

PROFESSIONAL CONSULTANT SERVICES AGREEMENT

ABACUS SERVICE CORPORATION

Temporary Agency Employee Services (RFP No. 2277)

THIS PROFESSIONAL CONSULTANT SERVICES AGREEMENT ("Agreement") is made and entered into this 15th day of MAY, 2024 ("Effective Date"), by and between the CITY OF RIVERSIDE, a California charter city and municipal corporation ("City"), and ABACUS SERVICE CORPORATION, a Michigan corporation authorized to do business in California ("Consultant").

1. **Scope of Services.** City agrees to retain and does hereby retain Consultant and Consultant agrees to provide the services more particularly described in Exhibit "A," "Scope of Services" ("Services"), attached hereto and incorporated herein by reference, in conjunction with Temporary Agency Employee Services (RFP No. 2277) ("Project").

2. **Term.** This Agreement shall be effective July 1, 2024, through June 30, 2027, but may be extended for two (2) additional two (2)-year terms, not to exceed seven (7) years, unless otherwise terminated pursuant to the provisions herein.

3. **Compensation/Payment.** Consultant shall perform the Services under this Agreement in accordance with the terms set forth in Exhibit "B," payable in accordance with the terms set forth in Exhibit "B." Said payment shall be made in accordance with City's usual accounting procedures upon receipt and approval of an itemized invoice setting forth the services performed. The invoices shall be delivered to City at the address set forth in Section 4 hereof.

4. **Notices.** Any notices required to be given, hereunder shall be in writing and shall be personally served or given by mail. Any notice given by mail shall be deemed given when deposited in the United States Mail, certified and postage prepaid, addressed to the party to be served as follows:

To City

Human Resources Department
City of Riverside
Attn: Maggie Tanner
3900 Main Street
Riverside, CA 92522

To Consultant

Abacus Service Corporation
Attn: Caitlin Clark, Operations Manager
25925 Telegraph Road
Suite 110
Southfield, MI 48033

5. **Prevailing Wage.** If applicable, Consultant and all subcontractors are required to pay the general prevailing wage rates of per diem wages and overtime and holiday wages determined by the Director of the Department of Industrial Relations under Section 1720 et seq. of the California Labor Code and implemented by Resolution No. 13346 of the City Council of the City of Riverside. The Director's determination is available on-line at

www.dir.ca.gov/dlsr/DPreWageDetermination.htm and is referred to and made a part hereof; the wage rates therein ascertained, determined, and specified are referred to and made a part hereof as though fully set forth herein.

6. **Contract Administration.** A designee of the City will be appointed in writing by the City Manager or Department Director to administer this Agreement on behalf of City and shall be referred to herein as Contract Administrator.

7. **Standard of Performance.** While performing the Services, Consultant shall exercise the reasonable professional care and skill customarily exercised by reputable members of Consultant's profession practicing in the Metropolitan Southern California Area and shall use reasonable diligence and best judgment while exercising its professional skill and expertise.

8. **Personnel.** Consultant shall furnish all personnel necessary to perform the Services and shall be responsible for their performance and compensation. Consultant recognizes that the qualifications and experience of the personnel to be used are vital to professional and timely completion of the Services. The key personnel listed in Exhibit "C" attached hereto and incorporated herein by this reference and assigned to perform portions of the Services shall remain assigned through completion of the Services, unless otherwise mutually agreed by the parties in writing, or caused by hardship or resignation in which case substitutes shall be subject to City approval.

9. **Assignment and Subcontracting.** Neither party shall assign any right, interest, or obligation in or under this Agreement to any other entity without prior written consent of the other party. In any event, no assignment shall be made unless the assignee expressly assumes the obligations of assignor under this Agreement, in a writing satisfactory to the parties. Consultant acknowledges that any assignment may, at the City's sole discretion, require City Manager and/or City Council approval. Consultant shall not subcontract any portion of the work required by this Agreement without prior written approval by the responsible City Contract Administrator. Subcontracts, if any, shall contain a provision making them subject to all provisions stipulated in this Agreement, including without limitation, the insurance obligations set forth in Section 12. The Consultant acknowledges and agrees that the City is an intended beneficiary of any work performed by any subcontractor for purposes of establishing a duty of care between any subcontractor and the City.

10. **Independent Contractor.** In the performance of this Agreement, Consultant, and Consultant's employees, subcontractors and agents, shall act in an independent capacity as independent contractors, and not as officers or employees of the City of Riverside. Consultant acknowledges and agrees that the City has no obligation to pay or withhold state or federal taxes or to provide workers' compensation or unemployment insurance to Consultant, or to Consultant's employees, subcontractors and agents. Consultant, as an independent contractor, shall be responsible for any and all taxes that apply to Consultant as an employer.

11. Indemnification.

11.1 Design Professional Defined. For purposes of this Agreement, "Design Professional" includes the following:

- A. An individual licensed as an architect pursuant to Chapter 3 (commencing with Section 5500) of Division 3 of the Business and Professions Code, and a business entity offering architectural services in accordance with that chapter.
- B. An individual licensed as a landscape architect pursuant to Chapter 3.5 (commencing with Section 5615) of Division 3 of the Business and Professions Code, and a business entity offering landscape architectural services in accordance with that chapter.
- C. An individual registered as a professional engineer pursuant to Chapter 7 (commencing with Section 6700) of Division 3 of the Business and Professions Code, and a business entity offering professional engineering services in accordance with that chapter.
- D. An individual licensed as a professional land surveyor pursuant to Chapter 15 (commencing with Section 8700) of Division 3 of the Business and Professions Code, and a business entity offering professional land surveying services in accordance with that chapter.

11.2 Defense Obligation For Design Professional Liability. Consultant agrees, at its cost and expense, to promptly defend the City, and the City's employees, officers, managers, agents and council members (collectively the "Parties to be Defended") from and against any and all claims, allegations, lawsuits, arbitration proceedings, administrative proceedings, regulatory proceedings, or other legal proceedings to the extent the same arise out of, pertain to, or relate to the negligence, recklessness or willful misconduct of Consultant, or anyone employed by or working under the Consultant or for services rendered to the Consultant in the performance of the Agreement, notwithstanding that the City may have benefited from its work or services and whether or not caused in part by the negligence of an Indemnified Party. Consultant agrees to provide this defense immediately upon written notice from the City, and with well qualified, adequately insured and experienced legal counsel acceptable to City. Consultant will reimburse City for reasonable defense costs for claims arising out of Consultant's professional negligence based on the percentage of Consultant's liability. This obligation to defend as set forth herein is binding on the successors, assigns and heirs of Consultant and shall survive the termination of Consultant's Services under this Agreement.

11.3 Indemnity For Design Professional Liability. When the law establishes a professional standard of care for Consultant's services, to the fullest extent permitted by law, Consultant shall indemnify, protect and hold harmless the City and the City's employees, officers, managers, agents, and Council Members ("Indemnified Parties") from and against any and all claim for damage, charge, lawsuit, action, judicial, administrative, regulatory or arbitration proceeding, damage, cost, expense (including counsel and expert fees), judgment, civil fines and penalties, liabilities or losses of any kind or nature whatsoever to the extent the same arise out of,

pertain to, or relate to the negligence, recklessness or willful misconduct of Consultant, or anyone employed by or working under the Consultant or for services rendered to the Consultant in the performance of the Agreement, notwithstanding that the City may have benefited from its work or services and whether or not caused in part by the negligence of an Indemnified Party.

11.4 Defense Obligation For Other Than Design Professional Liability.

Consultant agrees, at its cost and expense, to promptly defend the City, and the City's employees, officers, managers, agents and council members (collectively the "Parties to be Defended") from and against any and all claims, allegations, lawsuits, arbitration proceedings, administrative proceedings, regulatory proceedings, or other legal proceedings which arise out of, or relate to, or are in any way connected with: 1) the Services, work, activities, operations, or duties of the Consultant, or of anyone employed by or working under the Consultant, or 2) any breach of the Agreement by the Consultant. This duty to defend shall apply whether or not such claims, allegations, lawsuits or proceedings have merit or are meritless, or which involve claims or allegations that any or all of the Parties to be Defended were actively, passively, or concurrently negligent, or which otherwise assert that the Parties to be Defended are responsible, in whole or in part, for any loss, damage or injury. Consultant agrees to provide this defense immediately upon written notice from the City, and with well qualified, adequately insured and experienced legal counsel acceptable to City. This obligation to defend as set forth herein is binding on the successors, assigns and heirs of Consultant and shall survive the termination of Consultant's Services under this Agreement.

11.5 Indemnity For Other Than Design Professional Liability. Except as to the sole negligence or willful misconduct of the City, Consultant agrees to indemnify, protect and hold harmless the Indemnified Parties from and against any claim for damage, charge, lawsuit, action, judicial, administrative, regulatory or arbitration proceeding, damage, cost, expense (including counsel and expert fees), judgment, civil fine and penalties, liabilities or losses of any kind or nature whatsoever whether actual, threatened or alleged, which arise out of, pertain to, or relate to, or are a consequence of, or are attributable to, or are in any manner connected with the performance of the Services, work, activities, operations or duties of the Consultant, or anyone employed by or working under the Consultant or for services rendered to Consultant in the performance of this Agreement, notwithstanding that the City may have benefited from its work or services. This indemnification provision shall apply to any acts, omissions, negligence, recklessness, or willful misconduct, whether active or passive, on the part of the Consultant or anyone employed or working under the Consultant.

12. Insurance.

12.1 General Provisions. Prior to the City's execution of this Agreement, Consultant shall provide satisfactory evidence of, and shall thereafter maintain during the term of this Agreement, such insurance policies and coverages in the types, limits, forms and ratings required herein. The rating and required insurance policies and coverages may be modified in writing by the City's Risk Manager or City Attorney, or a designee, unless such modification is prohibited by law.

12.1.1 **Limitations.** These minimum amounts of coverage shall not constitute any limitation or cap on Consultant's indemnification obligations under Section 11 hereof.

12.1.2 **Ratings.** Any insurance policy or coverage provided by Consultant or subcontractors as required by this Agreement shall be deemed inadequate and a material breach of this Agreement, unless such policy or coverage is issued by insurance companies authorized to transact insurance business in the State of California with a policy holder's rating of A or higher and a Financial Class of VII or higher.

