personnel Services
Broward County Supervisor of Elections	Date(s):	2008 to present
115 South Andrews Ave. Room 201,	Amount:	\$525k in election years
Ft. Lauderdale, FL 33301	Contact:	Susanne L. Timmons
	Telephone No:	954-712-1958
	Email:	stimmons@browardsoe.org
For Town Use Only:		Comments:
Reference Verified: Yes <input type="checkbox"/> No <input type="checkbox"/>		

2. Name and Address of Firm, City, County, or Agency	Scope of Work:	Temporary Personnel Services
City of West Palm Beach	Date(s):	2014 to present
401 Clematis Street	Amount:	\$20k
West Palm Beach, FL 33401	Contact:	Brenda Jenkins, HR Analyst
	Telephone No:	561-822-1744
	Email:	BJenkins@wpb.org
For Town Use Only:		Comments:
Reference Verified: Yes <input type="checkbox"/> No <input type="checkbox"/>		

3. Name and Address of Firm, City, County, or Agency	Scope of Work:	Temporary Personnel Services
Orange County Supervisor of Elections	Date(s):	2010 to present
111 W. Kaley Avenue	Amount:	\$200k in election years
Orlando, FL 32801	Contact:	Susan Scatliffe
	Telephone No:	407-254-6550
	Email:	susan@ocfelections.com
For Town Use Only:		Comments:
Reference Verified: Yes <input type="checkbox"/> No <input type="checkbox"/>		

4. Name and Address of Firm, City, County, or Agency	Scope of Work:	Temporary Personnel Services
Town of Palm Beach	Date(s):	2013 to present
951 Okeechobee Road, Suite D	Amount:	\$202K
West Palm Beach, FL 33401	Contact:	Adis Pedraza
	Telephone No:	561-838-5406
	Email:	apedraza@townofpalmbeach.com
For Town Use Only:		Comments:
Reference Verified: Yes <input type="checkbox"/> No <input type="checkbox"/>		

5. Name and Address of Firm, City, County, or Agency	Scope of Work:	Temporary Personnel Services
City of Boynton Beach	Date(s):	2014 to present
3301 Quantum Blvd, Suite 101	Amount:	\$68K since 2014
Boynton Beach, FL 33426	Contact:	Danielle Goodrich
	Telephone No:	561-742-6273
	Email:	goodrichd@bbfl.us
For Town Use Only:		Comments:
Reference Verified: Yes <input type="checkbox"/> No <input type="checkbox"/>		

Howroyd-Wright Employment Agency, Inc.
 Company Name: dba AppleOne Employment Services Additional references may be provided by attachment.



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.

1. Name and Address of Firm, City, County, or Agency	Scope of Work:	Temporary Personnel Services
Broward County Supervisor of Elections	Date(s):	2008 to present
115 South Andrews Ave. Room 201,	Amount:	\$525k in election years
Ft. Lauderdale, FL 33301	Contact:	Susanne L. Timmons
	Telephone No:	954-712-1958
	Email:	stimmons@browardsoc.org
For Town Use Only:		Comments:
Reference Verified: Yes <input type="checkbox"/> No <input type="checkbox"/>		

2. Name and Address of Firm, City, County, or Agency	Scope of Work:	Temporary Personnel Services
City of West Palm Beach	Date(s):	2014 to present
401 Clematis Street	Amount:	\$20k
West Palm Beach, FL 33401	Contact:	Brenda Jenkins, HR Analyst
	Telephone No:	561-822-1744
	Email:	Bjenkins@wpb.org
For Town Use Only:		Comments:
Reference Verified: Yes <input type="checkbox"/> No <input type="checkbox"/>		

3. Name and Address of Firm, City, County, or Agency	Scope of Work:	Temporary Personnel Services
Orange County Supervisor of Elections	Date(s):	2010 to present
111 W. Kaley Avenue	Amount:	\$200k in election years
Orlando, FL 32801	Contact:	Susan Scatliffe
	Telephone No:	407-254-6550
	Email:	susan@ocfelections.com
For Town Use Only:		Comments:
Reference Verified: Yes <input type="checkbox"/> No <input type="checkbox"/>		

