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AGREEMENT FOR
TECHNICAL RECRUITING & STAFFING
City of Glendale Solicitation No. RFP 16-42

This Agreement for Technical Recruiting & Staffing Services ("Agreement") is effective and entered into between CITY OF GLENDALE, an Arizona municipal corporation ("City"), and Professional Search Associates L.C. d.b.a. Corporate Job Bank, an Arizona corporation, (the "Contractor"), as of the 25 day of October, 2016.

RECITALS

A. City intends to undertake a project for the benefit of the public and with public funds that is more fully set forth in **Exhibit A**, pursuant to Solicitation No. RFP 16-42 (the "Project");

B. City desires to retain the services of Contractor to perform those specific duties and produce the specific work as set forth in the Project attached hereto;

C. City and Contractor desire to memorialize their agreement with this document.

AGREEMENT

In consideration of the Recitals, which are confirmed as true and correct and incorporated by this reference, the mutual promises and covenants contained in this Agreement, and other good and valuable consideration, City and Contractor agree as follows:

1. Key Personnel; Sub-contractors.

1.1 Services. Contractor will provide all services necessary to assure the Project is completed timely and efficiently consistent with Project requirements, including, but not limited to, working in close interaction and interfacing with City and its designated employees, and working closely with others, including other contractors or consultants, retained by City.

1.2 Project Team.

a. Project Manager.

(1) Contractor will designate an employee as Project Manager with sufficient training, knowledge, and experience to, in the City's option, complete the Project and handle all aspects of the Project such that the work produced by Contractor is consistent with applicable standards as detailed in this Agreement;

(2) The City must approve the designated Project Manager; and

(3) To assure the Project schedule is met, Project Manager may be required to devote no less than a specific amount of time as set out in Exhibit A.

b. Project Team.

(1) The Project Manager and all other employees assigned to the project by Contractor will comprise the "Project Team."

(2) Project Manager will have responsibility for and will supervise all other employees assigned to the Project by Contractor.

c. Discharge, Reassign, Replacement.

(1) Contractor acknowledges the Project Team is comprised of the same persons and roles for each as may have been identified in the response to the Project's solicitation.

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(2) Contractor will not discharge, reassign or replace or diminish the responsibilities of any of the employees assigned to the Project who have been approved by City without City's prior written consent unless that person leaves the employment of Contractor, in which event the substitute must first be approved in writing by City.

(3) Contractor will change any of the members of the Project Team at the City's request if an employee's performance does not equal or exceed the level of competence that the City may reasonably expect of a person performing those duties or if the acts or omissions of that person are detrimental to the development of the Project.

d. Sub-contractors.

(1) Contractor may engage specific technical contractor (each a "Sub-contractor") to furnish certain service functions.

(2) Contractor will remain fully responsible for Sub-contractor's services.

(3) Sub-contractors must be approved by the City, unless the Sub-contractor was previously mentioned in the response to the solicitation.

(4) Contractor shall certify by letter that contracts with Sub-contractors have been executed incorporating requirements and standards as set forth in this Agreement.

2. **Schedule.** The services will be undertaken in a manner that ensures the Project is completed timely and efficiently in accordance with the Project.

3. **Contractor's Work.**

3.1 Standard. Contractor must perform services in accordance with the standards of due diligence, care, and quality prevailing among contractors having substantial experience with the successful furnishing of services for projects that are equivalent in size, scope, quality, and other criteria under the Project and identified in this Agreement.

3.2 Licensing. Contractor warrants that:

a. Contractor and Sub-contractors will hold all appropriate and required licenses, registrations and other approvals necessary for the lawful furnishing of services ("Approvals"); and

b. Neither Contractor nor any Sub-contractor has been debarred or otherwise legally excluded from contracting with any federal, state, or local governmental entity ("Debarment").

(1) City is under no obligation to ascertain or confirm the existence or issuance of any Approvals or Debarments or to examine Contractor's contracting ability.

(2) Contractor must notify City immediately if any Approvals or Debarment changes during the Agreement's duration and the failure of the Contractor to notify City as required will constitute a material default under the Agreement.

3.3 Compliance. Services will be furnished in compliance with applicable federal, state, county and local statutes, rules, regulations, ordinances, building codes, life safety codes, and other standards and criteria designated by City.

Contractor must not discriminate against any employee or applicant for employment on the basis of race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity or expression, genetic characteristics, familial status, U.S. military veteran status or any disability. Contractor will require any Sub-contractor to be bound to the same requirements as stated within this section. Contractor, and on behalf of any subcontractors, warrants compliance with this section.

3.4 Coordination; Interaction.

a. For projects that the City believes requires the coordination of various professional services, Contractor will work in close consultation with City to proactively interact with any other professionals retained by City on the Project ("Coordinating Project Professionals").

b. Subject to any limitations expressly stated in the Project Budget, Contractor will meet to review the Project, Schedule, Project Budget, and in-progress work with Coordinating Project Professionals and City as often and for durations as City reasonably considers necessary in order to ensure the timely work delivery and Project completion.

c. For projects not involving Coordinating Project Professionals, Contractor will proactively interact with any other contractors when directed by City to obtain or disseminate timely information for the proper execution of the Project.

3.5 Work Product.

a. Ownership. Upon receipt of payment for services furnished, Contractor grants to City, and will cause its Sub-contractors to grant to the City, the exclusive ownership of and all copyrights, if any, to evaluations, reports, drawings, specifications, project manuals, surveys, estimates, reviews, minutes, all "architectural work" as defined in the United States Copyright Act, 17 U.S.C § 101, *et seq.*, and other intellectual work product as may be applicable ("Work Product").

(1) This grant is effective whether the Work Product is on paper (e.g., a "hard copy"), in electronic format, or in some other form.

(2) Contractor warrants, and agrees to indemnify, hold harmless and defend City for, from and against any claim that any Work Product infringes on third-party proprietary interests.

b. Delivery. Contractor will deliver to City copies of the preliminary and completed Work Product promptly as they are prepared.

c. City Use.

(1) City may reuse the Work Product at its sole discretion.

(2) In the event the Work Product is used for another project without further consultations with Contractor, the City agrees to indemnify and hold Contractor harmless from any claim arising out of the Work Product.

(3) In such case, City shall also remove any seal and title block from the Work Product.

4. Compensation for the Project.

4.1 Compensation. Contractor's compensation for the Project, including those furnished by its Sub-contractors will not exceed $300,000 for the entire contract Term, as specifically detailed in **Exhibit B** (the "Compensation").

4.2 Change in Scope of Project. The Compensation may be equitably adjusted if the originally contemplated scope of services as outlined in the Project is significantly modified.

a. Adjustments to the Compensation require a written amendment to this Agreement and may require City Council approval.

b. Additional services which are outside the scope of the Project contained in this Agreement may not be performed by the Contractor without prior written authorization from the City.

c. Notwithstanding the incorporation of the Exhibits to this Agreement by reference, should any conflict arise between the provisions of this Agreement and the provisions found in

the Exhibits and accompanying attachments, the provisions of this Agreement shall take priority and govern the conduct of the parties.

5. Billings and Payment.

5.1 Applications.

a. Contractor will submit monthly invoices (each, a "Payment Application") to City's Project Manager and City will remit payments based upon the Payment Application as stated below.

b. The period covered by each Payment Application will be one calendar month ending on the last day of the month or as specified in the solicitation.

5.2 Payment.

a. After a full and complete Payment Application is received, City will process and remit payment within 30 days.

b. Payment may be subject to or conditioned upon City's receipt of:

(1) Completed work generated by Contractor and its Sub-contractors; and

(2) Unconditional waivers and releases on final payment from Sub-contractors as City may reasonably request to assure the Project will be free of claims arising from required performances under this Agreement.

5.3 Review and Withholding. City's Project Manager will timely review and certify Payment Applications.

a. If the Payment Application is rejected, the Project Manager will issue a written listing of the items not approved for payment.

b. City may withhold an amount sufficient to pay expenses that City reasonably expects to incur in correcting the deficiency or deficiencies rejected for payment.

6. Termination.

6.1 For Convenience. City may terminate this Agreement for convenience, without cause, by delivering a written termination notice stating the effective termination date, which may not be less than 30 days following the date of delivery.

a. Contractor will be equitably compensated for Goods or Services furnished prior to receipt of the termination notice and for reasonable costs incurred.

b. Contractor will also be similarly compensated for any approved effort expended and approved costs incurred that are directly associated with project closeout and delivery of the required items to the City.

6.2 For Cause. City may terminate this Agreement for cause if Contractor fails to cure any breach of this Agreement within seven days after receipt of written notice specifying the breach.

a. Contractor will not be entitled to further payment until after City has determined its damages. If City's damages resulting from the breach, as determined by City, are less than the equitable amount due but not paid Contractor for Service and Repair furnished, City will pay the amount due to Contractor, less City's damages, in accordance with the provision of § 5.

b. If City's direct damages exceed amounts otherwise due to Contractor, Contractor must pay the difference to City immediately upon demand; however, Contractor will not be subject to consequential damages of more than $1,000,000 or the amount of this Agreement, whichever is greater.

7. **Conflict.** Contractor acknowledges this Agreement is subject to A.R.S. § 38-511, which allows for cancellation of this Agreement in the event any person who is significantly involved in initiating, negotiating, securing, drafting, or creating the Agreement on City's behalf is also an employee, agent, or consultant of any other party to this Agreement.

8. **Insurance.**

8.1 Requirements. Contractor must obtain and maintain the following insurance ("Required Insurance"):

a. Contractor and Sub-contractors. Contractor, and each Sub-contractor performing work or providing materials related to this Agreement must procure and maintain the insurance coverages described below (collectively referred to herein as the "Contractor's Policies"), until each Party's obligations under this Agreement are completed.

b. General Liability.

(1) Contractor must at all times relevant hereto carry a commercial general liability policy with a combined single limit of at least $1,000,000 per occurrence and $2,000,000 annual aggregate for each property damage and contractual property damage.

(2) Sub-contactors must at all times relevant hereto carry a general commercial liability policy with a combined single limit of at least $1,000,000 per occurrence.

(3) This commercial general liability insurance must include independent contractors' liability, contractual liability, broad form property coverage, XCU hazards if requested by the City, and a separation of insurance provision.

(4) These limits may be met through a combination of primary and excess liability coverage.

c. Auto. A business auto policy providing a liability limit of at least $1,000,000 per accident for Contractor and $1,000,000 per accident for Sub-contractors and covering owned, non-owned and hired automobiles.

d. Workers' Compensation and Employer's Liability. A workers' compensation and employer's liability policy providing at least the minimum benefits required by Arizona law.

e. Notice of Changes. Contractor's Policies must provide for not less than 30 days' advance written notice to City Representative of:

(1) Cancellation or termination of Contractor or Sub-contractor's Policies;

(2) Reduction of the coverage limits of any of Contractor or and Sub-contractor's Policies; and

(3) Any other material modification of Contractor or Sub-contractor's Policies related to this Agreement.

f. Certificates of Insurance.

(1) Within 10 business days after the execution of the Agreement, Contractor must deliver to City Representative certificates of insurance for each of Contractor and Sub-contractor's Policies, which will confirm the existence or issuance of Contractor and Sub-contractor's Policies in accordance with the provisions of this section, and copies of the endorsements of Contractor and Sub-contractor's Policies in accordance with the provisions of this section.

(2) City is and will be under no obligation either to ascertain or confirm the existence or issuance of Contractor and Sub-contractor's Policies, or to examine Contractor and Sub-contractor's Policies, or to inform Contractor or Sub-contractor in the event that any coverage does not comply with the requirements of this section.

(3) Contractor's failure to secure and maintain Contractor Policies and to assure Sub-contractor policies as required will constitute a material default under the Agreement.

g. Other Contractors or Vendors.

(1) Other contractors or vendors that may be contracted with in connection with the Project must procure and maintain insurance coverage as is appropriate to their particular contract.

(2) This insurance coverage must comply with the requirements set forth above for Contractor's Policies (e.g., the requirements pertaining to endorsements to name the parties as additional insured parties and certificates of insurance).

h. Policies. Except with respect to workers' compensation and employer's liability coverages, City must be named and properly endorsed as additional insureds on all liability policies required by this section.