12.1.3 **Cancellation.** The policies shall not be canceled unless thirty (30) days' prior written notification of intended cancellation has been given to City by certified or registered mail, postage prepaid.

12.1.4 **Adequacy.** The City, its officers, employees and agents make no representation that the types or limits of insurance specified to be carried by Consultant pursuant to this Agreement are adequate to protect Consultant. If Consultant believes that any required insurance coverage is inadequate, Consultant will obtain such additional insurance coverage as Consultant deems adequate, at Consultant's sole expense.

12.2 **Workers' Compensation Insurance.** By executing this Agreement, Consultant certifies that Consultant is aware of and will comply with Section 3700 of the Labor Code of the State of California requiring every employer to be insured against liability for workers' compensation, or to undertake self-insurance before commencing any of the work. Consultant shall carry the insurance or provide for self-insurance required by California law to protect said Consultant from claims under the Workers' Compensation Act. Prior to City's execution of this Agreement, Consultant shall file with City either 1) a certificate of insurance showing that such insurance is in effect, or that Consultant is self-insured for such coverage, or 2) a certified statement that Consultant has no employees, and acknowledging that if Consultant does employ any person, the necessary certificate of insurance will immediately be filed with City. Any certificate filed with City shall provide that City will be given ten (10) days' prior written notice before modification or cancellation thereof.

12.3 **Commercial General Liability and Automobile Insurance.** Prior to City's execution of this Agreement, Consultant shall obtain, and shall thereafter maintain during the term of this Agreement, commercial general liability insurance and automobile liability insurance as required to insure Consultant against damages for personal injury, including accidental death, as well as from claims for property damage, which may arise from or which may concern operations by anyone directly or indirectly employed by, connected with, or acting for or on behalf of Consultant. The City, and its officers, employees and agents, shall be named as additional insureds under the Consultant's insurance policies.

12.3.1 Consultant's commercial general liability insurance policy shall cover both bodily injury (including death) and property damage (including, but not limited to, premises operations liability, products-completed operations liability, independent contractor's liability, personal injury liability, and contractual liability) in an amount not less than \$1,000,000 per occurrence and a general aggregate limit in the amount of not less than \$2,000,000.

12.3.2 Consultant's automobile liability policy shall cover both bodily injury and property damage in an amount not less than \$1,000,000 per occurrence and an aggregate limit of not less than \$1,000,000. All of Consultant's automobile and/or commercial general liability insurance policies shall cover all vehicles used in connection with Consultant's performance of this Agreement, which vehicles shall include, but are not limited to, Consultant owned vehicles, Consultant leased vehicles, Consultant's employee vehicles, non-Consultant owned vehicles and hired vehicles.

12.3.3 Prior to City's execution of this Agreement, copies of insurance policies or original certificates along with additional insured endorsements acceptable to the City evidencing the coverage required by this Agreement, for both commercial general and automobile liability insurance, shall be filed with City and shall include the City and its officers, employees and agents, as additional insureds. Said policies shall be in the usual form of commercial general and automobile liability insurance policies, but shall include the following provisions:

It is agreed that the City of Riverside, and its officers, employees and agents, are added as additional insureds under this policy, solely for work done by and on behalf of the named insured for the City of Riverside.

12.3.4 The insurance policy or policies shall also comply with the following provisions:

- a. The policy shall be endorsed to waive any right of subrogation against the City and its sub-consultants, employees, officers and agents for services performed under this Agreement.
- b. If the policy is written on a claims-made basis, the certificate should so specify and the policy must continue in force for one year after completion of the services. The retroactive date of coverage must also be listed.
- c. The policy shall specify that the insurance provided by Consultant will be considered primary and not contributory to any other insurance available to the City and Endorsement No. CG 20010413 shall be provided to the City.

12.4 **Errors and Omissions Insurance.** Prior to City's execution of this Agreement, Consultant shall obtain, and shall thereafter maintain during the term of this Agreement, errors and omissions professional liability insurance in the minimum amount of \$1,000,000 to protect the City from claims resulting from the Consultant's activities.

12.5 **Subcontractors' Insurance.** Consultant shall require all of its subcontractors to carry insurance, in an amount sufficient to cover the risk of injury, damage or loss that may be caused by the subcontractors' scope of work and activities provided in furtherance of this Agreement, including, but without limitation, the following coverages: Workers Compensation, Commercial General Liability, Errors and Omissions, and Automobile liability.

Upon City's request, Consultant shall provide City with satisfactory evidence that Subcontractors have obtained insurance policies and coverages required by this section.

13. **Business Tax.** Consultant understands that the Services performed under this Agreement constitutes doing business in the City of Riverside, and Consultant agrees that Consultant will register for and pay a business tax pursuant to Chapter 5.04 of the Riverside Municipal Code and keep such tax certificate current during the term of this Agreement.

14. **Time of Essence.** Time is of the essence for each and every provision of this Agreement.

15. **City's Right to Employ Other Consultants.** City reserves the right to employ other Consultants in connection with the Project. If the City is required to employ another consultant to complete Consultant's work, due to the failure of the Consultant to perform, or due to the breach of any of the provisions of this Agreement, the City reserves the right to seek reimbursement from Consultant.

16. **Accounting Records.** Consultant shall maintain complete and accurate records with respect to costs incurred under this Agreement. All such records shall be clearly identifiable. Consultant shall allow a representative of City during normal business hours to examine, audit, and make transcripts or copies of such records and any other documents created pursuant to this Agreement. Consultant shall allow inspection of all work, data, documents, proceedings, and activities related to the Agreement for a period of three (3) years from the date of final payment under this Agreement.

17. **Confidentiality.** All ideas, memoranda, specifications, plans, procedures, drawings, descriptions, computer program data, input record data, written information, and other materials either created by or provided to Consultant in connection with the performance of this Agreement shall be held confidential by Consultant, except as otherwise directed by City's Contract Administrator. Nothing furnished to Consultant which is otherwise known to the Consultant or is generally known, or has become known, to the related industry shall be deemed confidential. Consultant shall not use City's name or insignia, photographs of the Project, or any publicity pertaining to the Services or the Project in any magazine, trade paper, newspaper, television or radio production, website, or other similar medium without the prior written consent of the City.

18. **Ownership of Documents.** All reports, maps, drawings and other contract deliverables prepared under this Agreement by Consultant shall be and remain the property of City. Consultant shall not release to others information furnished by City without prior express written approval of City.

19. **Copyrights.** Consultant agrees that any work prepared for City which is eligible for copyright protection in the United States or elsewhere shall be a work made for hire. If any such work is deemed for any reason not to be a work made for hire, Consultant assigns all right, title and interest in the copyright in such work, and all extensions and renewals thereof, to City, and agrees to provide all assistance reasonably requested by City in the establishment, preservation and enforcement of its copyright in such work, such assistance to be provided at City's expense

but without any additional compensation to Consultant. Consultant agrees to waive all moral rights relating to the work developed or produced, including without limitation any and all rights of identification of authorship and any and all rights of approval, restriction or limitation on use or subsequent modifications.

20. **Conflict of Interest.** Consultant, for itself and on behalf of the individuals listed in Exhibit "C," represents and warrants that by the execution of this Agreement, they have no interest, present or contemplated, in the Project affected by the above-described Services. Consultant further warrants that neither Consultant, nor the individuals listed in Exhibit "C" have any real property, business interests or income interests that will be affected by this project or, alternatively, that Consultant will file with the City an affidavit disclosing any such interest.

21. **Solicitation.** Consultant warrants that Consultant has not employed or retained any person or agency to solicit or secure this Agreement, nor has it entered into any agreement or understanding for a commission, percentage, brokerage, or contingent fee to be paid to secure this Agreement. For breach of this warranty, City shall have the right to terminate this Agreement without liability and pay Consultant only for the value of work Consultant has actually performed, or, in its sole discretion, to deduct from the Agreement price or otherwise recover from Consultant the full amount of such commission, percentage, brokerage or commission fee. The remedies specified in this section shall be in addition to and not in lieu of those remedies otherwise specified in this Agreement.

22. **General Compliance With Laws.** Consultant shall keep fully informed of federal, state and local laws and ordinances and regulations which in any manner affect those employed by Consultant, or in any way affect the performance of services by Consultant pursuant to this Agreement. Consultant shall at all times observe and comply with all such laws, ordinances and regulations, and shall be solely responsible for any failure to comply with all applicable laws, ordinances and regulations. Consultant represents and warrants that Consultant has obtained all necessary licenses to perform the Scope of Services and that such licenses are in good standing. Consultant further represents and warrants that the services provided herein shall conform to all ordinances, policies and practices of the City of Riverside.

23. **Waiver.** No action or failure to act by the City shall constitute a waiver of any right or duty afforded City under this Agreement, nor shall any such action or failure to act constitute approval of or acquiescence in any breach thereunder, except as may be specifically, provided in this Agreement or as may be otherwise agreed in writing.

24. **Amendments.** This Agreement may be modified or amended only by a written agreement and/or change order executed by the Consultant and City.

25. **Termination.** City, by notifying Consultant in writing, shall have the right to terminate any or all of Consultant's services and work covered by this Agreement at any time. In the event of such termination, Consultant may submit Consultant's final written statement of the amount of Consultant's services as of the date of such termination based upon the ratio that the work completed bears to the total work required to make the report complete, subject to the City's rights under Sections 15 and 26 hereof. In ascertaining the work actually rendered through the

termination date, City shall consider completed work, work in progress and complete and incomplete reports and other documents only after delivered to City.

25.1 Other than as stated below, City shall give Consultant thirty (30) days' prior written notice prior to termination.

25.2 City may terminate this Agreement upon fifteen (15) days' written notice to Consultant, in the event:

25.2.1 Consultant substantially fails to perform or materially breaches the Agreement; or

25.2.2 City decides to abandon or postpone the Project.

26. **Offsets.** Consultant acknowledges and agrees that with respect to any business tax or penalties thereon, utility charges, invoiced fee or other debt which Consultant owes or may owe to the City, City reserves the right to withhold and offset said amounts from payments or refunds or reimbursements owed by City to Consultant. Notice of such withholding and offset, shall promptly be given to Consultant by City in writing. In the event of a dispute as to the amount owed or whether such amount is owed to the City, City will hold such disputed amount until either the appropriate appeal process has been completed or until the dispute has been resolved.

