



**Solicitation Number: 061324**

## **CONTRACT**

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and Tryfacta, Inc., 4637 Chabot Drive, Suite 100, Pleasanton, CA 94588 (Supplier).

Sourcewell is a State of Minnesota local government unit and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) that offers cooperative procurement solutions to government entities. Participation is open to eligible federal, state/province, and municipal governmental entities, higher education, K-12 education, nonprofit, tribal government, and other public entities located in the United States and Canada. Sourcewell issued a public solicitation for Staffing with Related Services and Solutions from which Supplier was awarded a contract.

Supplier desires to contract with Sourcewell to provide equipment, products, or services to Sourcewell and the entities that access Sourcewell's cooperative purchasing contracts (Participating Entities).

### **1. TERM OF CONTRACT**

A. **EFFECTIVE DATE.** This Contract is effective upon the date of the final signature below.

**EXPIRATION DATE AND EXTENSION.** This Contract expires October 24, 2028, unless it is cancelled sooner pursuant to Article 22. This Contract allows up to three additional one-year extensions upon the request of Sourcewell and written agreement by Supplier. Sourcewell retains the right to consider additional extensions beyond seven years as required under exceptional circumstances.

B. **SURVIVAL OF TERMS.** Notwithstanding any expiration or termination of this Contract, all payment obligations incurred prior to expiration or termination will survive, as will the following: Articles 11 through 14 survive the expiration or cancellation of this Contract. All other rights will cease upon expiration or termination of this Contract.

### **2. EQUIPMENT, PRODUCTS, OR SERVICES**

A. EQUIPMENT, PRODUCTS, OR SERVICES. Supplier will provide the Equipment, Products, or Services as stated in its Proposal submitted under the Solicitation Number listed above. Supplier's Equipment, Products, or Services Proposal (Proposal) is attached and incorporated into this Contract.

All Equipment and Products provided under this Contract must be new and the current model. Supplier may offer close-out or refurbished Equipment or Products if they are clearly indicated in Supplier's product and pricing list. Unless agreed to by the Participating Entities in advance, Equipment or Products must be delivered as operational to the Participating Entity's site.

This Contract offers an indefinite quantity of sales, and while substantial volume is anticipated, sales and sales volume are not guaranteed.

B. WARRANTY. Supplier warrants that all Equipment, Products, and Services furnished are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Equipment, Products, and Services are suitable for and will perform in accordance with the ordinary use for which they are intended. Supplier's dealers and distributors must agree to assist the Participating Entity in reaching a resolution in any dispute over warranty terms with the manufacturer. Any manufacturer's warranty that extends beyond the expiration of the Supplier's warranty will be passed on to the Participating Entity.

C. DEALERS, DISTRIBUTORS, AND/OR RESELLERS. Upon Contract execution and throughout the Contract term, Supplier must provide to Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers relative to the Equipment, Products, and Services offered under this Contract, which will be incorporated into this Contract by reference. It is the Supplier's responsibility to ensure Sourcewell receives the most current information.

### 3. PRICING

All Equipment, Products, or Services under this Contract will be priced at or below the price stated in Supplier's Proposal.

When providing pricing quotes to Participating Entities, all pricing quoted must reflect a Participating Entity's total cost of acquisition. This means that the quoted cost is for delivered Equipment, Products, and Services that are operational for their intended purpose, and includes all costs to the Participating Entity's requested delivery location.

Regardless of the payment method chosen by the Participating Entity, the total cost associated with any purchase option of the Equipment, Products, or Services must always be disclosed in the pricing quote to the applicable Participating Entity at the time of purchase.

A. **SHIPPING AND SHIPPING COSTS.** All delivered Equipment and Products must be properly packaged. Damaged Equipment and Products may be rejected. If the damage is not readily apparent at the time of delivery, Supplier must permit the Equipment and Products to be returned within a reasonable time at no cost to Sourcewell or its Participating Entities. Participating Entities reserve the right to inspect the Equipment and Products at a reasonable time after delivery where circumstances or conditions prevent effective inspection of the Equipment and Products at the time of delivery. In the event of the delivery of nonconforming Equipment and Products, the Participating Entity will notify the Supplier as soon as possible and the Supplier will replace nonconforming Equipment and Products with conforming Equipment and Products that are acceptable to the Participating Entity.

Supplier must arrange for and pay for the return shipment on Equipment and Products that arrive in a defective or inoperable condition.

Sourcewell may declare the Supplier in breach of this Contract if the Supplier intentionally delivers substandard or inferior Equipment or Products.

B. **SALES TAX.** Each Participating Entity is responsible for supplying the Supplier with valid tax-exemption certification(s). When ordering, a Participating Entity must indicate if it is a tax-exempt entity.

C. **HOT LIST PRICING.** At any time during this Contract, Supplier may offer a specific selection of Equipment, Products, or Services at discounts greater than those listed in the Contract. When Supplier determines it will offer Hot List Pricing, it must be submitted electronically to Sourcewell in a line-item format. Equipment, Products, or Services may be added or removed from the Hot List at any time through a Sourcewell Price and Product Change Form as defined in Article 4 below.

Hot List program and pricing may also be used to discount and liquidate close-out and discontinued Equipment and Products as long as those close-out and discontinued items are clearly identified as such. Current ordering process and administrative fees apply. Hot List Pricing must be published and made available to all Participating Entities.

#### **4. PRODUCT AND PRICING CHANGE REQUESTS**

Supplier may request Equipment, Product, or Service changes, additions, or deletions at any time. All requests must be made in writing by submitting a signed Sourcewell Price and Product Change Request Form to the assigned Sourcewell Supplier Development Administrator. This approved form is available from the assigned Sourcewell Supplier Development Administrator. At a minimum, the request must:

- Identify the applicable Sourcewell contract number;

- Clearly specify the requested change;
- Provide sufficient detail to justify the requested change;
- Individually list all Equipment, Products, or Services affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
- Include a complete restatement of pricing documentation in Microsoft Excel with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Equipment, Products, and Services offered, even for those items where pricing remains unchanged.

A fully executed Sourcewell Price and Product Change Request Form will become an amendment to this Contract and will be incorporated by reference.

## **5. PARTICIPATION, CONTRACT ACCESS, AND PARTICIPATING ENTITY REQUIREMENTS**

A. PARTICIPATION. Sourcewell's cooperative contracts are available and open to public and nonprofit entities across the United States and Canada; such as federal, state/province, municipal, K-12 and higher education, tribal government, and other public entities.

The benefits of this Contract should be available to all Participating Entities that can legally access the Equipment, Products, or Services under this Contract. A Participating Entity's authority to access this Contract is determined through its cooperative purchasing, interlocal, or joint powers laws. Any entity accessing benefits of this Contract will be considered a Service Member of Sourcewell during such time of access. Supplier understands that a Participating Entity's use of this Contract is at the Participating Entity's sole convenience and Participating Entities reserve the right to obtain like Equipment, Products, or Services from any other source.

Supplier is responsible for familiarizing its sales and service forces with Sourcewell contract use eligibility requirements and documentation and will encourage potential participating entities to join Sourcewell. Sourcewell reserves the right to add and remove Participating Entities to its roster during the term of this Contract.

B. PUBLIC FACILITIES. Supplier's employees may be required to perform work at government-owned facilities, including schools. Supplier's employees and agents must conduct themselves in a professional manner while on the premises, and in accordance with Participating Entity policies and procedures, and all applicable laws.

## **6. PARTICIPATING ENTITY USE AND PURCHASING**

A. ORDERS AND PAYMENT. To access the contracted Equipment, Products, or Services under this Contract, a Participating Entity must clearly indicate to Supplier that it intends to access this Contract; however, order flow and procedure will be developed jointly between Sourcewell and Supplier. Typically, a Participating Entity will issue an order directly to Supplier or its authorized

subsidiary, distributor, dealer, or reseller. If a Participating Entity issues a purchase order, it may use its own forms, but the purchase order should clearly note the applicable Sourcewell contract number. All Participating Entity orders under this Contract must be issued prior to expiration or cancellation of this Contract; however, Supplier performance, Participating Entity payment obligations, and any applicable warranty periods or other Supplier or Participating Entity obligations may extend beyond the term of this Contract.

Supplier's acceptable forms of payment are included in its attached Proposal. Participating Entities will be solely responsible for payment and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.

B. **ADDITIONAL TERMS AND CONDITIONS/PARTICIPATING ADDENDUM.** Additional terms and conditions to a purchase order, or other required transaction documentation, may be negotiated between a Participating Entity and Supplier, such as job or industry-specific requirements, legal requirements (e.g., affirmative action or immigration status requirements), or specific local policy requirements. Some Participating Entities may require the use of a Participating Addendum, the terms of which will be negotiated directly between the Participating Entity and the Supplier or its authorized dealers, distributors, or resellers, as applicable. Any negotiated additional terms and conditions must never be less favorable to the Participating Entity than what is contained in this Contract.

C. **SPECIALIZED SERVICE REQUIREMENTS.** In the event that the Participating Entity requires service or specialized performance requirements not addressed in this Contract (such as e-commerce specifications, specialized delivery requirements, or other specifications and requirements), the Participating Entity and the Supplier may enter into a separate, standalone agreement, apart from this Contract. Sourcewell, including its agents and employees, will not be made a party to a claim for breach of such agreement.

D. **TERMINATION OF ORDERS.** Participating Entities may terminate an order, in whole or in part, immediately upon notice to Supplier in the event of any of the following events:

1. The Participating Entity fails to receive funding or appropriation from its governing body at levels sufficient to pay for the equipment, products, or services to be purchased; or
2. Federal, state, or provincial laws or regulations prohibit the purchase or change the Participating Entity's requirements.

E. **GOVERNING LAW AND VENUE.** The governing law and venue for any action related to a Participating Entity's order will be determined by the Participating Entity making the purchase.

## **7. CUSTOMER SERVICE**

A. PRIMARY ACCOUNT REPRESENTATIVE. Supplier will assign an Account Representative to Sourcwell for this Contract and must provide prompt notice to Sourcwell if that person is changed. The Account Representative will be responsible for:

- Maintenance and management of this Contract;
- Timely response to all Sourcwell and Participating Entity inquiries; and
- Business reviews to Sourcwell and Participating Entities, if applicable.

B. BUSINESS REVIEWS. Supplier must perform a minimum of one business review with Sourcwell per contract year. The business review will cover sales to Participating Entities, pricing and contract terms, administrative fees, sales data reports, performance issues, supply issues, customer issues, and any other necessary information.

## **8. REPORT ON CONTRACT SALES ACTIVITY AND ADMINISTRATIVE FEE PAYMENT**

A. CONTRACT SALES ACTIVITY REPORT. Each calendar quarter, Supplier must provide a contract sales activity report (Report) to the Sourcwell Supplier Development Administrator assigned to this Contract. Reports are due no later than 45 days after the end of each calendar quarter. A Report must be provided regardless of the number or amount of sales during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made).

The Report must contain the following fields:

- Participating Entity Name (e.g., City of Staples Highway Department);
- Participating Entity Physical Street Address;
- Participating Entity City;
- Participating Entity State/Province;
- Participating Entity Zip/Postal Code;
- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;
- Sourcwell Assigned Entity/Participating Entity Number;
- Item Purchased Description;
- Item Purchased Price;
- Sourcwell Administrative Fee Applied; and
- Date Purchase was invoiced/sale was recognized as revenue by Supplier.

B. ADMINISTRATIVE FEE. In consideration for the support and services provided by Sourcwell, the Supplier will pay an administrative fee to Sourcwell on all Equipment, Products, and Services provided to Participating Entities. The Administrative Fee must be included in, and not added to, the pricing. Supplier may not charge Participating Entities more than the contracted

price to offset the Administrative Fee.

The Supplier will submit payment to Sourcewell for the percentage of administrative fee stated in the Proposal multiplied by the total sales of all Equipment, Products, and Services purchased by Participating Entities under this Contract during each calendar quarter. Payments should note the Supplier's name and Sourcewell-assigned contract number in the memo; and must be mailed to the address above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions. Payments must be received no later than 45 calendar days after the end of each calendar quarter.

Supplier agrees to cooperate with Sourcewell in auditing transactions under this Contract to ensure that the administrative fee is paid on all items purchased under this Contract.

In the event the Supplier is delinquent in any undisputed administrative fees, Sourcewell reserves the right to cancel this Contract and reject any proposal submitted by the Supplier in any subsequent solicitation. In the event this Contract is cancelled by either party prior to the Contract's expiration date, the administrative fee payment will be due no more than 30 days from the cancellation date.

## **9. AUTHORIZED REPRESENTATIVE**

Sourcewell's Authorized Representative is its Chief Procurement Officer.

Supplier's Authorized Representative is the person named in the Supplier's Proposal. If Supplier's Authorized Representative changes at any time during this Contract, Supplier must promptly notify Sourcewell in writing.

## **10. AUDIT, ASSIGNMENT, AMENDMENTS, WAIVER, AND CONTRACT COMPLETE**

A. **AUDIT.** Pursuant to Minnesota Statutes Section 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Contract are subject to examination by Sourcewell or the Minnesota State Auditor for a minimum of six years from the end of this Contract. This clause extends to Participating Entities as it relates to business conducted by that Participating Entity under this Contract.

B. **ASSIGNMENT.** Neither party may assign or otherwise transfer its rights or obligations under this Contract without the prior written consent of the other party and a fully executed assignment agreement. Such consent will not be unreasonably withheld. Any prohibited assignment will be invalid.

C. **AMENDMENTS.** Any amendment to this Contract must be in writing and will not be effective until it has been duly executed by the parties.

D. **WAIVER.** Failure by either party to take action or assert any right under this Contract will not be deemed a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right. Any such waiver must be in writing and signed by the parties.

E. **CONTRACT COMPLETE.** This Contract represents the complete agreement between the parties. No other understanding regarding this Contract, whether written or oral, may be used to bind either party. For any conflict between the attached Proposal and the terms set out in Articles 1-22 of this Contract, the terms of Articles 1-22 will govern.

F. **RELATIONSHIP OF THE PARTIES.** The relationship of the parties is one of independent contractors, each free to exercise judgment and discretion with regard to the conduct of their respective businesses. This Contract does not create a partnership, joint venture, or any other relationship such as master-servant, or principal-agent.

### **11. INDEMNITY AND HOLD HARMLESS**

Supplier must indemnify, defend, save, and hold Sourcewell and its Participating Entities, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell or its Participating Entities, arising out of any act or omission in the performance of this Contract by the Supplier or its agents or employees; this indemnification includes injury or death to person(s) or property alleged to have been caused by some defect in the Equipment, Products, or Services under this Contract to the extent the Equipment, Product, or Service has been used according to its specifications. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.

### **12. GOVERNMENT DATA PRACTICES**

Supplier and Sourcewell must comply with the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13, as it applies to all data provided by or provided to Sourcewell under this Contract and as it applies to all data created, collected, received, maintained, or disseminated by the Supplier under this Contract.

### **13. INTELLECTUAL PROPERTY, PUBLICITY, MARKETING, AND ENDORSEMENT**

#### **A. INTELLECTUAL PROPERTY**

1. *Grant of License.* During the term of this Contract:

- a. Sourcewell grants to Supplier a royalty-free, worldwide, non-exclusive right and license to use the trademark(s) provided to Supplier by Sourcewell in advertising and promotional materials for the purpose of marketing Sourcewell's relationship with Supplier.



b. Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising and promotional materials for the purpose of marketing Supplier's relationship with Sourcewell.

2. *Limited Right of Sublicense.* The right and license granted herein includes a limited right of each party to grant sublicenses to their respective subsidiaries, distributors, dealers, resellers, marketing representatives, and agents (collectively "Permitted Sublicensees") in advertising and promotional materials for the purpose of marketing the Parties' relationship to Participating Entities. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this Article by any of their respective sublicensees.

3. *Use; Quality Control.*

a. Neither party may alter the other party's trademarks from the form provided and must comply with removal requests as to specific uses of its trademarks or logos.

b. Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. Upon written notice to the breaching party, the breaching party has 30 days of the date of the written notice to cure the breach or the license will be terminated.

4. *Termination.* Upon the termination of this Contract for any reason, each party, including Permitted Sublicensees, will have 30 days to remove all Trademarks from signage, websites, and the like bearing the other party's name or logo (excepting Sourcewell's pre-printed catalog of suppliers which may be used until the next printing). Supplier must return all marketing and promotional materials, including signage, provided by Sourcewell, or dispose of it according to Sourcewell's written directions.

B. **PUBLICITY.** Any publicity regarding the subject matter of this Contract must not be released without prior written approval from the Authorized Representatives. Publicity includes notices, informational pamphlets, press releases, research, reports, signs, and similar public notices prepared by or for the Supplier individually or jointly with others, or any subcontractors, with respect to the program, publications, or services provided resulting from this Contract.

C. **MARKETING.** Any direct advertising, marketing, or offers with Participating Entities must be approved by Sourcewell. Send all approval requests to the Sourcewell Supplier Development Administrator assigned to this Contract.

D. **ENDORSEMENT.** The Supplier must not claim that Sourcewell endorses its Equipment, Products, or Services.

#### **14. GOVERNING LAW, JURISDICTION, AND VENUE**

The substantive and procedural laws of the State of Minnesota will govern this Contract. Venue for all legal proceedings arising out of this Contract, or its breach, must be in the appropriate state court in Todd County, Minnesota or federal court in Fergus Falls, Minnesota.

#### **15. FORCE MAJEURE**

Neither party to this Contract will be held responsible for delay or default caused by acts of God or other conditions that are beyond that party's reasonable control. A party defaulting under this provision must provide the other party prompt written notice of the default.

#### **16. SEVERABILITY**

If any provision of this Contract is found by a court of competent jurisdiction to be illegal, unenforceable, or void then both parties will be relieved from all obligations arising from that provision. If the remainder of this Contract is capable of being performed, it will not be affected by such determination or finding and must be fully performed.

#### **17. PERFORMANCE, DEFAULT, AND REMEDIES**

A. **PERFORMANCE.** During the term of this Contract, the parties will monitor performance and address unresolved contract issues as follows:

1. *Notification.* The parties must promptly notify each other of any known dispute and work in good faith to resolve such dispute within a reasonable period of time. If necessary, Sourcewell and the Supplier will jointly develop a short briefing document that describes the issue(s), relevant impact, and positions of both parties.
2. *Escalation.* If parties are unable to resolve the issue in a timely manner, as specified above, either Sourcewell or Supplier may escalate the resolution of the issue to a higher level of management. The Supplier will have 30 calendar days to cure an outstanding issue.
3. *Performance while Dispute is Pending.* Notwithstanding the existence of a dispute, the Supplier must continue without delay to carry out all of its responsibilities under the Contract that are not affected by the dispute. If the Supplier fails to continue without delay to perform its responsibilities under the Contract, in the accomplishment of all undisputed work, the Supplier will bear any additional costs incurred by Sourcewell and/or its Participating Entities as a result of such failure to proceed.

B. **DEFAULT AND REMEDIES.** Either of the following constitutes cause to declare this Contract, or any Participating Entity order under this Contract, in default:

1. Nonperformance of contractual requirements, or
2. A material breach of any term or condition of this Contract.

The party claiming default must provide written notice of the default, with 30 calendar days to cure the default. Time allowed for cure will not diminish or eliminate any liability for liquidated or other damages. If the default remains after the opportunity for cure, the non-defaulting party may:

- Exercise any remedy provided by law or equity, or
- Terminate the Contract or any portion thereof, including any orders issued against the Contract.

## 18. INSURANCE

A. REQUIREMENTS. At its own expense, Supplier must maintain insurance policy(ies) in effect at all times during the performance of this Contract with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:

1. *Workers' Compensation and Employer's Liability.*

Workers' Compensation: As required by any applicable law or regulation.

Employer's Liability Insurance: must be provided in amounts not less than listed below:

Minimum limits:

\$500,000 each accident for bodily injury by accident

\$500,000 policy limit for bodily injury by disease

\$500,000 each employee for bodily injury by disease

2. *Commercial General Liability Insurance.* Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Contract.

Minimum Limits:

\$1,000,000 each occurrence Bodily Injury and Property Damage

\$1,000,000 Personal and Advertising Injury

\$2,000,000 aggregate for products liability-completed operations

\$2,000,000 general aggregate

3. *Commercial Automobile Liability Insurance.* During the term of this Contract, Supplier will maintain insurance covering all owned, hired, and non-owned automobiles in limits of liability not less than indicated below. The coverage must be subject to terms

no less broad than ISO Business Auto Coverage Form CA 0001 (2010 edition or newer), or equivalent.

Minimum Limits:

\$1,000,000 each accident, combined single limit

4. *Umbrella Insurance*. During the term of this Contract, Supplier will maintain umbrella coverage over Employer's Liability, Commercial General Liability, and Commercial Automobile.

Minimum Limits:

\$2,000,000

5. *Professional/Technical, Errors and Omissions, and/or Miscellaneous Professional Liability*. During the term of this Contract, Supplier will maintain coverage for all claims the Supplier may become legally obligated to pay resulting from any actual or alleged negligent act, error, or omission related to Supplier's professional services required under this Contract.

Minimum Limits:

\$2,000,000 per claim or event

\$2,000,000 – annual aggregate

6. *Network Security and Privacy Liability Insurance*. During the term of this Contract, Supplier will maintain coverage for network security and privacy liability. The coverage may be endorsed on another form of liability coverage or written on a standalone policy. The insurance must cover claims which may arise from failure of Supplier's security resulting in, but not limited to, computer attacks, unauthorized access, disclosure of not public data – including but not limited to, confidential or private information, transmission of a computer virus, or denial of service.

Minimum limits:

\$2,000,000 per occurrence

\$2,000,000 annual aggregate

Failure of Supplier to maintain the required insurance will constitute a material breach entitling Sourcwell to immediately terminate this Contract for default.

B. CERTIFICATES OF INSURANCE. Prior to commencing under this Contract, Supplier must furnish to Sourcwell a certificate of insurance, as evidence of the insurance required under this Contract. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcwell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or sent to the Sourcwell Supplier Development Administrator assigned to this Contract. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf.

Failure to request certificates of insurance by Sourcewell, or failure of Supplier to provide certificates of insurance, in no way limits or relieves Supplier of its duties and responsibilities in this Contract.

C. **ADDITIONAL INSURED ENDORSEMENT AND PRIMARY AND NON-CONTRIBUTORY INSURANCE CLAUSE.** Supplier agrees to list Sourcewell and its Participating Entities, including their officers, agents, and employees, as an additional insured under the Supplier's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Supplier, and products and completed operations of Supplier. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.

D. **WAIVER OF SUBROGATION.** Supplier waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses paid under the insurance policies required by this Contract or other insurance applicable to the Supplier or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Supplier or its subcontractors. Where permitted by law, Supplier must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.

E. **UMBRELLA/EXCESS LIABILITY/SELF-INSURED RETENTION.** The limits required by this Contract can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

## **19. COMPLIANCE**

A. **LAWS AND REGULATIONS.** All Equipment, Products, or Services provided under this Contract must comply fully with applicable federal laws and regulations, and with the laws in the states and provinces in which the Equipment, Products, or Services are sold.

B. **LICENSES.** Supplier must maintain a valid and current status on all required federal, state/provincial, and local licenses, bonds, and permits required for the operation of the business that the Supplier conducts with Sourcewell and Participating Entities.