(1) The coverage extended to additional insureds must be primary and must not contribute with any insurance or self insurance policies or programs maintained by the additional insureds.

(2) All insurance policies obtained pursuant to this section must be with companies legally authorized to do business in the State of Arizona and reasonably acceptable to all parties.

8.2 Sub-contractors.

a. Contractor must also cause its Sub-contractors to obtain and maintain the Required Insurance.

b. City may consider waiving these insurance requirements for a specific Sub-contractor if City is satisfied the amounts required are not commercially available to the Sub-contractor and the insurance the Sub-contractor does have is appropriate for the Sub-contractor's work under this Agreement.

c. Contractor and Sub-contractors must provide to the City proof of the Required Insurance whenever requested.

8.3 Indemnification.

a. To the fullest extent permitted by law, Contractor must defend, indemnify, and hold harmless City and its elected officials, officers, employees and agents (each, an "Indemnified Party," collectively, the "Indemnified Parties"), for, from, and against any and all claims, demands, actions, damages, judgments, settlements, personal injury (including sickness, disease, death, and bodily harm), property damage (including loss of use), infringement, governmental action and all other losses and expenses, including attorneys' fees and litigation expenses (each, a "Demand or Expense"; collectively, "Demands or Expenses") asserted by a third-party (i.e. a person or entity other than City or Contractor) and that arises out of or results from the breach of this Agreement by the Contractor or the Contractor's negligent actions, errors or omissions (including any Sub-contractor or other person or firm employed by Contractor), whether sustained before or after completion of the Project.

b. This indemnity and hold harmless provision applies even if a Demand or Expense is in part due to the Indemnified Party's negligence or breach of a responsibility under this Agreement, but in that event, Contractor shall be liable only to the extent the Demand or Expense results from the negligence or breach of a responsibility of Contractor or of any person or entity for whom Contractor is responsible.

c. Contractor is not required to indemnify any Indemnified Parties for, from, or against any Demand or Expense resulting from the Indemnified Party's sole negligence or other fault solely attributable to the Indemnified Party.

9. **E-verify, Records and Audits.** To the extent applicable under A.R.S. § 41-4401, the Contractor warrant their compliance and that of its subcontractors with all federal immigration laws and regulations that relate to their employees and compliance with the E-verify requirements under A.R.S. § 23-214(A). The Contractor or subcontractor's breach of this warranty shall be deemed a material breach of the Agreement and may result in the termination of the Agreement by the City under the terms of this Agreement. The City retains the legal right to randomly inspect the papers and records of the other party to ensure that the other party is complying with the above-mentioned warranty. The Contractor and subcontractor warrant to keep their respective papers and records open for random inspection during normal business hours by the other party. The parties shall cooperate with the City's random inspections, including granting the inspecting party entry rights onto their respective properties to perform the random inspections and waiving their respective rights to keep such papers and records confidential.

10. **No Boycott of Israel.** The Parties agree that they are not currently engaged in, and agree that for the duration of the Agreement they will not engage in, a boycott of Israel, as that term is defined in A.R.S. §35-393.

11. **Notices.**

11.1 A notice, request or other communication that is required or permitted under this Agreement (each a "Notice") will be effective only if:

a. The Notice is in writing; and

b. Delivered in person or by overnight courier service (delivery charges prepaid), certified or registered mail (return receipt requested); and

c. Notice will be deemed to have been delivered to the person to whom it is addressed as of the date of receipt, if:

(1) Received on a business day, or before 5:00 p.m., at the address for Notices identified for the Party in this Agreement by U.S. Mail, hand delivery, or overnight courier service on or before 5:00 p.m.; or

(2) As of the next business day after receipt, if received after 5:00 p.m.

d. The burden of proof of the place and time of delivery is upon the Party giving the Notice; and

e. Digitalized signatures and copies of signatures will have the same effect as original signatures.

11.2 <u>Representatives</u>.

a. Contractor. Contractor's representative (the "Contractor's Representative") authorized to act on Contractor's behalf with respect to the Project, and his or her address for Notice delivery is:

Corporate Job Bank
c/o Joe DiGiovanni
1955 E. Broadway Rd., Suite 102
Tempe, AZ 85282
480-966-0709
joe@corporatejobbank.com

b. City. City's representative ("City's Representative") authorized to act on City's behalf, and his or her address for Notice delivery is:

City of Glendale
c/o Connie Schneider
5850 W Glendale Avenue, Suite 317
Glendale, Arizona 85301
623-930-2868

With required copy to:

City Manager
City of Glendale
5850 West Glendale Avenue
Glendale, Arizona 85301

City Attorney
City of Glendale
5850 West Glendale Avenue
Glendale, Arizona 85301

c. Concurrent Notices.

(1) All notices to City's representative must be given concurrently to City Manager and City Attorney.

(2) A notice will not be deemed to have been received by City's representative until the time that it has also been received by City Manager and City Attorney.

(3) City may appoint one or more designees for the purpose of receiving notice by delivery of a written notice to Contractor identifying the designee(s) and their respective addresses for notices.

d. Changes. Contractor or City may change its representative or information on Notice, by giving Notice of the change in accordance with this section at least ten days prior to the change.

12. Financing Assignment. City may assign this Agreement to any City-affiliated entity, including a non-profit corporation or other entity whose primary purpose is to own or manage the Project.

13. Entire Agreement; Survival; Counterparts; Signatures.

13.1 Integration. This Agreement contains, except as stated below, the entire agreement between City and Contractor and supersedes all prior conversations and negotiations between the parties regarding the Project or this Agreement.

a. Neither Party has made any representations, warranties or agreements as to any matters concerning the Agreement's subject matter.

b. Representations, statements, conditions, or warranties not contained in this Agreement will not be binding on the parties.

c. The solicitation, any addendums and the response submitted by the Contractor are incorporated into this Agreement as if attached hereto. Any Contractor response modifies the original solicitation as stated. Inconsistencies between the solicitation, any addendums and the response or any excerpts attached as Exhibit A and this Agreement will be resolved by the terms and conditions stated in this Agreement.

13.2 Interpretation.

a. The parties fairly negotiated the Agreement's provisions to the extent they believed necessary and with the legal representation they deemed appropriate.

b. The parties are of equal bargaining position and this Agreement must be construed equally between the parties without consideration of which of the parties may have drafted this Agreement.

c. The Agreement will be interpreted in accordance with the laws of the State of Arizona.

13.3 Survival. Except as specifically provided otherwise in this Agreement, each warranty, representation, indemnification and hold harmless provision, insurance requirement, and every other right, remedy and responsibility of a Party, will survive completion of the Project, or the earlier termination of this Agreement.

13.4 Amendment. No amendment to this Agreement will be binding unless in writing and executed by the parties. Any amendment may be subject to City Council approval. Electronic signature blocks do not constitute execution.

13.5 Remedies. All rights and remedies provided in this Agreement are cumulative and the exercise of any one or more right or remedy will not affect any other rights or remedies under this Agreement or applicable law.

13.6 Severability. If any provision of this Agreement is voided or found unenforceable, that determination will not affect the validity of the other provisions, and the voided or unenforceable provision will be deemed reformed to conform to applicable law.

13.7 Counterparts. This Agreement may be executed in counterparts, and all counterparts will together comprise one instrument.

14. **Term.** The term of this Agreement commences upon the effective date and continues for a one (1)-year initial period. The City may, at its option and with the approval of the Contractor, extend the term of this Agreement an additional four (4) years, renewable on an annual basis. Contractor will be notified in writing by the City of its intent to extend the Agreement period at least thirty (30) calendar days prior to the expiration of the original or any renewal Agreement period. Price adjustments will only be reviewed during the Agreement renewal period and any such price adjustment will be a determining factor for any renewal. There are no automatic renewals of this Agreement.

15. **Dispute Resolution.** Each claim, controversy and dispute (each a "Dispute") between Contractor and City will be resolved in accordance with Exhibit C. The final determination will be made by the City.

16. **Exhibits.** The following exhibits, with reference to the term in which they are first referenced, are incorporated by this reference.

Exhibit A	Project
Exhibit B	Compensation
Exhibit C	Dispute Resolution

(Signatures appear on the following page.)

The parties enter into this Agreement as of the effective date shown above.

City of Glendale,
an Arizona municipal corporation

By: Kevin R. Phelps
Its: City Manager

ATTEST:

Julie K. Bower
City Clerk (SEAL)

APPROVED AS TO FORM:

Michael D. Bailey
City Attorney

Corporate Job Bank,
an Arizona corporation

By: JOE DiGIOVANNI
Its: EXECUTIVE VP

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EXHIBIT A

TECHNICAL RECRUITING & STAFFING

PROJECT

Corporate Job Bank shall provide technical recruiting and staffing services as described on the attached Exhibit A.

EXHIBIT A

CITY OF GLENDALE MATERIALS MANAGEMENT REQUEST FOR PROPOSAL

SOLICITATION NUMBER:	**RFP 16-42**
DESCRIPTION:	**TECHNICAL RECRUITING & STAFFING**
PUBLISHED DATE:	**APRIL 14, 2016**
OFFER DUE DATE AND TIME:	**MAY 3, 2016, 2:00pm local time**
PRE-OFFER CONFERENCE:	**APRIL 21, 2016 AT 2:00 PM** The pre-offer conference will be held at City of Glendale, 5850 W. Glendale Avenue – Municipal Building, Third Floor, Conference Room 3A, Glendale, AZ 85301 Attendance is not required.
SUBMITTAL LOCATION:	**City of Glendale** **Materials Management** **5850 West Glendale Avenue, Suite 317** **Glendale, Arizona 85301**

Proposals must be in the actual possession of Materials Management on or prior to the time and date, and at the location indicated. Materials Management is located on the third (3rd) floor of the Glendale Municipal Office Complex (City Hall) in the Engineering Department. Proposals are accepted from the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, unless otherwise indicated for a holiday. All proposals will be received and time/date stamped at the Engineering Department's window. Late proposals will not be considered.

Proposals must be submitted in a sealed envelope with the Solicitation Number and the Offeror's name and address clearly indicated on the envelope. **See Paragraph 2.3 for additional instructions for preparing an offer.**

Proposals shall be opened publicly at the time, place and location designated on this page. Only the name of each Offeror shall be publicly read and recorded. All other information contained in the proposals shall be confidential so as to avoid disclosure of contents prejudicial to competing Offerors.

OFFERORS ARE STRONGLY ENCOURAGED TO CAREFULLY READ THE ENTIRE SOLICITATION.

For questions regarding this solicitation contact:
Connie Schneider, C.P.M.
Purchasing - Materials Management Division
5850 W Glendale Av., Suite 317
Glendale, AZ 85301
623-930-2868
CSchneider@glendaleaz.com

GLENDALE	City of Glendale Materials Management Solicitation Number: RFP 16-42 TECHNICAL RECRUITING & STAFFING	CITY OF GLENDALE Materials Management 5850 West Glendale Avenue, Suite 317 Glendale, Arizona 85301

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1.0 SPECIFICATIONS

1.1 INTRODUCTION

The City of Glendale (City) is soliciting Requests for Proposals from qualified firms or individuals (Recruiter/Contractor) to provide technical recruiting and staffing services as described within this solicitation. The goal of the City is to have a group of qualified firms that specialize in technical recruiting and staffing. All shall be capable of providing a selection of candidates who are qualified in a variety of information technology positions on an as-needed basis.

The Information Technology (IT) group supports over 1900 users and 29 locations across the City. IT is responsible for providing Service Desk, telecommunications, application, server, and network support.