27. **Successors and Assigns.** This Agreement shall be binding upon City and its successors and assigns, and upon Consultant and its permitted successors and assigns, and shall not be assigned by Consultant, either in whole or in part, except as otherwise provided in paragraph 9 of this Agreement.

28. **Venue.** Any action at law or in equity brought by either of the parties hereto for the purpose of enforcing a right or rights provided for by this Agreement shall be tried in the Superior Court, County of Riverside, State of California, and the parties hereby waive all provisions of law providing for a change of venue in such proceedings to any other county. In the event either party hereto shall bring suit to enforce any term of this Agreement or to recover any damages for and on account of the breach of any term or condition of this Agreement, it is mutually agreed that each party will bear their own attorney's fees and costs.

29. **Nondiscrimination.** During Consultant's performance of this Agreement, Consultant shall not discriminate on the grounds of race, religious creed, color, national origin, ancestry, age, physical disability, mental disability, medical condition, including the medical condition of Acquired Immune Deficiency Syndrome (AIDS) or any condition related thereto, marital status, sex, genetic information, gender, gender identity, gender expression, or sexual orientation, military and veteran status, in the selection and retention of employees and subcontractors and the procurement of materials and equipment, except as provided in Section 12940 of the California Government Code. Further, Consultant agrees to conform to the requirements of the Americans with Disabilities Act in the performance of this Agreement.

30. **Severability.** Each provision, term, condition, covenant and/or restriction, in whole and in part, of this Agreement shall be considered severable. In the event any provision, term, condition, covenant and/or restriction, in whole and/or in part, of this Agreement is declared

invalid, unconstitutional, or void for any reason, such provision or part thereof shall be severed from this Agreement and shall not affect any other provision, term, condition, covenant and/or restriction of this Agreement, and the remainder of the Agreement shall continue in full force and effect.

31. **Authority.** The individuals executing this Agreement and the instruments referenced herein on behalf of Consultant each represent and warrant that they have the legal power, right and actual authority to bind Consultant to the terms and conditions hereof and thereof.

32. **Entire Agreement.** This Agreement constitutes the final, complete, and exclusive statement of the terms of the agreement between the parties pertaining to the subject matter of this Agreement and supersedes all prior and contemporaneous understandings or agreements of the parties. Neither party has been induced to enter into this Agreement by and neither party is relying on, any representation or warranty outside those expressly set forth in this Agreement.

33. **Digital and Counterpart Signatures.** Each party to this Agreement intends and agrees to the use of digital signatures that meet the requirements of the California Uniform Electronic Transactions Act (Civil Code §§ 1633.1, et seq.), California Government Code § 16.5, and California Code of Regulations Title 2 Division 7 Chapter 10, to execute this Agreement. The parties further agree that the digital signatures of the parties included in this Agreement are intended to authenticate this writing and to have the same force and effect as manual signatures for purposes of validity, enforceability, and admissibility. For purposes of this section, a “digital signature” is defined in subdivision (d) of Section 16.5 of the Government Code and is a type of “electronic signature” as defined in subdivision (h) of Section 1633.2 of the Civil Code. This Agreement may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each certified or authenticated electronic copy of an encrypted digital signature shall be deemed a duplicate original, constituting one and the same instrument and shall be binding on the parties hereto.

34. **Interpretation.** City and Consultant acknowledge and agree that this Agreement is the product of mutual arms-length negotiations and accordingly, the rule of construction, which provides that the ambiguities in a document shall be construed against the drafter of that document, shall have no application to the interpretation and enforcement of this Agreement.

34.1 Titles and captions are for convenience of reference only and do not define, describe or limit the scope or the intent of the Agreement or any of its terms. Reference to section numbers, are to sections in the Agreement unless expressly stated otherwise.

34.2 This Agreement shall be governed by and construed in accordance with the laws of the State of California in effect at the time of the execution of this Agreement.

34.3 In the event of a conflict between the body of this Agreement and Exhibit “A” - Scope of Services hereto, the terms contained in Exhibit “A” shall be controlling.

35. **Exhibits.** The following exhibits attached hereto are incorporated herein to this Agreement by this reference:

Exhibit "A" - Scope of Services

Exhibit "B" - Compensation

Exhibit "C" - Key Personnel

[SIGNATURES ON THE FOLLOWING PAGE]

IN WITNESS WHEREOF, City and Consultant have caused this Agreement to be duly executed the day and year first above written.

CITY OF RIVERSIDE, a California
charter city and municipal corporation

ABACUS SERVICE CORPORATION,
a Michigan corporation authorized to do business
in California

By: _____
City Manager

By: Amal K. S. S. S.
Print Name: Amal K. S. S. S.
Title: Vice President
(Signature of Board Chair, President, or
Vice President)

Attest: _____
City Clerk

and

Certified as to Availability of Funds:

By: A. Sreeram
Print Name: Sreeram Akunuri
Title: Secretary
(Signature of Secretary, Assistant Secretary,
CFO, Treasurer, or Assistant Treasurer)

By: [Signature]
to Chief Financial Officer

Approved as to Form:

By: [Signature]
Senior Deputy City Attorney

EXHIBIT "A"

SCOPE OF SERVICES

Statement of Understanding and Approach

This section must demonstrate an understanding of the Services. It should describe the general approach, organization and staffing required for the Services requested. If necessary, preliminary investigations, due diligence, and research shall be discussed in this section.

Understanding of the Services:

Abacus has the honor of supporting our clients by providing disciplined, competent, and qualified temporary employees similar in nature to that of the City. Abacus has over 18 years of experience in placing temporary employees in a variety of departments for our customers, particularly within the government agencies.

Abacus is one of the reputed organizations in the staffing services industry with core focus on accomplishing the objectives of our clients. We provide innovative solutions over the conventional methods in finding the best talent within the industries that proved to be a perfect match for our clients. Abacus currently has 75+ temporary staffing contracts with various government agencies and private customers that have strong relationships with us.

As a staffing services provider for the State and Local government agencies since 2004, Abacus has developed a deep understanding of the public business environment, the challenges public agencies face and their need for qualified personnel. Abacus has breadth and depth of experience in delivering these services with high customer satisfaction and we have been part of similar projects in scope and complexity to that of the City. Upon reviewing the RFP and understanding the City's requirements, Abacus has strategized the following solutions to meet and/or exceed your expectations.

Requirement	Proposed Solution
Has at least three (3) years of experience in the providing temporary staffing services	Abacus has 18 years of experience in providing temporary staffing services for both government and private clients, and we have worked with over 100+ clients.
Able to provide temporary employees that meets the City's prerequisites.	Abacus has a developed Standard Operating Procedure (s), which ensures that all the candidates are thoroughly vetted, screened, assessed and background checked before presenting to the City. A detailed description of our solution is given under "Abacus Staffing Methodology."
Procure a staffing firm that is financially stable.	Since our inception in 2004, Abacus has grown exponentially, and Abacus is financially stable to provide services to the City. More details about financial stability are given under "Abacus Financial Health."

Abacus Approach to the Services:

Abacus approach in providing the temporary staffing services to the City is given in the following steps:

- **Kick off Meeting:** Once the contract is executed between the Abacus and the City, a kick-off meeting will be held with the all the City's Key stakeholders, directors, commissioners, and project managers.
- **Understanding the Objectives:** Abacus has a business analysis team, which will be part of this phase. With all the inputs from the City's stakeholders followed by in-depth research, our analysts will establish the key requirements, objectives, short-term and long-term goals that align with the City's staffing needs.
- **Account Management:** Abacus will assign a dedicated Account Manager to support the City's staffing requirements. The Account Manager responsibilities include: Assisting with staffing services, supporting the relationship of the contract and work exclusively on this account. Our Account Manager will be the requirement point-of-contact for the City's Hiring Manager, and will be available via Phone, Mobile and email. In addition to the assigned Account Manager, Abacus will have a back-up Account Manager on hand for emergency situations.

- **Proactive Recruiting:** Once we have learned about the City's staffing needs and requirements through our business analysts research, our experienced and well qualified recruitment team will identify the present and future recruitment needs and does hard target search for possible potential candidates and create a pipeline, whose short-term and long-term future goals aligns with the City's objectives, corporate culture, and business environment. We maintain a pipeline of candidates divided into beginning, intermediate, and senior levels.

Abacus Staffing Methodology

Recruiting at Abacus starts with learning our client's business, aims, goals, corporate culture, and specific personnel/skill requirements. Upon acquiring this knowledge, Abacus will design a customized recruitment plan to address each one of the client company's unique needs. A kick-off meeting is set up with the client and a submission plan will be built according to the client project timeline, resource requirements, pricing requirements, and hiring process is then agreed upon.

We employ domain-centric recruitment to help our clients identifying appropriately skilled professionals. Our recruiting team has expert knowledge in the Administrative, Clerical, Finance, Customer Service, Information Technology, and Operation domains and local job markets. Abacus domain-specific recruiters conduct a hard target search and put forth the effort required to leverage the demanding combination of Client requirement and Labor Market Information (LMI). These elements, when executed with our pipeline recruiting model, empower Abacus recruiters to deliver consistently best results to its clients.

Proactive Recruiting

Along with implementing a domain-centric recruitment strategy, we combine the art of strategic and proactive recruitment with a detailed, qualifying process to help provide our clients with efficient, professional service. Through our proactive recruitment approach, we are continuously seeking the best talent within the industry to bring forth to our clients. Abacus' proactive pipeline streamlines sourcing efforts and enables us to pinpoint the most requested, in-demand skill sets in each of our markets. We have found that recruiters who become industry experts in specific skills are better able to tailor their sourcing efforts into a more concentrated pool of qualified candidates. Our recruiters then pipeline the top 20 percent of candidates into a database separated into three levels of experience: junior, intermediate, and senior. Having multiple levels of experience in our candidate pool allows us to present a robust database of pre-screened candidates who are ready to connect with client opportunities. On average, Abacus has experienced a 40% increase in productivity using this model, and we are pleased to pass this efficiency along to our clients.