## **20. BANKRUPTCY, DEBARMENT, OR SUSPENSION CERTIFICATION**

Supplier certifies and warrants that it is not in bankruptcy or that it has previously disclosed in writing certain information to Sourcewell related to bankruptcy actions. If at any time during this Contract Supplier declares bankruptcy, Supplier must immediately notify Sourcewell in writing.

Supplier certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government or the Canadian government, as applicable; or any Participating Entity. Supplier certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Contract. Supplier further warrants that it will provide immediate written notice to Sourcwell if this certification changes at any time.

## **21. PROVISIONS FOR NON-UNITED STATES FEDERAL ENTITY PROCUREMENTS UNDER UNITED STATES FEDERAL AWARDS OR OTHER AWARDS**

Participating Entities that use United States federal grant or FEMA funds to purchase goods or services from this Contract may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may have additional requirements based on specific funding source terms or conditions. Within this Article, all references to “federal” should be interpreted to mean the United States federal government. The following list only applies when a Participating Entity accesses Supplier’s Equipment, Products, or Services with United States federal funds.

A. **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all contracts that meet the definition of “federally assisted construction contract” in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. §60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and implementing regulations at 41 C.F.R. § 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.” The equal opportunity clause is incorporated herein by reference.

B. **DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148).** When required by federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with

the Copeland “Anti-Kickback” Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Supplier must be in compliance with all applicable Davis-Bacon Act provisions.

C. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708). Where applicable, all contracts awarded by the non-federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. § 5). Under 40 U.S.C. § 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence. This provision is hereby incorporated by reference into this Contract. Supplier certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

D. RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT. If the federal award meets the definition of “funding agreement” under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 C.F.R. § 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency. Supplier certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

E. CLEAN AIR ACT (42 U.S.C. § 7401-7671Q.) AND THE FEDERAL WATER POLLUTION CONTROL ACT (33 U.S.C. § 1251-1387). Contracts and subgrants of amounts in excess of \$150,000 require the non-federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

Supplier certifies that during the term of this Contract will comply with applicable requirements as referenced above.

F. DEBARMENT AND SUSPENSION (EXECUTIVE ORDERS 12549 AND 12689). A contract award (see 2 C.F.R. § 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 C.F.R. §180 that implement Executive Orders 12549 (3 C.F.R. § 1986 Comp., p. 189) and 12689 (3 C.F.R. § 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. Supplier certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

G. BYRD ANTI-LOBBYING AMENDMENT, AS AMENDED (31 U.S.C. § 1352). Suppliers must file any required certifications. Suppliers must not have used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Suppliers must disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier up to the non-federal award. Suppliers must file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

H. RECORD RETENTION REQUIREMENTS. To the extent applicable, Supplier must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Supplier further certifies that it will retain all records as required by 2 C.F.R. § 200.333 for a period of 3 years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

I. ENERGY POLICY AND CONSERVATION ACT COMPLIANCE. To the extent applicable, Supplier must comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

J. BUY AMERICAN PROVISIONS COMPLIANCE. To the extent applicable, Supplier must comply with all applicable provisions of the Buy American Act. Purchases made in accordance with the Buy American Act must follow the applicable procurement rules calling for free and open competition.

K. ACCESS TO RECORDS (2 C.F.R. § 200.336). Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and



records of Supplier that are directly pertinent to Supplier's discharge of its obligations under this Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Supplier's personnel for the purpose of interview and discussion relating to such documents.

L. **PROCUREMENT OF RECOVERED MATERIALS (2 C.F.R. § 200.322).** A non-federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 C.F.R. § 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

M. **FEDERAL SEAL(S), LOGOS, AND FLAGS.** The Supplier cannot use the seal(s), logos, crests, or reproductions of flags or likenesses of Federal agency officials without specific pre-approval.

N. **NO OBLIGATION BY FEDERAL GOVERNMENT.** The U.S. federal government is not a party to this Contract or any purchase by a Participating Entity and is not subject to any obligations or liabilities to the Participating Entity, Supplier, or any other party pertaining to any matter resulting from the Contract or any purchase by an authorized user.

O. **PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS.** The Contractor acknowledges that 31 U.S.C. 38 (Administrative Remedies for False Claims and Statements) applies to the Supplier's actions pertaining to this Contract or any purchase by a Participating Entity.

P. **FEDERAL DEBT.** The Supplier certifies that it is non-delinquent in its repayment of any federal debt. Examples of relevant debt include delinquent payroll and other taxes, audit disallowance, and benefit overpayments.

Q. **CONFLICTS OF INTEREST.** The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Contract or any aspect related to the anticipated work under this Contract raises an actual or potential conflict of interest (as described in 2 C.F.R. Part 200). The Supplier must explain the actual or potential conflict in writing in sufficient detail so that the U.S. Office of General Services, Sourcewell, and Participating Entity are able to assess the actual or potential conflict; and provide any additional information as necessary or requested.

R. U.S. EXECUTIVE ORDER 13224. The Supplier, and its subcontractors, must comply with U.S. Executive Order 13224 and U.S. Laws that prohibit transactions with and provision of resources and support to individuals and organizations associated with terrorism.

S. PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT. To the extent applicable, Supplier certifies that during the term of this Contract it will comply with applicable requirements of 2 C.F.R. § 200.216.

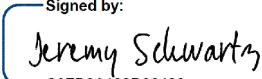
T. DOMESTIC PREFERENCES FOR PROCUREMENTS. To the extent applicable, Supplier certifies that during the term of this Contract will comply with applicable requirements of 2 C.F.R. § 200.322.

**22. CANCELLATION**

Sourcewell or Supplier may cancel this Contract at any time, with or without cause, upon 60 days' written notice to the other party. However, Sourcewell may cancel this Contract immediately upon discovery of a material defect in any certification made in Supplier's Proposal. Cancellation of this Contract does not relieve either party of financial, product, or service obligations incurred or accrued prior to cancellation.

Sourcewell

Tryfacta, Inc.

Signed by:  
  
By: C0FD2A139D06489...  
Jeremy Schwartz  
Title: Chief Procurement Officer  
Date: 10/23/2024 | 2:15 PM CDT

Signed by:  
  
By: 1572D724A23A449...  
Arman Dhar  
Title: Account Manager  
Date: 10/23/2024 | 11:25 AM CDT

# RFP 061324 - Staffing with Related Services and Solutions

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## Vendor Details

Company Name: Tryfacta, Inc.  
4637 Chabot Dr Suite 100  
Address: Pleasanton, CA 94588  
Contact: Adesh Tyagi  
Email: RFP@tryfacta.ai  
Phone: 408-893-5500  
Fax: 408-893-5500  
HST#:

## Submission Details

Created On: Monday June 03, 2024 09:55:04  
Submitted On: Thursday June 13, 2024 14:23:14  
Submitted By: Adesh Tyagi  
Email: RFP@tryfacta.ai  
Transaction #: 204b19e2-d027-43ca-a65a-87cd7864a4a6  
Submitter's IP Address: 103.200.87.59

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**Specifications**

**Table 1: Proposer Identity & Authorized Representatives**

**General Instructions** (applies to all Tables) Sourcewell prefers a brief but thorough response to each question. Do not merely attach additional documents to your response without also providing a substantive response. Do not leave answers blank; respond "N/A" if the question does not apply to you (preferably with an explanation).

Line Item	Question	Response *
1	Proposer Legal Name (one legal entity only): (In the event of award, will execute the resulting contract as "Supplier").	Tryfacta Inc.
2	Identify all subsidiary entities of the Proposer whose equipment, products, or services are included in the Proposal.	None
3	Identify all applicable assumed names or DBA names of the Proposer or Proposer's subsidiaries in Line 1 or Line 2 above.	None
4	Provide your CAGE code or Unique Entity Identifier (SAM):	Unique Entity Identifier: DNXNJDKLYM6
5	Proposer Physical Address:	4637 Chabot Drive, Suite 100, Pleasanton, CA, 94588
6	Proposer website address (or addresses):	<a href="https://www.tryfacta.com/">https://www.tryfacta.com/</a>
7	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer and, in the event of award, will be expected to execute the resulting contract):	Name: Arman Dhar  Title: Account Manager  Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA, 94588  Email: <a href="mailto:rfp@tryfacta.com">rfp@tryfacta.com</a>  Telephone: 925-640-3641
8	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Name: Arman Dhar  Title: Account Manager  Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA, 94588  Email: <a href="mailto:rfp@tryfacta.com">rfp@tryfacta.com</a>  Telephone: 925-640-3641
9	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Name: Adesh Tyagi  Title: President  Address: 4637 Chabot Drive, Suite 100, Pleasanton, CA, 94588  Email Id: <a href="mailto:adesh.tyagi@tryfacta.com">adesh.tyagi@tryfacta.com</a>  Telephone: 408-893-5500

**Table 2: Company Information and Financial Strength**

Line Item	Question	Response *
10	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested equipment, products or services.	Tryfacta, Inc. is a privately held corporation; it was Formerly known as Systems America, Inc., and was founded on March 11, 1996. Tryfacta has a head office located in California and 45+ local offices across the USA. Tryfacta has offices in Canada, the United Kingdom, Australia, Singapore, and India. Our Canada office address is • 3080 Yonge St Suite 6060 Toronto, ON M4N 3N1.

Our mission statement is "Simplify business complexities for our clients by being the "go-to staffing" partner so they can focus on executing their business objective instead of being bogged down by the complexities of finding the right talent at the right time."

Our vision statement is "To be the leading provider of innovative staffing solutions, empowering businesses and individuals to reach their full potential. We aim to set the standard for excellence, integrity, and inclusivity, fostering collaboration and diversity. Through our commitment to innovation and ethical practices, we strive to revolutionize the staffing industry and create lasting value for our clients, candidates, and communities."

Tryfacta, Inc. has 30+ Diversity Certificates from various government agencies across the USA. Tryfacta is a Minority Business Enterprise (MBE), Women-owned Enterprise (WBE), and Disadvantage Business Enterprise (DBE) Certified Company.

#### >Business Philosophy

Tryfacta operates on the principle of delivering tailored staffing solutions that precisely meet the needs of its clients. Our business philosophy is built on several key pillars. We use a client-centric approach that ensures that we thoroughly understand and address each client's specific needs, providing the most suitable staffing solutions. We emphasize quality and compliance, ensuring that all staffing services adhere to the highest standards and regulatory requirements. Our agility and responsiveness allow us to adapt quickly to market changes and client needs, enabling effective adjustments to staffing strategies. We focus on building long-term partnerships by consistently delivering reliable and effective staffing solutions, fostering trust and ongoing collaboration with our clients.

#### >Core Values of Tryfacta

- **Integrity:** At Tryfacta, integrity is the cornerstone of our operations. We are committed to upholding the highest standards of honesty and ethical behavior in all interactions with clients, candidates, and partners. This means being transparent in our communications, honoring our commitments, and consistently acting in a manner that fosters trust and respect. We believe that maintaining integrity is essential to building and sustaining long-term relationships with our stakeholders.
- **Excellence:** Striving for excellence is embedded in every aspect of Tryfacta's business. From the quality of staffing services provided to the level of customer service delivered, we aim to exceed expectations. Our pursuit of excellence drives us to continually refine our processes, invest in our people, and leverage the latest technology to deliver superior outcomes. We are dedicated to ensuring that every client and candidate experience with Tryfacta is marked by exceptional service and outstanding results.
- **Innovation:** Innovation is a key driver of our success at Tryfacta. We are committed to continuously seeking out and implementing innovative solutions to improve our staffing processes and meet the evolving needs of our clients and candidates. This includes embracing new technologies, exploring creative staffing strategies, and staying ahead of industry trends. By fostering a culture of innovation, we ensure that we remain adaptable and forward-thinking in a dynamic marketplace.
- **Customer Focus:** Placing the needs and satisfaction of our clients and candidates at the forefront of all operations is a fundamental principle at Tryfacta. We take the time to understand the unique requirements of each client and candidate, ensuring that we provide personalized and effective staffing solutions. Our customer-centric approach means we are always responsive, attentive, and dedicated to delivering value and satisfaction at every touchpoint.
- **Collaboration:** Fostering a collaborative environment is crucial to our success. At Tryfacta, we encourage teamwork and open communication among all stakeholders, including clients, candidates, and our internal teams. We believe that collaboration leads to better problem-solving, more innovative solutions, and stronger relationships. By working together, we can achieve our common goals and deliver superior outcomes for everyone involved.
- **Diversity and Inclusion:** Promoting a diverse and inclusive workplace is a core value at Tryfacta. We recognize and value the unique contributions of all individuals, regardless of their background, ethnicity, gender, or perspective. Our commitment to diversity and inclusion extends to our recruitment practices, workplace culture, and interactions with clients and candidates. By embracing diversity, we not only create a richer, more dynamic work environment but also enhance our ability to serve a diverse range of clients and communities.

## &gt;Our Services

We provide all kinds of the workforce needed by our clients. Tryfacta provides temporary staffing, recruitment/direct hire, temp-to-hire, payroll, managed staffing, and other staffing support services.

- Temporary Staffing: We provide temporary staffing solutions to help businesses manage workload fluctuations, cover employee absences, and meet project-based needs. Our extensive pool of qualified candidates allows us to quickly match the right talent with the right opportunities, ensuring seamless operations and continuity for our clients.
- Recruitment/Direct Hire: Our recruitment and direct hire services are tailored to help businesses find and secure top talent for permanent positions. We utilize a rigorous screening and selection process to identify candidates who not only possess the necessary skills and experience but also align with the client's culture and values.
- Temp-to-Hire: Our temp-to-hire services offer businesses the flexibility to evaluate a candidate's performance and fit within the organization before making a permanent hiring decision. This approach reduces hiring risks and provides an opportunity for both the employer and the employee to ensure a mutually beneficial match.
- Payroll Services: Tryfacta's payroll services streamline the payroll management process for businesses, handling everything from salary calculations and tax withholdings to compliance with federal and state regulations. By outsourcing payroll functions to Tryfacta, companies can focus on their core operations while ensuring accurate and timely payroll processing.
- Managed Staffing Services: Tryfacta specializes in delivering comprehensive managed staffing services through our state-of-the-art Vendor Management System (VMS). Our VMS-driven approach provides businesses with a centralized, streamlined solution to manage their contingent workforce efficiently and effectively. By leveraging our expertise and technology, we help organizations achieve better control, visibility, and optimization of their temporary staffing needs

## &gt;Experience

Tryfacta has 28 years of experience and consistently delivered accountable leadership, innovative ideas, talented team members, dependable recruitment, responsive management, and effective staffing solutions that, in the aggregate, have transformed the way service is provided. Tryfacta is a diversified service organization comprised of a cohesive team of innovative people dedicated to providing the highest quality staffing services with the greatest value. We bring "Around the Clock" recruitment solutions 365 days a year to our clients through creative, cost-effective, quality staffing personnel. We specialize in the placement of temporary staff that have been thoroughly screened, credentialed, and evaluated based on government needs.

Tryfacta has served more than 400+ governments and commercial clients across the USA and Canada. Tryfacta has successfully recruited and placed around three thousand six hundred (3,600) temporary personnel and run a payroll of over forty thousand resources (4,000) for multiple states, local government, municipal government, and commercial clients in the last year. We have provided temporary staff across various labor categories such as Administrative, Clerical, Finance, Accounting, Education, Legal, Procurement, Healthcare, Engineering, Professional, Information Technology, Skill Trade, Utility, and Labor.

We possess the necessary experience, expertise, technology, and commitment to provide reliable and exceptional staffing services to our government and commercial clients. Tryfacta uses JobDiva Application Tracking System (ATS) online scheduling and tracking software solutions to track, speed up, streamline, and automate the hiring process. It helps to manage overall staffing requests and recruitment process and align the suitable candidates with the right roles, interview scheduling and improves the quality of services. Track record of all staffing requests and candidate submissions against each staffing request is managed in it.

Tryfacta has excellent resources in its resume database pool for various categories required in this contract. Tryfacta has more than 5.3M highly proficient and experienced candidates in our resume database. We keep on updating this database, enabling us to meet the client's requirements with short-term notice.

Tryfacta has a 380+ member service team that includes recruiters, managers, HR professionals, and domain-specific screening experts, ensuring a thorough evaluation. We use structured interview templates, behavioral assessments, and third-party testing tools, which adds an extra layer of precision. At Tryfacta, all selected

		<p>candidates undergo rigorous Background checks and Drug checks. We also keep constant contact with all our temporary staff and their managers to conduct performance surveys, find replacements, and address training needs.</p> <p>As a temporary staffing service provider, we are responsible for administering and maintaining all employment and payroll records, payroll processing, and payment of payroll checks and taxes, including the deductions required by state, federal, and local laws, such as social security and withholding taxes.</p> <p>We develop an innovative, flexible, and personal approach to providing staffing services for short-term and long-term needs. We structure each relationship to meet our client's unique business goals and build flexibility to meet current and future needs. We will employ a tailored delivery model, a flexible, scalable, and cost-effective solution to meet our client's staffing needs.</p>	
11	<p>What are your company's expectations in the event of an award?</p>	<p>We expect Sourcewell will provide a single point of contact to maintain open and transparent communication regarding project requirements, approval, and any changes or updates that may arise during the project. A single Point of Contact will facilitate smoother coordination, reduce miscommunication, and expedite problem resolution, enhancing overall project effectiveness and success.</p> <p>We expect Sourcewell will share details of participating agencies and guide on "Dos and Don'ts."</p> <p>We expect Sourcewell will provide training or guidance related to the procurement process or policies of Sourcewell associated with this contract.</p> <p>As marketing is an important factor in this contract, we need guidance on designing and approving marketing material. Tryfacta will ensure that all marketing materials undergo a thorough approval process before finalization and distribution to guarantee compliance with brand standards, regulatory requirements, and quality benchmarks.</p> <p>We will expand our existing marketing team so that Tryfacta can increase its visibility within the industry and among potential participant agencies. Our dedicated marketing team for this contract will allow more extensive outreach efforts and targeted campaigns. Our Marketing efforts will ensure that we meet or exceed the staffing requirements of participant agencies and generate a substantial administrative fee for Sourcewell as a return on investment (ROI) for facilitating this contract.</p>	*
12	<p>Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response.</p>	<p>Tryfacta is a financially stable and rapidly growing company. We do not have any short-term or long-term debts. Last year, Tryfacta generated a revenue of \$37 Million.</p> <p>We have a positive Cash flow and Credit line of \$ 7 million to expand our operations quickly.</p> <p>We always pay our employees/temporary staff on time regardless of clients' payment.</p> <p>As per the D&amp;B report, our financial strength rating is 4A1, and our risk rating is low.</p> <p>Tryfacta maintains healthy cash flow management practices to ensure liquidity and financial flexibility. We monitor cash flow closely, optimizing working capital efficiency and managing obligations responsibly to support our ongoing operations and growth initiatives.</p> <p>Our financial statement and bank reference letter are attached in the document section.</p>	*
13	<p>What is your US market share for the solutions that you are proposing?</p>	93%	*
14	<p>What is your Canadian market share for the solutions that you are proposing?</p>	7%	*
15	<p>Has your business ever petitioned for bankruptcy protection? If so, explain in detail.</p>	No	*

16	<p>How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer whichever question (either a) or b) just below) best applies to your organization.</p> <p>a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned?</p> <p>b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?</p>	<p>Tryfacta is a staffing and consulting services provider. Tryfacta has 490+ sales and service force, and these individuals are employees of Tryfacta to provide staffing and related services in this RFP.</p>	*
17	<p>If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.</p>	<p>Tryfacta has 28 years of experience and has all the applicable licenses and certifications required to provide the Staffing with Related Services and Solutions under this contract. Tryfacta has business registration in the USA and Canada. Tryfacta has a valid tax registration/FEIN ID and applicable insurance certificate. Tryfacta complies with all relevant local, state, and federal regulations governing business operations, taxation, and employment practices.</p> <p>Tryfacta is a Minority Business Enterprise (MBE), Women-owned Enterprise (WBE), and Disadvantage Business Enterprise (DBE) Certified Company. Tryfacta, Inc. has 30+ Diversity Certificates from various government agencies across the USA.</p> <p>Tryfacta is certified with ISO 9001:2015 for Quality Management Systems, ISO 20000-1:2018 for Information Technology Service Management Systems, and ISO 27001:2022 for Information Security Management Systems.</p> <p>Tryfacta is Joint Commission certified for providing Healthcare staffing services.</p> <p>Tryfacta is registered with the Department of Homeland Security (DHS) for E-verify for employee's eligibility to work in the United States.</p> <p>Tryfacta has a partnership with 3rd party supplier to perform Background checks, Drug Checks, and Health checks.</p> <p>We regularly monitor changes in relevant laws and regulations, promptly updating our practices to ensure ongoing alignment with legal requirements.</p>	*
18	<p>Provide all "Suspension or Debarment" information that has applied to your organization during the past ten years.</p>	<p>None</p>	*



**Table 3: Industry Recognition & Marketplace Success**

Line Item	Question	Response *
19	Describe any relevant industry awards or recognition that your company has received in the past five years	Tryfacta is the fastest-growing company, and Tryfacta has been recognized with various awards, as given below.  2024: Tryfacta ranked #1 in the Inc. 5000 Regionals Pacific list. 2023: Tryfacta ranked #3 in the Inc. 5000 Regionals Pacific list. 2021: Tryfacta ranked #5 in the Inc. 5000 Regionals Pacific list. 2020: Tryfacta ranked #12 in the Inc. 5000 Regionals Pacific list.
20	What percentage of your sales are to the governmental sector in the past three years	99%
21	What percentage of your sales are to the education sector in the past three years	15%
22	List any state, provincial, or cooperative purchasing contracts that you hold. What is the annual sales volume for each of these contracts over the past three years?	Santa Clara Valley Water District 2021: \$5,100,943.88 2022: \$5,235,119.65 2023: \$4,505,966.04  City and County of San Francisco 2021: \$315,815.75 2022: \$7,426,106.92 2023: \$4,922,952.47  County of Alameda 2021: \$791,124.47 2022: \$735,294.43 2023: \$511,822.18  State of Kentucky 2021:N/A 2022: \$18,995,982.28 2023: \$7,787,416.69  City of Albuquerque 2021:N/A 2022: \$1,772,974.79 2023: \$6,586,586.72
23	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	Tryfacta has no GSA contract or Standing Offers and Supply Arrangements (SOSA).

**Table 4: References/Testimonials**

**Line Item 24.** Supply reference information from three customers who are eligible to be Sourcewell participating entities.

Entity Name *	Contact Name *	Phone Number *
Bay Area Rapid Transit (BART), California (Government)	Umique Shaikh, Administrative Coordinator	510-464-6251
Santa Clara Valley Water District, California (Government)	Laurel Hanchett, Human Resources Manager	408.630.2882
San Francisco Dept of Public Health, California (Government)	Edward Guina, Director of Operations	415-759-3518

**Table 5: Top Five Government or Education Customers**

**Line Item 25.** Provide a list of your top five government, education, or non-profit customers (entity name is optional), including entity type, the state or province the entity is located in, scope of the project(s), size of transaction(s), and dollar volumes from the past three years.