1.2 SCOPE OF SERVICES

1.2.1 MINIMUM QUALIFICATIONS/REQUIREMENTS: Recruiter shall:

1.2.1.1 Specialize in information technology staffing services including temporary placements;

1.2.1.2 Use proven testing and screening procedures to validate candidates' technical competency;

1.2.1.3 Conduct criminal background checks and conduct behavioral screening to validate candidates' suitability for employment;

1.2.1.4 Perform reference checks in advance;

1.2.1.5 Be able to obtain and/or retain a sufficient pool of qualified IT candidates to meet the City's needs;

1.2.1.6 Provide the City with a single point of contact for the management of services stated herein;

1.2.1.7 Ensure qualified candidates will follow the City's technical policies and procedures including change control and system documentation requirements; and,

1.2.1.8 Provide a placement guarantee for all candidates recruited.

1.2.2 RECRUITMENT REQUIREMENTS:

Occasionally, the City may need assistance in the recruitment for technical positions. The City may request recruitment services from multiple recruiters for the same position. A sampling of the highly sought after positions that may be required by the City include but are not limited to the following:

- Systems Analyst
- Systems Administrator
- Network Engineer

- Database Administrator
- Network Engineer (SCADA experienced)
- Control System Engineer

1.2.2.1 Hiring Process - While the City may make changes to this process, the typical hiring process is as follows:

1.2.2.1.1 Identifying Candidates

a) City will provide the recruiters with the job description of the position being recruited for which includes minimum qualifications, special requirements, and certifications required;

b) Candidates must meet the minimum qualifications of the position in order to be considered;

c) Recruiter shall provide the City with list of qualified candidates;

d) Recruiter shall conduct recruitment;

e) City will review resumes from recruiters;

f) City will identify candidate(s) from Recruiter's list of qualified candidates to interview;

g) City will conduct phone interview with identified candidates

h) City will conduct in-person/Skype interviews with candidate(s) from phone interview(s) that the city determines are most qualified;

i) At times, multiple interviews may be requested;

1.2.2.1.2 Upon Identification of Top Candidate:

a) Recruiter shall conduct reference checks using the city's required Reference Check form, which is currently in paper format;

b) Recruiter shall ensure the candidate completes the City's job application;

c) Recruiter shall submit completed reference checks and completed application and resume to the Human Resource contact;

d) The City's Human Resources Department will review the information and will contact the recruiter with a salary offer;

e) If the candidate accepts position, a conditional offer letter will be prepared by Human Resources and a start date identified;

f) All job offers are contingent upon successful completion of the City's own background check.

1.2.3 SELECTED CANDIDATE:

1.2.3.1 Recruitment Fees:

a) The City shall not pay the direct hire recruitment fee until 30 days after the candidate's first day of work.

b) City requires that the recruiters assist the City in identifying a new candidate at no cost if the original candidate is released from the City within 60 days of the first day of work.

1.2.3.2 Temp-to-Hire:

a) The City may at its option, hire temporary or temp-to-hire technical staff in the event of there being an immediate need to fill a position.

b) Should the City convert a temp-to-hire candidate to a full time City employee, notice shall be provided to the Contractor 30 days prior to the conversion.

1.2.3.3 Background Checks:

a) Direct hire technical positions funded by the City's Police Department must complete an in depth background check.

b) Once a direct hire candidate has been identified, he/she will be given a conditional job offer that is contingent upon the successful completion of the background check performed by the City;

c) The direct hire candidate will complete a background packet, which will be submitted to the Police Department so the background check can be conducted.

d) A polygraph test may or may not be required and the determination will be made by the Glendale Police Department.

e) Upon successful completion of the background check, a start date for the candidate will be identified.

f) Temporary staff shall have undergone a background check conducted by the Recruiter including E-Verify.

g) The City reserves the right to conduct a fingerprint background check for all new direct hires and for temporary placements if deemed necessary.

2. SPECIAL INSTRUCTIONS

2.1 PRE-OFFER CONFERENCE

2.1.1 A Pre-Offer Conference will be held on **April 21, 2016 2:00 P.M. Arizona Time, located at 5850 W. Glendale Avenue, Room 3A**. Attendance is not required. Copies of the Request for Proposal (RFP) will NOT be available.

2.1.2 The purpose of the conference will be to clarify the contents of the solicitation in order to prevent any misunderstanding of the City of Glendale's position. Any doubt as to the requirements of the solicitation or any apparent omission or discrepancy should be presented to the City at the conference. The City will determine the appropriate action necessary, if any, and issue a written amendment to the solicitation if required. Oral statements or instructions will not constitute an amendment to the solicitation.

2.2 RETURN OF OFFER The Offeror shall submit three (3) hardcopies marked as "Copies". The offeror shall submit a complete proposal on a CD or flash drive as one file folder. The folder shall be identified as "RFP 16-xx – '*Original - Name of Offeror.*'" (For example: RFP 16-xx – Original - ABC Company.)

The proposal responses shall be submitted in a bound format (i.e. three (3) ring loose-leaf binders, spiral and/or report covers). Proposals should be divided by tab sections according to items listed in the **Preparation of Proposal Package Instructions section 2.3**. This will assist the evaluation panel in identifying items and information submitted within the proposal. Offerors may reproduce the forms and recreate information, but all of the required information must be presented in the order requested.

The Offeror shall complete all sections of the solicitation in the format given in the space provided. If additional space is needed than what is given, enter "See attachment for detail." Proposals that do not conform to the above format may be rejected.

The Offeror shall bear all costs associated with submitting the proposal, including proposal preparation, site visitation or any travel connected with submission of the proposal. The City shall have no liability whatsoever for such costs.

2.3 PREPARATION OF OFFER PACKAGE The following items shall be completed and returned including the written, narrative responses required in section 2.4 Submission Requirements. Failure to include all the items may result in an offer being rejected. Offer packages shall be submitted in the following order:

2.3.1 COVER SHEET
2.3.2 OFFER SHEET, Section 5.0
2.3.3 PRICE SHEET, Section 6

2.3.4 ADDENDUM, Return all addenda (if applicable).
2.3.5 SUBMISSION REQUIREMENTS, Section 2.4 (written narrative)

2.4 SUBMISSION REQUIREMENTS

- Offeror's should provide written, narrative responses for each item requested within the criteria below;
- *Unnecessarily elaborate responses beyond that sufficient to present a complete and effective response to this solicitation are not desired. Do not provide general answers or reference to sales literature;*
- When applicable, supporting documents should be attached and reference the appropriate criterion;
- Include the item number when responding to each item;
- Offeror's, at a minimum must submit the following information:

2.4.1 EXPERIENCE AND QUALIFICATIONS

2.4.1.1 Offeror's proposal should include:

- Company profile that details company history;
- Organization chart;
- Business locations; and
- Number of years in business.

2.4.1.2 Offeror shall provide names and years' of experience of key personnel;

2.4.1.3 Offeror shall provide a description of the firms size and organizational structure that includes number of years' experience in the IT Staffing and Recruiting business, areas of expertise, and special achievements;

2.4.1.4 Offeror shall provide details of recruitments undertaken that are of similar nature based on the City's Specifications;

2.4.1.5 Offeror shall describe training in technology provided to their temporary candidate pool;

2.4.2 METHOD OF APPROACH

2.4.2.1 Offeror shall clearly provide their written understanding of the City's requirements, specifications, meeting the terms and conditions of the RFP and matching the proposed methods to accomplish the needs of the City;

2.4.2.2 Offeror's shall provide a communication plan between key personnel and the City of Glendale;

2.4.2.3 Offeror shall describe method and approach for recruiting technical talent;

2.4.2.4 Offeror shall describe how a candidate's technical skills are identified, assessed, and validated;

2.4.2.5 Offeror shall describe types of testing conducted and screening processes used, prior to selecting a candidate in their temporary staff pool;

2.4.2.6 Offeror shall describe their method of approach to tracking temporary staff attendance;

2.4.2.7 Offeror shall describe the communication process used to notify the City of an assigned temporary staff's absence;

2.4.3 <u>CAPACITY OF OFFEROR - KNOWLEDGE OF PHOENIX MARKET</u>

2.4.3.1 Offeror shall provide three (3) recent (within the last 3 years) client/customer references from organizations of similar size and scope to the City for the services described herein. Include:

2.4.3.1.1 Name of Organization;

2.4.3.1.2 Contact Name and Title

2.4.3.1.3 Service dates;

2.4.3.1.4 Number of temporary positions filled;

2.4.3.1.5 Number of recruitments conducted and positions filled;

2.4.3.2 Offeror shall describe their knowledge of the Phoenix market;

2.4.3.3 Offeror shall describe their turnover rate of temporary assignment employees and retention rate for recruitments;

2.4.4 <u>PLACEMENT GUARANTEE</u>

2.4.4.1 Offeror shall describe their placement guarantee;

2.4.4.2 Offeror shall describe their process to address a situation where the City is not satisfied with the temporary staff placed;

2.4.4.3 Offeror shall describe their process and replacement policy to address a situation where a temporary staff position leaves prior to the end of the assignment;

2.4.5 <u>PRICING STRUCTURE</u>

2.4.5.1 Offeror's shall bid in accordance with the pricing structure as outlined in Section 5. While cost is a significant factor in the determination of award, it is not the only factor. The award will not be based on price alone, nor will it be based solely upon the lowest fees submitted.

2.5 **EVALUATION CRITERIA** The evaluation criteria is weighted in accordance with the Submission Requirements, section 2.4.

Experience and Qualifications – 20%
Method of Approach – 20%
Capacity of Offeror - Knowledge of Phoenix market – 20%
Placement guarantee – 15%
Costs – 25%

2.6 **TYPE OF AWARD** The City reserves the right to make multiple awards or to award by group of line items, or to make an aggregate award, whichever is deemed most advantageous to the City. If the City determines that an aggregate award to one bidder is not in the City's best interest, "all or none" Bids shall be rejected.

2.7 **ALTERNATE OFFERS/EXCEPTIONS** Offers submitted as alternates, or on the basis of exceptions to specific conditions of purchase and/or required specifications, must be submitted as an attachment referencing the specific paragraph number(s) and adequately defining the alternate or exception submitted. Offeror shall clearly and specifically detail all exceptions to the exact requirements imposed by this solicitation. Detailed product brochures and/or technical literature, suitable for evaluation, must be submitted with the Offer. If no exceptions are taken, City will expect and require complete compliance with the specifications and all conditions of purchase.

2.8 **SITE INSPECTION** Offeror shall visit the site(s) to become familiar with any conditions which may affect the performance and pricing. Submission of an Offer will be prima facie evidence that the Offeror did, in fact, make a site inspection and is aware of all conditions.

2.9 **INQUIRIES** Any question related to the Request for Proposal shall be directed to the Contract Officer whose name appears above. An Offeror shall not contact or ask questions of the department for whom the requirement is being procured. The Contract Officer may require any and all questions be submitted in writing. Offerors are encouraged to submit written questions via electronic mail or facsimile, no later than **five days** prior to the proposal due date. Any correspondence related to a solicitation should refer to the appropriate Request for Proposal number, page and paragraph number. An envelope containing questions should be identified as such; otherwise it may not be opened until after the official proposal due date and time. Oral interpretations or clarifications will be without legal effect. Only questions answered by a formal written amendment to the Request for Proposal will be binding.

2.10 **EVALUATION PANEL** Offeror submittals will be evaluated by an evaluation panel. Award shall be made to the responsive, responsible Offeror whose proposal is determined to be the most advantageous to the City.

2.11 **PANEL CONTACT** Offerors shall have no exclusive meetings, conversations or communications with an individual evaluation panel member on any aspect of the RFP, after submittal.

2.12 **INTERVIEWS** The City reserves the right to conduct interviews with some or all of the Offerors at any point during the evaluation process. However, the City may determine that interviews are not necessary. In the event interviews are conducted, information provided during the interview process shall be taken into consideration when evaluating the stated criteria. The City shall not reimburse the Offeror for the costs associated with the interview process.

2.13 **ADDITIONAL INVESTIGATIONS** The City reserves the right to make such additional investigations as it deems necessary to establish the competence and financial stability of any Offeror submitting a proposal.