Following is the list of sourcing channels used by our recruiting team:

- **Electronic Job Boards:** Leveraging our long-standing, strong relationships with major online job boards including LinkedIn, Monster, CareerBuilder, Dice, and other social media tools.
- **Existing Employee Pool:** Maintaining over 18 years of candidate placement, we can access our records for matching a range of requirements. Our candidates remain in our database often relocating to other client sites based on their performance successes.
- **Proprietary Resume Database:** Comprising of more than 1M resumes on various skills with 10000+ resumes local in the State.
- **Abacus Website:** Abacus posts positions on our website to ensure visibility for new and returning candidates.
- Soliciting referrals from current candidates and other sources.
- Reaching out to highly skilled but "passive" candidates who are open to new opportunities but are not actively searching or posting their resumes.
- Actively participating in trade associations, networking events, civic and professional groups/clubs as well as participating in and hosting job fairs.

- Leveraging targeted digital advertising platforms to reach hard-to-find candidates with unique experience and skill sets.

Screening

As part of the Abacus Standard Operating Procedure (SOP), our recruiters conduct pre-screen interviews with all candidates. These pre-screen interviews consist of both technical and professional inquiries and discussion that is relative to the candidate's previous work experience, academic credentials, and professional certifications, in addition to details related to client opportunities that may be aligned to their skills and professional expectations, preferences, and aspirations. To move forward with an applicant's candidacy, in addition to skillset alignment, the candidate must also demonstrate a commitment to accept the engagement if it is offered, and a commitment to stay on the engagement for the duration of the contract. Successful resource placements begin with targeted talent acquisition based on a well-rounded understanding of who our clients are in addition to their resource needs. Abacus considers the culture of each client organization when assessing and evaluating candidates for the best fit. From relaxed, collaborative work environments to autonomous, employee empowered departments, Abacus clients receive qualified candidates who integrate quickly into their work cultures.

The Abacus account management team works with client contingent staffing program stakeholders, hiring managers, and procurement teams to thoroughly understand the resource needs, special requirements, and performance expectations. When initially meeting with our clients, our account managers observe client work environments and employee behavior reflective of client culture.

Testing and Assessment

Abacus performs a number of different job-related testing and assessments for all new hires. Abacus performs hard skill assessments to validate each candidate's competence for the positions at the City. Our account teams have access to over 450 hard skill assessments selected based on specific job profiles.

Our clerical aptitude test specifically assesses proficiency at tasks related to clerical or administrative work, helping employers to determine which candidates have the skill level necessary for the job. The most common clerical aptitude tests include assessments of verbal reasoning, basic numeracy, error checking proficiency and situational judgement tests.

- Alphabetic Filing
- Attention to Detail
- Basic Mathematics
- Data Checking
- Grammar & Spelling
- Mathematical Word Problems
- Vocabulary
- Reading Comprehension
- Typing Speed & Accuracy

Abacus Driving test includes an animated work simulation in which candidates meet customers, colleagues, and supervisors in a job-related context. Post-test surveys indicate that majority of candidates react favorably to these simulations. The specific attributes measured include:

Cognitive Ability

- Analytical Thinking and Attention to Detail

Behavioral History

- History Survey – Performance
- History Survey – Tenure

Personality

- Adaptability
- Drive
- Integrity
- Teamwork

Emotional Intelligence

- Empathy and Emotional Self-Control

Reference Checks

Abacus talent sources complete a minimum of three (3) professional reference checks for each candidate prior to resume presentation to our clients. These references must be from current or former managers, supervisors, or team leaders to whom the candidate reported organizationally in performance of their job duties. The results of the reference checks will be available to the Client within 3 business days of request and will be recorded in the candidate's JobDiva applicant record.

BGV Screening

Abacus conducts standard, minimum background checks on all associates prior to hire. In addition, we conduct customized background checks in compliance with specific client requirements, based upon industry and individual client needs. The following standard background checks are conducted by our third-party partnered agency, and/or a client designated service provider:

- a. Social Security Number trace
- b. A criminal background check (Local, State, and National) for the past seven (7) years
- c. Valid Driver's License or equivalent permits and licenses
- d. Terrorist database
- e. Sex offender database
- f. Credit check, if required for the position
- g. Employment history verification for previous 3 employers or past 7-year period
- h. Validation of the highest academic credential achieved
- i. Any other client-designated background check parameter

Drug Testing

Drug tests are administered after the associate accepts an assignment. Abacus contracts with a third-party drug testing provider for urine drug testing services or the client's drug testing vendor, if specifically requested by the client. When requested, Abacus orders from a 5 to 10-panel urine drug screen as specified by the client. Individuals who test positive will be terminated from Abacus employment and will not be considered for future employment for a period of six (6) months.

Employee Training and Onboarding

Studies show that an investment in onboarding can result in accelerated learning rates, higher productivity, and retention – factors that all employers desire. With this understanding, all Abacus talent will undergo a thorough onboarding process prior to the start of any assignment. Our on-boarding process will outline the City's policies and procedures and further iterate your expectations. Our focus is on seamlessly integrating our talent into the City's culture and equipping them with the information, guidance, and support to become independently productive as soon as possible.

Once a candidate has been interviewed and selected by the City, the candidate begins the onboarding and orientation process. Abacus offers a number of manual and automated solutions to assist with onboarding that is customized to each of the Client engagements. On-boarding procedures for all

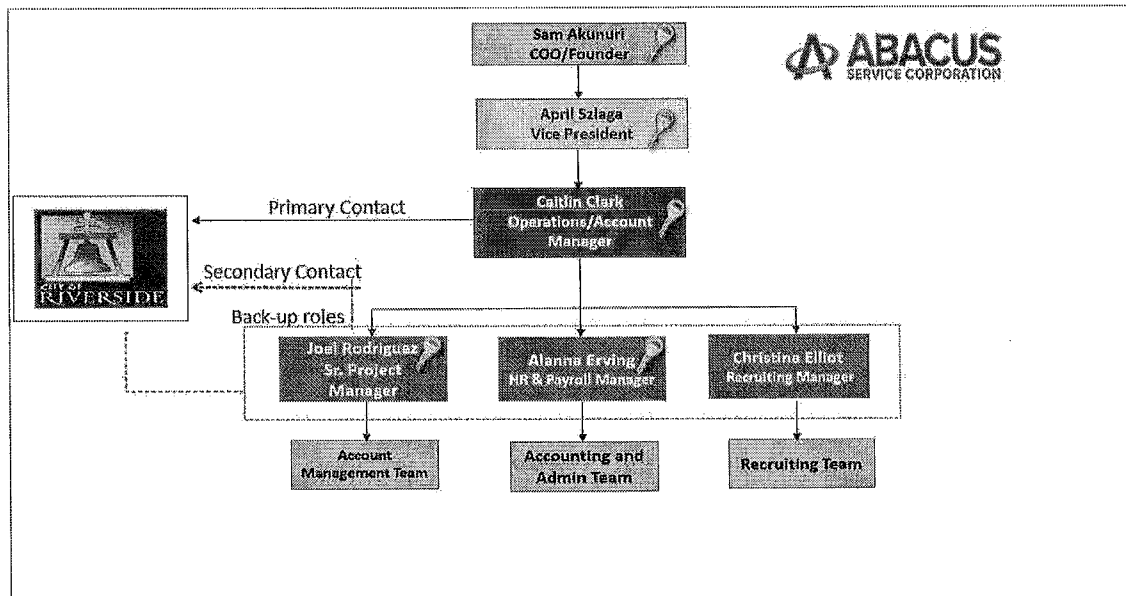
temporaries assigned to Client locations are coordinated by a dedicated single point of contact. The following is an overview of a typical orientation process which will be customized to meet the City's needs:

- Summary information about the City
- Assignment of work schedule
- Overview of key the City workplace policies (including attendance and punctuality)
- Name of department and supervisor
- Assignment information, including the function of the company and/or department
- Security policies and processes
- Appropriate attire
- Hourly pay rate
- Code of conduct
- Security requirements
- Explanation of benefits
- Lunch and breaks
- Parking
- Performance goals
- Quality expectations
- Criminal/credit check policies
- Instructions for emergencies
- Timesheet completion and payroll information
- Electronic communications policy
- Abacus office location and hours
- Review of EEO and ADA guidelines
- Workplace policies
- Safety policies and procedures
- Any applicable City's literature

Organizational Structure

Abacus proposes a team of senior account management professionals and staff, who handled complex and large contracts for us in the past. Our proposed management team consists of highly qualified and expert professionals who understand the City's staffing requirements and contract objectives. With our commitment to provide superior quality services to the City, we proposed our best resources including executive management to oversee the overall contract management including the City's contract objectives. Abacus organizational structure including lines of authority is given below.

Organizational Chart



More details about the key personnel, experience and qualifications are given under the Section "Company Personnel".

The Timeline for Vetting and Selection Process for Staff

We employ domain-centric recruitment to help our clients identifying appropriately skilled employees. Our recruiting team has expert knowledge in administrative, clerical, finance, information technology,

customer service, and technical industries and local job markets. Abacus domain-specific recruiters conduct a hard target search and put forth the effort required to leverage the demanding combination of Client requirement and Labor Market Information (LMI). These elements, when executed with our pipeline recruiting model, empower Abacus recruiters to deliver consistently best results to its clients.

Steps	Timeframe
Determine Client needs and Review position description	2-4 hours
Search candidate in pipeline	4-8 hours
Application/Resume Review	1-2 hours
Determine Interview process and participant	1 hour
Final Interview with the Client	Depends upon Client
Prepare offer letter and packet	2 hours
Onboarding and orientation	1-2 hours

Abacus Time Entry and Billing Process:

Abacus understands the importance of technology in today's world that reduces time on administrative works with easy-to-use interfaces, and we have invested in technology to provide seamless services to our clients. Abacus uses proprietary software, Job Diva, with flexible workflows and approvals for each of the employee services in terms of hours. The functions of our automated time entry system are given below.

Time Entry

Abacus utilizes an online time entry system where contractors can enter their time. The software offers the flexibility to log time, multiple projects, and tasks. The assignments can be created to track the level of details desired, and it is configurable to meet a wide variety of client-defined requirements. The approving manager has access to approve time online and run reports on time as required.