4. Name and Address of Firm, City, County, or Agency	Scope of Work:	Temporary Personnel Services
Town of Palm Beach	Date(s):	2013 to present
951 Okeechobee Road, Suite D	Amount:	\$202K
West Palm Beach, FL 33401	Contact:	Adis Pedraza
	Telephone No:	561-838-5406
	Email:	apedraza@townofpalmbeach.com
For Town Use Only:		Comments:
Reference Verified: Yes <input type="checkbox"/> No <input type="checkbox"/>		

5. Name and Address of Firm, City, County, or Agency	Scope of Work:	Temporary Personnel Services
City of Boynton Beach	Date(s):	2014 to present
3301 Quantum Blvd, Suite 101	Amount:	\$68K since 2014
Boynton Beach, FL 33426	Contact:	Danielle Goodrich
	Telephone No:	561-742-6273
	Email:	goodrichd@bbfl.us
For Town Use Only:		Comments:
Reference Verified: Yes <input type="checkbox"/> No <input type="checkbox"/>		

Howroyd-Wright Employment Agency, Inc.
Company Name: dba AppleOne Employment Services 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. not applicable		
2.		
3.		
4.		
5.		

Signature and Date

Mark G. Hargel 9/28/18

Chief Financial Officer

Howroyd-Wright Employment Agency, Inc.

Title/Company dba AppleOne Employment Services



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. not applicable		
2.		
3.		
4.		
5.		

Signature and Date W. C. Hengel 9/25/18

Chief Financial Officer

Howroyd-Wright Employment Agency, Inc.

Title/Company dba AppleOne Employment Services



CITY OF WEST PALM BEACH

2018-2019 Business Receipt



Attached is your 2018-2019 Business Receipt indicating payment of fees for your Local Business Tax, Certificate of Use (if applicable), Sidewalk Cafe Permit (if applicable), and/or Extended Hours Alcohol Permit (if applicable).

Business Tax Receipt: This document, based on the business category codes listed below, is your Business Tax Receipt. THIS BUSINESS TAX RECEIPT MUST BE DISPLAYED ON THE PREMISES IN A PLACE WHERE IT MAY BE SEEN AT ALL TIMES (Sec. 82-169 City Code).

Certificate of Use: A certificate of use may be suspended or revoked in accordance with Sec. 22-19 of the City Code.

Sidewalk Cafe Permit: A sidewalk cafe permit requires compliance with the conditions in Secs. 76-345 and 76-347 of the City Code. A sidewalk cafe permit may be suspended or revoked pursuant to Sec. 76-346 of the City Code.

Extended Hours Alcohol Permit: An extended hours alcohol permit requires compliance with the conditions in Sec. 9-3 of the City Code and may be suspended or revoked as provided in said section.

FOR INFORMATION CALL (561) 805-6760 OR FAX (561) 805-6876 • HOURS 8:00 AM - 5:00 PM - MONDAY - FRIDAY

INSTRUCTIONS: PLEASE POST IN A CONSPICUOUS PLACE AT YOUR PLACE OF BUSINESS.



CITY OF WEST PALM BEACH

NOT TRANSFERABLE

2018 to 2019 BUSINESS RECEIPT

0000018406
APPLEONE EMPLOYMENT SVCS
1641 WORTHINGTON RD # 130

ADMINISTRATION OFFICE
EMPLOYMENT SVCS TEMP/FULL
ADDITIONAL DBA
APPLEONE TECHNICAL
STAFFING

NO.	DESCRIPTION	AMOUNT	DATE
42053	EMPLOYMENT PLACEMENT AGENCY	173.64	5/8/19

EXPIRES
SEPTEMBER 30,
2019

THIS DOCUMENT NOT VALID
UNLESS PAID

PAID	173.64	BAL	0.00
------	--------	-----	------

CITY OF WEST PALM BEACH
BUSINESS TAX DEPT
P.O. BOX 1140
WEST PALM BEACH, FL 33402

ENCLOSURE: YOUR 2018-2019 BUSINESS RECEIPT ENCLOSED

APPLEONE EMPLOYMENT SVCS
P O BOX 29048
GLENDALE
CA
91209

Request for Taxpayer Identification Number and Certification

Give Form to the
requester. Do not
send to the IRS.

► Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type.
See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

Howroyd-Wright Employment Agency, Inc.

2 Business name/disregarded entity name, if different from above

AppleOne Employment Services

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.