Entity Name	Entity Type *	State / Province *	Scope of Work *	Size of Transactions *	Dollar Volume Past Three Years *
State of Kentucky	Government	Kentucky - KY	Temporary Medical and Labor staffing	\$26,783,398.97	\$26,783,398.97
Santa Clara Valley water District	Government	California - CA	Temporary Worker Agency and Payroll Service	\$24,668,765.00	\$14,842,029.57
City and County of San Francisco	Government	California - CA	Medical and Nursing staffing services	\$12,664,875.14	\$12,664,875.14
City of Albuquerque	Government	New Mexico - NM	Temporary Personnel Services	\$8,359,561.51	\$8,359,561.51
Miami Dade County	Government	Florida - FL	Contract Employee Services	\$4,628,048.36	\$4,628,048.36

**Table 6: Ability to Sell and Deliver Service**

Describe your company's capability to meet the needs of Sourcewell participating entities across the US and Canada, as applicable. Your response should address in detail at least the following areas: locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *
26	Sales force.	<p>Tryfacta has in-house resources for providing staffing and related services. We have a sales and marketing team of 110+ employees (In-house) to operate at the forefront of client acquisition and relationship management. Our Sales &amp; Marketing Team consists of the Vice President of Sales, Sales Director, Sales Manager, Account Executive, Business Development Manager, Sales Coordinator, Marketing Director, Marketing Manager, Graphic Designer, Content Marketing Manager, Social Media Manager, Marketing Executive.</p> <p>Our senior team members have more than 20 years of experience, and other members have a minimum of 5 years of experience relevant to sales and marketing in the staffing industry.</p> <p>These skilled representatives actively engage in prospecting, leveraging their expertise to identify and pursue potential clients across various industries. Our sales force is responsible for handling clients across the USA and Canada.</p> <p>Our sales team serves as the primary point of contact for clients, fostering strong relationships built on trust, reliability, and personalized service. Our sales team is an expert in Tryfacta's value proposition, showcasing the benefits of our staffing solutions and addressing client concerns with tailored strategies. Furthermore, the sales team continuously monitors market trends and gathers invaluable feedback to inform strategic decisions, enhance service offerings, and maintain a competitive edge in the dynamic staffing landscape.</p> <p>Tryfacta's marketing team employs a multifaceted approach to brand promotion and lead generation. This cohesive unit, comprising creative minds and digital strategists, executes comprehensive marketing campaigns designed to increase brand visibility, attract qualified leads, and drive conversion. Through meticulous market research and analysis, the marketing team identifies target audiences, refines messaging strategies, and develops compelling content tailored to resonate with prospective clients.</p> <p>Our sales &amp; marketing team performs the following functions.</p> <ul style="list-style-type: none"> <li>• Our sales team identifies, pursues, and secures government contracts by responding to Requests for Proposals (RFPs), Invitations for Bid (IFBs), and other procurement opportunities. They ensure compliance with government procurement processes and requirements.</li> <li>• Our sales team engages with key stakeholders to understand their staffing needs, build trust, and position Tryfacta as a reliable partner.</li> </ul>

- Our sales team conducts thorough market research to understand the specific needs, trends, and challenges within the government sector. They stay informed about upcoming projects, budget allocations, and legislative changes that may impact staffing requirements.
- Based on their understanding of government clients' unique needs, the sales team collaborates with internal teams to develop tailored staffing solutions. This includes crafting proposals that highlight Tryfacta's capabilities, experience, and value proposition in meeting government staffing needs.
- Our sales team negotiates contract terms, pricing, and service levels with government clients. They manage the contract lifecycle, ensuring all terms are met and addressing any issues that arise during contract execution.
- Our sales team monitors the performance of staffing services provided to government clients, ensuring that service levels meet or exceed contractual requirements. They provide regular reports and updates to clients, demonstrating value and building trust.
- Providing ongoing support to government clients is essential. Our sales team addresses any concerns or issues promptly, ensuring client satisfaction and maintaining long-term relationships.
- The sales team actively participates in industry events, conferences, and networking opportunities to promote Tryfacta's services. They advocate for the company's capabilities and successes, building brand awareness and credibility within the government sector.

Our marketing team performs the following functions.

- The marketing team is responsible for developing and maintaining a strong brand identity. They create and implement branding strategies that enhance Tryfacta's visibility and reputation in the market.
- Conducting thorough market research to understand industry trends, customer needs, and competitive landscapes. This data helps in shaping marketing strategies and identifying opportunities for growth.
- Developing and executing campaigns to attract potential clients through cooperative contracts. This includes content marketing, email marketing, SEO, and social media marketing to generate qualified leads for the sales team.
- Producing high-quality content such as blog posts, whitepapers, case studies, videos, and infographics. This content educates potential clients about Tryfacta's services and establishes the company as a thought leader in the staffing industry.
- Planning, executing, and monitoring marketing campaigns for cooperative contracts to ensure they align with strategic goals and deliver desired outcomes. This includes setting KPIs, tracking performance, and making necessary adjustments.
- Creating and updating sales materials such as brochures, presentations, and proposal templates that support the sales team in their client interactions.

Tryfacta's marketing and sales teams is pivotal to driving business growth and ensuring client satisfaction. Both teams work closely to align their goals, strategies, and target markets through regular meetings and strategic planning sessions. Marketing generates qualified leads through targeted campaigns, content creation, and digital outreach, which are then handed off to the sales team following a clear and efficient lead qualification process. Sales provides invaluable feedback on the quality of leads and the effectiveness of marketing materials, enabling marketing to refine their strategies and produce more relevant content. Joint efforts include collaborative content creation, co-hosted events, and coordinated promotions, ensuring a seamless and cohesive approach to client engagement. Performance metrics and reporting are shared to evaluate the success of campaigns and sales efforts, fostering a data-driven culture of continuous improvement. Additionally, marketing supports the sales team with training on new initiatives and tools, ensuring they are well-equipped to leverage marketing efforts effectively.

<p>27</p>	<p>Dealer network or other distribution methods.</p>	<p>Tryfacta doesn't use any Dealer network. Tryfacta's extensive network of over 150 subcontractors across the USA and Canada plays a crucial role in delivering comprehensive staffing services to our clients. These subcontractors are carefully selected and vetted to ensure they meet our high standards for quality, reliability, and compliance. We provide ongoing support and training to our subcontractors to ensure they align with Tryfacta's values, standards, and methodologies. This continuous collaboration fosters a unified approach to service delivery, ensuring consistency and excellence across all client engagements.</p> <ul style="list-style-type: none"> <li>• The geographic distribution of our subcontractors allows Tryfacta to offer staffing services across a wide area, including remote and underserved regions. This broad reach ensures that we can support clients wherever they are located, providing consistent service quality nationwide and in Canada.</li> <li>• Subcontractors bring deep local knowledge and expertise, understanding the unique labor market conditions, regulations, and cultural nuances of their regions. This local insight allows us to provide tailored staffing solutions that meet specific client needs.</li> <li>• With a vast network of subcontractors, Tryfacta can quickly scale staffing operations to meet the demands of large projects or sudden increases in client staffing needs. This flexibility ensures that we can provide the right talent at the right time, regardless of project size or complexity.</li> <li>• Our subcontractors often have access to specialized talent pools, enabling us to fill niche positions that require specific skills and qualifications. This specialization ensures that clients receive candidates who are well-suited to their particular industry and job requirements.</li> <li>• Subcontractors have access to local talent pools, enabling Tryfacta to source and place candidates who are well-suited to the regional job market. This localized approach enhances the quality and relevance of staffing solutions.</li> <li>• Subcontractors augment our recruitment capacity by tapping into their networks and leveraging their recruitment expertise. This collaboration enhances our ability to source, screen, and select top candidates efficiently and effectively.</li> </ul>
<p>28</p>	<p>Service force.</p>	<p>Tryfacta has a robust and well-structured team of over 380 professionals (in-house) dedicated to delivering exceptional staffing services. Our team has extensive experience serving clients across the USA and Canada. We have dedicated teams for the USA and Canada regions.</p> <p>Our service force includes specialized recruiters, managers, HR professionals, and domain-specific screening experts, ensuring a meticulous evaluation process. Our recruiters are adept at talent sourcing, candidate screening, interview coordination, and job posting management, engaging with potential candidates through various channels to attract the best talent. Recruitment managers lead and mentor the recruitment team, develop strategic plans, monitor performance, and serve as primary liaisons for clients, ensuring that their staffing needs are met efficiently. HR professionals manage the onboarding process, ensure compliance with relevant laws and regulations, address HR-related issues, and implement training programs to enhance the skills of the recruitment team. Domain-specific screening experts provide in-depth technical assessments and evaluations, utilizing their industry knowledge to ensure candidates' proficiency and fit for specialized roles.</p> <p>In addition to the recruitment team, Tryfacta's finance and payroll teams play a crucial role in maintaining seamless operations. The finance team oversees budget management, financial reporting, billing, and cost analysis, ensuring cost-effective operations and strategic financial decisions. Our payroll team ensures accurate and timely processing of payroll, administers employee benefits, addresses payroll queries, and maintains compliance with legal and regulatory requirements through meticulous record-keeping.</p> <p>Our administrative team ensures efficient day-to-day operations such as manage office tasks, schedule key events, handle documentation, reporting, and provide client support, ensuring a smooth workflow. Compliance officers enforce company policies, prepare for audits, and manage risk, maintaining high standards of operation and mitigating compliance risks. Together, these teams collaborate to provide thorough staffing solutions, enhance operational efficiency, and ensure client satisfaction.</p>

<p>29</p>	<p>Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.</p>	<p>Tryfacta has streamlined our ordering process to ensure efficiency, accuracy, and prompt fulfillment of staffing needs. We assign a dedicated account manager to each client, who acts as the primary point of contact for accepting job orders and coordinating the entire process. This account manager is responsible for understanding the client's specific needs, preferences, and requirements, ensuring personalized and responsive service. Clients can place job orders through multiple channels to accommodate their preferred method of communication. The accepted methods are:</p> <ul style="list-style-type: none"> <li>• Email: Clients can send detailed job orders via email to their dedicated account manager. The email should include all necessary information, such as job descriptions, required qualifications, start dates, duration, and any other specific requirements.</li> <li>• FAX: For clients who prefer traditional methods, job orders can be sent via FAX. The dedicated account manager will monitor and promptly acknowledge receipt of faxed orders.</li> <li>• JobDiva Application Tracking System: Tryfacta utilizes Job Diva, a comprehensive Application Tracking System, to manage job orders. Clients with access to Job Diva can log in to the system and submit their job orders directly. This method ensures real-time updates and seamless integration with our recruitment processes.</li> </ul> <p>Upon receiving a job order through any of the accepted channels, the dedicated account manager promptly acknowledges receipt of the order. Account Manager confirms the details with the client to ensure all requirements are clearly understood and accurately recorded. The account manager enters the job order into Tryfacta's JobDiva system, ensuring it is accurately logged and tracked. For orders received through JobDiva, the system automatically updates, and the recruitment team is notified in real-time.</p> <p>Our recruitment team then initiates the candidate sourcing process, utilizing various channels such as a pre-vetted talent pool, job boards, social media, and other methods to identify potential candidates. Initial screenings assess qualifications and experience, while domain-specific screening experts conduct in-depth technical evaluations for specialized roles. The account manager keeps the client informed with regular updates, sharing candidate profiles and interview schedules, and soliciting feedback to ensure alignment with client expectations. Once the client approves the selected candidates, the account manager coordinates the onboarding process, facilitating a smooth transition for the new hires. Post-placement, Tryfacta continues to offer support, addressing any concerns and ensuring ongoing satisfaction with our services.</p>
<p>30</p>	<p>Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.</p>	<p>Our customer service program is designed to provide exceptional support and assistance to our clients throughout their engagement with us. We understand the importance of prompt, reliable, and personalized service, and we are committed to exceeding our clients' expectations at every step of the way.</p> <p>Dedicated Account Managers: Each client is assigned a dedicated account manager who serves as their primary point of contact. Account managers are responsible for understanding the client's specific needs, addressing any concerns or inquiries, and ensuring a seamless experience.</p> <p>Responsive Communication Channels: We offer multiple communication channels for our clients to reach us, including email, phone, and online chat. Our goal is to provide quick and efficient responses to any queries or issues raised by our clients.</p> <p>24/7 Support Availability: While our standard business hours are 8 AM to 5 PM, we also offer 24/7 support for urgent matters or emergencies. Clients can reach out to our Account Manager at any time, and we guarantee a timely response within 60 minutes.</p> <p>Service Level Agreements (SLAs): We have established clear service level agreements (SLAs) with our clients, outlining our response-time capabilities and commitments. These SLAs are tailored to each client's specific needs and are regularly monitored and reviewed to ensure compliance.</p> <p>Regular Performance Reviews: We conduct regular performance reviews to assess our customer service effectiveness and identify areas for improvement. Client feedback is solicited and incorporated into our continuous improvement initiatives.</p> <p>Client Feedback Mechanisms: We actively seek feedback from our clients through surveys, reviews, and one-on-one conversations. This feedback is used to gauge client satisfaction, identify areas for improvement, and make necessary adjustments to our customer service program.</p>

For this contract, Tryfacta is proposing a dedicated customer service team. Tryfacta has selected one of our in-house employees for the position of Account Manager, Arman Dhar, to act as the single Point of Contact (POC) for the Sourcewell Participating Entities. Mr. Arman will have responsibility for overall project performance. Mr. Arman will be 100% dedicated to this contract. Mr. Arman will serve as a single point of contact for staffing requests, issues concerning employees' performance, progress reviews, scheduling, status reports, and service. He will be accessible twenty-four (24) hours a day, seven (7) days a week, to respond to any staffing requests and concerns. Our guaranteed response time is within 60 minutes. Tryfacta is proposing the service of an alternate or Backup Account Manager (Ratika Tyagi) who will be responsible for working with the Primary Account Manager on the Sourcewell Participating Entities' staffing requirements in case the Primary Account Manager is unavailable (due to vacation, leave of absence, attendance at a conference, a day off, etc.), the alternate Account Manager will manage all the communication and management of the contract without any uninterrupted services.

Adesh Tyagi, as the head of the Project Management Office (PMO), will have overall Authority over the contract and will remain connected with the Sourcewell Participating Entities' representatives through the Account Management Team.

Mr Parveen Bandi will act as the Recruitment Manager to tailor the staffing plan to meet the Sourcewell Participating Entities' requirements. He will be responsible for maintaining sufficient levels of pre-qualified candidates to provide top-quality staffing services. We have 300+ recruiters and screening experts to meet or exceed the staffing requirements under this contract.

Yamina (HR Manager) will be responsible for the smooth electronic onboarding process and lead onboarding formalities such as setting the onboarding package, E-Verify, fingerprinting, and background checks as per the client's requirements. She will conduct onboarding orientation and staff training. She will be responsible for managing and auditing employees' timesheets. She will engage with the staff to ensure they are aware of the performance concerns and training needs analysis. Our HR team leads the staff retention team and keeps in constant touch with past and current employees to ensure complete satisfaction while on and in between assignments.

Deepak Kanyal (Finance Manager) will be available for invoicing and payroll support. He will run payroll and be responsible for administering and maintaining all employment and payroll records, payroll processing, and payment of payroll checks and taxes, including the deductions required by state, federal, and local laws, such as social security and withholding taxes for all employees.

A core team is assigned to this project. However, since Tryfacta is a valued temporary staffing partner to multiple public and private sector clients, we cross-train all our employees to cross-support different clients on a need-per-case basis. From the staffing services perspective, this model covers all the workforce required to execute this program. A core team assigned to this project if we need to scale up in any aspect of our delivery model, we can do so instantly and seamlessly without having any disruptive impact.

31 Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.

Yes, Tryfacta agrees to provide services to Sourcewell participating entities in the United States.

Tryfacta has 28 years of experience, expertise, technology, and commitment to providing reliable and exceptional staffing services that align with Sourcewell entities' specific needs and objectives. Our portfolio of services encompasses a wide range of staffing solutions, including temporary staffing, permanent placement, contract-to-hire, recruitment services, payroll administration/employee document management, and managed staffing services. We tailor our offerings to align with the unique requirements of each Sourcewell member, ensuring optimal results.

Presence in the USA: Tryfacta is exceptionally positioned to serve Sourcewell entities with unmatched coverage and support in the USA. Our headquarters in California serves as the cornerstone of our operations, facilitating strategic planning, innovation, and coordination of services. In addition to our headquarters, we have 45 offices strategically located throughout the USA, ensuring comprehensive coverage and accessibility for Sourcewell entities. We have offices in various States, such as Arkansas, Arizona, California, Colorado, District of Columbia, Delaware, Florida, Georgia, Iowa, Illinois, Indiana, Kentucky, Massachusetts, Maryland, Michigan, Minnesota, Mississippi, Missouri, North Carolina, New Jersey, New Mexico, Nevada, New York, Ohio, Oklahoma, Oregon, Pennsylvania, South Carolina, Tennessee, Texas, Utah, Virginia, Washington, Wisconsin, and West Virginia.

Clientele: Tryfacta has extensive experience working with 400+ government and commercial clients across the USA. We have developed contemporary, predictable, and established procedures for staffing contracts and providing excellent temporary

employee support services. List of our few government clients to whom we are providing similar staffing and related services are given below:

- State-wide Clients

State of Florida, State of Michigan, State of West Virginia, State of Colorado, State of Virginia, State of New York, State of Georgia, State of Louisiana, State of New Mexico, State of Tennessee, State of Minnesota, State of Missouri, State of Kansas, State of West Virginia, State of Texas, State of Arizona, State of South Carolina, State of Maryland, State of Oregon, State of Connecticut

- County-wide Clients

County of Alameda, County of Ventura, County of Sacramento, San Bernardino County, County of Sonoma, County of San Mateo, County of Santa Clara, Miami-Dade County, Manatee County, Gwinnett County, County of San Diego, Maricopa County, New Castle County, Pinal County, County of Orange, Ramsey County, Tarrant County, County of Broome, Fort Bend County, Orange County, Travis County, Fulton County, Clark County, County of Lehigh, and Atlantic County.

- City-wide Clients

City of Culver, City of Anaheim, City of Stockton, City of Burbank, City of Sunnyvale, City of Milpitas, City of Glendale, City of Cedar Rapids, City of Fort Wayne, City of Albuquerque, City of McAllen, City of Minneapolis, and City of Greenville.

- Education sector Clients

St. Louis Public Schools, Miami-Dade County Public Schools, Orange County Public Schools, DeKalb County School District, Baltimore County Public Schools, Memphis-Shelby County Schools, Dallas ISD, Fort Bend ISD, SUNY Upstate Medical University, Aims Community College, University of Arkansas at Little Rock, University of Northern Iowa, State University of NY, University of Arizona, University of Central Florida, City Colleges of Chicago, Atlanta Public School, Broward County Public Schools, University of California Davis Health, and Central New Mexico Community College

Cooperative Contracts Experience: Tryfacta has experience working on various cooperative contracts.

- Goodbuy Cooperative
- Texas Department of Information Resources
- Metropolitan Washington Council of Governments (MWCOC)
- Illinois Public Higher Education Cooperative (IPHEC)
- NJ EDGE - Cooperative Purchasing
- Equalis Group and The Cooperative Council of Governments

Tryfacta has successfully marketed and managed various cooperative contracts across various industries and sectors. These contracts encompass a wide range of staffing and related services. Tryfacta employs strategic marketing and promotion techniques to maximize the visibility and utilization of cooperative contracts. Leveraging our extensive network and marketing channels, we actively promote cooperative agreements to potential clients, highlighting their benefits, cost savings, and value propositions. We have cultivated an in-depth understanding of cooperative contracting processes, regulations, and best practices. Our team is well-versed in the intricacies of cooperative purchasing, including compliance requirements, contract terms, and vendor obligations. This expertise enables us to navigate the procurement landscape with confidence and precision, ensuring seamless execution and adherence to contractual obligations.

ISO Certifications: Tryfacta is certified in ISO 9001:2015 for Quality Management Systems, ISO 20000-1:2018 for Information Technology Service Management Systems, and ISO 27001:2022 for Information Security Management Systems. These certifications reflect our dedication to delivering top-notch staffing services while upholding the highest quality standards, service management, and information security.

JCC Certificate: Tryfacta is Joint Commission certified for providing Healthcare staffing services.

Diversity Certifications: Tryfacta, Inc. has 30+ Diversity Certificates from various government agencies across the USA. Tryfacta is a Minority Business Enterprise (MBE), Women-owned Enterprise (WBE), and Disadvantage Business Enterprise (DBE) Certified Company.

Sales and Service Force: Tryfacta has a sales force of 110+ professionals and a service force of 380+ professionals. Our service force includes specialized recruiters, managers, HR professionals, and domain-specific screening experts, ensuring a meticulous evaluation process. Our recruiters are adept at talent sourcing, candidate screening, interview coordination, and job posting management, engaging with potential candidates through various channels to attract the best talent. Our Sales & Marketing Team comprises the Vice President of Sales, Sales Director, Account Manager, Account Executive, Business Development Manager, Sales Coordinator, Marketing Director, Marketing Manager, Graphic Designer, Content Marketing Manager, Social Media Manager, Marketing Executive.

Ordering Process: Sourcewell participating entities can place job orders through multiple channels such as Email, FAX and online through JobDiva. Our streamlined procedures and responsive team ensure that orders are processed swiftly and

accurately, allowing us to deliver timely and tailored staffing solutions that meet the unique needs of each client.

**Exhaustive Resume Database & Pre-vetted Talent Pool:** Tryfacta has excellent resources in its resume database pool for various categories required by the Account. Tryfacta has more than 5.3M highly proficient and experienced candidates in our resume database. We keep updating this database, enabling us to meet the client's requirements with short notice.

**Automated and Technology-Driven Recruitment Process:** Tryfacta uses JobDiva (Application Tracking System (ATS) online scheduling and tracking software solutions to track, speed up, streamline, and automate the hiring process. It helps to manage overall staffing requests, recruitment process and align the suitable candidates with the right roles, interview scheduling and improves the quality of services. Track record of all staffing requests and candidates submissions against each staffing request is managed in it. \*

**Job-Boards:** Tryfacta believes placing your job ad on the right job board highly influences the success rate of finding qualified candidates. Niche job boards tend to be industry-specific. Therefore, Tryfacta is more likely to reach relevant candidates who have the experience and qualifications. Hence, our expert recruiters use job boards such as LinkedIn, Monster, Indeed, Dice, Ladders, CareerBuilder, Ladders, Glassdoor, ZipRecruiter, CareerVitals, Care JobBoard, and Indeed etc.

**Strict Screening Procedures:** We strive to recruit the best candidates through our comprehensive strict screening process. Our staffing teams screen all candidates for their skills, credentials, knowledge and experience based on the standard outlined by our clients. We are dedicated to locating, screening, hiring and retaining the most competent professionals in the industry at the best overall value for our clients.

**E-Onboarding:** E-Onboarding of candidates is managed by JobDiva software. This tool provides easy access of all onboarding documentation including e-signature. It also provides a platform to conduct a new hire orientation, ethics training and to educate about work culture and benefits.

**Payroll Solution:** Tryfacta utilizes Paychex for Payroll Services and Paychex integrates our payroll and HR information into a single unified platform, saving our time to focus on your business. Paychex's payroll services have compliance built-in, and their experienced team of professionals helps us stay compliant.

**Invoicing Solution:** We will generate invoice for each order in Client specific format and the required information is mentioned on the invoice copy such as employee's name, dates, hours worked, purchase order number, and the hourly bill rate and pay rate. We use QuickBooks for invoice generation which supports variety of customized invoicing formats.

**Timesheet Solution:** Tryfacta has both automated (JobDiva Timesheet Management System) and manual timesheet management process based upon the client requirements, and our timesheet system/process ensure fair and transparent compensation for our employees. All our employees are responsible for accurately recording their hours worked in our JobDiva Online Timesheet Management System or filling manual timesheets. Once the timesheets are submitted by employees, they are reviewed and verified by their respective supervisors. Supervisors ensure that the recorded hours align with the work performed and adhere to project timelines and specifications.