Lee Stephens - May 19-08 through May 26-08

Assignment	Time Type	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
Data Modeler	Regular Time Hours	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.00
SOX Compliance	Regular Time Hours	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.00
Total:		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0

Update Submit For Approval Add Note Close

The tool tracks and displays status throughout the timesheet (timecard) or expense processing cycle. The application has a function called "Timesheet Monitor" where selected users have access to view and administer timesheet status. The clients may be given this functionality and suppliers can view timesheets and all statuses for their employees. They can view a summary and then drill down to see additional details.

Timesheet Monitor						
Period	Open	Pending	Rejected	Suspended	Closed	Approved
Jun-01-08	117	0	0	0	0	0
May-25-08	117	0	0	0	0	0
May-18-08	0	0	0	0	0	0
May-11-08	5	0	0	0	0	0
May-04-08	5	0	0	0	0	0
Apr-27-08	0	0	0	0	0	0
Apr-20-08	3	1	0	0	0	3

Open Timesheets - May-18-08				
Person	Company	Email	Phone	As Of
Contractor, Laura	Global Staffing	laura@abacus-service.com		May-12-08 10:30 AM
Homen, Jeff	Global Staffing	jeff@abacus-service.com		May-12-08 10:30 AM
Furn, Ericson	Global Staffing	ericson@abacus-service.com		May-12-08 10:30 AM
Smith, David	Global Staffing	david@abacus-service.com		May-12-08 10:30 AM
Smith, Adam	Global Staffing	adam@abacus-service.com		May-12-08 10:30 AM

The JobDiva application offers flexible approval workflow allowing client users to approve invoices based on client-specific thresholds. Once an employee submits a timesheet, the designated managers receive a system notification alerting them that a timesheet is pending with their approval. Managers can approve or reject the timesheet. If the manager rejects the timesheet, they may add any appropriate comments detailing why the timesheet was rejected. This rejection will send a system notification to the contractor that includes any comments made by the manager, alerting them that a timesheet adjustment is necessary.

When a manager approves a timesheet and/or expense, the approval is date and time stamped. The approver is determined at "on-boarding" and the tool tracks changes to approvers.

Lee Stephens - May-08-08 through May-11-08			
Company	Person	Date	Description
Demo Company	Hiring Manager	May-27-08 09:14 AM	Approved
JIC Services	Lee Stephens	May-23-08 10:51 AM	Submitted for Approval

Abacus will accept any other City software and customize our invoicing process to meet your requirements.

If the City prefers a manual timesheet, the below sample will be used/



Abacus sample manual timesheet

<div style="text-align: center;"> WEEKLY TIMESHEET ABACUS SERVICE CORPORATION </div>															
Employee name:		Jane Doe		SSN:		012-34-567		Week starting:		2/14/2022					
Manager name:		Jane Doe						week ending:		2/20/2022					
	Monday 2/14/2022		Tuesday 2/15/2022		Wednesday 2/16/2022		Thursday 2/17/2022		Friday 2/18/2022		Saturday 2/19/2022		Sunday 2/20/2022		
Time In	5:30 AM	Total Hours	5:30 AM	Total Hours	5:30 AM	Total Hours	5:30 AM	Total Hours	5:30 AM	Total Hours		Total Hours		Total Hours	
Lunch Out	12:30 PM	7:00	12:30 PM	7:00	12:30 PM	7:00	12:30 PM	7:00	12:30 PM	7:00		0:00		0:00	
Lunch In	1:00 PM	Total Hours	1:00 PM	Total Hours	1:00 PM	Total Hours	1:00 PM	Total Hours	1:00 PM	Total Hours		Total Hours		Total Hours	
Lunch Out	2:00 PM	1:00	4:00 PM	3:00	2:30 PM	1:30	4:00 PM	3:00	3:00 PM	2:00					
Total Hours	8:00		10:00		8:50		10:00		9:00						
												Total Hours Reported	45.50		
												Total Regular Hours	40.00		
												Total Overtime Hours	5.50		
I certify that the timesheet I am submitting correctly and accurately reflects my hours worked and/or leave taken during the stated week. Understand that failure to submit this timesheet by 12:00 PM Monday will result in the ultimate payment for the time period stated.															
Employee Signature				Date				Manager Signature				Date			
Return via fax (248)281-1931 or scan and email to payroll@abacusservice.com For questions or contacts, please contact Alanna Erving at (248)522-8206															

Invoicing

Abacus issues invoices that are accurate, current, and complete for all personnel. Each invoice will have been verified for accuracy and completed with the detailed information that is necessary to process the payment. Invoices will be customized to the City's invoicing requirements. Each invoice will include a copy of the itemized time sheet for actual hours worked by each temporary worker for the period, along with the City's purchase order number issued for the position, name of the employee(s), the hourly pay rate to the temporary employee, mark-up over the pay rate, and the number of hours worked and shall be verified by the City prior to submitting the payment.

Reporting

Accurate, transparent, and timely tracking and reporting is essential for the success of the contracts. Abacus account management team provides managerial reports to the City that gives management and other stakeholders an insight into operations, early identification of risks, and alerts them about potential issues.

Abacus provides employment statistics, employees' performance reports, assignment details and provides reports on a weekly, biweekly, monthly, quarterly, and annual basis as required by the clients. We also maintain a repository of these reports and deliverables that is easily and readily available to the clients. Abacus' account management team will provide regular ad-hoc reports customized to the City's requirements. The following are the type of reports and the data we provide to the City.

Commencement Report:	Upon designating a temporary worker, Abacus will provide the following report to the City.
What it includes?	<ul style="list-style-type: none"> Name of each assigned temporary worker. Last four digits of the temporary worker's Social Security Number Current Job Classification Department Unit of the current assignment Name of Supervisor Start date of current assignment Pay Rate Bill Rate
Weekly, Biweekly, and Monthly Activity Report:	Abacus will provide the regular activity reports weekly, biweekly, and monthly to the City.



What it includes?	<ul style="list-style-type: none"> Name of each assigned temporary worker. Last four digits of the temporary worker's Social Security Number Current Job Classification Department Unit of the current assignment Name of the Supervisor Start date of current assignment Total number of regular hours and overtime hours worked by the temporary worker for the reporting period. Total number of cumulative hours worked by the temporary worker. Pay Rate Bill Rate
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All these reports will be customized according to the City's requirements. In addition to the above reports, Abacus will provide employees' performance reports with agreed upon KPI's between the Abacus and the City.

Sample Monthly Usage Report

August Usage Report				Client Name:						
				Address:						
				Phone No:						
No.	Title/Classification	Name of Employee	Department	Department Code	Hours Worked	No of Days Worked	Cumulative Days Worked	Hourly Bill Rate	Total Bill	
1	Accountant I	John Smith	Social Services	XXXX	176	22	45	\$32.50	\$5,720.00	
2	Administrative Assistant	Mary Jones	Purchasing	XXXX	176	22	62	\$36.32	\$6,392.32	
3	Accounting Technician	William Smith	Accounting	XXXX	160	20	22	\$39.56	\$6,329.60	
4	Financial Assistant	Margaret Angulo	Business Development	XXXX	136	17	75	\$35.00	\$4,760.00	
5	Receptionist	George English	Community Services	XXXX	152	19	59	\$28.00	\$4,256.00	
6	Accountant III	Thomas Curtis	General Services	XXXX	160	20	32	\$41.62	\$6,659.20	
7	Business Analyst	Catherine D'Souza	General Services	XXXX	168	19	28	\$48.00	\$8,064.00	
8	HelpDesk Technician	Charles Victor	Information Technology	XXXX	152	19	85	\$29.55	\$4,491.60	
9	Office Assistant	David King	Community Services	XXXX	176	22	68	\$36.52	\$6,427.52	
10	Business Development Specialist	Maria Elizabeth	Business Development	XXXX	168	21	21	\$36.45	\$6,123.60	
									Total Monthly Sales: \$59,223.84	

Abacus Process for Handling Unsuccessful Placements:

Abacus employs Standard Operating Procedures with stringent assessments and testing to present a passionate and engaging workforce eliminating the scope for misalignment and poorly organized employees. Our Standard Operating Procedures have built-in steps aimed at ensuring that the right candidate is submitted for each position, such as face-to-face meetings with hiring managers and customer approval of job requirements, we recognize that there are rare occasions when there are problems or misalignments with the employees. Abacus uses a proprietary applicant tracking system, which tracks the employees' performances with our previous clients.

Any temporary employee that proved unsuccessful will be marked in the ATS, we ensure that these employees are not referred to any future assignments with our clients. If an employee is not able to perform their job duties due to lack of skillsets, Abacus will provide training to improve their skillsets and performance before referring to any of our clients. Abacus will not tolerate bad behavioral issues and will not refer these employees to our clients.

Abacus will work with the City and hiring managers for analyzing the requirements and understanding the goals, objections, vision, and mission of the City. Abacus will develop a set of key-performing indicators to determine the satisfactory performance of the temporary employees in consensus with the hiring managers to include punctuality, quality of work, personal behavior, personal presentation, client survey, random checks and as agreed upon by Abacus and the City. We not only value our clients, but also give emphasis on our employees by listening and providing improvement chances to the temporary employees through various improvement programs. At any time during the assignments, the City can raise complaints against any employee regarding the work performance, failure to adhere to the City policies as well as

code of conduct to the Abacus Account Manager. We will employ following methods in dealing employee related issues:

Employee Performance Evaluation

- **Client survey:** As we say we are a company who value the client's satisfaction most, we will work collaboratively with the City to know more about the temporary worker's punctuality, quality of work, level of performance, adherence to the City policies, personal behavior with the set of predefined questions that we develop for each client.
- **One-on-one meetings:** We always stay connected with our employees. We use a two-way communication system; we hear from our temporary staff and know about the issues they face during the performance of the work.
- **Figure out the root cause:** We will analyze the issues and find the root causes for the issues the temporary workers are facing with a set of predefined questions aiming to know the root causes.
- **Coming up with the solution:** We will come up with a set of solutions to solve the issues the temporary employee is facing to include whether the candidate needs any additional training to perform his or her work, is the job right fit for the candidate's future goals, or to provide counselling if the temporary employee is going through any personal issues etc.

Abacus has two different improvement contingency plans for addressing misalignments, complaints, and problems.