2.14 **DISCUSSIONS AND REVISIONS TO PROPOSAL** Discussions may be conducted with responsible Offerors who submit proposals determined to be reasonably susceptible of being selected for award; and may obtain pertinent information for the purpose of clarification to assure full understanding of, and responsiveness to, the solicitation requirements. Should the City elect to call for 'best and final' offers, Offerors shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals, and such revisions may be permitted after submissions and prior to award for the purpose of obtaining best and final offers. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by competing Offerors. The purposes of such discussions shall be to:

- **2.14.1** Determine in greater detail such Offeror's qualifications, and
- **2.14.2** Explore with the scope and nature of the project, the Offeror's proposed method of performance, and the relative utility of alternate methods of approach;
- **2.14.3** Determining that the Offeror will make available the necessary personnel and facilities to perform within the required time;
- **2.14.4** Agreeing upon compensation which is fair and reasonable, taking into account the estimated value of the required services, and the scope, complexity and nature of such services.

2.15 **BEST AND FINAL OFFERS** The City may request best and final offers if deemed necessary, and will determine the scope and subject of any best and final request.

2.16 **PROPOSAL EVALUATION** The City reserves the right to secure additional information from the Offeror in various forms and or to award based on submitted information.

2.17 **NOTICE OF INTENT TO AWARD AND PROTEST PERIOD** Information about the recommended award for this solicitation will be posted on the Internet. The information will be available for review on the City's Materials Management Internet home page www.glendaleaz.com/purchasing immediately after the City has completed its evaluation process of the offers received. If you have any questions, or would like further information about an intended award, contact the contract analyst immediately. Any protest must be submitted to the Materials Manager no later than seven (7) calendar days from the date of posting on the Internet. Please go to: http://www.glendaleaz.com/Purchasing/doingbusinesswithglendale.cfm for information and instructions on how to file a protest with the City of Glendale.

2.18 **WITHDRAWAL OF PROPOSAL** At any time prior to the specified solicitation due date and time, an Offeror may formally withdraw the proposal by a written letter, facsimile or electronic mail from the Offeror or a designated representative. Telephonic or oral withdrawals shall not be considered.

2.19 **OFFER ERRORS OMISSIONS AND CORRECTIONS** The City will not be responsible for any offeror errors or omissions. All prices and notations shall be written in ink or typed. Changes or corrections made on the offer form must be initialed in ink by the individual signing the offer. No corrections will be permitted after the offers have been opened.

2.20 **COMPETITIVE NEGOTIATIONS** Exclusive or concurrent negotiations may be conducted with responsible Offeror(s) for the purpose of altering or otherwise changing the conditions, terms and price of the proposed contract unless prohibited. Offerors shall be accorded fair and equal treatment in conducting negotiations and there shall be no disclosure of any information derived from proposals submitted by competing offerors. Exclusive or concurrent negotiations shall not constitute a contract award nor shall it confer any property rights to the successful Offeror. In the event the City deems that negotiations are not progressing, the City may formally terminate these negotiations and may enter into subsequent concurrent or exclusive negotiations with the next most qualified offeror(s).

2.21 **NO CONTACT, NO INFLUENCE DURING THE RFP PROCESS** The City is conducting a competitive RFP process for the contract, free from improper influence or lobbying. There shall be no contact concerning this RFP from Offerors submitting a Proposal with any member of the City Council, RFP Evaluation Committee Members, or anyone connected with the process for or on behalf of the City. Contact includes direct or indirect contact by the Offeror, its employees, attorneys, lobbyists, surrogates, etc. in an attempt to influence the RFP process.

From the time the RFP is issued until the expiration of the protest period or the resolution of any protest, whichever is later (the "Black-Out Period"), Offerors, directly

or indirectly through others, are restricted from attempting to influence in any manner the decision making process through, including but not limited to, the use of paid media; contacting or lobbying the City Council or City Manager or any other City employee (other than Material Management employees); the use of any media for the purpose of influencing the outcome; or in any other way that could be construed to influence any part of the decision-making process about this RFP. This provision shall not prohibit an Offeror from petitioning an elected official or engaging in any other protected first amendment activity after the protest period has run or any protest has been resolved, whichever is later.

Violation of this provision will cause the proposal or offer of the Offeror to be found in violation and to be rejected.

2.22 **PROPRIETARY INFORMATION** An Offeror shall clearly mark any proprietary information contained in its bid with the words "Proprietary Information." Offeror shall not mark any Solicitation Form as proprietary. Pricing data shall not be considered proprietary. Marking all, or nearly all, of a bid as proprietary may result in rejection of the bid.

Offeror's acknowledge that the City is required by law to make certain records available for public inspection. In the event that the City receives a request for disclosure of Proprietary Information by any person, court, agency or administrative body, or otherwise has a reasonable belief that it is obligated to disclose the Proprietary Information to any such person or authority, the City will provide Offeror with prompt written notice so that Offeror may seek a protective order or other appropriate remedy. The Offeror, by submission of materials marked Proprietary Information, acknowledges and agrees that the City will have no obligation to advocate for non-disclosure in any forum or any liability to the Offeror in the event that the City must legally disclose the Proprietary Information.

3.0 SPECIAL TERMS AND CONDITIONS

3.1 **TERM OF AGREEMENT** The initial term of the contract shall be one (1) year upon approval by the City Council.

3.2 **OPTION TO EXTEND** The City may, at its option and with the approval of the Contractor, extend the term of this agreement four (4) additional years in one (1) year increments based on satisfactory Contractor performance. Contractor shall be notified in writing by the City Materials Manager of the City's intention to extend the contract period at least sixty (60) calendar days prior to the expiration of the original contract period. Price adjustments will only be reviewed during contract renewal.

3.3 **PRICE ADJUSTMENTS** Contractor shall submit a request for a rate increase a minimum of sixty (60) days prior to the contract renewal date. The request shall be in writing and include supportive justification for the proposed increase. The rate increase shall only be considered at time of contract extension. The City will review the request and shall determine if the increase shall be granted or if an alternate option is in the best interest of the City. The price increase adjustment, if approved, will be effective and executed via a contract amendment.

3.4 **INCORPORATION BY REFERENCE** All responses shall incorporate by reference the Scope/Specifications, terms and conditions, general instructions and conditions and any attachments or exhibits. The Standard Terms and Conditions applicable to this solicitation are posted on the Internet. They are available for review and download at the City's Materials Management Internet home page, www.glendaleaz.com/purchasing. Offerors are advised to review all provisions of the General Instructions and Conditions for this solicitation.

3.5 **INSURANCE** Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder and the results of that work by the Contractor, his agents, representatives, employees or subcontractors.

3.5.1 MINIMUM SCOPE AND LIMIT OF INSURANCE

Coverage shall be at least as broad as:

3.5.1.1 Commercial General Liability (CGL): Insurance covering CGL on an "occurrence" basis, including products-completed operations, personal & advertising injury, with limits no less than **$1,000,000** per occurrence, **$2,000,000** aggregate. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.

3.5.1.2 Automobile Liability: Insurance covering any auto (Code 1), or if Contractor has no owned autos, hired, (Code 8) and non-owned autos (Code

9), with limit no less than **$1,000,000** per accident for bodily injury and property damage.

3.5.1.3 **Workers' Compensation:** as required by the State of Arizona, with Statutory Limits, and Employer's Liability Insurance with limit of no less than **$1,000,000** per accident for bodily injury or disease.

If the contractor maintains higher limits than the minimums shown above, the City requires and shall be entitled to coverage for the higher limits maintained by the contractor.

Other Insurance Provisions The insurance policies are to contain, or be endorsed to contain, the following provisions:

Additional Insured Status The City, its officers, officials, employees, and volunteers are to be covered as additional insured's on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations.

Primary Coverage For any claims related to this contract, the Contractor's insurance coverage shall be primary insurance as respects the City, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the City, its officers, officials, employees, or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.

Notice of Cancellation Each insurance policy required above shall provide that coverage shall not be canceled, except with notice to the City.

Waiver of Subrogation Contractor hereby grants to City a waiver of any right to subrogation which any insurer of said Contractor may acquire against the City by virtue of the payment of any loss under such insurance. Contractor agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation, but this provision applies regardless of whether or not the City has received a waiver of subrogation endorsement from the insurer.

Acceptability of Insurers Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII, unless otherwise acceptable to the City.

Verification of Coverage Contractor shall furnish the City with original certificates and amendatory endorsements or copies of the applicable policy language effecting coverage required by this clause. All certificates and endorsements are to be received by the Contract Administrator and approved by the City before work commences. DO NOT SEND CERTIFICATES TO RISK MANAGEMENT. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor's obligation to provide them. The City reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.

Special Risks or Circumstances City reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

3.6 **INDEMNIFICATION CLAUSE**:
To the extent allowed by law, Contractor shall defend, indemnify, and hold harmless the City of Glendale, and its departments, boards, commissions, officers, officials, agents, employees and volunteers (hereinafter referred to as "Indemnitee") from and against any and all claims, actions, liabilities, damages, losses, or expenses (including court costs, attorneys' fees, and costs of claim processing, investigation and litigation) (hereinafter referred to as "Claims") for bodily injury or personal injury (including death), or loss or damage to tangible or intangible property caused, or alleged to be caused, in whole or in part, by the negligent or willful acts or omissions of Contractor or any of its owners, officers, directors, agents, employees or subcontractors. This indemnity includes any claim or amount arising out of, or recovered under, the Workers' Compensation Law or arising out of the failure of such contractor to conform to any federal, state or local law, statute, ordinance, rule, regulation or court decree. It is the specific intention of the parties that the Indemnitee shall, in all instances, except for Claims arising solely from the negligent or willful acts or omissions of the Indemnitee, be indemnified by Contractor from and against any and all claims. It is agreed that Contractor will be responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. In consideration of the award of this contract, the Contractor agrees to waive all rights of subrogation against the City of Glendale, its officers, officials, agents, employees and volunteers for losses arising from the work performed by the Contractor for the City of Glendale.

3.7 **CONFLICT OF INTEREST** Contractor shall disclose the following: 1) the name(s) and position(s) of each Contractor's employee or subcontractor that participated in the preparation of the submittal or who will be involved, directly or indirectly, with performing the contract, if awarded; 2) the name(s) of any City of Glendale employee who is a relative of persons identified pursuant to No. 1; 3) the name(s) and position(s) of Contractor's personnel that have a financial or proprietary interest in the contract; 4) the name(s) of any City of Glendale employee who is a relative of persons identified pursuant to No. 3.

Providing such disclosure will not necessarily disqualify a Contractor. Failure to disclose the requested information or any potential conflict of interest pursuant to A.R.S. § 38-501 et seq. may result in rejection of the proposal or bid or any contract being void or terminated.
For purposes of this provision, the following definitions apply:
"Employee" means all persons who are employed on a full-time, part-time or contract basis by the City of Glendale.

"Relative" means the spouse, child, child's child, parent, grandparent, brother or sister of the whole or half blood and their spouses and the parent, brother, sister or child of a spouse.

3.8 **ESTIMATED QUANTITIES** The Quantities listed are the City's best estimate and do not obligate the City to order or accept more than City's actual requirements during the period of this agreement as determined by actual needs and availability of appropriated funds. It is expressly understood and agreed that the resulting contract is to supply the City with its complete actual requirements for the contract period, except that the estimated quantity shown for each proposal item shall not be exceeded by 100% without the express written approval of the Materials Manager. Any demand or order made by any employee or officer of the City, other than the Materials Manager, for quantities in the excess of the estimated quantities shall be void if the written approval of the Materials Manager was not received prior to the Contractor's performance.

3.9 **COOPERATIVE USE OF CONTRACT** This agreement may be extended for use by other governmental agencies and political subdivisions of the State, including all members of SAVE (Strategic Alliance for Volume Expenditures). Any such usage by other entities must be in accord with the ordinances, charter, rules and regulations of the respective entity and the approval of the Contractor and City. For a list of SAVE members, click on the following link: http://www.maricopa.gov/Materials/save.aspx.

3.10 **PUBLIC RECORD** Contractor acknowledges that the City is a public agency and must comply with all Public Records laws. All proposals submitted in response to the Solicitation shall become the property of the City and, subsequent to award recommendation, become a matter of public record available for review pursuant to Arizona Public Records Law.