**Resource Replacement Plan:** We have a well-defined policy in regard to unsatisfactory candidates. In case, if the customer asks for the replacement of a candidate due to his/ her inability to perform the tasks set out by the customer or resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues etc.

**Issue Management Process:** We have a well-organized escalation process for dealing with problems, misalignments, and handling complaints. In the event of work-related issues, we have procedures in place to quickly address and resolve the issue with the least possible disruption to your engagement. We have three (3) levels of escalation for the Sourcwell. At each step of the problem, our team will notify to the concerned person about the problem's status and when it will be solved. 97% of the problems are resolved at level 1 in the Tryfacta.

**Training Program:** We leverage our strong training partners' network to fuel our employees' skills and knowledge. We have training programs for temporary employees, which include training before starting any job and on-job training for skills advancement, performance improvement and career growth etc. Tryfacta has an on-job training program for our temporary staff to upgrade their skills. We provide job-related training, safety training, refresher or retraining, remedial training, technical skill



		<p>enhancement training, timesheet management training, and induction or orientation training. Training programs allow our staff to enhance their skills and obtain multiple professional certifications.</p> <p>Customized Reporting Process: Tryfacta understands that customers have standard and ad-hoc reporting needs. We customize the format of the reports as per client requirements and submit them on a need basis or periodically/weekly/monthly/Quarterly. We are able to deliver reports into multiple formats, including Microsoft Excel files, Portable Document Format (PDF) files, Word Document files etc.</p> <p>Quality control and performance management: Tryfacta has well-defined procedures for effective supervision and quality control of this contract. We keep an open line of communication with the client stakeholders to verify management team and our temporary are meeting client expectations, address any issues proactively, and discuss continuous improvement options to increase efficiency.</p> <p>Retention Plan: Tryfacta has a retention plan for attracting and retaining the best temporary staff. We provide competitive compensation and benefits packages to temporary staff to attract and retain them as shown below.</p> <ul style="list-style-type: none"> <li>• Best salary as per the market demand.</li> <li>• Medical, Dental, and Vision Insurance</li> <li>• 401k Plan</li> <li>• Standard Holidays</li> <li>• Annual Holydays Sick leave</li> <li>• Maternity Benefits</li> <li>• Parental Leave</li> <li>• Retention bonus</li> <li>• Opportunities for personal &amp; professional growth.</li> <li>• Continuous professional training and discounts with our training partners for coursework and certifications</li> <li>• Annual Project completion bonus.</li> <li>• Employee Assistance Program</li> <li>• Employee recognition programs</li> </ul> <p>EEO Employer: Tryfacta firmly believes in equal employment opportunity for all and the importance of each individual. It is the policy of Tryfacta that there will be no discrimination against an applicant for employment on the basis of race, religion, creed, color, national origin, citizenship, marital status, sex, age, sexual orientation, gender identity, protected veteran status, political ideology, ancestry, the presence of any physical, sensory, or mental disabilities, or other legally protected status. It is the policy of Tryfacta that we recruit, hire, train, and promote persons in all job titles, and ensure that all other personnel actions are administered without regard to race, religion, creed, color, national origin, citizenship, marital status, sex, age, sexual orientation, gender identity, protected veteran status, political ideology, ancestry, the presence of any physical, sensory, or mental disabilities, or other legally protected status, and we ensure that all employment decisions are based only on valid job requirements. A strong commitment by each associate is necessary to ensure equal employment opportunities for all. Our equal employment opportunity (EEO) and anti-discrimination policy apply to all aspects such as Recruitment, Employment, Promotion, Transfer, Training, Working conditions, Wages and salary administration, Employee benefits and application of policies. We do not make any postings or employment decisions that do not comply with applicable laws relating to labor and employment, equal opportunity, or employment eligibility requirements. Tryfacta has diversity-based referral bonus programs for inclusive employment.</p>
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>Yes, Tryfacta agrees to provide services to Sourcewell participating entities in Canada.</p> <p>Tryfacta has 28 years of experience, expertise, technology, and commitment to providing reliable and exceptional staffing services that align with Sourcewell entities' specific needs and objectives. Our portfolio of services encompasses a wide range of staffing solutions, including temporary staffing, permanent placement, contract-to-hire, recruitment services, payroll administration/employee document management, and managed staffing services. We tailor our offerings to align with the unique requirements of each Sourcewell member, ensuring optimal results.</p> <p>Presence in the Canada: Tryfacta is exceptionally positioned to serve Sourcewell entities with unmatched coverage and support in Canada. We have a local office in Canada at 3080 Yonge St Suite 6060Toronto, ON M4N 3N1.</p> <p>Clientele: Tryfacta has extensive experience working with 30+ clients across Canada. We have developed contemporary, predictable, and established procedures for staffing contracts and providing excellent temporary employee support services. Cooperative Contracts Experience: Tryfacta has experience working on various cooperative contracts.</p>

- Goodbuy Cooperative
- Texas Department of Information Resources
- Metropolitan Washington Council of Governments (MWCOG)
- Illinois Public Higher Education Cooperative (IPHEC)
- NJ EDGE - Cooperative Purchasing
- Equalis Group and The Cooperative Council of Governments

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Job-Boards: Tryfacta believes placing your job ad on the right job board highly influences the success rate of finding qualified candidates. Niche job boards tend to be industry-specific. Therefore, Tryfacta is more likely to reach relevant candidates who have the experience and qualifications. Hence, our expert recruiters use job boards such as LinkedIn, Monster, Indeed, Dice, Ladders, CareerBuilder, Ladders, Glassdoor, ZipRecruiter, CareerVitals, Care JobBoard, and Indeed etc.

Strict Screening Procedures: We strive to recruit the best candidates through our comprehensive, strict screening process. Our staffing teams screen all candidates for their skills, credentials, knowledge, and experience based on the standards outlined by our clients. We are dedicated to locating, screening, hiring, and retaining the most competent professionals in the industry at the best overall value for our clients.

E-Onboarding: E-Onboarding of candidates is managed by JobDiva software. This tool provides easy access of all onboarding documentation including e-signature. It also provides a platform to conduct a new hire orientation, ethics training and to educate about work culture and benefits.

Payroll Solution: Tryfacta utilizes Paychex for Payroll Services and Paychex integrates our payroll and HR information into a single unified platform, saving our time to focus on your business. Paychex's payroll services have compliance built-in, and their experienced team of professionals helps us stay compliant.

Invoicing Solution: We will generate invoice for each order in Client specific format and the required information is mentioned on the invoice copy such as employee's name, dates, hours worked, purchase order number, and the hourly bill rate and pay rate. We use QuickBooks for invoice generation which supports variety of customized invoicing formats.

Timesheet Solution: Tryfacta has both automated (JobDiva Timesheet Management System) and manual timesheet management process based upon the client requirements, and our timesheet system/process ensure fair and transparent compensation for our employees. All our employees are responsible for accurately recording their hours worked in our JobDiva Online Timesheet Management System or filling manual timesheets. Once the timesheets are submitted by employees, they are reviewed and verified by their respective supervisors. Supervisors ensure that the recorded hours align with the work performed and adhere to project timelines and specifications.

Resource Replacement Plan: We have a well-defined policy in regard to unsatisfactory candidates. In case, if the customer asks for the replacement of a candidate due to his/ her inability to perform the tasks set out by the customer or resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues etc.

Issue Management Process: We have a well-organized escalation process for dealing with problems, misalignments, and handling complaints. In the event of work-related issues, we have procedures in place to quickly address and resolve the issue with the least possible disruption to your engagement. We have three (3) levels of escalation for the Sourcwell. At each step of the problem, our team will notify to the concerned person about the problem's status and when it will be solved. 97% of the problems are resolved at level 1 in the Tryfacta.

Training Program: We leverage our strong training partners' network to fuel our employees' skills and knowledge. We have training programs for temporary employees, which include training before starting any job and on-job training for skills advancement, performance improvement and career growth etc. Tryfacta has an on-job training program for our temporary staff to upgrade their skills. We provide job-related training, safety training, refresher or retraining, remedial training, technical skill enhancement training, timesheet management training, and induction or orientation training. Training programs allow our staff to enhance their skills and obtain multiple professional certifications.

Customized Reporting Process: Tryfacta understands that customers have standard and ad-hoc reporting needs. We customize the format of the reports as per client requirements and submit them on a need basis or periodically/weekly/monthly/Quarterly. We are able to deliver reports into multiple formats, including Microsoft Excel files, Portable Document Format (PDF) files, Word Document files etc.

Quality control and performance management: Tryfacta has well-defined procedures for effective supervision and quality control of this contract. We keep an open line of communication with the client stakeholders to verify management team and our temporary are meeting client expectations, address any issues proactively, and discuss continuous improvement options to increase efficiency.

Retention Plan: Tryfacta has a retention plan for attracting and retaining the best temporary staff. We provide competitive compensation and benefits packages to temporary staff to attract and retain them as shown below.

- Best salary as per the market demand.
- Medical, Dental, and Vision Insurance
- 401k Plan
- Standard Holidays
- Annual Holydays Sick leave
- Maternity Benefits
- Parental Leave
- Retention bonus
- Opportunities for personal & professional growth.
- Continuous professional training and discounts with our training partners for

		<p>coursework and certifications</p> <ul style="list-style-type: none"> <li>• Annual Project completion bonus.</li> <li>• Employee Assistance Program</li> <li>• Employee recognition programs</li> </ul> <p>EEO Employer: Tryfacta firmly believes in equal employment opportunity for all and the importance of each individual. It is the policy of Tryfacta that there will be no discrimination against an applicant for employment on the basis of race, religion, creed, color, national origin, citizenship, marital status, sex, age, sexual orientation, gender identity, protected veteran status, political ideology, ancestry, the presence of any physical, sensory, or mental disabilities, or other legally protected status. It is the policy of Tryfacta that we recruit, hire, train, and promote persons in all job titles, and ensure that all other personnel actions are administered without regard to race, religion, creed, color, national origin, citizenship, marital status, sex, age, sexual orientation, gender identity, protected veteran status, political ideology, ancestry, the presence of any physical, sensory, or mental disabilities, or other legally protected status, and we ensure that all employment decisions are based only on valid job requirements. A strong commitment by each associate is necessary to ensure equal employment opportunities for all. Our equal employment opportunity (EEO) and anti-discrimination policy apply to all aspects such as Recruitment, Employment, Promotion, Transfer, Training, Working conditions, Wages and salary administration, Employee benefits and application of policies. We do not make any postings or employment decisions that do not comply with applicable laws relating to labor and employment, equal opportunity, or employment eligibility requirements. Tryfacta has diversity-based referral bonus programs for inclusive employment.</p>	
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.	None.	*
34	Identify any Sourcwell participating entity sectors (i.e., government, education, not-for-profit) that you will NOT be fully serving through the proposed contract. Explain in detail. For example, does your company have only a regional presence, or do other cooperative purchasing contracts limit your ability to promote another contract?	Tryfacta can serve all Sourcwell participating entity sectors (i.e., government, education, not-for-profit). Our existing cooperative purchasing contracts don't limit our ability to promote this contract.	*
35	Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	There are no specific contract requirements or restrictions that would apply to participating entities in Hawaii and Alaska and in US Territories.	*

**Table 7: Marketing Plan**

Line Item	Question	Response *
36	Describe your marketing strategy for promoting this contract opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	<p>Tryfacta proposes a comprehensive suite of staffing services to Sourcwell participating entities, aiming to address their diverse needs with tailored staffing services. Tryfacta can effectively promote the contract opportunity to Sourcwell participating entities, driving awareness, engagement</p> <p>Website and SEO Optimization:</p> <ul style="list-style-type: none"> <li>• Dedicated Landing Page: Create a dedicated landing page on Tryfacta's website and Sourcwell's portal specifically for this contract opportunity. The page will include detailed information about the contract, benefits, eligibility criteria, and application process. Refer to our dedicated cooperative contracts page on Tryfacta's website <a href="https://www.tryfacta.com/cooperative-purchasing">https://www.tryfacta.com/cooperative-purchasing</a> <a href="https://www.tryfacta.com/dir">https://www.tryfacta.com/dir</a></li> <li>• SEO Optimization: Implement SEO best practices to ensure the landing page ranks highly for relevant search terms such as "Tryfacta Sourcwell contract," "public sector contract opportunities," and "Sourcwell participating entities." Use targeted keywords, meta tags, and high-quality backlinks to improve search engine visibility.</li> <li>• Content Marketing: Publish informative blog posts, case studies, and whitepapers related to the benefits and success stories of Sourcwell contracts. This content will be shared on Tryfacta's blog, social media channels, and industry forums.</li> </ul> <p>Email Marketing:</p> <ul style="list-style-type: none"> <li>• Email Campaigns: Develop an email campaign targeting Sourcwell's existing database of participating entities. Use segmentation to tailor messages to different types of entities, such as educational institutions, healthcare organizations, and local government bodies.</li> </ul>

		<ul style="list-style-type: none"> <li>• Personalized Emails: Craft personalized emails that highlight the specific benefits of the contract for each segment. Include key dates, steps for applying, and contact information for further inquiries.</li> <li>• Follow-Up Strategy: Implement a follow-up strategy to engage with recipients who show interest. This includes automated reminder emails, personalized follow-ups from sales representatives, and invitations to informational webinars.</li> </ul> <p>Social Media Marketing:</p> <ul style="list-style-type: none"> <li>• Platform Utilization: Leverage social media platforms such as LinkedIn, X/ Twitter, and Facebook to promote the contract opportunity. Use platform-specific strategies to engage with the audience.</li> <li>• Targeted Ads: Run targeted ad campaigns on LinkedIn and Facebook to reach decision-makers within Sourcewell participating entities. Utilize demographic and interest-based targeting to maximize reach and engagement.</li> <li>• Content Sharing: Regularly share content related to the contract opportunity, including success stories, testimonials, and informative data. Encourage sharing and engagement from followers.</li> </ul> <p>Online Advertising:</p> <ul style="list-style-type: none"> <li>• Google Ads: Launch a Google Ads campaign targeting keywords related to Sourcewell contracts and public sector opportunities. Use a mix of search, display, and remarketing ads to capture interest from various angles.</li> <li>• Retargeting: Implement retargeting strategies to re-engage visitors who have previously visited the landing page but did not take action. This helps keep Tryfacta's opportunity top-of-mind.</li> </ul> <p>Direct Outreach:</p> <ul style="list-style-type: none"> <li>• Webinars and Virtual Info Sessions: Host webinars and virtual info sessions to provide detailed information about the contract opportunity. These sessions will feature Q&amp;A segments, case studies, and expert speakers.</li> <li>• Personalized Outreach: Conduct personalized outreach via phone calls and one-on-one meetings with key decision-makers in participating entities. Tailor the message to address specific needs and concerns of each entity.</li> </ul> <p>Brochures and Flyers:</p> <ul style="list-style-type: none"> <li>• Print Materials: Create high-quality brochures and flyers detailing the contract opportunity. Distribute these materials at industry events, conferences, and through direct mail campaigns.</li> <li>• Educational Institutions and Government Offices: Place brochures and flyers in educational institutions, government offices, and other relevant locations frequented by potential participants.</li> </ul> <p>Industry Events:</p> <ul style="list-style-type: none"> <li>• Exhibitions and Trade Shows: Participate in relevant exhibitions and trade shows to showcase the contract opportunity. Set up booths, distribute materials, and engage with attendees to generate leads.</li> <li>• Speaking Engagements: Secure speaking slots at industry conferences and events to present the benefits and details of the contract opportunity.</li> </ul> <p>Analytics and Reporting:</p> <ul style="list-style-type: none"> <li>• Campaign Tracking: Use analytics tools to track the performance of all marketing efforts, including website traffic, email open rates, social media engagement, and ad performance.</li> <li>• Regular Reporting: Generate regular reports to assess the effectiveness of each marketing channel. Use this data to make informed decisions and optimize campaigns for better results.</li> </ul> <p>Continuous Improvement:</p> <ul style="list-style-type: none"> <li>• Feedback Loop: Establish a feedback loop with Sourcewell participating entities to gather insights and suggestions. Use this feedback to refine marketing strategies and improve future outreach efforts.</li> <li>• Adapt and Optimize: Continuously adapt and optimize marketing strategies based on performance data and feedback. Stay agile and responsive to changes in the market and audience behavior.</li> </ul> <p>A Sample marketing brochure is attached in the document section.</p>
37	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance	Tryfacta has a dedicated social media management team focused on promoting contract opportunities. This team leverages advanced technology and digital data to maximize marketing effectiveness and reach Sourcewell participating entities efficiently.

marketing effectiveness.

Social Media Strategy

Targeted Platform Utilization:

- LinkedIn: Our team will use LinkedIn to reach decision-makers in Sourcewell participating entities. Regular posts will include thought leadership articles, case studies, and success stories that showcase Tryfacta's expertise and the benefits of the contract opportunity.
- Facebook and Twitter: These platforms will be used to create engaging posts and run targeted ads. Multimedia content such as videos, infographics, and live sessions will help increase engagement and attract a broader audience.

Advanced Targeting:

- Custom and Lookalike Audiences: Our team will create custom audiences based on specific job titles, industries, and interests, ensuring the marketing messages reach the most relevant people. Lookalike audiences will help expand the reach to potential new participants with similar characteristics to existing ones.
- Analytics and Insights: By tracking key metrics like engagement rates, click-through rates, and conversion rates, Our team will assess the performance of social media campaigns. This data-driven approach will allow for continuous refinement and improvement of strategies.

Metadata and SEO Optimization

SEO Best Practices:

- Keyword Research: Our team will conduct thorough keyword research to identify terms frequently used by potential participants. These keywords will be naturally integrated into website content, blog posts, and metadata to improve search engine rankings and visibility.
- Metadata Usage: Optimizing metadata, including title tags, meta descriptions, and alt tags, will ensure that Tryfacta's content is accurately reflected in search engine results and includes targeted keywords.

Structured Data Implementation:

- Schema Markup: By implementing structured data (schema markup), Tryfacta will enhance search engine understanding of its content. This will lead to improved visibility in search results and higher click-through rates.
- Content Freshness: Our team will regularly update content to ensure it remains relevant and up-to-date. Search engines favor fresh content, helping to maintain high rankings and attract more traffic.

Email Marketing and Automation

Personalization and Segmentation:

- Dynamic Content: The email marketing strategy will involve personalized campaigns using dynamic content tailored based on recipient data such as industry, job role, and past interactions. This will increase engagement and response rates.
- Segmented Lists: Email lists will be segmented to deliver tailored messages to different groups, such as educational institutions, healthcare organizations, and local government bodies. This will ensure relevance and effectiveness of the content.

Automated Campaigns:

- Drip Campaigns: Automated drip campaigns will nurture leads over time by delivering a series of relevant emails based on user behavior and engagement levels.
- Behavioral Triggers: Behavioral triggers will send timely emails based on actions taken by recipients, such as downloading a resource or visiting a specific webpage. These triggered emails will be highly relevant and increase the likelihood of conversion.

Data Analytics and CRM Integration

CRM System Integration:

- Centralized Data Management: Integrating marketing efforts with a CRM system will allow Our team to track interactions, manage leads, and monitor campaign progress efficiently.
- Lead Scoring: Implementing lead scoring will help prioritize leads based on their engagement and likelihood to convert, focusing efforts on the most promising prospects.

Analytics and Reporting:

- Campaign Performance Tracking: Using analytics tools, Our team will track the performance of marketing campaigns across various channels, monitoring metrics such as website traffic, email open rates, social media engagement, and conversion rates.
- Data-Driven Decisions: Regularly reviewing analytics reports will help identify trends, strengths, and areas for improvement, allowing for informed decisions and optimization of marketing strategies.

Retargeting and Remarketing

Website Retargeting:

- Re-engagement Strategies: Our team will employ retargeting strategies to re-engage visitors who have shown interest in the contract opportunity but did not take action.

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		<p>Targeted ads displayed across different platforms will keep Tryfacta's offering top-of-mind and encourage further engagement.</p> <p>Email Retargeting and Custom Lists:</p> <ul style="list-style-type: none"> <li>• Follow-Up Emails: Email retargeting will follow up with recipients who have engaged with emails but have not completed the desired action. Personalized follow-up emails will encourage further engagement and conversion.</li> <li>• Custom Remarketing Lists: Creating custom remarketing lists based on user behavior, such as website visits, content downloads, and email interactions, will allow for tailored remarketing messages that address specific interests and needs.</li> </ul>
38	<p>In your view, what is Sourcwell's role in promoting contracts arising out of this RFP? How will you integrate a Sourcwell-awarded contract into your sales process?</p>	<p>Tryfacta understands that Sourcwell plays a crucial role in promoting contracts arising out of the Request for Proposals (RFP) by acting as a trusted intermediary between vendors like Tryfacta and potential participating entities. Sourcwell should provide promotion material that clearly defines the buying process, helping participating entities navigate complex contracting procedures and regulations. This support ensures compliance with legal requirements and best practices. Sourcwell should actively promote awarded contracts/vendors details to its extensive network of members through various channels, including its website, email newsletters, social media platforms, and industry events. This increases visibility and awareness of contract opportunities among potential buyers.</p> <p>Tryfacta will integrate a Sourcwell-awarded contract into its sales process through a systematic and organized approach to ensure seamless execution and maximize impact. Our proposed Account Management team will conduct a kick-off meeting with key Sourcwell stakeholders to introduce each other and gather the important information that will be required to promote this contract and sell staffing and related services to the Procurement entities.</p> <p>Our Account Manager will assign a dedicated Sales &amp; Marketing team. Firstly, the sales and marketing teams will undergo thorough training to familiarize themselves with the contract's details, including terms, conditions, pricing, and benefits. This step will ensure that all team members understand the value proposition of the contract and how it aligns with Tryfacta's solutions. Following this, internal alignment meetings will be held to align on goals, messaging, and strategies for promoting the Sourcwell contract. Clear roles and responsibilities will be defined for each team member involved in the integration process.</p> <p>Customized messaging and sales collateral will then be developed to highlight the unique benefits and value propositions of the Sourcwell contract. These materials will be tailored to resonate with the specific needs, pain points, and priorities of Sourcwell members, emphasizing cost savings, compliance benefits, and streamlined procurement processes. Subsequently, comprehensive training sessions will be conducted for the sales team to ensure they are well-equipped to effectively communicate the value of the Sourcwell contract to potential buyers.</p> <p>Customized presentations and proposals will be developed for Sourcwell members to highlight the specific benefits and value propositions of Tryfacta's solutions under the Sourcwell contract. Clear outlines of cost savings, compliance advantages, and streamlined procurement processes facilitated by the Sourcwell contract will be provided. Consistent follow-up with Sourcwell members will be essential to address any questions or concerns and provide additional information or support as needed. Finally, feedback will be gathered from sales representatives, Sourcwell members, and internal stakeholders to identify areas for improvement and optimization in messaging, sales processes, and customer support efforts. Through this systematic process, Tryfacta will effectively integrate Sourcwell-awarded contracts into its sales strategy, maximizing opportunities for revenue growth and market expansion within the Sourcwell network.</p>
39	<p>Are your products or services available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.</p>	<p>Tryfacta has a JobDiva Application Tracking System, which can accept orders/staffing requirements from clients/Sourcwell participating agencies online.</p>

**Table 8: Value-Added Attributes**

Line Item	Question	Response *
40	<p>Describe the types of tools and technologies your company uses for staffing management.</p>	<p>Tryfacta leverages advanced tools and technologies to streamline our staffing management processes, ensuring efficiency, accuracy, and optimal client satisfaction. Our comprehensive suite of software solutions covers every aspect of the staffing lifecycle, from recruitment to payroll and invoice management.</p> <p>1. JobDiva Application Tracking System (ATS)</p> <p>End-to-End Work Management System: JobDiva serves as our central hub for managing staffing requests and automating the recruitment process. This robust ATS facilitates efficient</p>

handling of job orders, candidate sourcing, and tracking, ensuring a seamless recruitment workflow. With features like resume parsing, candidate matching, and automated communication, JobDiva enhances our ability to quickly and effectively identify and engage top talent. Tryfacta uses JobDiva to track, speed up, streamline, and automate the hiring process. It helps to manage overall staffing requests, and recruitment process and align the suitable candidates with the right roles, interview scheduling, and improves the quality of services. Track record of all staffing requests and candidates' submissions against each staffing request is managed in it. We also use JobDiva to monitor, level task assignments, and manage the over-allocation/under-allocation of tasks to specific resources.