Performance Improvement Plan (PIP):

For employees who do not meet the expected level of performance and need additional skills in performing their job responsibilities, we have developed a Performance Improvement Plan (PIP). We have an experienced human resource department and account management team that documents the employees' KPIs in consultation with the City. Our HR team and account management team evaluate the employee performance on agreed upon KPIs and analyze the areas where the employees need their improvement. The employees are provided with the PIP to prove their improvement in 10 days. Our training department provides the necessary training for the employees to improve their skills. The consultant is replaced if does not prove to be a best fit after PIP.

Behavior Improvement Plan (BIP):

Abacus does a rigorous and stringent background check before placing a consultant that suits the City's corporate culture and business environment. The employees subjected to BIP are required to show improvement within 7 days. As part of our BIP, our HR management will provide counseling to the employees and helps them in improving their ethical behavior and suggest any assessments and rehabilitation as required by the City to maintain its healthy corporate culture and business environment. Even after the BIP, if the consultant did not improve his behavior, the consultant will be replaced through our quality assurance program.

If it is determined that our employee is not meeting your expectations, we will take necessary steps to immediately remedy the situation. We will counsel the employee, replace the employee, or simply remove the employee from assignment. If the City does not want the employee to return, this is documented in our applicant tracking system, informing all users that the employee can no longer be assigned to future City job openings.

Replacing the Candidates at the City's Request

Temporary employees will be removed and or replaced from the City at any time if the City desires so. In case, where the temporary employee does not meet the expectations of the City and the City does not want the employee to work without an improvement chance, Abacus replaces the candidate. New candidates will be submitted to the City within 24 hours.

EXHIBIT "B"
COMPENSATION

Pricing

All proposals submitted shall have a stated dollar bid amount for providing services outlined in the Services. All proposals shall include a breakdown of all costs, including the completion of the proposed fees and markups using Exhibit D. All pricing and price adjustments shall include the following:

- a. Pricing shall remain firm for a period of 120 days.*
- b. Price adjustments, if required, may be negotiated between the successful bidder/contract holder and the City of Riverside at the time contract renewal options are to be exercised. Also, because of changing market rates for specialized technical skills, the city may from time to time change the base pay rate for a specific position, but the agency will guarantee the overhead rates listed on the proposal sheet.*

Abacus has provided our fees for the proposed services through the "Exhibit D," and we provide our conformance to the validity period of 120 days.

Exhibit D - Rates and Markup Sheet

Category of Position	Position Title	Base Range (high and low \$ per hour)		Markup (%) Not to Exceed 40% Cap	
Admin/Clerical	Office Specialist	\$ 20.00	to \$ 28.00	32	%
Admin/Clerical	Senior Office Specialist	\$ 24.00	to \$ 32.00	32	%
Admin/Clerical	Legal Secretary	\$ 24.00	to \$ 32.00	32	%
Admin/Clerical	Administrative Assistant	\$ 18.00	to \$ 24.00	32	%
Admin/Clerical	Paralegal	\$ 25.00	to \$ 32.00	32	%
Finance	Reveue Representative	\$ 24.00	to \$ 32.00	36	%
Finance	Account Clerk II	\$ 20.00	to \$ 29.00	36	%
Finance	Accountant	\$ 27.00	to \$ 40.00	36	%
Finance	Accounting Tech	\$ 24.00	to \$ 32.00	36	%
Finance	Sr. Accounting Tech	\$ 28.00	to \$ 38.00	36	%
Finance	Business Tax Rep	\$ 25.00	to \$ 38.00	36	%
Finance	Customer Service Rep	\$ 22.00	to \$ 28.00	36	%
Labor/Field/Skilled	General Service Worker	\$ 18.00	to \$ 24.00	40	%
Labor/Field/Skilled	Outreach Worker	\$ 18.00	to \$ 24.00	40	%
Labor/Field/Skilled	Custodian	\$ 18.00	to \$ 22.00	40	%
Labor/Field/Skilled	Mechanic	\$ 25.00	to \$ 29.00	40	%
Para-Professional	Project Assistant	\$ 24.00	to \$ 30.00	34	%
Para-Professional	Worker's Compensation Assistant	\$ 21.00	to \$ 27.00	34	%
Professional	Administrative Analyst	\$ 20.00	to \$ 28.00	36	%
Professional	Claims Examiner	\$ 21.00	to \$ 29.00	36	%
Professional	GIS Analyst	\$ 28.00	to \$ 42.00	36	%
Professional	Innovation & Technology Analyst	\$ 38.00	to \$ 65.00	36	%
Professional	Project Manager	\$ 60.00	to \$ 85.00	36	%
Technical	Technical Writer	\$ 35.00	to \$ 49.00	36	%
Technical	Database Developer	\$ 50.00	to \$ 75.00	36	%
Technical	Video Technician	\$ 28.00	to \$ 42.00	36	%
Technical	Graphics Technician	\$ 27.00	to \$ 38.00	36	%

Technical	Innovation & Technology Technician	\$ 30.00	to \$ 42.00	36	%
Technical	Engineering Aide	\$ 28.00	to \$ 48.00	36	%
Technical	Engineering Technician	\$ 28.00	to \$ 48.00	36	%
Technical	Planning Technician	\$ 25.00	to \$ 38.00	36	%
Technical	Associate Planner	\$ 30.00	to \$ 45.00	36	%
Technical	Assistant Planner	\$ 27.00	to \$ 45.00	36	%

EXHIBIT "C"

KEY PERSONNEL

Company Personnel

This section shall contain names, contact numbers and description of experience, including licenses and/or certifications, of all key personnel who would be assigned to perform the Services. Members of the Company's professional team (managers, contact person, etc.) should be identified by name and title and should include contact phone numbers.

Key Personnel:

Abacus proposes a structured account management team that consists of a single point of contact, executive sponsorship, experienced recruiting manager, and qualified recruiting staff to find the best talent for the City. Our key staff on the City's contract include:

Key Personnel Name	Title	Contact Number
Sam Akunuri	Chief Operating Officer/Founder	(408) 663-6808
April Szlaga	Vice President	(248) 522-8005
Caitlin Clark	Primary Account Manager	(248) 876-0761
Joel Rodriguez	Secondary Account Manager	(305) 602-3097
Alanna Erving	HR/Payroll Manager	(248) 522-8206
Christina Elliott	Recruiting Manager	(817) 205-1009

Key Personnel Qualifications and Experience

With over 18 years of experience in providing temporary staffing services, Abacus proposed key personnel provided exceptional services as a team to many of our clients similar in nature to that of the City. Our proposed team has 75+ years of combined experience working with government agencies strategizing the best solutions for their temporary staffing needs. A summary of the experience and qualifications of our key personnel is given below.

Key Personnel	Experience and Qualifications
Sam Akunuri, Chief Operating Officer/Founder	<p>With over 25+ years of experience in the staffing industry, Sam is the Founder and COO of Abacus. He handles overall the management and supervision of all company activities including customer engagement and ensures that all project goals are met in accordance with laid objectives. He holds a master's degree in science and will be the highest point of contact for any escalation that may arise in between the City and Abacus. He provides executive sponsorship to most of the clients that partnered with us.</p> <ul style="list-style-type: none"> • Collaborates with the management in setting / driving organizational vision and operational strategy. • Translates strategy into actionable goals for performance and growth helping to implement organization wide goal setting, performance management, and annual operating planning. • Oversees company operations and employee productivity, building a highly inclusive culture ensuring team members thrive and organizational outcomes are met. • Drives the company to achieve and surpass sales, profitability, cash flow and business goals and objectives. • Handles business functions such as IT, HR, Finance, and Marketing, etc.
April Szlaga, Vice President	<p>April has 20+ years of experience in contract management tasks such as program management, leadership, communication, and support and responsible for scheduling, risks, cost monitoring, quality control and assurance. She has been working with Abacus for over 14 years and has 20+ years of experience in the staffing industry. She has extensive experience in scheduling, risk, cost monitoring, communication, quality control and assurance for Federal and State</p>

	<p>contracts. April is the head of "Diversity, Equity, and Inclusion" program for Abacus.</p> <ul style="list-style-type: none"> • Oversees daily activity and productivity. • Works with the CEO and board of directors to uphold the company's policies, strategies, and goals. • Oversees agreements, client meetings, employment law, performance management, employee relations, compensation, and benefits. • Provides guidance to management teams in HR matters, directing staff, and developing, interpreting, and implementing policies and procedures. • Presents periodic performance reports and metrics to the chief executive officer and other leadership. • Provides organizational development. • Collaborates with stakeholders to achieve mutual goals. • Implements policies that reinforce diversity in the workplace. • Keeps track of diversity performance metrics.
Caitlin Clark, Primary Account Manager	<p>Caitlin is an insightful and experienced Account Management Professional with 10+ years of experience in the staffing industry. She has extensive experience in developing strong partnerships with the clients with demonstrated accountability in achieving the contract objectives. She has a deep understanding of vendor management services. She holds a degree in B.S. Journalism. Caitlin will be the primary point-of-contact for Abacus stake holders and the City for any emergency tasks and will be responsible for all program management tasks.</p> <ul style="list-style-type: none"> • Acts as a primary point of contact for any task orders and addresses client requirements. • Performs the review of the task order requirements with SMEs and other key personnel. • Collaborates with the clients and the internal team to ensure correct understanding of the client requirements. • Builds strong customer relationships including with key customer stakeholders and sponsors. • Works with Subject Matter Experts and Human Resources team in developing task order plans, schedules, and budget etc. • Coordinates with the service delivery team to ensure alignment with the customer requirements. • Administers all company systems for employees. • Manages customer expectations and ensures customer satisfaction
Joel Rodriguez, Secondary Account Manager	<p>Joel has over 10+ years of experience in Account Management. Joel will be the secondary account manager for the City. He will be the secondary point of contact for all queries, requests, and reports related to the contract and works closely with other key personnel to manage and support the contract in the absence of the primary point of contact. This includes business development, account management, customer satisfaction, and a specialization in talent acquisition for clients within the private, public, and nonprofit sectors.</p> <ul style="list-style-type: none"> • Establishes and maintains excellent working relationships with existing clients through customer relations and ongoing support, which includes traveling to client sites across the country. • Works with project management, facilitates customer kick-off meetings, client status meetings, and quarterly business reviews. • Works closely with teams to provide solutions, quotes, and statements of work. • Acts as a liaison between the City and Abacus in presenting the status reports