If a Contractor believes that a specific section of its Proposal response is confidential, that should be withheld from the public record, Contractor shall isolate the pages and mark each page confidential in a specific and clearly labeled section of its Proposal response. The Contractor shall include a written statement as to the basis for considering the marked pages confidential including the specific harm or prejudice if disclosed. The City Materials Management Division will review the material and make a determination as to the confidentiality of any of the information and/or material contained within the Submittal. In the event of a public records request for documents Contractor deems confidential, the City will notify Contractor of the request and if Contractor claims such documents are confidential, it shall be the Contractor's sole responsibility, including sole cost, to take appropriate action, including legal action, to protect such documents. Price is not confidential and will not be withheld.

3.11 **PERMITS AND LICENSES** The Contractor and Subcontractors shall be responsible for determining and securing, at his/her expense, any and all licenses and

permits that are required by any statute, ordinance, rule or regulation of any regulatory body having jurisdiction in any manner connected with providing operations and maintenance of the facility. Such fees shall be included in and are part of the total proposal cost. During the term of the contract, the Contractor shall notify the City in writing, within two (2) working days, of any suspension, revocation or renewal.

3.12 **CERTIFICATION** By signature on the Offer/Bid page, solicitation Amendment(s), or cover letter accompanying the submittal documents, Contractor certifies:

The submission of the offer did not involve collusion, and without any agreement, understanding or planned common course of action with, any other vendor of materials, supplies, equipment or services described in the invitation to bid, designed to limit independent bidding or competition or other anti-competitive practices. The Contractor shall not discriminate against any employee or applicant for employment in violation of Federal or State law. The Contractor has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, meal or service to a public servant in connection with the submitted offer. The Contractor hereby certifies that the individual signing the submittal is an authorized agent for the Contractor and has the authority to bind the Contractor to the Contract.

3.13 **KEY PERSONNEL** Contractor shall assign specific individuals to the key positions in support of the Contract. Once assigned to work under the Contract, key personnel shall not be removed or replaced without the prior written approval of the City. Upon the replacement of any key personnel, Contractor shall submit the name(s) and qualifications of any new key personnel to the City Contract Administrator or Designee. With the concurrence of the Contract Administrator or Designee, the City shall amend the Contract to reflect the name(s) of any replacement key personnel. Upon any unplanned departure of key personnel, Contractor shall immediately notify the Contract Administrator or Designee.

For this purpose, a primary and secondary emergency contact name and phone number are required from the Contractor. It is critical to the City that the contactor's emergency contact information remains current. The Materials Management staff member, identified on page 1, is to be contacted by E-mail with any change to a contact name or phone number.

All products or services provided to meet an emergency phone request are to be supplied as per the contract prices, terms and conditions. The Contractor may provide the fee (pricing) for an after-hours emergency opening of the business separate from the Price Sheet. In general, the order will be placed using a City Procurement Card. The billing is to include the emergency opening fee, if applicable.

3.14 **ADDITIONS OF PRODUCTS OR SERVICES** The City reserves the right to add additional products or services to this contract when deemed necessary by the City. If this occurs, the Contractor will be requested to submit a negotiable quotation for the additions. Upon approval and authorization by the Materials Manager such additions will be added to and become a part of the contract through properly executed forms.

3.15 **NON-DISCRIMINATION** By submitting this Offer, Contractor agrees not to discriminate against any employee or applicant for employment on the basis of race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity or expression, genetic characteristics, familial status, U.S. military veteran status or any disability. Contractor will require any Sub-contractor to by bound to the same requirements as stated within this section. Contractor, and on behalf of any subcontractors, warrants compliance with this section.

EXHIBIT A

GLENDALE	**City of Glendale** **Materials Management** **Solicitation Number: RFP 16-42** **TECHNICAL RECRUITING & STAFFING**	**CITY OF GLENDALE** **Materials Management** **5850 West Glendale Avenue, Suite 317** **Glendale, Arizona 85301**

4.0 OFFER SHEET

4.1 **OFFER** Offeror certifies that they have read, understand, and will fully and faithfully comply with this solicitation, its attachments and any referenced documents. Offeror also certifies that the prices offered were independently developed without consultation with any of the other Offerors or potential Offerors.

Joe DiGirolamo
Authorized Signature

PROFESSIONAL SEARCH ASSOCIATES
DBA: CORPORATE JOB BANK
Company's Legal Name

1955 E. BROADWAY RD.
Printed Name Address

EXECUTIVE VICE PRESIDENT
Title

TEMPE, AZ 85282
City, State & Zip Code

480-966-0709
Telephone Number

480-966-1982
FAX Number

JOE@CORPORATEJOBBANK.COM
Authorized Signature Email Address

4/15/2016
Date

For questions regarding this offer: (If different from above)

Contact Name **Phone Number** **Fax Number**

Email Address

FEDERAL TAXPAYER ID NUMBER: 80-0017175

Arizona Sales Tax No. _____ **Tax Rate** _____

Offeror certifies it is a: Proprietorship X **Partnership** ____ **Corporation** ____

Minority or woman owned business: Yes ____ **No** X

Exhibit A

GLENDALE	SOLICITATION ADDENDUM			CITY OF GLENDALE Materials Management 5850 W. Glendale Avenue Suite 317 Glendale, AZ 85301 Phone: (623) 930-28XX
	Solicitation Number: RFP 16-42	Addendum #1	Page 1 of 2	
	Solicitation Due Date: May 3, 2016	2:00 p.m. (Local Time)		

RFP 16-42 Technical Recruiting & Staffing

As a result of the pre-offer conference conducted on April 21, 2016, the following revisions and clarifications have been made to Request for Proposals No. 16-42:

ADD:

1. **In Section 1.2.2.1.1 Identifying Candidates:**

   j) The City will not sponsor H-IB Visa's.

CLARIFICATION:

1. **Section 5.2 TEMPORARY TECHNICAL STAFF:** Offerors may separate the Technical Job Description by years of experience for each position. The hourly rates and job description shall correlate to the position based on experience levels. **EXAMPLE ONLY:**

Technical Job Title	Technical Job Description	Able to provide candidate within (x) days of request	Candidate's Hourly Rate (A)	Contractor Mark-up charged to the City (B)	Total Hourly Rate Charged to the City (A x B)
Systems Analyst 1 – 3 years	Uses computers and related systems to design new IT solutions, modify, enhance or adapt existing systems and integrate new features or improvements, all with the aim of improving business efficiency and productivity.				
Systems Analyst 4 – 7 years	Uses computers and related systems to design new IT solutions, modify, enhance or adapt existing systems and integrate new features or improvements, all with the aim of improving business efficiency and productivity. Conducts cost analysis and agree the timeframe to implement the proposed solution. They specify and shape the system requirements and operations, the user interface and output and present the proposal to the client.				

Exhibit A

GLENDALE	SOLICITATION ADDENDUM			CITY OF GLENDALE Materials Management 5850 W. Glendale Avenue Suite 317 Glendale, AZ 85301 Phone: (623) 930-28XX
	Solicitation Number: RFP 16-42	Addendum #1	Page 2 of 2	
	Solicitation Due Date: May 3, 2016	2:00 p.m. (Local Time)		

CORRECTION:

In Section 2.3 PREPARATION OF OFFER PACKAGE, the following invalid references are corrected:

2.3.2 OFFER SHEET, Section ~~5.0~~ 4.0
2.3.3 PRICE SHEET, Section ~~6~~ 5.0

Name of Company: **CORPORATE JOB BANK**

Address: **1955 E BROADWAY RD, STE 102, TEMPE, AZ 85282**

Authorized Signature: Joe DiGiovanni

Print Name and Title: **JOE DIGIOVANNI, EXECUTIVE VICE PRESIDENT**

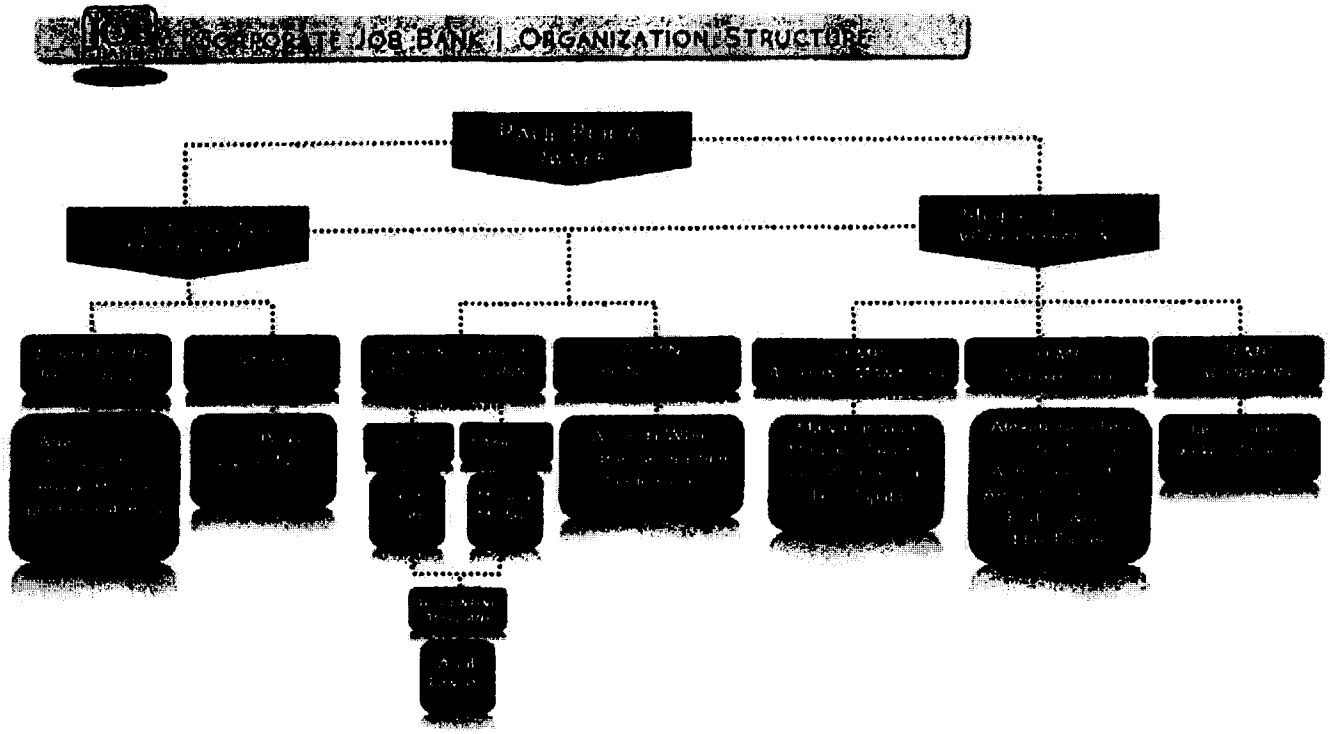
2.4.1 EXPERIENCE & QUALIFICATIONS

2.4.1.1 Offeror's proposal should include: Company Profile that details company history; Organization Chart; Business locations; and Number of years in business:

Corporate Job Bank is the largest locally owned staffing organization in Arizona and our partnerships with the various government agencies are a big part of that success. We are excited to participate in the procurement process with The City of Glendale.

We are a full service personnel firm providing employment screening services, human resources consulting, temporary, temp-to-hire, and direct hire contingent search services. Our approach to this proposal should be viewed as that of an Arizona company supporting Arizona clients. We have the expertise to solicit nationally for the benefit of our clients.

Corporate Job Bank has designed its organization from the ground up to provide a simple yet effective service. **{PLEASE SEE BELOW FOR AN ORGANIZATION CHART THAT OUTLINES OUR STRUCTURE}**



We have one location in Tempe, Arizona. We pride ourselves on our ability to match organizations and people based on values, skills, and opportunities. Overall, we believe that we are a valuable partner. We take our local relationships seriously and strive to make the right decisions for our candidates, clients, and business partners on a day to day basis.

With over 30 years in the business, Corporate Job Bank is committed to providing valuable opportunities to both organizations and candidates alike.