**Employee Onboarding:** JobDiva also supports our employee onboarding process. Our automated onboarding processes streamline the integration of new employees into Tryfacta, leveraging technology to enhance efficiency and reduce manual efforts. Tryfacta uses the JobDiva application for the electronic onboarding of new employees. We can map system data fields to documents, create new hire paperwork on demand, and store candidate information for easy access and auditing. We can create custom checklists based on hire type, generate checklists that automatically initiate subsequent steps in the onboarding process, and program alerts, notifications, and receipts to monitor progress. Our system comes equipped with all standard onboarding paperwork, such as I-9 forms, W4 forms, immigration compliance, and more. JobDiva allows employees to access and complete required new-hire paperwork electronically. Employees can fill out forms such as I-9, W4, and other necessary documents directly within the application. The status of each document is updated in real-time, indicating whether it's pending, in progress, or completed. This ensures that employees can monitor and fulfill all necessary paperwork obligations seamlessly.

**Timesheet Management:** For timesheet management, JobDiva provides a streamlined solution that allows employees to log their hours accurately and efficiently. This feature integrates seamlessly with our payroll and billing systems, ensuring that time tracking is precise and that payroll processing is timely and error-free.

All our employees are responsible for accurately recording their hours worked in our JobDiva Online Timesheet Management System. The following steps are followed to fill the timesheet online.

1. Log in to JobDiva.
2. Click on the 'Timesheet' module.
3. Click on the 'Submit Timesheet' icon on the top right.
4. Select the right Placement for which you need to submit the timesheet
5. Choose the date.
6. Update the Timesheet hours if needed.
7. Click on 'Submit.'

Once the timesheets are submitted by employees, they are reviewed and verified by their respective supervisors. Employees' Supervisors/Authorized stakeholders are equipped with their login credentials to access JobDiva portal for timesheet approval.

## 2. Paychex for Payroll Management

To streamline our payroll operations, Tryfacta utilizes Paychex, a leading payroll management solution. Paychex automates various payroll functions, including salary calculations, tax deductions, and benefits administration. This system ensures that our payroll processes are compliant with regulatory requirements and that employees are paid accurately and on time. Additionally, Paychex offers robust reporting features, enabling us to maintain transparency and accountability in our payroll operations. Paychex takes over the payroll processing, automatically calculating the payroll based on the recorded hours, employee profiles, tax withholding information, and any applicable deductions or benefits. The system generates detailed payroll reports, including employee earnings summaries and tax filings, providing a comprehensive overview of payroll-related information. Throughout the payroll process, we prioritize accuracy and compliance with tax regulations. Paychex ensures that payroll taxes are accurately withheld and reported to the appropriate government agencies, minimizing the risk of non-compliance and potential penalties. We conduct a thorough review of the payroll data before finalizing the payroll, addressing any discrepancies or adjustments that may be necessary. This review step ensures that employees are compensated correctly and that all payroll-related information is accurate and up-to-date.

## 3. QuickBooks for Accounting and Financial Operations

**Invoice Management:** For accounting and financial management, Tryfacta relies on QuickBooks, a comprehensive accounting software solution. QuickBooks supports a wide range of financial operations, including invoicing, expense tracking, financial reporting, and budget management. This tool provides us with real-time insights into our financial health, enabling informed decision-making and efficient financial planning. QuickBooks also integrates with other systems we use, ensuring a cohesive and streamlined approach to managing our finances. We enter the billable hours of each employee, along with their respective pay rates, into the QuickBooks system. These hours are often based on timesheets submitted by the employees or extracted from a time-tracking system. Once the hours are recorded, QuickBooks generates invoices automatically or manually based on predefined billing cycles, such as weekly, bi-weekly, or monthly. QuickBooks allows for



		<p>customization of the invoices to include the staffing agency's logo, payment terms, and any other relevant information. After sending the invoices, the system tracks the payment status. QuickBooks also allows for the generation of various financial reports, providing insights into outstanding payments, revenue, and other financial metrics.</p> <p>Expense Management: QuickBooks generates detailed expense reports for each client, providing us insights into spending patterns and allowing for better budgeting and forecasting. These reports can be customized to fit the contract's specific needs, enabling our team to make informed decisions.</p>
41	Describe how your company complies with legal and regulatory requirements.	<p>Tryfacta is committed to maintaining the highest legal and regulatory compliance standards across all facets of our operations. Our comprehensive compliance framework ensures that we adhere to all relevant laws, regulations, and industry standards. Below is a detailed overview of how Tryfacta ensures compliance with legal and regulatory requirements:</p> <ol style="list-style-type: none"> <li>1. Compliance Framework and Policies                     <p>We have established a robust compliance framework that includes clear policies and procedures designed to ensure adherence to legal and regulatory requirements. These policies cover various aspects of our operations, including employment law, data protection, financial regulations, health and safety standards, and industry-specific regulations.</p> </li> <li>2. Dedicated Compliance Team                     <p>Tryfacta has a dedicated compliance team responsible for overseeing and managing compliance efforts. This team includes legal experts, regulatory specialists, and compliance officers who monitor regulatory changes, assess their impact on our operations, and implement necessary adjustments to ensure ongoing compliance.</p> </li> <li>3. Regulatory Monitoring and Updates                     <p>We continuously monitor changes in relevant laws and regulations to ensure that we remain compliant. This involves subscribing to legal and regulatory updates, participating in industry forums, and consulting with legal advisors to stay informed about new and evolving regulatory requirements.</p> </li> <li>4. Employee Training and Awareness                     <p>Ensuring that our employees are aware of and understand our compliance obligations is crucial. We provide regular training sessions on legal and regulatory requirements, emphasizing areas such as data protection, anti-discrimination laws, workplace safety, and ethical conduct. This training is mandatory and updated periodically to reflect any changes in the regulatory landscape.</p> </li> <li>5. Employment Law Compliance                     <p>We strictly adhere to employment laws and regulations to ensure fair and lawful treatment of our employees. This includes compliance with wage and hour laws, anti-discrimination and harassment laws, labor standards, and health and safety regulations. Our HR team works closely with our legal department to ensure that our employment practices are compliant and that any issues are addressed promptly.</p> </li> <li>6. Financial Compliance                     <p>Tryfacta complies with all financial regulations, including tax laws, accounting standards, and reporting requirements. Our finance team ensures accurate and transparent financial reporting, conducts regular internal audits, and works with external auditors to verify compliance with financial regulations.</p> </li> <li>7. Health and Safety Compliance                     <p>We are committed to providing a safe and healthy work environment for our employees. Tryfacta complies with Occupational Safety and Health Administration (OSHA) regulations and other relevant health and safety laws. We have established comprehensive health and safety policies, conduct regular safety training, and perform routine inspections to identify and address potential hazards.</p> </li> <li>8. Environmental Compliance                     <p>As part of our commitment to sustainability, Tryfacta ensures compliance with environmental regulations. This includes adhering to laws related to waste management, emissions, and resource conservation. Our environmental policies are designed to minimize our ecological footprint and promote sustainable practices within our operations.</p> </li> <li>9. Regular Audits and Assessments</li> </ol>

		<p>Tryfacta conducts regular internal and external audits to ensure compliance with legal and regulatory requirements. These audits assess our adherence to policies, identify areas for improvement, and verify that corrective actions are implemented effectively. We also perform risk assessments to proactively manage and mitigate compliance risks.</p> <p>10. Third-Party Compliance</p> <p>We require our subcontractors and partners to comply with all relevant legal and regulatory requirements. Our vendor management program includes due diligence processes to assess the compliance practices of third parties, ensuring that they align with our standards and contractual obligations.</p>
42	<p>Describe any "green" initiatives that relate to your company or to your products or services, and include a list of the certifying agency for each.</p>	<p>Tryfacta is deeply committed to sustainability and environmental responsibility. We have implemented a range of green initiatives across our operations and services to reduce our ecological footprint and promote environmental stewardship. Here are some key aspects of our green initiatives:</p> <p>1. Digital Transformation and Paperless Operations</p> <p>One of our primary green initiatives is the transition to digital processes and paperless operations. By leveraging advanced software solutions such as JobDiva for applicant tracking and onboarding, we significantly reduce paper usage in our recruitment and administrative activities. All documentation, including contracts, invoices, and reports, is handled electronically, minimizing paper waste and reducing our carbon footprint.</p> <p>2. Energy-Efficient Office Practices</p> <p>Tryfacta has adopted various energy-efficient practices in our offices to minimize energy consumption. This includes the use of energy-efficient lighting, such as LED bulbs. Our first and foremost rule of saving energy is to never leave electronic or electrical appliances on standby in the office. We ask our employees to unplug devices like, scanner, microwave, printer, etc. in order to eliminate the blow of standby power. We also use a power strip to eliminate plug load as it can turn all devices off at once in office premises. Tryfacta employs solar panels for sunlight conversion to electricity and consumption for running electronic devices at the office.</p> <p>3. Sustainable Transportation</p> <p>To reduce the environmental impact of employee commuting, Tryfacta promotes the use of sustainable transportation options. We offer incentives for employees who use public transportation, carpool, bike, or walk to work. Additionally, we support remote work and flexible schedules, which help decrease the need for daily commuting and reduce associated carbon emissions.</p> <p>4. Recycling and Waste Reduction Programs</p> <p>Our offices are equipped with comprehensive recycling programs to ensure that paper, plastics, and other recyclable materials are properly sorted and recycled. We also have initiatives to reduce waste by encouraging the use of reusable items, such as coffee mugs and water bottles, and minimizing the use of single-use plastics. Our waste reduction efforts extend to our supply chain, where we prioritize working with vendors and suppliers who also adhere to sustainable practices.</p> <p>5. Eco-Friendly Office Supplies</p> <p>Tryfacta is committed to sourcing eco-friendly office supplies. We purchase products made from recycled materials, such as paper and toner cartridges, and choose suppliers who have a demonstrated commitment to sustainability. Additionally, we prioritize the use of non-toxic, environmentally friendly cleaning products in our offices.</p> <p>6. Green IT Practices</p> <p>We have implemented green IT practices to reduce the environmental impact of our technology use. This includes utilizing energy-efficient servers and data centers, implementing virtualization to decrease the number of physical servers needed, and adopting cloud computing solutions to optimize resource use. We also ensure proper disposal and recycling of electronic waste through certified e-waste recycling programs.</p> <p>7. Sustainable Procurement</p> <p>Our procurement practices emphasize sustainability by prioritizing products and services that have minimal environmental impact. We work with suppliers who follow sustainable practices and offer eco-friendly products. This includes selecting office furniture made from sustainable materials and sourcing products that are certified by environmental standards such as Energy Star and EPEAT.</p>

		<p>8. Employee Engagement and Education</p> <p>We believe that fostering a culture of sustainability starts with our employees. Tryfacta regularly educates and engages our workforce on green practices through training sessions, workshops, and internal communications. We encourage our employees to adopt sustainable habits both at work and in their personal lives, and we recognize and reward those who contribute to our environmental goals.</p> <p>9. Carbon Footprint Reduction Initiatives</p> <p>Tryfacta is dedicated to reducing our overall carbon footprint. We measure and track our greenhouse gas emissions and implement strategies to lower our impact. This includes initiatives such as reducing business travel by utilizing virtual meeting platforms and investing in carbon offset programs to neutralize the emissions from necessary travel.</p> <p>10. Community and Industry Partnerships</p> <p>We actively participate in community and industry partnerships that promote environmental sustainability. Tryfacta collaborates with environmental organizations and participates in local green initiatives, such as community clean-up events and tree-planting activities. Additionally, we stay informed about industry best practices for sustainability and continuously seek opportunities to align our operations with the latest environmental standards.</p>
43	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the equipment or products included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	None.

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<p>44</p>	<p>Describe any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation of certification (as applicable) in the document upload section of your response.</p>	<p>Tryfacta has 30+ diversity certifications from different agencies nationwide. We have attached copies of certificates in the document section, and details of certificates and certifying agencies are given below for your consideration.</p> <p>MBE Certified by:</p> <ul style="list-style-type: none"> <li>• City of Baltimore</li> <li>• North Central Texas Regional Certification Agency</li> <li>• South Central Texas Regional Certification Agency</li> <li>• Governor's Office of Diversity Business Enterprise for the State of Tennessee</li> <li>• Chicago Minority Supplier Development Council (MSDC)</li> <li>• Santa Clara Valley Transportation Authority</li> <li>• Greater Orlando Aviation Authority (GOAA)</li> <li>• City of Philadelphia</li> <li>• State of Illinois - Business Enterprise Program (BEP)</li> <li>• New York City</li> <li>• Western Regional Minority Supplier Development Council (WRMSDC)</li> <li>• Wisconsin Department of Administration (DOA)</li> <li>• Washington State Office of Minority and Women's Business Enterprises</li> <li>• Florida State Minority Supplier Development Council (FSMSDC)</li> <li>• Supplier Clearinghouse</li> <li>• Tennessee Department of General Services</li> <li>• State of Alabama</li> <li>• National Minority Supplier Development Council NMSDC</li> </ul> <p>WBE Certified by:</p> <ul style="list-style-type: none"> <li>• Small Business Administration</li> <li>• City of Baltimore</li> <li>• Santa Clara Valley Transportation Authority</li> <li>• Greater Orlando Aviation Authority (GOAA)</li> <li>• City of Philadelphia</li> <li>• New York City</li> <li>• Washington State Office of Minority and Women's Business Enterprises</li> <li>• State of Alabama</li> <li>• North Central Texas Regional Certification Agency</li> <li>• South Central Texas Regional Certification Agency</li> </ul> <p>SBE/SLEB Certified by:</p> <ul style="list-style-type: none"> <li>• Small Business Administration</li> <li>• Metropolitan Washington Airports Authority</li> <li>• Alameda County</li> <li>• Los Angeles County</li> <li>• King County Business Development &amp; Contract Compliance</li> <li>• North Central Texas Regional Certification Agency</li> <li>• South Central Texas Regional Certification Agency</li> <li>• Maryland Department of Transportation (MDOT)</li> </ul> <p>DBE Certified by:</p> <ul style="list-style-type: none"> <li>• San Francisco Bay Area Rapid Transit</li> <li>• Florida Department of Transportation (FDOT) under the Florida Unified Certification Program</li> <li>• Indiana Department of Transportation (IDOT)</li> <li>• Maryland Department of Transportation (MDOT)</li> <li>• Tennessee Unified Certification Program</li> <li>• Virginia Department of Small Business and Supplier Diversity</li> </ul>
<p>45</p>	<p>What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?</p>	<ul style="list-style-type: none"> <li>• Tryfacta has 28 years of experience and a financially stable company. Our extensive expertise ensures that Sourcewell participating entities receive the highest quality of service tailored to their specific needs. We offer a broad range of staffing and related services designed to enhance operational efficiency and support workforce management. Details of our proposed staffing and related services to Sourcewell Participating Entities are given below.             <ul style="list-style-type: none"> <li>o Temporary Staffing</li> <li>o Recruitment Services/Direct Hire</li> <li>o Employer of Record (EOR) services/Payroll Management Services</li> <li>o Temp to Hire Services</li> <li>o Managed Staffing Services</li> </ul> </li> <li>• Tryfacta holds over 30 diversity certificates from various recognized organizations and governmental bodies across the USA. These certifications include, but are not limited to, Minority Business Enterprise (MBE), Women's Business Enterprise (WBE), and Disadvantaged Business Enterprise (DBE). Our certifications demonstrate our dedication to fostering an inclusive work environment and supporting diverse talent.</li> </ul>

- Our extensive experience in managing and marketing cooperative contracts similar to those of Sourcewell positions us uniquely in the industry. We understand the intricacies of cooperative purchasing and have a proven track record of delivering value through these contracts. Our expertise ensures that we can navigate the specific requirements and deliver optimal outcomes for Sourcewell participating entities.
- Tryfacta is a government-focused organization, with 99% of our revenue generated from providing services to government entities. Our extensive experience in delivering tailored staffing solutions to various governmental agencies uniquely positions us to understand and meet the specific needs of Sourcewell participating entities.
- Tryfacta's extensive presence across the USA and Canada is a significant asset for Sourcewell participating entities. Our wide geographical coverage ensures that we can provide high-quality staffing services and local support efficiently and effectively. We have 45+ offices across the USA and a local office in Canada. Our wide coverage enables us to deploy resources quickly and efficiently, reducing lead times and ensuring timely fulfillment of staffing requirements. This efficiency is crucial for government entities that often operate under tight deadlines and need immediate support.
- Our marketing team collaborates closely with our sales team to effectively market the contract to Sourcewell participating entities. Additionally, our subcontractors provide local assistance and support, enhancing our ability to meet the specific needs of clients in various regions. This collaboration ensures comprehensive coverage and effective communication.
- Our familiarity with local laws and regulations across various states and provinces ensures comprehensive compliance management. Tryfacta's robust compliance framework adapts to the specific legal and regulatory requirements of each region, providing peace of mind to Sourcewell participating entities.
- Tryfacta will provide a dedicated account manager who acts as a single point of contact for all communications and coordination with Sourcewell participating entities. This personalized approach ensures responsive and efficient service, tailored to meet the specific needs of each Sourcewell entity. Our commitment to customer satisfaction is reflected in our rapid response times and 24/7 multichannel support.
- Sourcewell participating entities can place job orders through multiple channels such as Email, FAX and online through JobDiva. Our streamlined procedures and responsive team ensure that orders are processed swiftly and accurately, allowing us to deliver timely and tailored staffing solutions that meet the unique needs of each client. \*
- Tryfacta has a service force of 380+ professionals. Our specialized recruiters, screening experts, and HR professionals work together to ensure meticulous evaluation, effective talent sourcing, and robust client support, making Tryfacta an ideal partner for Sourcewell participating entities.
- Tryfacta leverages state-of-the-art technology to streamline and optimize the staffing process. Our end-to-end work management system, powered by JobDiva, automates recruitment, onboarding, and timesheet management, ensuring accuracy and efficiency. We also utilize Paychex for payroll management and QuickBooks for financial operations, providing seamless integration and robust reporting capabilities. These technological advancements set us apart by enhancing our operational efficiency and service delivery.
- Tryfacta has excellent resources in its resume database pool for various categories required by the Sourcewell Entities. Tryfacta has more than 5.3M highly proficient and experienced candidates in our resume database. We keep updating this database, enabling us to meet the client's requirements with short notice. Tryfacta adheres to inclusive hiring practices, ensuring that all employment decisions are based on merit, qualifications, and business needs. We actively promote diversity in our recruitment processes, seeking to attract candidates from various backgrounds and experiences. Our recruitment team is trained to recognize and mitigate unconscious bias, ensuring a fair evaluation of all applicants.
- Tryfacta's strict screening process ensures that Sourcewell participating entities receive thoroughly vetted and highly qualified candidates. Our comprehensive approach to candidate evaluation, from initial screening to final selection, guarantees that we deliver exceptional staffing solutions that meet the highest standards of excellence. We have a 97% success rate in providing temporary staff within the timeline.
- Tryfacta is an Equal Employment Opportunity (EEO) employer, dedicated to fostering an inclusive and diverse workplace. Our commitment to EEO principles ensures that we provide a fair and equitable work environment for all employees, regardless of their background or personal characteristics. Tryfacta's status as an EEO employer offers numerous benefits to Sourcewell participating entities. Our commitment to diversity, compliance, and inclusive hiring practices ensures that these entities receive not only

		<p>qualified and capable staff but also a workforce that enhances innovation, compliance, and organizational culture.</p> <ul style="list-style-type: none"> <li>We have a well-organized escalation process for dealing with problems, misalignments, and handling complaints. In the event of work-related issues, we have procedures in place to quickly address and resolve the issue with the least possible disruption to your engagement. We have three (3) levels of escalation for the Sourcewell participating entities. At each step of the problem, our team will notify to the concerned person about the problem's status and when it will be solved. 97% of the problems are resolved at level 1 in the Tryfacta.</li> <li>Tryfacta has healthy best practices to determine the customer/Sourcewell participating entities' satisfaction levels. To assess Sourcewell participating entities' satisfaction, we will work with each entity to define performance objectives and develop meaningful ways to track our results. We keep an open line of communication with the Sourcewell participating entities to verify that we are meeting expectations, address any issues proactively, and discuss continuous improvement options to increase efficiency.</li> </ul>
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**Table 9: Performance Standards or Guarantees**

Describe in detail your performance standards or guarantees, including conditions and requirements to qualify, claims procedure, and overall structure. You may upload representative samples of your performance materials (if applicable) in the document upload section of your response in addition to responding to the questions below.