	<p>of the assignments/task orders.</p> <ul style="list-style-type: none"> • Works with the internal team to create forecasting reports on the City future requirements. • Works on miscellaneous projects as well as other referral activity with all clients.
Alanna Erving, HR/Payroll Manager	<p>Alanna is an experienced Payroll and Benefits Manager with 20 years of overall experience and 10 years with Abacus. She holds a degree in Master of Business Administration and has proficiency in administering all US benefits policies and taxes etc.</p> <ul style="list-style-type: none"> • Provides Human Resources administration support to the clients. • Maintains the payrolling, auditing, taxation reports of the contracts. • Oversees the benefits of the temporary employees assigned to the clients. • Oversees the work permits of the employees.
Christina Elliott, Recruiting Manager	<p>Christina has extensive experience, abilities, and capabilities in the field of Human Resource Management. She was responsible for all staffing requirements of the clients. She has over 10+ years of experience in the staffing industry managing Federal, State and Local government clients.</p> <ul style="list-style-type: none"> • Supervises and provides guidance to the human resources recruitment team. • Works with the clients in defining clear job descriptions for ensuring qualified consultants are assembled for the projects. • Designs new and improved recruiting strategies. • Performs supervision on the employees. • Collaborates with the client managers in understanding the future recruitment needs. • Oversee the performance of the recruitment teams and provide training on improvement techniques. • Supports the recruiters in identifying temporary employees with unique skillsets.

Resumes of our "Key Personnel" are provided below.

Sam Akunuri – Founder/COO

Education	University of Florida - Gainesville, FL - Master of Science (M.S.) in Engineering Indian Institute of Technology - Madras, India -Bachelor of Technology (BTech)
Professional Experience:	
Abacus Service Corporation President and COO	11/2004 – Present
<ul style="list-style-type: none"> • Handle day-to-day operations. • Collaborate with the management in setting / driving organizational vision and operational strategy. • Translate strategy into actionable goals for performance and growth helping to implement organization-wide goal setting, performance management, and annual operating planning. • Oversee company operations and employee productivity, building a highly inclusive culture ensuring team members thrive and organizational outcomes are met. • Responsible for driving the company to achieve and surpass sales, profitability, cash flow and business goals and objectives. • Responsible for handling business functions such as Recruiting, IT, HR, Finance, Marketing, etc. 	
Acro Service Corporation 11/2004 Director	12/2001 –
<ul style="list-style-type: none"> • Promoted to Acro's XRM Solutions group, a staffing vendor management system. • Marketed and sold XRM System and Services to new clients. • Maintained existing XRM clients; ensure client satisfaction. • Designed, developed, tested, and implemented XRM Systems and Services. 	
Acro Service Corporation 12/2001 Operations Manager	01/2000 –
<ul style="list-style-type: none"> • Promoted to the position of Operations Manager in charge of Acro's mid-west regional offices. • Responsible for strategic planning, corporate planning, quality, customer satisfaction, project management, sales, and profitability. • Improve operational management systems, processes, and best practices. 	
Acro Service Corporation 12/1999 Account Manager	01/1997 –
<ul style="list-style-type: none"> • Promoted in 1997 and handle some of our biggest accounts, including General Motors, Ford, Visteon and Unisys Corporation. Sam have consistently exceeded sales goals and handle annual sales of approximately nine million dollars. • Handled consulting and staffing services in Mechanical, Electrical, Metallurgical, Software areas to GM, Lear and other Fortune 500 clients. • Reviewed client's requirements and prepared cost estimates of proposed services. • Took action to ensure that company exceeds customer expectations. 	
Acro Service Corporation Technical Recruiter	1995 – 1997
<ul style="list-style-type: none"> • Worked in the personnel department of a consulting and staffing corporation with 1000 employees specializing in technical consultation to Fortune 500 companies. • Conducted in depth technical interviews and hire Acro Service employees to be stationed at Ford Motor Co., General Motors Corp., Unisys Corporation, and many other major clients. • Coordinated, developed, and launched a total quality staffing solution into Lockheed Martin. • Negotiated all aspects of employee contracts with results that satisfy both the employee and the client 	



April Szlaga – Vice President

Education	Bachelor of Science Central Michigan University, Mount Pleasant, MI
Professional Experience: <div> <div> Abacus Service Corporation Vice President </div> <div>07/2018 – Present</div> </div> <ul style="list-style-type: none"> • Oversee daily activity and productivity. • Work with the CEO and board of directors to uphold the company's policies, strategies, and goals. • Oversee agreements, client meetings, employment law, performance management, employee relations, compensation, and benefits. • Oversee contractual obligations and provide executive support to the clients on any concerns with prompt and fair resolutions. • Provide guidance to management teams in HR matters, directing staff, and developing, interpreting and implementing policies and procedures. • Presents periodic performance reports and metrics to the clients, chief executive officer and other leadership; manage relationships with key clients. • Provide organizational development: collaborate with stakeholders to achieve mutual goals. <div> <div> Abacus Service Corporation Operations Director </div> <div>09/2005 – 06/2018</div> </div> <ul style="list-style-type: none"> • Maintain a rapport with clients by maintaining a high level of service. • Managing Federal, State and Local contracts. • Coordinating with Federal Contracting Officers. • Increase sales. • Work with Recruiting Manager to improve recruiting objectives. • Manage Account Managers and Manager onsite team members. • Transition Team Manager • Maintain Affirmative Action initiative. • Assist HR and ER Team in developing policies and procedures. • Corresponded with federal, state, and local government agencies. <div> <div> Acro Service Corporation Program Manager </div> <div>04/ 1999 – 09/2005</div> </div> <ul style="list-style-type: none"> • Responsible for maintaining a VMS system for several clients, XRM Systems. • Managed a group of 50 plus suppliers. • Designed and implemented XRM System. • Trained new users on VMS system. • Signed up new suppliers and worked with the legal department. <div> Recruiter </div> <ul style="list-style-type: none"> • Onsite at client location supporting 200 plus employees. • Recruited for light industrial and administrative positions. • Submitted payroll to accounting department. • Managed Workers Compensation Claims; managed Unemployment Claims 	



Caitlin Clark – Account Manager

Education	B.S. Journalism, Concentration in Public Relations - Central Michigan University at Mount Pleasant
Professional Experience: Abacus Service Corporation 12/2015 – Present National Account Manager <ul style="list-style-type: none"> • Acts as a primary point of contact for any task orders and addresses client requirements. • Performs the review of the task order requirements with SMEs and other key personnel. • Collaborates with the clients and the internal team to ensure correct understanding of the client requirements. • Builds strong customer relationships including with key customer stakeholders and sponsors. • Works with internal team in developing project plans, schedules, and budget etc. • Coordinates with the service delivery team to ensure alignment with the customer requirements. • Administers all company systems for employees. • Manages customer expectations and ensures customer satisfaction. • Works with the CTO on project strategies, plans, and implementation methodologies. • Updates the Vice President and COO on the contract statuses and special requirements. • Develops processes for task specific requirements and ensures that services meet the expected outcomes. • Ensure timely transfer of the progress reports, employment statistics, and contract reports to the executive management and the client. • Runs weekly and monthly statistics reports. 	
NSK Corporation 02/2015 – 11/2015 HR Administrator <ul style="list-style-type: none"> • Administered the Corporate policies and procedures program by updating and distributing policies in accordance with ISO 9000 standards. • Administered the Service Awards Program. • Co-chair of the Wellness and Social committee. • Duties included setting agendas and coordinating activities. • Ran Motor Vehicle and monthly statistics reports. • Compiled and maintained personnel records. • Examined employee files to answer inquiries and provide information to authorized persons. • Assimilated and maintained confidential information. • Wrote corporate communications sent to all employees. • Assisted recruiter with scheduling interviews and on boarding paperwork. • Proficient in HR V5, ADP, and BenXpress. 	
Organic, Inc. 11/2009 – 02/2015 Executive Assistant/PR Assistant <ul style="list-style-type: none"> • Supported five company executives. • Coordinated travel arrangements, calendar management, and expense reports. • Coordinated corporate and client events, including venue selection, on-site walk through, and schedule facilitation. • Coordinated and organized client meetings. • Assisted HR with New Hire Orientation. • Upheld positive relationships with internal and external clients. • Developed content for monthly, internal on-line newsletter detailing Organic, Inc. events and client news, reviews, and branding updates. • Obtained commitments from alumni regarding annual giving to the university (Top Fundraiser FY 2011). • Communicated information regarding campus enhancements, athletic, and alumni events. • Updated alumni contact information in database. 	



Joel Rodriguez -- Secondary Account Manager/Onboarding Specialist

Education	Florida International University, Miami, FL - Master of Public Administration, University of Central Florida, Orlando, FL
Professional Experience:	
Abacus Service Corporation	12/2013 – Present
Secondary Account Manager/Onboarding Specialist	
<ul style="list-style-type: none"> Responsible for the management of multiple high-profile IT, Scientific (Pharma/Biotech/Food Science) and Engineering accounts through their MSP programs. The Engineering accounts include Manufacturing, Oil and Gas, Wind, Solar, Construction, Utilities and Nuclear focused projects. Establish and maintain excellent working relationships with existing clients through customer relations and ongoing support, which includes traveling to client sites across the country. Advanced reporting to forecast client needs based off previous year's trends and strategize with Recruitment on how to proactively source for those contingent workers. Review job orders and submit candidates on an ongoing basis to provide feedback to the recruitment team and clients on current openings. Conducts full scope of activities required to deliver new employee orientation and. Ensures class objectives and learning curve performance metrics are achieved according to pre-defined plan. Works with account management team and clients to identify training needs. Assesses employee training needs and provides feedback to account management team. Responsible for keeping a new training package for employees each time a new client was brought on board. 	
Global Employment Solutions	09/2011 – 08/2013
Recruiting Manager	
<ul style="list-style-type: none"> Managed recruiting operations for the Rockville, MD and Washington DC branches, while also assisting in the management of multiple large accounts within the Public, Private and Non-Profit Sectors. Collaborated with senior management to establish recruiting goals and maintain accountability metrics. Responsible for employee tracking, retention, and advisement on all HR related issues. Contract and salary negotiation. 	
Global Employment Solutions	06/2010 – 09/2011
Assistant Account Manager	
<ul style="list-style-type: none"> Assisted with the management of multiple large accounts in the federal and nonprofit sectors. Sourced, screened, interviewed, and recommended candidates for open positions within the Administrative, HR. Finance, Research and Accounting fields Specialized in the placement of bilingual candidates for international clients. 	
The Billiard Outlet	06/2007 – 04/2009
Office Manager	
<ul style="list-style-type: none"> Managed overall warehouse operations and sales. Developed marketing/advertising plan for script and radio. Negotiated contracts with clients. Worked full-time, while also attending Graduate School full-time. 	
Staffing Now, Inc.	01/2006 – 01/2007
<ul style="list-style-type: none"> Interviewed, evaluated, and staffed job candidates based on their talents and aligned them with the best role in the company that their skill sets would allow. Their performance was subsequently monitored and managed appropriately to ensure the best overall value to the receiving client company. Gained valuable contract negotiation experience during contract modification meetings. Participated in the "cold calling" of unassigned companies to capture new business. 	