327 W Broadway

6 City, state, and ZIP code

Glendale, CA 91204

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

9 5 - 2 5 8 0 8 6 4

Part II Certification

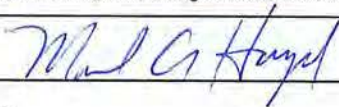
Under penalties of perjury, I certify that:

1. 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
2. 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
3. I am a U.S. citizen or other U.S. person (defined below); and
4. 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 ►



Date ►

9/28/18

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.

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*.



Request for Taxpayer Identification Number and Certification

► Go to 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.
Howroyd-Wright Employment Agency, Inc.

2 Business name/disregarded entity name, if different from above
AppleOne Employment Services

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): _____

5 Address (number, street, and apt. or suite no.) See instructions.
327 W Broadway

6 City, state, and ZIP code
Glendale, CA 91204

7 List account number(s) here (optional)

8 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

9 5 - 2 5 8 0 8 6 4

Part II Certification

Under penalties of perjury, I certify that:

1. 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

2. 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

3. I am a U.S. citizen or other U.S. person (defined below); and

4. 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** *M. C. Haged* **Date** *9/28/18*

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.

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

September 26, 2018

Addendum No. 1

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

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

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.

Howroyd-Wright Employment Agency, Inc.

Company Name: dba AppleOne Employment Services

327 West Broadway

Address:

Glendale, CA 91204

City, State, and Zip Code:

Authorized Signature:

Michael A. Hoyal, Chief Financial Officer

Print Name and Title:

Telephone: (800) 872-2677

Date: 9/28/18



Proposer shall provide verification of compliance such as a Certificate of Insurance (COI) or a letter of verification from the Vendor's insurance agent/broker, which states the ability of the Vendor to meet the requirements upon award.

As evidence of our ability to meet the insurance requirements, AppleOne has included a sample Certificate of Insurance that lists all policy types and coverage amount, immediately following this page.



HOWRGEN-01

DORTIZ

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

03/28/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER MG Skinner & Associates 11030 Santa Monica Blvd., Suite 207 Los Angeles, CA 90025		CONTACT NAME: PHONE (A/C, No, Ext): (310) 478-5041 FAX (A/C, No): (310) 479-8707 E-MAIL: ADDRESS:													
INSURED Howroyd Wright Employment Agency Inc., dba Apple One P.O. Box 29048 Glendale, CA 91209-9048		INSURER(S) AFFORDING COVERAGE <table border="1"> <tr> <td>INSURER A : Zurich American Insurance Company</td> <td>NAIC # 16535</td> </tr> <tr> <td>INSURER B : American Guarantee And Liability Insurance Company</td> <td>26247</td> </tr> <tr> <td>INSURER C : Ace American Ins Co</td> <td>22667</td> </tr> <tr> <td>INSURER D :</td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </table>		INSURER A : Zurich American Insurance Company	NAIC # 16535	INSURER B : American Guarantee And Liability Insurance Company	26247	INSURER C : Ace American Ins Co	22667	INSURER D :		INSURER E :		INSURER F :	
INSURER A : Zurich American Insurance Company	NAIC # 16535														
INSURER B : American Guarantee And Liability Insurance Company	26247														
INSURER C : Ace American Ins Co	22667														
INSURER D :															
INSURER E :															
INSURER F :															

COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:		
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD. WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> General Liability GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:		PRA 9698691-06	04/01/2018	04/01/2019	EACH OCCURRENCE \$ 3,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP /Any one person \$ 10,000 PERSONAL & ADV INJURY \$ 3,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		PRA 9698691-06	04/01/2018	04/01/2019	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS UAB CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 0		UMB 9467218-06	04/01/2018	04/01/2019	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/OWNER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input checked="" type="checkbox"/> Y N/A	WLRC64781212	04/01/2018	04/01/2019	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Crime (3rd Party)		PRA 9698691-06	04/01/2018	04/01/2019	Occurrence/Aggregate 3,000,000
A	Prof. Liability		PRA 9698691-06	04/01/2018	04/01/2019	Occurrence/Aggregate 3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Workers Compensation is not applicable in any monopolistic state.

CERTIFICATE HOLDER Sample Certificate	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
---	--

ACORD 25 (2016/03)

© 1988-2015 ACORD CORPORATION. All rights reserved.

The ACORD name and logo are registered marks of ACORD