2.4.1.2 Offeror shall provide names and years' experience of key personnel:

Executive Vice President - Sales & Marketing	Joe DiGiovanni
Position	**Employee Name**

Position Currently Held in Firm:	**EVP**
Years with Firm:	**5.5 Years**
Years in Current Position:	**4.5 Years**
Years' Experience in Role:	**18 Years**
Duties Performed Related to Proposed Position: [illegible] Executive Vice President of the Corporate Division [illegible] Corporate Marketing Management as well as [illegible] Job Bank's Corporate Marketing and Public Relations initiatives to account management. Joe is responsible [illegible] sales [illegible] Corporate Job Bank and will [illegible] has been [illegible] as well as establishing new relationships with the public [illegible] Arizona business community [illegible] industry committees throughout the valley. Joe's vision and leadership [illegible] Corporate Job Bank [illegible] new core competencies and broadening [illegible] services we offer. Joe has over 25 years in sales [illegible] experience and is respected [illegible] throughout the community.	

Vice President of Operations	Morris Jessup
Position	**Employee Name**

Position Currently Held in Firm:	**Vice President of Operations**
Years with Firm:	**10 Years**
Years in Current Position:	**5 Years**
Years' Experience in Role:	**17 – Total Years in Staffing**
Duties Performed Related to Proposed Position: State Account Management/Recruiting – Morris has successfully managed more than 100 accounts [illegible] fulfilling the State Contract over a 15-year period. During this period, he has helped source, screen, and place thousands of personnel with various state agencies and the collective partners that utilize the state contract. Pre-[illegible] screening and accountment [illegible] the staffing process. A large part of this role is providing the [illegible] with a positive customer [illegible] the proper [illegible] compliance procedures to ensure that our organization and our [illegible] are compliant with [illegible] and state laws.	

City of Glendale
Materials Management
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TECHNICAL RECRUITING & STAFFING

Account Manager — Andrew Boca

Position — **Employee Name**

Position Currently Held in Firm:	**Account Manager**
Years with Firm:	**3 Years**
Years in Current Position:	**3 Years**
Years' Experience in Role:	**4 Years**

Duties Performed Related to Proposed Position:
Recruiting for IT. Andrew will be responsible for coordinating and recruiting for all City of Glendale [illegible] Andrew has spent the past [illegible] in the recruiting industry. He has been with Corporate Job Bank for 3 years. Andrew joined Corporate Job Bank [illegible] Build on IT staffing division. His professional style and [illegible] expertise [illegible] Andrew currently [illegible] City of [illegible] ASU.

Business Development / Sales — Viva O'Neil

Position — **Employee Name**

Position Currently Held in Firm:	**Business Development / Sales**
Years with Firm:	**3 Months**
Years in Current Position:	**3 Months**
Years' Experience in Role:	**4.5 Years**

Duties Performed Related to Proposed Position:
Account Manager [illegible] IT. Viva worked for a company that was on the State contract. She was in charge of handling Renewals (both hardware and software) for various state agencies, cities and schools. She moved over [illegible] side of [illegible] DES, ADOR, Department of Education, City of Glendale, City of Tempe, [illegible] took the time to [illegible] way the [illegible] the direction of [illegible] was going [illegible] City [illegible] company was like [illegible] help move that agency or city "forward" in regards to [illegible] always [illegible] as staying [illegible] outside of Phoenix. She is always striving to make a "match" for both the employer and employee.

City of Glendale
Materials Management
Solicitation Number: RFP 16-42
TECHNICAL RECRUITING & STAFFING

Administrative Assistant — Marie Coon
Position — **Employee Name**

Position Currently Held in Firm:	**Administrative Assistant**
Years with Firm:	**18 Years**
Years in Current Position:	**18 Years**
Years' Experience in Role:	**18 Years**

Duties Performed Related to Proposed Position:
Marie is responsible for making sure all paperwork is completed and processed on all temporary workers. She may be listed as an administrative assistant, but she wears many hats. She joined Corporate Job Bank in July, 199[illegible] as a receptionist. Since that time, she has been cross-trained to do every job in the company including payroll. She is in charge of getting the applicant [illegible] process. This includes properly filling out the application, [illegible] background check, [illegible] E-Verify check, fingerprinting (for DOR), setting the file entered into the computer and testing the [illegible] skills. She has built many [illegible] relationships with [illegible] excellent skills and detailed follow-through.

Controller — Gina DiGiovanni
Position — **Employee Name**

Position Currently Held in Firm:	**Controller**
Years with Firm:	**4 Years**
Years in Current Position:	**4 Years**
Years' Experience in Role:	**15 Years**

Duties Performed Related to Proposed Position:
Gina is responsible for [illegible] Accounts Receivable. Gina is also responsible for all of the [illegible] reporting as stated in the contract.

Payroll/Benefits — Candy Smith
Position — **Employee Name**

Position Currently Held in Firm:	**Payroll/Benefits**
Years with Firm:	**5 Years**
Years in Current Position:	**5 Years**
Years' Experience in Role:	**10 Years**

Duties Performed Related to Proposed Position:
Candy is responsible for Payroll, Worker's Compensation, Unemployment and Benefits. She [illegible] She will [illegible] responsibility for [illegible] and produce the required monthly reports per the contract. Candy has spent 10 years [illegible] including Worker's Compensation, unemployment, pay issues and heads our safety committee.

2.4.1.3 Offeror shall provide a description of the firm's size and organizational structure that includes number of years' experience in the IT Staffing and Recruiting business, areas of expertise, and special achievements:

Included in our 30 years of staffing experience, is over 8 years in the IT sector. We have had many successes in recruiting key personnel for IT positions for various clients throughout the State. We have a wide area of expertise within the IT sector, including, but not limited to, Systems Analysts and Administrators, Network Engineers, Database Admins, and Help Desk Support.

We have more than 15 years of experience providing personnel services to government agencies throughout the state of Arizona at nearly every agency level. We believe that our approach to staffing and partnership is what sets us apart from the larger national brands. Our senior level staffing and human resources professionals offer a consultative approach to our clients. Our goal is to provide strong consultative customer service at every step of the hiring process. Our team consists of 20 full time Account Managers, Recruiters, Sourcers, and Account Executives.

We have been ranked as the #1 Staffing Firm by Ranking Arizona for 14 years running earning us the coveted Platinum Ranking in our industry. Our hope is to highlight our value, commitment, ability, and desire to be a part of the City of Glendale partnership. We believe that "Our People Make the Difference!"

2.4.1.4 Offeror shall provide details of recruitments undertaken that are of similar nature based on the City's specifications:

Similar recruitments that Corporate Job Bank has undertaken are working with the Public Sector providing both Direct Hire Technical Staff and Temporary Technical Staff on an as-needed basis. We have had to work within the government allotted budget, timeframe, technical requirements and on-boarding guidelines presented, while producing quality candidates. We also work successfully with Cities and Agencies on Direct Hire and Temporary roles outside of IT.

2.4.1.5 Offeror shall describe training in technology provided to their temporary candidate pool:

Corporate Job Bank seeks out qualified individuals for the job requirement when looking for their temporary candidates. We do not offer training in technology to our temporary IT workers because we seek out individuals that already have the skillset for the client we place them with. We validate the candidates' skills by conducting testing / assessments for nearly every skill or job. These assessments are included in our pricing. We utilize the Kenexa Prove-It system which currently has more than 1,500 assessments available. Our testing catalog includes more than 350 technical testing modules and more than 320 software modules.

{SEE "ATTACHMENT A: TECH TEST/SOFTWARE TITLES" FOR DETAIL}

Exhibit A

2.4.2 METHOD OF APPROACH

2.4.2.1 Offeror shall clearly provide their written understanding of the City's requirements, specifications, meeting the terms and conditions of the RFP and matching the proposed methods to accomplish the needs of the City:

Corporate Job Bank's Management Team has reviewed the City of Glendale RFP in its entirety. Key compliance requirements have been assigned to the Operations and Implementation teams and pre-implementation protocols have been created to ensure compliance and success upon award.

Corporate Job Bank's key personnel have reviewed the RFP requirements and have developed implementation guidelines aligning with the City's need and intent. Corporate Job Bank Sales Management, Account Management, Operations Management, IT Sector Servicing staff, IT Sector Recruiting staff, Human Resources, Accounting, and Executive leadership have reviewed the RFP, and are committed to delivering a valued and quality service within the terms of the RFP, as committed to in the RFP responses.

Corporate Job Bank has over 15 years of experience in government sector implementations. During our 15 plus years of servicing State, Federal, and Municipal agencies, we have never had a finding of non-compliance and have never lost a contract due to violations of terms and agreements.

2.4.2.2 Offeror shall provide a communication plan between key personnel and the City of Glendale:

Corporate Job Bank uses a two channel communication process with our government sector clientele.

The City of Glendale will be assigned an Account Executive who will focus on quality of service, relationship development, and quality control. Most often, the Account Executive will function as the face of Corporate Job Bank, as the Account Executive works primarily in the field providing client services and support.

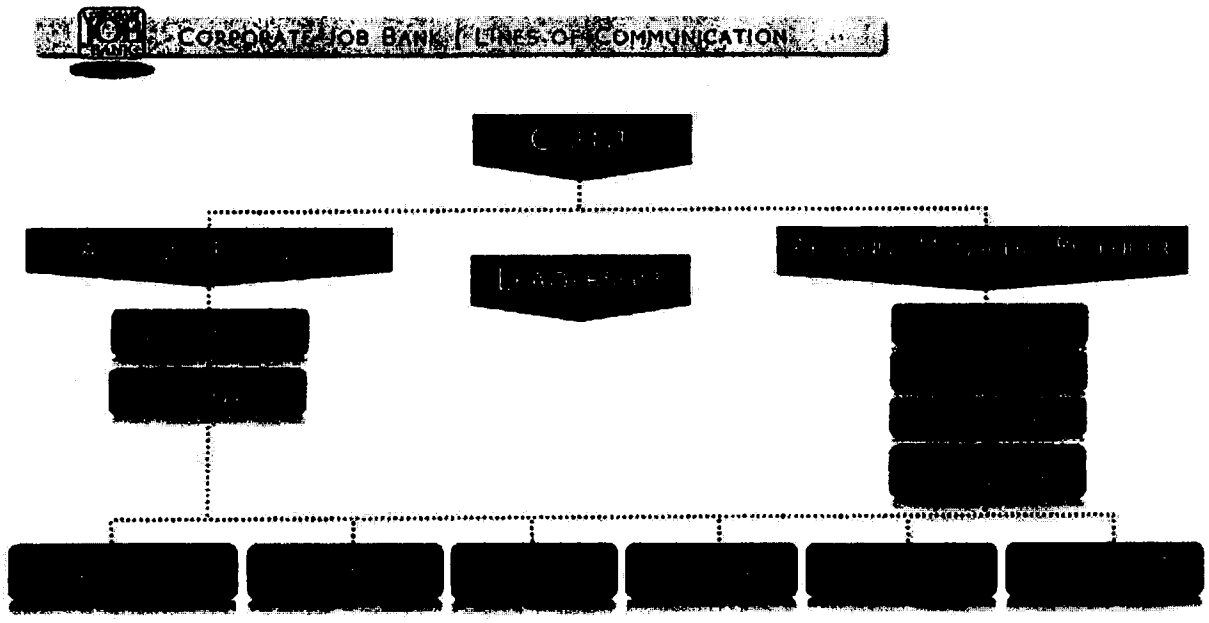
The second channel of communication focuses on service delivery. The City of Glendale will be assigned an Account Manager / Recruiter who will focus on recruitment, screening, candidate processing, retention, resource management, and the day-to-day account support.

The two-tier approach provides the client with multiple avenues for support and works to create a cohesive and team based account management group.

Internally, Corporate Job Bank utilizes a horizontal communication structure to notify key stakeholders and support staff of client requests, needs for service, and support issues.

{PLEASE SEE NEXT PAGE FOR LINES OF COMMUNICATION CHART}

Exhibit A



2.4.2.3 Offeror shall describe method and approach for recruiting technical talent:

Corporate Job Bank has designed its organization from the ground up to provide a simple yet effective service. We have every tool available as the large national organizations, yet we only focus on the local market. This is a huge advantage to all the clients we serve. Our understanding of the IT market as it lives and breathes in Arizona helps us to provide a more focused search and delivery service than many of the larger companies with regional or national scope. In short, Arizona is our focus.