Line Item	Question	Response *
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<p>46</p>	<p>Describe any performance standards or guarantees that apply to your services.</p>	<p>A. Performance Management</p> <p>Tryfacta maintains a rigorous and well-defined set of procedures for addressing and remedying performance issues concerning staff that have been placed through our staffing services. We have established a structured approach to handle any performance concerns. Upon placement, we continuously monitor the performance of the staff to ensure they meet the agreed-upon job responsibilities and expectations. This involves regular communication with both the client and the placed staff to assess their progress and identify any potential issues. If performance issues arise, we believe in early detection and transparent communication. When the client or the staff themselves identify performance concerns, we encourage immediate communication to initiate the resolution process promptly. Our team conducts a thorough performance assessment to understand the nature and extent of the issues. This can involve evaluating job-related tasks, quality of work, adherence to timelines, and alignment with the client's expectations. We delve into the underlying causes of performance issues. Whether it's a skills gap, miscommunication, or other factors, identifying the root cause is crucial to implementing effective solutions. Based on the analysis, we developed a tailored remediation plan. This plan outlines the specific steps required to address the performance issues. It might involve additional training, mentoring, skills development, or adjusting job responsibilities. Throughout the process, we collaborate closely with the client. Their insights and feedback are integral to crafting a meaningful and effective remediation plan that aligns with the client's goals and requirements. We engage with the staff to ensure they are aware of the performance concerns and involved in the resolution process. Open communication fosters an environment of learning and growth, enabling staff to address issues constructively. After implementing the remediation plan, we continue to monitor the staff's performance closely. Regular check-ins help gauge improvement and provide an opportunity for further adjustments if needed. If performance issues persist despite efforts to remediate them, we have escalation processes in place. This involves higher-level intervention and additional measures to address the concerns effectively.</p> <p>B. Replacement Guarantee</p> <p>We have a well-defined policy regarding unsatisfactory candidates. We provide 90-days replacement guarantee to backfill the position with qualified candidates at no additional cost. In case, the client asks for the replacement of a candidate due to his/ her inability to perform the tasks set out by the customer or resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues, etc. We use the following methods to immediately backfill the position with a suitable candidate.</p> <ul style="list-style-type: none"> <li>o Buffer Policy: Tryfacta for every large project/geographically holds two or three additional members as a buffer. If a current working member is on leave, then to avoid delays in the project, immediate temporary replacement is carried out from the buffer, should the need arise.</li> <li>o Bench Policy: Tryfacta provides a strong reserve of human resources by putting those employees on the required development who have either completed their projects or training and are waiting for some new assignments.</li> <li>o A pool of Talents: We have access to a high number of talented &amp; skilled resources and are competent to provide immediate replacements.</li> </ul> <p>C Customer Satisfaction</p> <p>Tryfacta has healthy best practices to determine the customer/Sourcwell participating entities' satisfaction levels. Customer satisfaction assessment provides us valuable insight into understanding the customer's needs and improving the delivery of service. To assess customer satisfaction, we work with the customers to define performance objectives and develop meaningful ways to track our results. We keep an open line of communication with the customer to verify that we are meeting expectations, address any issues proactively, and discuss continuous improvement options to increase efficiency. We conduct business reviews which provide us with a regular opportunity to review our mutual expectations and performance, resolve problems, exchange information, identify opportunities for improvement, and explore new facets of our business relationship. Business reviews are conducted by our Account Manager on an interval as determined by the Sourcwell participating entities.</p>
<p>47</p>	<p>Describe any service standards or guarantees that apply to your services (policies, metrics, KPIs, etc.).</p>	<p>A. Communication Management</p> <p>Tryfacta offers 24/7 dedicated support to its clients. Our key account personnel are available 24 hours/day, after hours, on holidays, and for emergencies via our program management communications plan. Our Account Manager, Arman Dhar, will be available 24x7, available via telephone and email to respond to Sourcwell participating entities' requests, issues &amp; queries. Our Account Manager's response time is within 60 minutes for Sourcwell Entities.</p>

## B. Response Timeline for Placing Candidates

We provide 72 hours candidate placement guarantee. An overview of our activities and their associated timeline after receiving a staffing request from the Sourcewell Participating Entities for candidate placement:

- I. Activity One – Initiate and Assign.
  - The activities we complete at this initial stage are:
    - o Respond to Position Request
    - o Analyzing the qualifications, skills, and experience needed, tasks to be performed, and additional information such as requested start date, duration of need, % of resource need, and travel requirements for evaluating staffing requests.
    - o Designing recruitment strategy.
    - o Updating requisition in ATS.
    - o Assign to Recruitment Manager and team lead through ATS.
  - Responsible Person: Account Manager (AM)
  - Timeline: 1 - 2 Hours
  - Deliverables:
    - o Acknowledgment of Staffing Request
    - o Allocation of Recruitment Team
  
- II. Activity Two – Sourcing
  - The activities we complete at this stage are:
    - o Start searching and sourcing the right candidates to develop a pipeline of qualified candidates.
    - o Check the Pre-vetted candidate pool for best-matched candidates.
    - o Check if there is a matching skilled candidate available on the bench.
    - o Identify existing skill sets and candidates within a proprietary resume database.
    - o Share job profile to all candidates by posting it on our website and sending a mailer to approved candidates for referrals & Post jobs to external job sites (CareerVitals, LinkedIn, Monster, Indeed, CareerBuilder, Glassdoor, ZipRecruiter, CareerVitals, Care JobBoard, Indeed, and others.)
    - o Use other available sourcing methods to find qualified candidates.
    - o Develop a pool of local candidates.
  - Responsible Person: Recruitment Team (RM)
  - Timeline: 2 - 12 Hours
  - Deliverables:
    - o Candidate sourcing
    - o Development of a Pool of candidates
  
- III. Activity Three – Screening
  - The activities we complete at this stage are:
    - o Conduct Resume Screening and telephonic Screening.
    - o Conduct Interview and Skill Proficiency Testing.
    - o HR Round of Screening.
    - o Verification of employment, references, education, certifications, and licenses.
    - o Preparing skill matrix and summary sheet of shortlisted candidates in client format for submittal.
    - o Final Screening.
  - Responsible Person: Recruitment Team & SMEs and Account Manager
  - Timeline: 12 – 36 Hours
  - Deliverables:
    - o List of Qualified Candidates
  
- IV. Activity Four – Interview
  - The activities we complete at this stage are:
    - o Aligning and arranging interview schedules with the Sourcewell Participating Entities.
    - o Submit resumes, fully burdened rates, and earliest availability to start on the assignment.
    - o Inform the Candidate interview schedule.
  - Responsible Person: Recruitment Manager and Account Manager
  - Timeline: 37 – 48 Hours
  - Deliverables:
    - o Interview with Sourcewell Participating Entities' stakeholders
  
- V. Activity Five – Offer Letter
  - The activities we complete at this stage are:
    - o Inform the candidate interview results.
    - o Send offer letters to selected candidates and initiate the joining process.
  - Responsible Person: RM
  - Timeline: 48 – 60 Hours
  - Deliverables:
    - o Send Offers to selected candidates
  
- VI. Activity Six – Background Verification / Onboarding and Training
  - The activities we complete at this stage are:



- o E-Onboarding of candidates
- o Training to the staff.
- o Initiate Background Check. (5 days process)
- o Initiate Drug Check (3-4 days process)
- o Initiate Live Scan
- o Verify Health Check
- Responsible Person: AM and HR Team
- Timeline: 61 – 72 Hours
- Deliverables:
- o Onboarding
- o Background and Drug Screening

#### C. Status Reporting

We guarantee weekly/biweekly/monthly/quarterly/ad-hoc status reporting as per the Sourcewell Participating Entities requirements. Tryfacta has an automated, centralized, fully integrated, web-based JobDiva Applicant Tracking System (ATS) to assist in managing our client's needs and the candidates to fulfil them. The tool helps us to maintain consistent performance levels and quality. It also keeps track of each position filled to ensure consistency in price. The tool is also capable of generating many ad-hoc reports. Tryfacta understands that Sourcewell Participating Entities will have standard and ad-hoc reporting needs. Most of the reports we provide our clients are system-generated through harvested data and can be customized. We will customize the format of the report as per the Sourcewell Participating Entities requirements and submit them on a need basis or periodically/weekly/monthly. We can deliver reports in multiple formats, including Microsoft Excel files, Portable Document Format (PDF) files, Word Document files, etc. We know that sometimes the Sourcewell Participating Entities reporting needs to be tailored to meet their specific requirements. Our team can build/prepare custom reports as per the needs of Sourcewell Participating Entities. If Sourcewell Participating Entities will need to include any business rules, schedules, formulas, or logic in a report, we have reporting experts who possess the experience necessary to turn your vision into reality.

Tryfacta is committed to delivering weekly/monthly/quarterly summary reports, ad-hoc reports, and deliverables of provided staff in an appropriate format as per Sourcewell Participating Entities needs that capture essential information regarding the temporary employees but not limited to a. Name of employee, Supervisor, Start/Hire Date in current position, Total hours worked from the start date in current position, Regular hours worked, Overtime hours worked and Wages Paid, etc. Frequently used reports needed by our clients for analysis and reporting are:

- Active Requisitions Report by Client - Lists active requisitions as of run date for a client.
- Engagements by Client Report - Lists engaged candidates as of run date for Client.
- Invoice Summary by Client Report - Used to validate Tryfacta invoice for a specified Client.
- PO Limit Audit Report - Tracks remaining spend on PO for a Client.
- Spend by Client Report - Lists spend by PO for an agency for some time.
- Timesheet Detail Report - Lists all timesheets for the specified week and highlights those still needing approval.
- Screening/Background Check Report - All Screening and Background checks passed by the Candidates.
- Average Bill Rates - Tracks the bill rates.
- Average Candidate Submittals - Tracks the number of submittals for the prior year, six months, and three months.
- Average Time to Fill - Tracks the time it takes to fill a position from when it was sent.
- Engagement - Candidate Statistics - Provides statistics on engaged candidates - when submitted, score, time to hire.
- Length of Engagement - Tracks the tenure of engagements.
- Active Requisitions Report - Lists all details of all active requisitions.
- Candidate Evaluations - Summarizes evaluations entered for engaged candidates.
- Chase Report – Detail - Shows active requisitions and candidates submitted.
- Chase Report – Summary - Summarizes active requisitions; no candidate detail.
- Roll-Off Report - Lists candidates with engagements ending within 30 days.
- Engaged Candidate Report - Lists current engaged candidates and engagement details.
- Engagement Budgeted Hours - Shows the hours budgeted for engaged candidates.
- Engagement End Dates Based on Hours Remaining - Shows engagement end date based on remaining hours rather than the actual end date.

D. Issue Management

We provide a guarantee to respond to issues within 1 hour and provide solutions within 24 hours. We have a well-organized escalation process for dealing with problems, misalignments, and handling complaints. We work diligently to prevent issues that may hinder our ability to provide the county with the quality service you expect. In the event of work-related issues, we have procedures in place to quickly address and resolve the issue with the least possible disruption to your engagement. We have three (3) levels of escalation for the Sourcewell Participating Entities. At each step of the problem, our team will notify the concerned person about the problem's status and when it will be solved. 97% of the problems are resolved at level 1 in the Tryfacta.

- Level One: At this level, Arman Dhar (Account Manager) is an authorized point of contact. He is reachable at email: arman.dhar@tryfacta.com and Contact No: +1 925-640-3641. Arman is responsible for solving any issue related to Client Relationship Management, Candidate Selection, Personnel Performance Reviews, Resource Replacement, and Timesheet/Invoicing. (Solution Timeline 1-8 hours)
  - Level Two: At this level, Ratika Tyagi (Account Management and Operations) resolves the issues that are not resolved promptly by Level 1. She is reachable at email: ratika.tyagi@tryfacta.com and Contact No: +1 925-683-7958. She manages the issues related to Contract Management, Contractual Issues, and Account Team Performance Issues. (Solution Timeline 9-12 hours)
  - Level Three: Issues, not resolved promptly at Level 1 and Level 2 are escalated to this level. Adesh Tyagi (Head PMO) handles the issues escalated at this level and issues related to overall account performance issues, and any major changes to the contract. Adesh Tyagi is reachable at email: adesh.tyagi@tryfacta.com and Contact No: +1 408-893-5500. (Solution Timeline 13-24 hours)
- Our issue management Process has six steps: identify, review, and prioritize, propose a resolution, issue escalation, approve resolution, and close out.
- Identify: Issues and action items are identified throughout contract administration through formal and informal communications, program analysis, reporting data, and continuous improvement efforts. Issues can be identified by the client or program staff. The issue log is reviewed to confirm the issue has not been documented, and then added to the issue log accordingly.
  - Review and prioritize: Management reviews the issue log. If the issue is not identified management obtains details from team members reporting the issue. The issue log is reviewed with leadership in team meetings. Before determining the priority level, the issue is analyzed to determine its impact on scope, cost, resources, program/ stakeholder/end-user relationship, and risk. The issue is prioritized, assigned an owner, and given a resolution deadline.
  - Propose a resolution: The issue owner recommends a resolution for review. If the resolution is approved, then the resolution is documented in the log and implemented.
  - Issue escalation (if necessary): Issue escalation is implemented based on the severity of the issue, time constraints, and the approval of solutions that deviate from standard procedure. Issues can be escalated to the Level 2 and Level 3 based on severity.
  - Approve resolution: The Account Manager approves all resolutions before implementation and assigns the appropriate resources to implement the resolution
  - Closeout: The issue owner coordinates the implementation of the resolution and updates the issue log with the solution and results.

E. Candidate Replacement Process

We provide 72 hours of Candidate Replacement guarantee. We have a well-defined policy regarding unsatisfactory candidates. In case, the Sourcewell Participating Entities asks for the replacement of a candidate due to his / her inability to perform the tasks set out by the customer or resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues, etc. We have a well-defined process to smoothly handle the situations. Our Account Manager conducts a one-to-one meeting with Sourcewell Participating Entities /client stakeholders to understand the areas in which the employee is lagging. After having detailed discussions with the Sourcewell Participating Entities s stakeholders and a complete understanding of the situation. Based on the inputs, we follow one of the two options:

- Case I: In case, the customer / Sourcewell Participating Entities feel that more time can be given for performance improvement to the employee, Tryfacta puts the employee on a Performance Improvement Plan (PIP), which is closely monitored by Tryfacta to see how the plan is working. Our Account Manager sends an email to the customer to inform them that the candidate is given a mutually agreed period to improve performance, and in case no improvement is seen in performance, we provide a replacement employee. During this period, a mentor (SME in a respective area) who can help the employee meet the customer's expectations is assigned to the employee. Our mentor does detailed discussions with the employees and guides the difficulties faced by the employee. A mentor might take some sessions and

provide material to improve the skills. Employee performance is closely monitored based on the mentor's feedback as well as feedback from customer stakeholders during this period. If the customer stakeholders are satisfied after the Performance Improvement Plan period that the employee can perform as per expectations, the candidate is put out of PIP, and an e-mail is sent to him/her conveying the same. In case performance is not improved during this period, the employee is informed by the HR department that his/ her service on this project is not required anymore, and a replacement process is initiated.

- Case II: In case the customer feels that the employee is not able to perform and wants immediate replacement, an email is sent by the Tryfacta Account Manager to the Client stakeholder that we will provide the replacement of the personnel. The current employee is informed by the HR department that his/ her service on this project is not required anymore and a replacement process is initiated.

- Replacement Process: Our Account Manager immediately escalate the same to the senior management for corrective action. Our Account manager discusses the replacement requirement with the customer stakeholder to backfill the position with a suitable candidate. After knowing the reason for the candidate's rejection, our Account manager cross-checks the job requirement, level of skill set, experience, education, certification, and any key technology-related knowledge with client stakeholders. After finalization of requirements and knowing customer expectations, our Account Manager shares the requirements with the Recruitment Manager to find the right candidate with a suitable skillset and knowledge. We use the following methods to immediately backfill the position with a suitable candidate.

- o Buffer Policy: Tryfacta for every large project/geographically holds two or three additional members as a buffer. If a current working member is on leave, then to avoid delays in the project, immediate temporary replacement is carried out from the buffer, should the need arise.

- o Bench Policy: Tryfacta provides a strong reserve of human resources by putting those employees on the required development who have either completed their projects or training and are waiting for some new assignments.

- o A pool of Talents: We have access to a high number of talented & skilled resources and are competent to provide immediate replacements.

After screening, testing, and finalizing the candidates at Tryfacta's level our Account Manager gets an interview conducted at the customer's level for the final selection of candidates. We initiate the joining process of the selected candidate.

#### F. Timesheet Management

Tryfacta has both automated (JobDiva Timesheet Management System) and manual timesheet management processes based upon the Sourcewell Participating Entities requirements, and our timesheet system/process ensures fair and transparent compensation for our employees. We offer different payment structures depending on the nature of the position and the specific requirements of the project. This can include hourly rates, weekly or bi-weekly payments, or flat rates, ensuring that employees are compensated appropriately for their work. All our employees are responsible for accurately recording their hours worked in our JobDiva Online Timesheet Management System or filling manual timesheets. After the timesheets have been approved, the authorized data is imported into the Paychex payroll management system. Paychex takes over the payroll processing, automatically calculating the payroll based on the recorded hours, employee profiles, tax withholding information, and any applicable deductions or benefits. The system generates detailed payroll reports, including employee earnings summaries and tax filings, providing a comprehensive overview of payroll-related information. Throughout the payroll process, we prioritize accuracy and compliance with tax regulations. Paychex ensures that payroll taxes are accurately withheld and reported to the appropriate government agencies, minimizing the risk of non-compliance and potential penalties. We conduct a thorough review of the payroll data before finalizing the payroll, addressing any discrepancies or adjustments that may be necessary. This review step ensures that employees are compensated correctly and that all payroll-related information is accurate and up-to-date. Our JobDiva timesheet management systems support a variety of timekeeping templates to cater to Sourcewell Participating Entities or project requirements.

#### G. Invoice Management

The specific invoicing process will be aligned with the Sourcewell Participating Entities specifications. The critical piece with a pay cycle is that our Human Resources Management, which manages all aspects of attendance and leaves management, must have and expedite accurate data on all the employees at the client site. We have a clearly defined timesheet process that outlines the format and the approval required. Additionally, our timesheet collection process is automated, tracked, and audited. Before the weekly cut-off, our HR team can expedite any timesheets that have issues or are missing. Included below is a sample invoice for

		<p>one of our temporary staff. The monthly batch contains individual invoices for each employee with their corresponding timesheets. Tracking fields can be added as needed as our invoices are created in QuickBooks, and we can customize user-defined fields that can be included in exception reporting. Key team member Mr. Deepak (Finance Manager) will be reachable by email: ar@tryfacta.com, Contact No: +1 408-498-5528 for any invoicing issues.</p> <p>H. Risk Management</p> <p>Tryfacta is committed to implementing a comprehensive Risk Management Plan for the Staffing with Related Services and Solutions project with the Sourcewell Participating Entities. Our approach begins with a meticulous risk identification phase, engaging key stakeholders to uncover potential challenges associated with the project. This involves the creation of a centralized risk register, categorizing risks based on their nature, potential impact, and likelihood.</p> <p>Throughout the project life cycle, we recognize the importance of ongoing risk identification, conducting regular reviews, and maintaining open communication channels with the Sourcewell Participating Entities to address emerging risks. Identified risks undergo both qualitative and quantitative analysis to prioritize them effectively, guiding the development of targeted response strategies.</p> <p>Collaboration is at the core of our approach as we work closely with the Sourcewell Participating Entities to develop response strategies tailored to high-priority risks. Clear communication channels ensure that stakeholders are informed of and aligned with our risk mitigation efforts.</p> <p>Continuous monitoring and control mechanisms are integrated into our plan, utilizing regular risk reviews, performance metrics, and milestone evaluations. We acknowledge the dynamic nature of services required by Sourcewell Participating Entities and have designed the plan to be adaptable and flexible, adjusting strategies and responses as necessary to align with the evolving needs of the project. Our Risk Management Plan is not merely a tool for risk avoidance; it is an opportunity for proactive problem-solving and continuous improvement. By addressing risks head-on, we aim to identify innovative solutions that contribute positively to project outcomes, while insights gained from risk management activities drive ongoing enhancements in project processes.</p>
48	Describe your recruitment and vetting process.	<p>We follow a proven and well-documented process to source, screen, and select best-fit talent. We have a multi-level screening and vetting cycle; throughout each phase and step, we continuously evaluate candidate skills, including hard and soft skills, as well as the overall fit for the role and the Sourcewell Participating Entities. We customize each step of the vetting process to allow for the use of any specific elements, tests, or assessments as per the job position requirement. Our Step by Step recruitment and vetting process is elaborated below.</p> <p>Step I - Staffing Request Evaluation</p> <p>Our Account Manager will be available 24x7 to respond to staffing requests from the Sourcewell Participating Entities. After receiving a staffing request from the Sourcewell Participating Entities, Our Account Manager will review and evaluate personnel position requirements to identify and verify the necessary education, technical skills, and qualifications; the expected start and completion dates; and any other pertinent information necessary to complete the project needs. Any questions on requirements will be resolved with the Sourcewell Participating Entities' Point of Contact before we task our recruiters to ensure a successful recruiting effort with no unknowns or misunderstandings. All received staffing requests from the Sourcewell Participating Entities will be entered into the JobDiva application tracking System to source, screen, and place the right candidate for the Sourcewell Participating Entities.</p> <p>Step II - Sourcing the Right Candidate</p> <p>After evaluating the job request, our recruitment team uses the best suitable sourcing methods to find the right candidate. Our recruitment team is powered by skilled recruiters who understand staffing's unique and ever-evolving challenges; we recognize the crucial importance of quality, accuracy, and timeliness in an industry where every decision impacts a company's well-being. We also realize that the best and brightest professionals are not always actively looking for a new position. We have the knowledge, skills, and experience to find passive job seekers and use our nationwide contacts and resources to help find the right candidate for Sourcewell Participating Entities' needs.</p> <p>A variety of sourcing methods used by our recruitment team to find and build a pool of candidates whose skills and qualifications match those requested by the Sourcewell Participating Entities are:</p> <ul style="list-style-type: none"> <li>• Diversity Community Hiring - We are hiring racially and linguistically diverse employees from sources like Academic Diversity Search, Black Perspective, Diversity Career Fair, Diversity Expo, Diversity Search, DiversityJobFairs.com, Hispanic</li> </ul>

Outlook in Higher Ed, Hispanic Today, University Jobs, Women in Higher Education, Workplace Diversity, American Assembly of Collegiate Schools of Business, Black Data Processing Associates, the Association for Women in Computing.

- Pre-vetted Resume Database - Tryfacta has an exhaustive resume database of 5.3M+ pre-vetted candidates for various job categories mentioned in the Contract.
- Online Job Boards - Our Career Builder account is cross-indexed with several national newspapers to create print and online advertising. To augment our recruiters' capability, we have a premium account of all the popular job websites, such as CareerVitals, LinkedIn, Monster, Indeed, CareerBuilder, Glassdoor, ZipRecruiter, CareerVitals, Indeed, and others.
- Employment Posting Papers and Websites - We will advertise job positions via local employment posting papers and websites. We understand that many candidates review free employment-related websites (e.g., Craigslist) and papers found in local establishments and many support organizations, missions, and restaurants, and we post on these sources.
- Community Colleges & Universities - Many qualified personnel are trained through local community colleges and trade schools. We find that advertising and working with internal employment offices can be an excellent source of applicants looking for employment opportunities.
- Job Fairs - In addition to selected advertising in local media, Tryfacta's recruiting/management team sponsors and participates in regular job fairs, hosts recruiting open houses, saturates local markets with recruiting and referral fliers, and works closely with local job assistance agencies to ensure every possible sourcing option is pursued. Additional examples include multi-lingual job postings and diversity-based referral bonus programs.
- Social Networking Sites - As social and professional networking sites continue to gain popularity, Tryfacta's proactive recruiting strategy maximizes social networking sites such as LinkedIn, Facebook, and Twitter to connect with untapped pools of potential candidates. This medium is also successful in generating referrals. Using these mediums, we post job descriptions to Tryfacta, Inc.'s social media accounts and job-related groups.
- Employee Referrals - Employee Referrals are among our best sources of exceptional talent. These are often passive candidates who cannot be found on job boards (they have not posted their resumes or qualifications). Our referral program offers employees a cash reward for referring their friends and associates to a suitable one.
- Exceptional Support Local Public Employment Organizations - Tryfacta works with organizations that assist special needs personnel. We find hiring special-needs individuals very beneficial as they tend to be local and dependable. Therefore, we identify only those appropriate positions and work closely with them to carefully qualify these individuals before submitting them to Tryfacta.
- Tryfacta Website - We maintain a job board on our website's careers section that drives us' talent. We engage in SEO optimization and content on LinkedIn to attract web traffic. On average, we harvest over 3,000 candidates per month to our website via this medium, and the applicants are automatically fed into our Applicant Tracking System.

#### Step III - Resume Screening

At Tryfacta, Resume screening is the process of determining whether a candidate is qualified for a role based on his or her education, license, experience, and other information captured on their resume. A resume is screened based on the minimum and preferred qualifications & competencies required for a particular job role. It helps us to decide whether to move a candidate forward to the next step or reject.