Alanna Erving – HR/Payroll and Benefits Manager

Education	Master of Business Administration - Walsh College - Troy, MI, March, 2014
Professional Experience: Abacus Service Corporation 2011 – Present HR/Payroll and Benefits Manager <ul style="list-style-type: none"> Control invoicing, application, and aging of all cash receipts. Monitor and direct all collection activities, auditing of payroll and correspondences between 38 clients across the US and Canada. Responsible for interviewing, hiring, training, and disciplining team of Payroll and Collection Analysts. Govern \$400,000 weekly payroll for contract employees and independent contractors across the United States and Canada. Directly supervise payroll, accounting and on-boarding staff of Payroll, Billing and Administrative staff. Train staff on new processes and laws. Design strategies to ensure compliance with Federal and State employment and payroll laws. Plan Administrator for all welfare benefit plans including medical, dental, vision, 401(k), STD, LTD and life. Process new hire enrolment forms, yearly open enrolment, changes to existing benefits, and COBRA. Field all employee questions related to benefits. Review and approve changes to group plans prior to open enrolment to reduce increases and maximize coverage. Design all employee handbooks pertaining to employment policies and benefits. Handle all functions of accounts payable. Direct monthly payments to over thirty vendors. Order and inventory office equipment and supplies for corporate and satellite locations. 	
Office of the Chapter 13 Trustee 2003 – 2011 Accounting Assistant <ul style="list-style-type: none"> Processed bi-weekly payroll through DM Payroll Services. Maintained flex schedules of hourly employees through software applications (Timeclock Manager and Timeclock Scheduler). Coordinated with Human Resource Manager to direct office vacations, changing schedules, and employee records. Managed accounts payable through QuickBooks software application. Directed on time payments to vendors while working with trustee and Operations Manager. Aptly answered questions posed by debtors at the end of presentation during Q and A sessions. Trained and mentored six employees over the course of two promotions. Collaborated with Operations Manager to implement a department wide procedure manual. Staff including copying, filing, and aiding receptionist in answering multi-line telephone system. Provided courteous, friendly, and professional assistance to debtors, attorneys, and creditors with general information regarding bankruptcy matters. Reviewed and sorted incoming mail and court documents distributed in office. Fielded all incoming calls on a multi-line telephone system. 	
Domestic Uniform Rental 2001 – 2003 Data Entry Clerk <ul style="list-style-type: none"> Processed and filed invoices for five of nine national laundry facilities. Handled multi-line telephone system. Sorted and distributed daily mail. Trained and supported receptionist when promoted in 2002. 	



Christina Elliot -- Recruiting Manager

Education	Bachelor of Arts in Business Administration, Human Resource Management (Double Major)
Professional Experience: Abacus Service Corporation 01/2023 – Present Recruiting Manager <ul style="list-style-type: none"> • Training the Team Leads/Recruiters on various aspects of recruiting across domains. • Service fortune 500 clients in a fast-paced VMS environment • Serve as a leader and point of contact for escalated contact resolution of a supervisory nature or complex problems. • Manage and drive staffing plans, cost analysis, schedules, quality initiatives, process change initiatives, projects and other Change initiatives as required. • Active participation in building Recruiting support team and raising the bar in hiring process. • Ensures employees growth and development, set priorities, drive motivation and engagement for employees. • Direct supervisory responsibility of a team of over 20 recruiters/non recruiters and managing associates and leads. • Monitoring real time service levels and schedule adherence, and holding the team accountable responsible for meeting and exceeding performance targets for the team • Identify the training needs and train the teams and leads accordingly. 	
Russell Tobin 11/2021 – Dec 2022 Remote 6/2022 – 12/2022 Associate Director of Client Success <ul style="list-style-type: none"> • Oversee the execution of client strategy and relationship management for securing business, retaining clients, program optimization and growing wallet share. • Prepare and present clients with detailed rate analysis and market information to ensure they have a 360-degree view of their business and latest industry trends. • Partner with MSP program teams as an end-to-end resource to provide consultation, expertise and develop strategic selling solutions capable of fulfilling Global talent objectives while creating new business opportunities. • Collaborate with recruiting leadership to develop completely customized life- cycle recruiting plans, capable of delivering best in class talent to clients. • Integrate and coordinate business strategies across global business lines to improve customer satisfaction and maximize profitability. • Develop process guides and regularly updated industry best practice highlights for key accounts that include account overview, operational workflows, talent engagement activities and standard operating procedures. • Maintain day to day contact with client program sponsors to identify new business opportunities for exclusive staffing engagement, preferred status, project SOW, and direct placement services. • Provides consistent feedback to recruiting team to ensure quality delivery to meet account objectives. • Strategically request expansion of our geographic footprint and service lines based on recruiting capability and market insight. • Conduct reverse scorecards, quarterly business reviews with support teams. 	
Morgan Stanley, Associated Bank and Webster Bank 11/2021 – 6/2022 MSP Senior Program Manager <ul style="list-style-type: none"> • Operations Management and Service delivery for 3 MSP clients. • Managed daily operations in support of contingent labor programs with over \$200M in spend. • Advised client on best practices and cross check alignment with strategic goals set by stakeholders. • Conducted weekly project governance calls with senior leadership to create a program roadmap to fulfill client goals. 	

- Created and presented program related reports and analyses to client senior leadership and system users, ensuring successful change management and program/process adaptation.
- Point of escalation for client Executives, client Managers, vendors, and internal team.
- Responsible for communication, managing and measuring supplier base goals and metrics as well as tracking and analyzing supplier performance metrics for procurement stakeholders.
- Project Management for implementations, business units utilizing the vendor management system.
- Trained, developed, and managed program team of eight, focused on providing superior customer service that supports the program service level agreements and upholds the clients HR policies and business mandates.

Kelly Services – Remote

9/2017 –

11/2021

Client Relationship Manager

- Served as lead point of contact, ensuring high quality service delivery for Global accounts.
- Developed and enhanced relationships with key client Managers, decision makers, and Executives.
- Responsible for client satisfaction and growing spend and capture rates across Kelly major clients.
- Advocated for clients internally to ensure service excellence.
- Analyzed business data to uncover client opportunities and pain points; then develop custom solutions to ensure clients satisfaction, to maximize revenue earning potential.
- Maintained positive business relationships to increase revenue opportunities through outstanding customer service.
- Developed, implemented, and managed business plans for major Global accounts to maximize market share potential, account development, and expansion.
- Reviewed weekly order activity and recommended strategies designed to increase fulfillment and to resolve complex barriers.
- Analyzed reports including, usage/spend analysis, order fulfillment, turnover, headcount reporting requests, overtime, compliance, and economic value ad hoc reporting.
- Ensured high quality program delivery, effective communication, and issue resolution to complex strategic business issues while collaborating with client to achieve Program optimization.
- Partnered with Client Management to obtain information about new business opportunities, as well as investigate and resolve complex business issues, identify program successes, share best practices, and cross sell Kelly solutions in an ongoing effort to enhance program development.
- Accountable for sales, service, and operational excellence on key client partnerships.

Geometric Results Inc - Austin, TX

11/2014 –

9/2017

On-Site MSP - Senior Consultant - Apple

- Oversaw daily operations for full procurement lifecycle within the MSP account.
- Ensured program compliance and mitigated client risk, while driving cost savings initiatives.
- Built and sustained supplier relationships focusing on diversity and operational excellence.
- Managed suppliers for rationalization and oversaw RFP requests for MSA renewals and contract negotiation.
- Responsible for vetting staffing partners and implementing National program initiatives to ensure program success.
- Created and presented custom reports to stakeholders to ensure SLA's and KPI's were achieved.
- Responsible for communicating, managing, and measuring supplier base goals and metrics presenting to clients.
- Partnered with suppliers providing real-time feedback to drive success and faster turnaround responses.
- Provided system support for training, implementation, functionality updates, and enhancement requests for VMS system.
- Maintained VMS system rate cards, job templates, supplier, and contractor accounts.
- Managed lifecycle of the hiring process for all business sectors and labor categories within the contingent

labor program.

- Oversaw P&L, headcount, budgeting, payroll, invoicing, supplier audits, and legislative compliance requirements.
- Responsible for SOWs, and Project Agreements for VOP accounts.
- Provided training, direction, guidance, and support to a team of 5.

Staff Management –Round Rock, TX

10/2012 – 12/2014

On-Site MSP - Senior Consultant- Dell

- Lead over Global MSP account, responsible for managing 5 lines of business in 5 countries.
- Oversaw vendor supplier relationships to ensure stellar performance and compliance.
- Provided real-time feedback to vendors to improve client satisfaction, tighter response times and cost savings initiatives.
- Partnered with clients to identify and manage recruiting aspects of workforce planning.
- Created and maintained ready source of candidates in recruiting pipeline and maintained SLA timelines.
- Managed recruiting process to ensure timely feedback with candidates and decision makers.
- Built custom analytical reports to stakeholders.
- P&L responsibility from budget and forecasting through analysis and results.
- Implemented new supplier scorecard criteria focusing on program optimization.