We propose to provide service utilizing traditional staffing models combined with best-in-class technology, partnership, a focus on core competency, refined selection processes, and by hiring and retaining the best internal talent available.

Best-in-class Technology:
Using the best **TECHNOLOGY** has allowed Corporate Job Bank to provide very timely services by increasing the depth and breadth of our recruiting effort. Corporate Job Bank has developed a system of advertising, recruiting, and publicity using the most recent software systems and technology. In 2012, Corporate Job Bank rebuilt its technology infrastructure from the ground up. We have continued to modernize in 2014 and 2015 with additional system upgrades and infrastructure allowing the company to go remote and cloud based. Corporate Job Bank possesses state of the art tools, software, and hardware including:

- Resume aggregators
- Resume parsing software

Exhibit A

- Cloud based timekeeping system
- Cloud based time and attendance system
- Customer relationship management system
- Human Resource information system
- Cloud based customer and employee self-service accounts
- Requisition distribution software and tools
- Remote and contracted Researchers and Recruiters

Corporate Job Bank holds the belief that while technology improves our efficiency and timeliness to the market, it is no substitute for the hard work of trained, experienced, and successful support staff.

Corporate Job Bank has developed one of the most extensive recruiting networks of any staffing agency in the Arizona market. We have spent more than 30 years developing and fostering relationships, sources and contacts in Arizona.

We have combined technology and good old fashioned partnerships to develop a pipeline of candidates that keep our clients' needs fulfilled. Our jobs reach tens of thousands of potential candidates daily.

Partnering:
PARTNERSHIP is the core principal which we use to guide our recruiting efforts. We have identified and partnered with many of Arizona's schools, development programs, municipal services and training institutes to source qualified personnel. We participate in a variety of the professional organizations further targeting skilled candidates within the IT field.

Examples of our partners include:
- Arizona State University
- ITT
- DeVry
- Maricopa Community Colleges
- Arizona Department of Economic Security
- Arizona State University
- Apollo Group
- #YesPhx
- User Groups: The AZ Software Community, HackerNest, Tech Talent, etc.
- Phoenix Start Up Week
- Networking Phoenix
- Year Up (Non-profit that teaches IT technical skills and social job skills to adults ages 18-24)

Exhibit B

The following are some of the sources and activities we utilize in meeting our recruitment goals:

- Proprietary database and website (www.corporatejobbank.com) which contains more than 30,000 candidate files and resumes
- Business Associations / Organizations
- Civic Organizations
- Educational Institutes (i.e. colleges, trade schools, etc.)
- Fairs Promoting Recruiting
- Government Programs
- Internet advertising and recruiting
- Media (newspaper, trade publication, radio and television)
- On-Site Recruitment (open houses, job fairs)
- Referral programs
- Community partnerships
- Passive candidate pool development
- Marketing blasts (email and voicemail)
- Print advertising and recruiting
- Organizational and professional networking
- Social Media (LinkedIn User Groups, IT Blog Forums, Pinterest, Twitter)

Advertising - Print Media:
Corporate Job Bank has established a strong advertising network and regularly advertises with nearly every major print media in the Phoenix area. We regularly advertise with the following:

- Arizona Republic
- East Valley Tribune
- La Voz
- Job Examiner
- Employees Wanted Magazine
- The Employment Guide
- New Times
- Arizona Business Magazine
- Phoenix Business Journal

Cloud Based Advertising:
In addition to our own website and job board, Corporate Job Bank also utilizes nearly every major job board to advertise our positions online. Our job board partnerships include:

- Datafrenzy.com
- Monster.com
- Jobing.com

Exhibit A

- Careerbuilder.com
- Recruiter.com
- Craigslist.com
- Backpage.com
- Maricopa Community Colleges
- Jobing.com
- Dice.com
- Indeed.com
- LinkedIn.com
- Simplyhired.com
- Facebook.com
- Jobs.GitHub.com
- Icrunchdata.com
- Stackoverflow.com
- Crunchboard.com
- TechCareers.com
- ITjobpro.com
- Rubynow.com
- Beyond.com

Ironically, with all of the advertising dollars we spend each year, our largest source of candidates consistently comes from referrals by the professionals who have used our services.

2.4.2.4 Offeror shall describe how a candidate's technical skills are identified, assessed, and validated:

Corporate Job Bank researches and validates candidate KSAs (knowledge, skills, and abilities) prior to recommendation for client review.

Corporate Job Bank utilizes a multi-tier approach in determining a candidate's actual versus projected KSAs. Our team conducts a focused and intensive screening / review of our employees:

- Previous work history and job functions
- Training and education
- Professional references
- Validated skills testing / assessments

In addition to a thorough screening and our pre-packaged skills assessments, Corporate Job Bank is able to develop, design, and implement customized screening specific to each department's needs. We are able to create "batch" systems which can test and screen for KSA bundles essential to our client's needs.

Professional references are conducted to validate candidate skill sets and to determine areas of strength, needs for improvement, and alignment with the client's requirements.

Exhibit

Corporate Job Bank provides validated testing / assessments for nearly every skill or job. These assessments are included in our pricing. We utilize the Kenexa Prove-It system which currently has more than 1,500 assessments available. Our testing catalog includes more than 350 technical testing modules and more than 320 software modules. Please see the embedded link below for a listing of technical and software titles.

{SEE "ATTACHMENT A: TECH TEST/SOFTWARE TITLES" FOR DETAILS}

Our assessment system provides the following features:

- **Instant Test Results:** Available via email and/or the Internet upon completion of each test
- **A Full Range of Quality Assessments:** Hundreds of tests for accounting, marketing, administrative, legal, clerical, software, industrial, healthcare, financial and technical job classifications.
- **Available via the Internet or your organization's Intranet anytime, anywhere:** Fully interactive Desktop Application tests available via the Internet without plug-ins or firewall issues
- **Most Advanced Testing Engine:** Randomization of questions, test and group customization capabilities, and enhanced reporting capability

Corporate Job Bank believes in transparency in the candidate submission process. Our Recruiters are trained on presenting the client with both candidate strengths and potential areas for improvement. We believe this level of transparency in the submission process is critical to the placement process and ensures the end user and client can manage the resource effectively. This approach is unusual in the staffing industry as many agencies believe the sell is based purely upon candidates' strengths.

2.4.2.5 Offeror shall describe types of testing conducted and screening processes used, prior to selecting a candidate in their temporary staff pool:

Corporate Job Bank is committed to only supplying associates who meet the highest screening standards in the staffing industry. In addition to personally interviewing each potential associate, CJB will verify credentials, certificates and past work experiences. CJB will check a minimum of two professional references prior to submittal. When researching our candidates, we probe for specific work habit information, in addition to job responsibilities. If for any reason a favorable reference cannot be obtained, that candidate is not eligible for employment with Corporate Job Bank. In addition to references, CJB requires a signed statement verifying that all areas of their application, including education and criminal history, are true and correct. CJB has developed a simple, detailed and effective method to screening candidates. This method is designed to verify that all of our employees meet the needs of our clients. Please see the process on the following page:

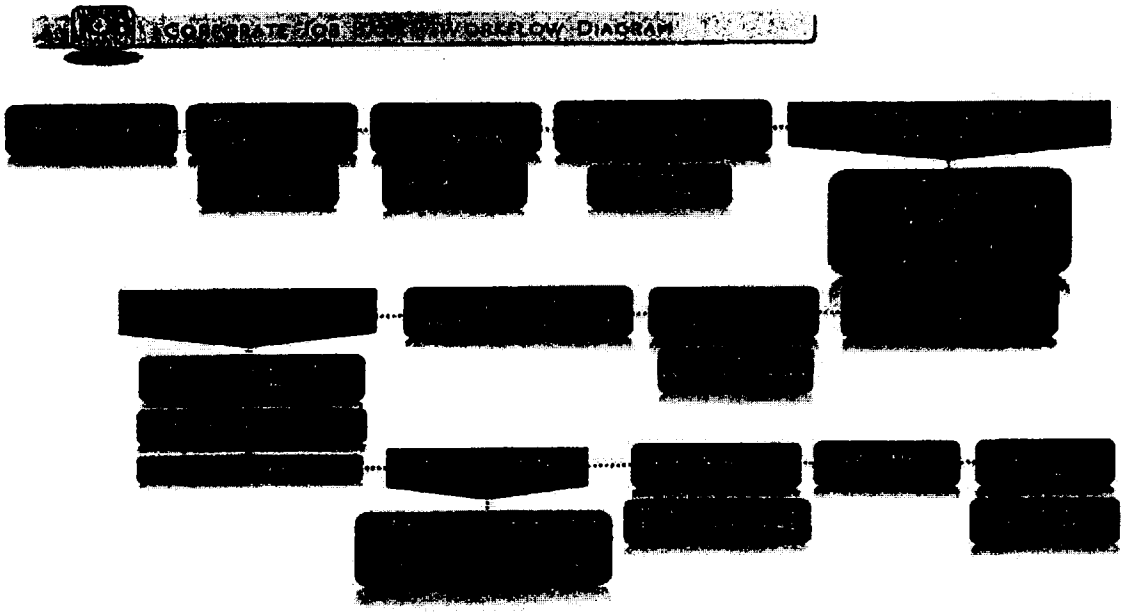
Exhibit A

1. Resume review
2. Phone screening/pre-interview
3. Application process
4. Behavioral based interview
5. Skills assessment(s)
6. Reference check(s)
7. Employment history verification(s)
8. I-9 verification
9. E-Verify Identity and employment eligibility verification
10. Corporate Job Bank orientation
11. Corporate Job Bank standard criminal background screening
12. Best fit determination
13. Client specific background screening
14. Client specific drug testing
15. Client specific orientation

Corporate Job Bank has developed a simple and effective workflow to manage our recruitment and screening process. Our process is intentionally flexible and designed to be customer centric so that we are able to meet the individual needs of clients in current day situations. This process is customized to each client's needs and new candidates are briefed on the process and flow during our initial phone screening.

Please see the workflow diagram below for a breakdown of our process and steps, from order to assignment completion. Please note that this process includes several steps which may be excluded for direct hire services. Items such as drug testing, national criminal history checks, MVR review, E-Verify, and I-9 verifications are typically provided by the employer and would be completed by the City of Glendale, as the employer of record, for any direct hire placements.

{PLEASE SEE BELOW FOR WORKFLOW DIAGRAM FOR DETAILS}



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- **Available via the Internet or your organization's Intranet anytime, anywhere**: Fully interactive Desktop Application tests available via the Internet without plug-ins or firewall issues.
- **Most Advanced Testing Engine:** Randomization of questions, test and group customization capabilities, and enhanced reporting capability.

2.4.2.6 Offeror shall describe their method of approach to tracking temporary staff attendance:

Corporate Job Bank has several tools available to report temporary staff attendance.

Utilizing our online timekeeping system, Corporate Job Bank reviews and manages temporary staff attendance on a weekly basis. This system is available for client use and includes reporting of temporary staff attendance, hours worked, rate structures, time on project, mileage, expenses, and a variety of other reporting. We have found that our online time and attendance systems is an effective tool to manage resource attendance.

In addition, Corporate Job Bank has several additional tools available depending on project scope, size, and duration. These tools include our online time and attendance system (Akken), web based time and attendance portal, onsite time clock systems (badge based), onsite time clock systems (biometric), paper based time tracking, and spreadsheet based time tracking.

Exhibit A

We are able to offer:

- Hours entry
- Labor allocation
- Alerts
- Punch entry
- Employee time and attendance entry (Self-service punching)
- Supervisor time and attendance entry
- Absence reporting
- Meal and break time management
- Rounding
- In and out detail reporting
- Absence request reporting
- Shift allocation

Regardless of the need, Corporate Job Bank has a solution or will create one to meet the client's end goal.

2.4.2.7 Offeror shall describe the communication process used to notify the City of an assigned temporary staff's absence:

Call-Offs:
Corporate Job Bank uses a dual notification process as part of our "Mandatory Contact Policy" by all temporary resources.

Temporary personnel are required to contact our offices and notify the Account Manager or Recruiter a minimum of 1 hour prior to shift start time. In addition, the resource is required to contact the client supervisor.