#### Step IV - Telephone Screening

During our initial phone Interview of a candidate, we ask questions relative to their motivation to make a job change, education, credentials and certifications, domain experience, and references. At this stage, we verify that the provided information in the resume is correct and updated. During this phase, our recruitment team tries to identify qualified candidates by validating the information that is RDE (Required, Desired, and Essentials) for a successful placement. After a deep analysis of the requirement, the RDE information matrix is prepared to verify the essential factors – Availability, Level/Role, Education, Certifications and their validity, Past, Current, and Preferred Location, Recent Experience, Total Experience, Job responsibilities, Similar Assignments, Rate. It covers each part of a project for a successful placement. Job candidates who meet the RDE information matrix only are considered for the further testing process; the candidate who does not meet any requirement given in the RDE information matrix is dropped for further evaluation.

#### Step V - Interview & Skills Proficiency Testing

Tryfacta's recruiters have substantial experience and proven interviewing methods to qualify candidates. Our thorough screening process includes in-depth interviews with trained consultants/SMEs, technique and skills analyses, and verification of degrees.

In a formal interview, all potential candidates meet with a Tryfacta Recruiter and SMEs. The face-to-face or Skype interviews consist of candidates interviewing against specific job requirements. The interview process determines experience, expertise, and suitability for a particular job and organization. An executive summary is then generated to review the information collected from the candidate. We also utilize proprietary structured interview templates, behavioral assessments, and third-party online testing tools. As a result, Tryfacta retains many highly motivated and qualified technical professionals for the entire field scope.

Tryfacta's full-service Talent Acquisition Team (TAT) comprises

- Recruiters/Profile Sources/Coordinators (across levels & domains) with a mix of domain and sourcing backgrounds (1-7 years of experience).
- Recruitment Managers with a mix of Talent Acquisition, and domain specialization (7-12 years of experience).
- HR/Compliance Managers/Trainers with a blend of HR, Talent Acquisition, and domain specialization (7-15 years of experience).
- Program Managers with a combination of domain specialization, Account/Project Management & Service Delivery backgrounds (10-15 years of experience).
- A panel of domain-specialized screening experts.

Over the last few years, the TAT has maintained a highly effective conversion rate of 1:3 or less (Selected v/s Sourced candidates for any position).

- **Comprehensive Interview:** Our interviewing process includes a targeted, situational- and behavioral-based questionnaire, which assists in determining character and work ethics.
- **Technical Interview:** We always validate that the candidate has the skills and experience necessary for the position. Our recruiting team will dive into the candidate's expertise and deliverables and ask quick-fire questions about their skillset. Depending on the skill set and level of experience, we call upon the Screening or Subject Matter Experts to conduct a thorough interview and ask domain-specific technical questions as per job duties.
- **Skills Testing:** We use CriteriaCorp for skill testing to measure basic competencies that are typically associated with essential work activities for a particular job. Skills testing may be related to Cognitive Aptitude, Personality, Emotional Intelligence, General Job readiness skills, verbal and math comprehension, typing and data entry, basic computer literacy, Microsoft Office, and other administrative skills.

- **Behavioral Interview:** The Behavioral Interview is a pivotal step in our comprehensive interview approach at Tryfacta and it is meticulously designed to delve into a candidate's soft skills and assess their compatibility with client culture/job requirements. Before the interview, the interviewer (Tryfacta Team Member) prepares by thoroughly reviewing the candidate's resume and formulating a list of structured behavioral questions that align with the job role's soft skill requirements. The purpose and structure of the behavioral interview are clearly explained to the candidate. Using the STAR method (Situation, Task, Action, Result) is encouraged for structured responses. The interviewer poses behavioral questions tailored to the specific soft skills and traits required for the role. Active listening and note-taking ensure that the candidate's responses are evaluated effectively. Soft skills such as teamwork, adaptability, communication, problem-solving, and cultural fit are meticulously assessed. The candidate's ability to demonstrate leadership, teamwork, and effective conflict resolution is observed. After each question, the candidate's responses are rated, and evaluations are documented. Examples of some behavioral questions are given below
  - o Tell me about a time when you had to juggle several projects at the same time. How did you organize your time? What was the result?
  - o Tell me about a project that you planned. How did you organize and schedule the tasks?
  - o Describe a time when you felt stressed or overwhelmed. How did you handle it?
  - o Give an example of a time when you delegated an important task successfully.
  - o How do you determine what amount of time is reasonable for a task?
  - o Tell me about the biggest change that you have had to deal with. How did you adapt to that change?
  - o Tell me about a time when you had to adjust to a colleague's working style to complete a project or achieve your objectives.

#### Step VI - HR Round of Screening

This round of screening helps to understand whether the candidate is committed to accepting the opportunity with the client. We ensure the following expectations are communicated to the candidate:

- Job Duties
- Compensation offered and Benefits
- Duration of the project and shift timings
- Location and travel (if any) requirements
- Work hours and any weekend or off-hours requirement

- Job Location
- Dress Code
- Training Requirements

#### Step VII - Final Screening

Once the Screening Experts and HR clear a candidate, our Recruitment Manager discusses it with the candidate before forwarding his resume to the Account Manager. The Account Manager then assesses the candidate's fitment vis-à-vis a Sourcewell Participating Entities requirement, considering the feedback (documented in prescribed formats – at all levels) he receives from the Recruiter, Recruitment Manager, and Screening Expert. Finally, a resume is presented to the Client only once the Account Manager is delighted.

#### Step VIII - Reference Check

We will conduct a thorough reference check for every candidate submitted for county consideration. We ask the candidates to provide a minimum of three (3) positive references of their previous organizations and our recruitment manager contacts the references to gather insight regarding the candidate. Each candidate's last three (3) places of employment are documented on the application, with salary range (where allowed by law), dates of occupation, and supervisors for reference check.

#### Step IX - Background Checks

We have a well-defined and documented Background Check Policy to perform a pre-employment background check. Under this policy, candidates are subjected to compulsory pre-employment background checks depending upon the client's requirements. The candidate will be notified and required to sign a consent and authorization form. We will notify Sourcewell Entities in writing regarding the result of the background check conducted for a candidate. The candidates successfully cleared the background check to join the project. Candidates can be screened pre-hire, pre-offer, pre-joining, post-offer, or post-joining. We rely on third-party vendors like Sterling, Intelius, Cleves Research USA Fact, HireRight, and Karmachek to perform background checks. The BGC [Background Check] agency customizes BGC packages for us as per our client's requirements. They offer a wide range of verification services from employment, education, criminal, and SSN validation to Drug tests and Identity checks, to name a few. The BGC process, from the time it is initiated to completion, takes around seven days (considering a basic package of 7 years of employment, highest Education, Criminal history, etc.). The timeline may differ depending on the package being set up.

It starts when the candidate submits the duly filled background verification (BGV) form and supporting documents. The BGV form also contains the self-declaration binding the candidate's employment in that organization subject to positive clearance of all the checks.

- The candidate signs the Letter of Authority, empowering Tryfacta to carry out all the relevant checks. Tryfacta gives the BGV agency the LOA to carry out the verification process.
- The coverage of every check depends on the criteria's decided when signing the contractual obligation.
- Also, all the checks to be done to the candidates are unnecessary. It varies depending on the client's requirements, the industry, the candidate's profile, the nature of the work, etc.

Initiating a BGC is very simple; we have to enter the candidate's name and email address in the Agency portal. Then, a link is automatically sent to the candidate to fill in all the information and submit it. The BGC firm also collects the candidate's authorization to initiate the BGC. The BGC firm will contact the candidate to collect any additional information/documents required for the verification throughout the process. As soon as the candidate hits "Submit" after filling in the information, we can see the progress of the BGC in real-time and keep the client updated. We get a notification every time a BGC is initiated and completed. We can download the report and share it with the client when required. All the BGC reports are uploaded to our company's internal database system and can be produced at any time needed for a future date.

A generic Background Screening package includes the following:

- Social Security Number (SSN) validation
- DMV Check
- Address history for the past seven (7) years
- Education verification
- State and Federal Criminal Record Check
- Professional License Verification
- Employment verification
- General Services Administration (GSA) Check

#### Step X - Drug Screening

Drug and alcohol screening is conducted within the parameters of any applicable federal and state laws. Tryfacta will use scientifically valid methods and procedures and test urine, hair, blood, saliva, and breath (if required). All drug screens will be performed in a SAMHSA-certified laboratory or a CAP-certified laboratory by qualified laboratory personnel. If needed, include a gas chromatography/mass spectrometry (GC/MS) confirmation test. We will provide a minimum of ten (10) panel drug tests, including the oxycodone drug test. Below is the list of minimum drug tests we will provide to the Sourcwell Participating Entities. Based on the Sourcwell Participating Entities' request, we will modify and offer any additional tests if needed.

- Amphetamine
- Methamphetamine
- Barbiturates
- Opiates such as heroin, codeine, and morphine
- Benzodiazepines
- Phencyclidine or PCP
- Cocaine
- Propoxyphene
- Methadone
- THC (marijuana)

The candidate is notified and is required to sign a consent and authorization form as to the procedures outlined in the Background and Drug Test Policy. An independent agency has mandated performing a Drug test for the candidates. The agency, after completing the checks, provides the results to Tryfacta. We notify the client in writing regarding the drug test conducted for a candidate. The candidates successfully cleared the background and drug check and joined the client.

#### Step XI - Pre-employment Health Screening

Tryfacta requires that upon hire all field employees will provide authorized documentation of their being in good physical and mental health, free from communicable disease, and the ability to perform the duties without physical limitations. Documentation of Tuberculosis screening within the past 12 months is specifically required at the time of hire and annually from the date administered thereafter. Proof of immunity status for any specific communicable disease in addition to Tuberculosis will be necessary where indicated by client or facility contractual requirements. For the Pre-Placement assessment, a candidate is required to have all the necessary documents not limited to below before joining a vacant position.

- Completed Pre-Placement Health Assessment.
- Identification proving eligibility to work in the US (I-9 form).
- License/certification for the job (if applicable).
- Education verification proofs.
- An unexpired, valid government-issued photo ID.
- Immunization and/or immune titer records.
- MMR (Measles, Mumps, Rubella).
- Hepatitis B vaccination series.
- Meningococcal (department/client specific).
- Varicella (Chickenpox) vaccination or titer.
- Tdap vaccine (Tetanus, diphtheria, adult pertussis).
- Influenza Vaccine for current influenza season.
- COVID-19 Immunization Vaccinations.
- Copies of any TB test done within the past 12 months and previous test documents.
- Other Health Check/Test reports.

#### Step XII - Onboarding & Training

Our automated onboarding processes streamline the integration of new employees into Tryfacta, leveraging technology to enhance efficiency and reduce manual efforts. Tryfacta uses the JobDiva application for the electronic onboarding of new employees. We can map system data fields to documents, create new hire paperwork on demand, and store candidate information for easy access and auditing. We can create custom checklists based on hire type, generate checklists that automatically initiate subsequent steps in the onboarding process, and program alerts, notifications, and receipts to monitor progress. Our system comes equipped with all standard onboarding paperwork, such as I-9 forms, W4 forms, immigration compliance, and more. JobDiva allows employees to access and complete required new-hire paperwork electronically. Employees can fill out forms such as I-9, W4, and other necessary documents directly within the application. The status of each document is updated in real-time, indicating whether it's pending, in progress, or completed. This ensures that employees can monitor and fulfill all necessary paperwork obligations seamlessly. We have partnered with JobDiva for our onboarding process, making it very simple for the employee to submit the forms and documents requested.

Based on the client's requirements, our HR team specifies what documents new



employees need to complete and defines onboarding. The package generally consists of:

- Offer Letter
- Employee Handbook
- Orientation & Training Presentation
- I9 Form & E-Verify
- W4 Form
- Employee Data Form
- Placeholder to upload Identification
- Additional Client Disclosures or Forms
- Benefit Details
- Self-Identification Form
- Background Check Disclosure Form to Initiate Background Check Employee

Referral Brochure

- Contact Tree

The following steps are taken during the onboarding process:

- Completing onboarding paperwork, including Offer letter, I-9, W-4, benefits, contact information form, etc.
- Verification of Educational Certificates/ License.
- Having the new hire complete non-disclosure and any other paperwork the Sourcewell Participating Entities would like the new hire to agree to and sign.
- Track all required checks [drug, medical, physical, Background]
- Our E-Verify process starts when the candidate accepts an offer of employment and completes Form I-9; Tryfacta takes the information from Form I-9 and enters it into E-Verify. E-Verify compares the information against records available to DHS and provides the employer with a case result immediately. The case result indicates whether the information entered in E-Verify matches records available to the DHS. Successfully matching records shows that the employee is authorized to work.

The following steps are included in our Orientation Process

- Review about the company, organizational chart, and services.
- Review Tryfacta's policy and procedures, including non-discrimination and sexual harassment procedures. Post new hire signs and acknowledgments.
- Review client policy and procedures such as work hours, workdays, shift timing, parking, lunch break timesheet procedures, travel procedures, communication protocol, and dress code—post new hire signs and acknowledgments.
- Review fire safety, emergency evacuation, job-related safety, and health policies.
- Review HIPAA, OSHA, and Corporate Compliance.
- Review the contact point for administrative and HR functions such as HR, timesheets, and pay stubs. We also assign an Employee Relations Executive as a single point of contact for any issues or questions.

As part of our commitment to ensuring a seamless transition into our organization, we provide a detailed employee handbook to all new hires. This handbook serves as a valuable resource, equipping our employees with the necessary information and guidance they need to succeed in their roles.

Our employee handbook at Tryfacta covers a wide range of topics to ensure that our employees are well-informed and aligned with our organizational policies and culture. It begins by introducing our company's mission, vision, and core values, helping new hires understand the overall purpose and direction of our organization. Tryfacta handbook delves into our policies and procedures, providing clear guidelines on various aspects of employment, including code of conduct, anti-discrimination policies, leave management, attendance expectations, and performance evaluation processes. By establishing these policies from the start, we foster an environment of fairness, respect, and accountability.

Training: We provide training to our staff related to client-specific dress policy, wearing ID cards and badges so that staff appears professional on duty/job. We provide basic training on communication skills, personality development, information security and confidentiality, reliability, time management, workplace behavior, punctuality, attitude management, appropriate ways to greet people, customer service, escalation, and other skills. We develop a client-specific employee handbook that includes information about the work environment, work scope, policies and procedures, rules and regulations, performance expectations, reporting, etc.

We conduct training for all of our personnel on protecting PII and fully comply with safeguarding provisions. We maintain HIPAA policies and procedures to ensure employees and affiliates keep all information concerning persons and contacts confidential. Tryfacta requires its personnel to attend mandatory confidentiality training at least annually or more frequently for positions that deal with sensitive data regularly. We have developed data privacy policies and workflows regarding confidentiality, privacy, and security. Our trainer creates PowerPoint presentations based on our client's confidentiality policies and procedures as well as government regulations. We train all new hires on our client's confidentiality policies and procedures during orientation. We also provide refresher training on an annual basis to all personnel. Confidentiality training is delivered using classrooms, conference calls, and online presentations. All our personnel sign the data privacy policy as part of their employment contracts.

		<p>A safe work environment and careful employees combine to prevent accidents and injuries. Tryfacta complies with the Occupational Safety and Health standards issued under the Occupational Safety and Health Act (OSHA). We ensure that before site assignment, all personnel assigned to this project possess all personal licenses, certifications, accreditations, and other credentials as required by OSHA and the client. At Tryfacta, each employee is expected to obey safety rules exercise caution, and follow protocols in all work activities. Our employees report all accidents, injuries, potential safety hazards, safety suggestions, and health and safety-related issues immediately to your manager. If an employee or colleague is injured, we train our employees to contact their supervisor or manager immediately and seek help from outside emergency response agencies if needed.</p>
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**Table 10: Payment Terms and Financing Options**

Line Item	Question	Response *	*
49	Describe your payment terms and accepted payment methods.	Payment Terms: Net 30 Days  Accepted Methods: ACH/EFT/Check payment	*
50	Describe any leasing or financing options available for use by educational or governmental entities.	N/A	*
51	Describe any standard transaction documents that you propose to use in connection with an awarded contract (order forms, terms and conditions, service level agreements, etc.). Upload a sample of each (as applicable) in the document upload section of your response.	No.	*
52	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	Yes, 3.0% Fee for using P-Card payment process	*

**Table 11: Pricing and Delivery**

Provide detailed pricing information in the questions that follow below. Keep in mind that reasonable price and product adjustments can be made during the term of an awarded Contract as described in the RFP, the template Contract, and the Sourcwell Price and Product Change Request Form.

Line Item	Question	Response *
53	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcwell discounted price) on all of the items that you want Sourcwell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	Tryfacta is proposing a markup on the pay rate (Cost plus a Percentage) pricing model. The markup on pay rate offers flexibility to accommodate different types of positions and varying skill levels. We have proposed our minimum to maximum hourly bill rate and a fixed markup percentage that will apply to the hourly pay rate of temporary staff. Our markup on the pay rate model offers numerous benefits, including transparency, simplicity, flexibility, predictability, and alignment of interests. It promotes competitive wages, cost control, scalability, and compliance, all of which contribute to a more effective and efficient staffing solution for Sourcwell Participating Entities.
54	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	No discount will be applicable as Tryfacta is proposing a markup on the pay rate (Cost plus a Percentage) pricing model, and we are proposing a very competitive markup. Based on our experience, we expect our markup percentage to be low compared to other vendors. This approach delivers significant cost savings for Sourcwell Participating Entities, aligning with our commitment to providing exceptional value and fostering mutually beneficial partnerships.
55	Describe any quantity or volume discounts or rebate programs that you offer.	0.5% discount for over \$10 million volume per year
56	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "nonstandard options". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.	Cost plus a Percentage
57	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	N/A
58	If freight, delivery, or shipping is an additional cost to the Sourcwell participating entity, describe in detail the complete freight, shipping, and delivery program.	N/A
59	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	N/A
60	Describe any unique distribution and/or delivery methods or options offered in your proposal.	Tryfacta is offering an onsite, offsite, hybrid resource delivery model.

**Table 12: Pricing Offered**

Line Item	The Pricing Offered in this Proposal is: *	Comments
61	c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.	Our pricing is very competitive.

**Table 13: Audit and Administrative Fee**

Line Item	Question	Response *
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<p>62</p>	<p>Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to Sourcewell. Provide sufficient detail to support your ability to report quarterly sales to Sourcewell as described in the Contract template.</p>	<p>To ensure full compliance with our contract with Sourcewell, Tryfacta will implement a comprehensive and meticulously designed self-audit process. This process will verify that Sourcewell participating entities receive the correct pricing, that all sales under the contract are accurately reported each quarter, and that the appropriate administrative fees are remitted to Sourcewell in a timely manner.</p> <p>Price Audits and Compliance:</p> <ul style="list-style-type: none"> <li>• Our self-audit process begins with pricing verification, which will be conducted before sending price to any Sourcewell participating entity for any staffing position. Our Account Manger will ensure to comply with the price mentioned in the agreement.</li> <li>• Our Finance Manager will ensure that all participating entities are billed according to the contractually agreed-upon rates before invoice generation.</li> </ul> <p>Quarterly Sales Reporting:</p> <p>Quarterly sales reporting will be streamlined through our JobDiva and QuickBooks systems, which will automatically generate detailed sales reports. These reports will undergo rigorous internal review and validation by our Finance Manager (Deepak Kanyal) to ensure accuracy and completeness before submission to Sourcewell. We will maintain meticulous records of all submitted reports to facilitate future reference and audits, ensuring transparency and accountability in our reporting process. We will ensure that reports are submitted in suitable formats as per Sourcewell's requirements.</p> <p>Remit administrative fee:</p> <p>For the remittance of administrative fees, our QuickBooks application will automate the calculation based on the reported sales figures. These calculations will be verified by our Finance Manager (Deepak kanyal) team to ensure precision. Payments will be scheduled and documented meticulously, maintaining detailed records of all administrative fee transactions, including calculation details and payment confirmations, to ensure compliance and accountability.</p> <p>Internal Audits and Overall Contract Compliance:</p> <p>For this contract, Internal compliance audits will be conducted on a monthly basis by a dedicated compliance audit team that operates independently from daily operations. These audits will review all aspects of contract compliance, including pricing, reporting, and fee remittance, ensuring that our internal processes and controls are effective. Detailed audit reports will be generated, highlighting any discrepancies or areas for improvement, and action plans will be developed and implemented to address any issues promptly.</p> <p>Dedicated Support:</p> <p>To support any discrepancies or error, we will establish a feedback loop, regularly gathering feedback from Sourcewell participating entities to identify any areas of concern or potential enhancement. Our Account Manager will be reachable on email <a href="mailto:rpf@tryfacta.com">rpf@tryfacta.com</a> for any query or concern related to Pricing and Sales Reporting. Our Finance Manager will reachable on email <a href="mailto:ar@tryfacta.com">ar@tryfacta.com</a> for any query or concern related to administrative fee.</p>
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<p>63</p>	<p>If you are awarded a contract, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the contract.</p>	<p>If Tryfacta is awarded a contract, we will implement a comprehensive set of internal metrics to measure our success and ensure we are meeting and exceeding the expectations of Sourcewell and its participating entities. These metrics will allow us to track our performance, identify areas for improvement, and demonstrate our commitment to delivering high-quality staffing services under this contract. To measure success with the contract, we have KPIs for effectively supervision as given below:</p> <ul style="list-style-type: none"> <li>o Lead Generation%: The number of new leads generated through marketing activities.</li> <li>o Conversion Rate: The percentage of leads that convert into business.</li> <li>o Acquired Sourcewell Entities – Total no of Sourcewell participating entities acquired through marketing of this contract.</li> <li>o Return on Marketing Investment: The revenue generated from marketing activities relative to the amount spent.</li> <li>o Revenue Monitoring - Compare revenue growth quarter on quarter basis.</li> <li>o Acknowledgement – Our ability to acknowledge staffing requests under this contract.</li> <li>o Interviews – No. of interviews conducted for each request from Sourcewell participating entities.</li> <li>o Delivery % - Ability to deliver the number of employees requested by Sourcewell participating entities.</li> <li>o Unfilled Order % - Orders Tryfacta was unable to fill.</li> <li>o Canceled Order % - Orders canceled by the Sourcewell Participating Entities.</li> <li>o First Day Punctuality % - Employees who arrived on time on the 1st day.</li> <li>o No Call/No Show % - Employees that did not report to work on 1st day.</li> <li>o Replacement % - Orders that required a replacement employee.</li> <li>o Replacement Success% - No of employees replaced successfully.</li> <li>o On-Time Delivery % - Placements filled by the agreed-upon start date.</li> <li>o Satisfactory Performance % - Customer satisfaction with an employee's performance.</li> <li>o Retention Rate% -The percentage of placed candidates who remain employed with the client for a specified period (e.g., six months, one year).</li> <li>o Turnover % - Ability to manage turnover and drive performance.</li> <li>o Turnover &amp; Satisfactory Performance Detail - Reasons why orders closed and the Sourcewell Participating Entities feedback on employee performance.</li> <li>o Issues/complaints % - Issues initiated by the Sourcewell Participating Entities.</li> <li>o Issues/complaints Closed% - Measure complaints and issues closed.</li> </ul>
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64	Identify a proposed administrative fee that you will pay to Sourcewell for facilitating, managing, and promoting the Sourcewell Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods. (See the RFP and template Contract for additional details.)	1%
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**Table 14A: Depth and Breadth of Offered Equipment Products and Services**

Line Item	Question	Response *
65	Provide a detailed description of the equipment, products, and services that you are offering in your proposal.	<p>Tryfacta, Inc. is a privately held corporation; it was formerly known as Systems America, Inc., Tryfacta has 28 years of experience in providing Staffing with Related Services and Solutions in the USA and Canada. We bring "Around the Clock" staffing and related services 365 days a year to our clients through creative, cost-effective, and quality staffing. We specialize in placing staff who have been thoroughly screened, credentialed, and evaluated based on government needs. We propose a wide range of staffing and related services, as elaborated below.</p> <ul style="list-style-type: none"> <li>• Temporary Staffing</li> </ul> <p>We provide temporary workforce solutions to meet short-term and long-term staffing needs such as seasonal peaks, project-based requirements, or temporary absences. Our pool of candidates is vetted through a rigorous screening process to ensure they match the job requirements and organizational culture. We have a rich database consisting of over 5.3M candidates, refined by recruitment consultants who consistently deliver the best candidates quickly. We are continuously expanding our talent database attracting new candidates through internet advertising, referrals, and search and selection. Our approach begins with a thorough consultation to understand the client's specific requirements, whether they involve seasonal peaks, project-based demands, or temporary staff absences. We employ a proactive recruitment strategy to swiftly identify and attract a pool of qualified candidates. Each candidate undergoes a rigorous screening process that evaluates their skills, experience, and cultural fit within the client's organization. This includes skills assessments, behavioral interviews, reference checks and background &amp; drug checks to ensure alignment with the job role and organizational values. Throughout the engagement, Tryfacta maintains a commitment to compliance with all applicable employment laws and regulations, handling payroll, benefits administration, and other employment-related tasks seamlessly. Our service not only offers flexibility in staffing levels and duration but also provides clients with cost-effective solutions by eliminating the need for long-term commitments. We prioritize client satisfaction through open communication channels, proactive support, and the ability to quickly adapt to evolving staffing needs. We are offering all the required services below:</p> <ul style="list-style-type: none"> <li>Professional Service</li> <li>Public Sector and Education Health</li> <li>Instructional and Non-Instructional Education</li> <li>Skilled trade and general labor</li> </ul> <ul style="list-style-type: none"> <li>• Contract/Temp-to-hire</li> </ul> <p>Tryfacta, offers a seamless transition for businesses seeking to convert temporary staff into permanent team members. Through this process, clients can evaluate the skills, work ethic, and cultural fit of temporary employees before extending a permanent offer, mitigating the risks associated with traditional hiring practices. Tryfacta's conversing fee model streamlines the transition by providing a straightforward mechanism for employers to seamlessly convert temporary talent into permanent staff members, ensuring continuity and efficiency within their workforce while minimizing disruptions to operations.</p> <ul style="list-style-type: none"> <li>• Recruitment Process Outsourcing or Direct Hire Services</li> </ul> <p>Tryfacta specializes in identifying and recruiting top talent for permanent positions. Our recruitment process involves comprehensive sourcing strategies, detailed candidate assessments, and personalized recruitment plans to align with the unique hiring criteria of Clients. Tryfacta's specialized approach and depth of domain expertise strongly position it to supply the most suitable candidates who fit your job requirements. This combined with our methodical industry research and extensive talent network enables us to locate not only active but also passive candidates who are not otherwise available in the job market, providing a regular supply of quality talent for future projects or temp staffing needs. We greatly understand the concept of permanent recruitment; therefore, our experienced consultants consider candidates' skills, cultural preferences, attitudes, ambitions, and a host of other factors that are</p>

vital to the process. We tailor our service to fit our client's specific requirements. We offer clients the advantage of swiftly securing qualified talent to meet their long-term staffing needs, eliminating the transition period associated with temporary or contract roles.

- Managed Service Program / Vendor Management System:

Our Managed Service Program (MSP) and Vendor Management System (VMS) services offer a robust solution for managing contingent workforce and vendor relationships. Through our MSP services, we provide end-to-end management of temporary staffing needs, ensuring optimal performance and compliance across all suppliers. Our VMS platform streamlines the procurement process, offering real-time visibility and control over the entire contingent labor lifecycle. This includes requisition management, candidate submission, timekeeping, and invoicing.

- Payroll Management/ Employer of Record (EOR) Services

We provide the capability to handle complex payroll ecosystems. With experience spanning across different industries and geographies, we bring flexibility, transparency, and insight throughout the entire payroll process. We deliver the best payroll solutions that address the complete gamut of enterprise payroll needs. We have eminent payroll experts who focus on handling regulatory changes in the highly dynamic business environment. It enables us to ensure compliance and also eliminate potential risks and exposures. We provide payroll management services encompassing maintaining documentation (onboarding), time-tracking, timesheet management, preparing salary slips as per approved timesheets, generating invoices, crediting salaries through ACH, and tax payments such as FUTA, SUTA, etc.

Tryfacta uses the Paychex application for payroll management. By leveraging Paychex's robust payroll and HR services, Tryfacta ensures that its employees are paid accurately and on time while maintaining compliance with tax regulations. With Paychex's expertise in payroll processing, tax calculations, and employee self-service portals, Tryfacta has streamlined payroll operations. Paychex offers customizable reporting tools, allowing Tryfacta to generate reports on payroll expenses, tax filings, and other HR-related data. These reports can aid in decision-making and audits. Paychex helps Tryfacta stay compliant with labor laws and regulations by providing expert guidance, tools, and resources. This ensures that Tryfacta's payroll processes align with legal requirements. We have a dedicated Payroll and Finance Team which is responsible for running timely payroll. Our weekly/bi-weekly pay schedule, coupled with direct deposit, provides temporary staff with consistent, predictable, and hassle-free payments.

66	<p>Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.</p>	<p>Tryfacta offers additional staffing positions under the mentioned staffing categories.</p> <ul style="list-style-type: none"> <li>• Professional Service</li> </ul> <p>Accounting Tech, Accountants, Auditing Clerks, Tax Examiners, Auditors, Bookkeeping, Bill and Account Collectors, File Clerks, Tellers, Accounting Managers, A/P &amp; A/R Specialists, Bookkeepers, Payroll Professionals, Budget Analysts, Cost Accountants, General Accounting, Financial Analysis, Staff Accountants, Tax Accountants, Credit &amp; Collections Specialist, Billing Specialists, Senior Auditor, Sales Tax Auditor, Lawyers, Paralegals and Legal Assistants, Title Examiners, Procurement Analyst Abstractors, Searchers. Arbitrators, Mediators, and Conciliators, Administrative Assistant, Office and Administrative Support Workers, Clerks; Bookkeeping, Payroll and Timekeeping Clerks, Financial Clerks, Data Entry, Security Services Officer, Analyst, Store Clerk, HR, Senior Security Services Officer, and Supervisor, Contracts Manager, Supply Chain Manager, Purchasing Manager, Buyer, Procurement Analyst, Compliance Analyst, Director of Operations, Chief Human Resources Officer, Chief Financial Officer, Chief Operating Officer, etc.</p> <ul style="list-style-type: none"> <li>• Public Sector and Education Health</li> </ul> <p>Registered Nurse (RN), Nurse Practitioner (NP), Licensed Practical Nurse (LPN), Clinical Nurse Specialist (CNS), Nurse Anesthetist (CRNA), Occupational Therapist, Pediatric Occupational Therapist, Occupational Health Therapist, Physician, Psychiatrist, School-Based Occupational Therapist, Speech-Language Pathologist (SLP), School-Based Speech-Language Pathologist, Bilingual Speech-Language Pathologist, Voice Specialist, Clinical Social Worker, School Social Worker, Medical Social Worker, Child and Family Social Worker, Community Social Worker, Pharmacist, Pharmacy Technician, Clinical Pharmacist, Dentist, Dental Hygienist, Pharmaceuticals, Dental Assistant, Dental Lab Technician, Medical Receptionist, Medical Assistant, Certified Nursing Assistant (CNA), Healthcare Administrator, Billing and Coding Specialist, Medical Transcriptionist.</p> <ul style="list-style-type: none"> <li>• Instructional and Non-Instructional Education</li> </ul> <p>Teacher, Librarian, Research Assistant, Mentor, Assistant Professor, Substitute Teacher, Teaching Assistant, Special Education Teacher, Teacher's Aide, Sign Language Interpreter, Educational Interpreter, Bilingual Paraprofessional, Behavior Specialist, Speech-Language Pathologist (SLP), School Psychologist, Custodian/Janitor, Head Custodian, Maintenance Worker, Groundskeeper, Custodial Supervisor, Sanitation Worker, Cafeteria Manager, Dietitian, Cafeteria Worker, School Nutrition Director, Food Service Assistant, Kitchen Staff, School Counselor, School Registrar, Human Resources Coordinator.</p> <ul style="list-style-type: none"> <li>• Skilled trade and general labor</li> </ul> <p>Electricians, Carpenters, Plumber, Power Line Technician, Insulators, Welders, Quality Control Specialists, Construction Worker, Inventory Technicians, Natural Gas Pipefitter, Mechanics, Heavy Equipment Operator, HVAC Technician, Refrigeration Technician, Field Service Technician, Maintenance Technician, Custodians, Labor, Security Guards, Fabrication Welder, Maintenance Mechanic, Groundskeeper, Traffic Specialist, Landscaper, Park Maintenance Worker, Groundskeeping Supervisor, Painter.</p>
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**Table 14B: Depth and Breadth of Offered Equipment Products and Services**

Indicate below if the listed types or classes of equipment, products, and services are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Line Item	Category or Type	Offered *	Comments
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<p>67</p>	<p>Professional services, such as accounting and finance, executive search, procurement, clerical, administrative, and legal and compliance</p>	<p><input checked="" type="radio"/> Yes  <input type="radio"/> No</p>	<p>Tryfacta can provide staff for accounting and finance, executive search, procurement, clerical, administrative, legal, and compliance. We have a pre-vetted talent pool of 1.7M candidates across the USA and Canada and a track record of 8,000+ similar placements with government departments, Counties, Cities, Education institutes, Non-profit organizations, and commercial clients. We have served various clients with similar staffing positions, such as State of New York, State of West Virginia, State of Florida, State of Arizona, State of Oregon, Clark County, Travis County, Manatee County, County of Alameda, San Bernardino County, County of San Diego, County of Sacramento, New Castle County, City of Sunnyvale, City of Glendale, City of Milpitas, City of Stockton, City of Culver, City of Fort Wayne, City of McAllen, City of Albuquerque, Alameda-Contra Costa Transit District, The San Francisco Bay Area Rapid Transit District (BART), Dallas-Fort Worth International Airport, Harris County Toll Road Authority, University of Arkansas at Little Rock, Broward County Public Schools, Atlanta Public School and University of Northern Iowa.</p>
<p>68</p>	<p>Public sector and education health, such as nursing, occupational therapy, speech language pathology, social work, pharmaceuticals, dental, and support roles</p>	<p><input checked="" type="radio"/> Yes  <input type="radio"/> No</p>	<p>Tryfacta is a Joint Commission-certified company for healthcare staffing, and we have provided healthcare professionals to Public sector and educational health, such as nursing, occupational therapy, speech-language pathology, social work, pharmaceuticals, dental, and support roles. Tryfacta has a track record of providing 4,200+ healthcare professionals to Public Health Departments, Healthcare Systems, Hospitals, Clinics, Private Practices, Nursing homes, Ambulatory Surgical Centers, Home Healthcare, Long-term Care Facilities, Rehabilitation Centers, Academic and Research Institutions, Correctional Facilities and Veterans Affairs (VA) Hospitals. We have a pre-vetted pool of 1.2M certified healthcare professionals across the USA and Canada to serve Sourcewell Participating Entities.</p>

<p>69</p>	<p>Instructional and non-instructional education, such as teaching, interpreting, paraprofessionals, special and alternative education, custodial, food &amp; nutrition, and education administration</p>	<p><input checked="" type="radio"/> Yes  <input type="radio"/> No</p>	<p>Tryfacta offers comprehensive staffing services for both instructional and non-instructional roles in education. We provide certified teachers, interpreters, and paraprofessionals, as well as special and alternative education experts, to support diverse learning needs. Our non-instructional staff includes custodians, food service professionals, and administrative personnel, ensuring smooth school operations. With a focus on customized staffing plans, rigorous screening, and ongoing support, Tryfacta is dedicated to meeting the unique needs of Sourcewell participating entities and enhancing the educational experience for all. Tryfacta has a track record of providing 2,500+ similar staff. We have a pre-vetted talent pool of 1M similar professionals to serve the staffing needs of Sourcewell Participating Entities. We have served various clients with similar staffing services, such as University of California Davis Health, Miami-Dade County Public Schools, Orange County Public Schools, DeKalb County School District, SUNY Upstate Medical University, Aims Community College, University of Arkansas at Little Rock, University of Northern Iowa, State University of NY, University of Arizona, St. Louis Public Schools, City Colleges of Chicago, Baltimore County Public Schools, Memphis-Shelby County Schools, Atlanta Public School, Broward County Public Schools, University of Central Florida, Central New Mexico Community College, Dallas ISD, Fort Bend ISD.</p>
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70	<p>Skilled trade and general labor, such as construction, electricians, HVAC technicians, machinists, technicians, welders, mechanics, groundskeepers, painters, custodians, security guards and traffic management</p>	<p><input checked="" type="radio"/> Yes  <input type="radio"/> No</p>	<p>Tryfacta provides a wide range of skilled trade and general labor staffing solutions to meet the diverse needs of Sourcewell participating entities. Our services include construction workers, electricians, HVAC technicians, machinists, technicians, welders, mechanics, groundskeepers, painters, custodians, security guards, and traffic management personnel. We ensure that all candidates are thoroughly screened and highly qualified, delivering reliable and skilled professionals to support various operational and maintenance requirements. With customized staffing plans and dedicated support, Tryfacta is committed to providing top-tier talent to enhance the efficiency and effectiveness of your workforce. Tryfacta has a track record of providing 4,700+ similar staff. We have a pre-vetted talent pool of 1.2M similar professionals to serve the staffing needs of Sourcewell Participating Entities. We have served various clients with similar staffing services, such as City of Sunnyvale, City of Milpitas, City of Albuquerque, City of Minneapolis, County of Los Angeles, County of Sonoma, Tarrant County, Fort Bend County, Miami-Dade County, State of New York, State of Texas, State of Connecticut, State of Louisiana, State of West Virginia, State of Missouri, Santa Clara Valley Water District, Alameda Housing Authority, Department of Public Safety, Mississippi Department of Finance and Administration, New York Power Authority and Bay Area Air Quality Management District.</p>
71	<p>Managed service program and vendor managed solutions, such as procurement, coordination, technology, and management of staffing services provided by various vendors</p>	<p><input checked="" type="radio"/> Yes  <input type="radio"/> No</p>	<p>Tryfacta provides comprehensive managed service programs (MSP) and vendor management solutions (VMS) tailored to the needs of Sourcewell participating entities. Our MSP offerings include the procurement, coordination, technology integration, and management of staffing services from multiple vendors. We streamline the entire process by centralizing the management of staffing needs, ensuring consistency, compliance, and efficiency. Our VMS platform facilitates seamless communication and coordination among various vendors, optimizing vendor performance and enhancing service delivery.</p>

72	Recruitment process outsourcing, such as sourcing, screening, and hiring candidates	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Tryfacta provides Recruitment Process Outsourcing (RPO) services designed to streamline the sourcing, screening, and hiring of candidates for Sourcewell participating entities. Our RPO solutions cover the entire recruitment lifecycle, from identifying and attracting top talent to thorough candidate evaluation and efficient onboarding. We have a resume database of 5.3M candidates, and we leverage advanced recruitment technologies and methodologies to ensure a robust talent pipeline and high-quality hires. By outsourcing the recruitment process to Tryfacta, Sourcewell entities can focus on their core operations while benefiting from our expertise, efficiency, and commitment to delivering exceptional staffing results.</p>
73	Employer of Record (EOR) services	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Tryfacta offers Employer of Record (EOR)/ Payroll Management services, providing seamless employment solutions for pre-selected candidates of Sourcewell participating entities. Tryfacta handles all employment-related responsibilities, including onboarding, payroll processing, tax withholdings, benefits administration, compliance with labor laws, and HR support. Tryfacta uses the Paychex application for payroll management. By leveraging Paychex's robust payroll and HR services, Tryfacta ensures that its employees are paid accurately and on time while maintaining compliance with tax regulations. With Paychex's expertise in payroll processing, tax calculations, and employee self-service portals, Tryfacta has streamlined payroll operations. Paychex offers customizable reporting tools, allowing Tryfacta to generate reports on payroll expenses, tax filings, and other HR-related data. These reports can aid in decision-making and audits. Paychex helps Tryfacta stay compliant with labor laws and regulations by providing expert guidance, tools, and resources. This ensures that Tryfacta's payroll processes align with legal requirements.</p> <p>We have a dedicated Payroll and Finance Team which is responsible for running timely payroll. Our weekly/bi-weekly pay schedule, coupled with direct deposit, provides temporary staff with consistent, predictable, and hassle-free payments.</p>

74	Other related services or solutions that support the staffing process	<input checked="" type="radio"/> Yes <input type="radio"/> No	Temp to Hire is a strategic staffing solution provided by Tryfacta, designed to offer Sourcewell participating entities flexibility and confidence in their hiring process. With Temp to Hire, candidates are initially engaged on a temporary basis, allowing Sourcewell participating entities to assess their performance, skills, and cultural fit before making a permanent hiring decision. This approach not only provides flexibility to adjust staffing levels according to business needs but also reduces the risk and cost associated with direct hiring. Tryfacta manages payroll, benefits, and administrative tasks during the temporary period, ensuring a smooth transition for successful candidates who are offered permanent positions. Temp to Hire is a cost-effective and efficient way for Sourcewell entities to build a talented workforce while ensuring alignment with their long-term staffing objectives.
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**Table 15: Exceptions to Terms, Conditions, or Specifications Form**

**Line Item 75. NOTICE:** To identify any exception, or to request any modification, to Sourcewell standard Contract terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Contract Template provided in the “Bid Documents” section. Proposer must upload the redline in the “Requested Exceptions” upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcewell and will not automatically be included in the Contract.

Do you have exceptions or modifications to propose?	Acknowledgement *
	<input type="radio"/> Yes <input checked="" type="radio"/> No

**Documents**

**Ensure your submission document(s) conforms to the following:**

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as “Marketing Plan.”

- [Pricing](#) - Pricing\_Tryfacta.pdf - Thursday June 13, 2024 13:23:21
- [Financial Strength and Stability](#) - Financial Strength and Stability\_Tryfacta.pdf - Thursday June 13, 2024 13:23:51
- [Marketing Plan/Samples](#) - Marketing Plan \_ Samples\_Tryfacta.pdf - Thursday June 13, 2024 13:24:15
- [WMBE/MBE/SBE or Related Certificates](#) - Diversity Certificates\_Tryfacta\_.pdf - Thursday June 13, 2024 13:24:52
- Warranty Information (optional)
- Requested Exceptions (optional)
- Standard Transaction Document Samples (optional)
- Upload Additional Document (optional)

## Addenda, Terms and Conditions

### PROPOSER AFFIDAVIT AND ASSURANCE OF COMPLIANCE

I certify that I am the authorized representative of the Proposer submitting the foregoing Proposal with the legal authority to bind the Proposer to this Affidavit and Assurance of Compliance:

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.
2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for contract award.
3. The Proposer, including any person assisting with the creation of this Proposal, has arrived at this Proposal independently and the Proposal has been created without colluding with any other person, company, or parties that have or will submit a proposal under this solicitation; and the Proposal has in all respects been created fairly without any fraud or dishonesty. The Proposer has not directly or indirectly entered into any agreement or arrangement with any person or business in an effort to influence any part of this solicitation or operations of a resulting contract; and the Proposer has not taken any action in restraint of free trade or competitiveness in connection with this solicitation. Additionally, if Proposer has worked with a consultant on the Proposal, the consultant (an individual or a company) has not assisted any other entity that has submitted or will submit a proposal for this solicitation.
4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest exists when a vendor has an unfair competitive advantage or the vendor's objectivity in performing the contract is, or might be, impaired.
5. The contents of the Proposal have not been communicated by the Proposer or its employees or agents to any person not an employee or legally authorized agent of the Proposer and will not be communicated to any such persons prior to Due Date of this solicitation.
6. If awarded a contract, the Proposer will provide to Sourcewell Participating Entities the equipment, products, and services in accordance with the terms, conditions, and scope of a resulting contract.
7. The Proposer possesses, or will possess before delivering any equipment, products, or services, all applicable licenses or certifications necessary to deliver such equipment, products, or services under any resulting contract.
8. The Proposer agrees to deliver equipment, products, and services through valid contracts, purchase orders, or means that are acceptable to Sourcewell Members. Unless otherwise agreed to, the Proposer must provide only new and first-quality products and related services to Sourcewell Members under an awarded Contract.
9. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
10. The Proposer understands that Sourcewell will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Minnesota Statutes Section 13.591, subdivision 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals become public data. Minnesota Statutes Section 13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Minnesota's Data Practices Act.
11. Proposer its employees, agents, and subcontractors are not:
  1. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>;
  2. Included on the government-wide exclusions lists in the United States System for Award Management found at: <https://sam.gov/SAM/>; or
  3. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated

by the State of Minnesota; the United States federal government or the Canadian government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - Arman Dhar, Account Manager, Tryfacta Inc.

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the obligations contemplated in the solicitation proposal.

Yes  No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.

Check the box in the column "I have reviewed this addendum" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
<b>Addendum_12_Staffing_Related_Services_Solutions_RFP_061324</b> Thu June 6 2024 02:31 PM	<input checked="" type="checkbox"/>	11
<b>Addendum_11_Staffing_Related_Services_Solutions_RFP_061324</b> Tue June 4 2024 07:49 PM	<input checked="" type="checkbox"/>	2
<b>Addendum_10_Staffing_Related_Services_Solutions_RFP_061324</b> Thu May 30 2024 02:00 PM	<input checked="" type="checkbox"/>	1
<b>Addendum_9_Staffing_Related_Services_Solutions_RFP_061324</b> Wed May 29 2024 04:12 PM	<input checked="" type="checkbox"/>	1
<b>Addendum_8_Staffing_Related_Services_Solutions_RFP_061324</b> Fri May 24 2024 02:56 PM	<input checked="" type="checkbox"/>	4
<b>Addendum_7_Staffing_Related_Services_Solutions_RFP_061324</b> Mon May 20 2024 06:26 PM	<input checked="" type="checkbox"/>	10
<b>Addendum_6_Staffing_Related_Services_Solutions_RFP_061324</b> Fri May 10 2024 03:25 PM	<input checked="" type="checkbox"/>	1
<b>Addendum_5_Staffing_Related_Services_Solutions_RFP_061324</b> Wed May 8 2024 04:17 PM	<input checked="" type="checkbox"/>	5
<b>Addendum_4_Staffing_Related_Services_Solutions_RFP_061324</b> Tue May 7 2024 02:33 PM	<input checked="" type="checkbox"/>	2
<b>Addendum_3_Staffing_Related_Services_Solutions_RFP_061324</b> Thu May 2 2024 04:45 PM	<input checked="" type="checkbox"/>	4
<b>Addendum_2_Staffing_Related_Services_Solutions_RFP_061324</b> Tue April 30 2024 04:26 PM	<input checked="" type="checkbox"/>	2
<b>Addendum_1_Staffing_Related_Services_Solutions_RFP_061324</b> Mon April 29 2024 03:31 PM	<input checked="" type="checkbox"/>	3