Corporate Job Bank staff will notify the client of the absence immediately upon receipt of the call-off from the resource. This notification is typically made via email and includes client Supervisors and Management.

Scheduled Time Off:
Corporate Job Bank employees must directly request scheduled time off from the client Supervisor. If the employee is granted pre-approved time off, the employee must notify Corporate Job Bank. Corporate Job Bank will verify the pre-approval with the client to ensure accuracy in reporting and client approval.

Exhibit 19

2.4.3 CAPACITY OF OFFEROR – KNOWLEDGE OF PHOENIX MARKET

2.4.3.1 Offeror shall provide (3) three recent (within last 3 years) client/customer references from organizations of similar size and scope to the City for services described herein.

2.4.3.1.1 Client: City of Tempe – IT Division
2.4.3.1.2 Contact Name and Title: Lisa Ernst – Administration
2.4.3.1.3 Service Dates: 2013 to present
2.4.3.1.4 Number of Temporary Positions Filled: 22
2.4.3.1.5 Number of Recruitments Conducted and Positions Filled: None (The City only uses contractors at this time)

2.4.3.1.1 Client: Net Fusion Services
2.4.3.1.2 Contact Name and Title: Chris Goulding – CEO & President
2.4.3.1.3 Service Dates: 2011 - 2014
2.4.3.1.4 Number of Temporary Positions Filled: 32
2.4.3.1.5 Number of Recruitments Conducted and Positions Filled: 12 / 8

2.4.3.1.1 Client: WebPT
2.4.3.1.2 Contact Name and Title: Matt Cuellar – HR Manager
2.4.3.1.3 Service Dates: 2013 to Present
2.4.3.1.4 Number of Temporary Positions Filled: 54
2.4.3.1.5 Number of Recruitments Conducted and Positions Filled: Not Applicable

2.4.3.2 Offeror shall describe their knowledge of the Phoenix market:

The Phoenix IT Market has drastically changed over the past few years and continues to transform. New security threats are constantly evolving. It has become necessary for companies to integrate new hardware and software into existing infrastructure. Businesses must keep more data than ever, thus they are having to enhance and maintain storage. Datacenters can be physical, cloud based or a hybrid of both, causing organizations to make decisions that could affect them long term. Mobile devices are fully incorporated into the workplace, compelling companies to adapt to new mobile technology. Start-up tech companies are becoming common-place, and many large corporations have relocated or are established in Arizona. Therefore, the IT talent pool has more choices, and it can be a challenge for companies to entice new talent to join

their team. Companies require a staffing partner that understands the changing IT landscape and can secure the necessary talent to move their initiatives forward.

Exhibit F

2.4.3.3 Offeror shall describe their turnover rate of temporary assignment employees and retention rate for recruitments:

Corporate Job Bank's turnover rate on temporary assignments over the past 3-year period has averaged 23.1%. CJB's retention rate on recruitments (Direct Hire) over that same 3-year period has averaged 97.3%.

Exhibit A

2.4.4 PLACEMENT GUARANTEE

2.4.4.1 Offeror shall describe their placement guarantee:

Corporate Job Bank has a ninety (90) day guarantee on all Direct Hires as follows: CJB will replace the employee at no charge to the client, if the employee leaves or is terminated, up to ninety (90) days of employment with client. No replacement will be made when the scope of the duties has changed substantially or has been misrepresented. If the Direct Hire fee is not paid within thirty (30) days of hire, the guarantee is null and void.

2.4.4.2 Offeror shall describe their process to address a situation where the City is not satisfied with the temporary staff placed:

Corporate Job Bank issues an 8-hour Unconditional Guarantee on all temporary staff placed. In addition, we offer an Extended Guarantee of up to 24 hours. This allows each agency to work with our contractors up to three full business days with no cost / limited cost if our personnel do not meet your needs and criteria.

Our Unconditional Guarantee:
Corporate Job Bank offers an 8-hour Unconditional Guarantee. If for any reason, you are not satisfied with our temporary/contract employee within the first 8 hours, you may elect to request a replacement, and no fee or charges will be assessed for work performed up to 8 hours.

Our Extended Guarantee:
Corporate Job Bank offers an Extended Guarantee for up to 24 hours of worked performed. If for any reason, you are not satisfied with our temporary/contract employee within the first 24 hours, Corporate Job Bank will bill back the resource at our hourly cost without adding the contracted markup to the rate.

2.4.4.3 Offeror shall describe their process and replacement policy to address a situation where a temporary staff position leaves prior to the end of the assignment:

In the event that a temporary staff member leaves the position prior to assignment completion, Corporate Job Bank assigns the replacement order a "tier 1+" priority ranking for the applicable Recruiters and Account Managers. This priority ranking puts the replacement order in front of all existing orders and becomes our team's primary "must cover" requisition.

Exhibit A

ATTACHMENT A: Tech Test/Software Titles (Kenexa ProveIt!® - www.ProveIt.com)

- .NET Framework 2.0
- .NET Framework 3.0
- .NET Framework 4.0
- .NET Programming - ASP 2.0
- .NET Programming - ASP 3.5
- .NET Programming - ASP 4.0
- Visio 2002
- Microsoft Visio 2003
- Microsoft Visio 2007
- Microsoft Visio 2010
- Microsoft Visio 2013
- Microsoft Visual Studio 2010
- .NET Programming - ASP 4.5
- .NET Programming - ASP 5.0
- .NET Programming - C# 2.0
- .NET Programming - C# 3.0
- .NET Programming - C# 4.0
- .NET Programming - C# 5.0
- ABAP/4 for SAP
- ActionScript 3.0
- Active Directory Domain Services
- Active Server Pages
- Adabas DBA
- Adabas Natural
- Adabas Programming
- Adobe ColdFusion 10
- Adobe ColdFusion 8
- Adobe ColdFusion 9
- Adobe Dreamweaver CS5
- Agile Software Development
- AION Programming
- AJAX
- ANSI SQL
- Apache Web Server
- AS/400 Operations
- Assembler
- Assembler for IBM Mainframe
- AUS-NZ Lotus Notes 5.0 for Developers
- Basic Wireless Communication
- BizTalk Server 2006
- BizTalk Server 2010
- Borland C++ Builder
- BroadVision
- BusinessObjects 5 - Designer
- BusinessObjects XI Release 2
- C Programming
- C++ Programming
- Cascading Style Sheets
- Cascading Style Sheets 2.1
- Cascading Style Sheets 3.1
- Cascading Style Sheets 4.0
- CGI Concepts
- CICS/COBOL
- Cisco Networking
- Cisco Router
- Citrix for Client Server Applications
- Citrix MetaFrame
- Citrix WinFrame
- Clipper
- Cloud Computing Core Concepts
- COBOL
- COBOL 400
- COBOL II
- Code Sample - ASP - File Operations
- Code Sample - ASP.NET - Date/Time Operations
- Code Sample - C Sharp - Date/Time Operations
- Code Sample - C Sharp - File Operations
- Code Sample - Java - Date/Time Operations
- Code Sample - Java - File Operations
- Code Sample - JavaScript - Date/Time Operations
- Code Sample - JavaScript - File Operations
- Code Sample - VB Script - Date/Time Operations
- Code Sample - VB.NET - Date/Time Operations
- Code Sample - Visual Basic - Date/Time Operations
- Code Sample - Visual Basic - File Operations
- Cold Fusion 4
- Cold Fusion MX 6.1
- Cold Fusion Scripting and Development
- ColdFusion MX 7
- COM/DCOM Development in Delphi
- COM/DCOM Development in Visual Basic
- Computer Technician Skills
- COOL: Gen
- CORBA
- Core Java
- Crystal Reports 11.0
- Crystal Reports 14.1
- Crystal Reports 7.0
- Crystal Reports 8.0
- Crystal Reports 8.5 for Developers
- Data Architecture
- Data Mining Concepts

Exhibit A

ATTACHMENT A: Tech Test/Software Titles (Kenexa ProveIt!® - www.ProveIt.com)

- Data Modeling Concepts
- Data Warehousing Concepts
- DB2 5.x DBA
- DB2 Developer
- DB2 v.8 Mainframe DBA
- DB2 v.8 UDB DBA
- Delphi 3
- Delphi 5
- DHTML
- DreamWeaver
- Dreamweaver 8
- E Commerce Concepts: Deployment
- EDI (Electronic Data Interchange)
- Enterprise JavaBeans [EJB]
- Enterprise JavaBeans [EJB3]
- Ethernet Networking
- FORTRAN 77/90
- GroupWise 5.x
- Gupta Centura
- HTML 2.0/3.0
- HTML 4.0
- HTML 5.0
- HTML Webmaster
- IBM AIX 5.1 Administrator
- IBM DB2 10.5 New!
- IMS
- iNet+
- Informatica
- Informatica Cloud
- Informix
- Internet Security
- J2EE
- J2SE
- Java EE 6
- Java EE 7
- Java Entry Level
- Java Hibernate 3.3
- Java Hibernate 4.3
- Java SE 6
- Java SE 7
- Java SE 7 Swing
- Java SE 8
- Java Server Pages
- Java Servlets
- Java Servlets 3.0
- Java Swing
- JavaScript
- JavaServer Faces 2.0
- JCL
- jQuery 1.7
- LAN Concepts
- Linux Administration
- LoadRunner 11 New!
- LoadRunner 9
- Logical Reasoning - Deduction
- Logical Reasoning - Mathematical
- Lotus Domino 6 for Developers
- Lotus Notes 4.0 for Developers
- Lotus Notes 4.5 for Developers
- Lotus Notes 5.0 for Developers
- Lotus Notes Administration
- Macintosh Technician OS 9
- Macintosh Technician OS X
- Macromedia Director MX 2004
- Macromedia Flash 5
- Macromedia Flash MX 2004
- Macromedia Flash Professional 8
- Microsoft Access 2000 for Developers
- Microsoft Access 2002 for Developers
- Microsoft Access 2003 for Developers
- Microsoft Access 2007 for Developers
- Microsoft Access 2013 for Developers
- Microsoft Exchange Server 2000 Administration
- Microsoft Exchange Server 2003 Administration
- Microsoft Exchange Server 2007 Administration
- Microsoft Exchange Server 2010 Administration
- Microsoft Exchange Server 5.5
- Microsoft Internet Information Server [IIS] 4.0
- Microsoft Internet Information Services [IIS] 7.0
- Microsoft Office 2003 Help Desk
- Microsoft Office 2007 Help Desk
- Microsoft Office 2010 Help Desk
- Microsoft Office 2013 Help Desk
- Microsoft Office SharePoint Server 2007
- Microsoft Office XP Help Desk
- Microsoft SharePoint 2010 for Developers
- Microsoft SharePoint 2013 for Administrators
- Microsoft SharePoint Server 2010 for Administrators
- Microsoft Site Server 3.0
- Microsoft Systems Management Server 2.0 [SMS]
- Microsoft Transaction Server

Exhibit A

ATTACHMENT A: Tech Test/Software Titles (Kenexa ProveIt!® - www.ProveIt.com)

- Microsoft Windows 2000 Data Center Administration
- Microsoft Windows 2000 Professional Installation
- Microsoft Windows 2000 Server Administration
- Microsoft Windows 2000 Server Installation
- Microsoft Windows 2000 Server Installation Procedures
- Microsoft Windows 2000 Technical Skills
- Microsoft Windows 2003 Server Administration
- Microsoft Windows 2003 Server Installation Procedures
- Microsoft Windows 2008 Server Administration
- Microsoft Windows 2012 Server Administration
- Microsoft Windows 7 Technical Skills
- Microsoft Windows 8 Technical Skills
- Microsoft Windows NT 4.0 Server Administration
- Microsoft Windows NT 4.0 Server Installation
- Microsoft Windows NT 4.0 Workstation Installation
- Microsoft Windows Vista Technical Skills
- Microsoft Windows XP Technical Skills
- MicroStation V8i
- MVS
- MySQL
- Netscape Webserver
- Network Administration
- Network Security
- Network Virtualization
- Network-Attached Storage (NAS)
- Novell Directory Services
- Novell NetWare 3.12
- Novell NetWare 4.x
- Novell NetWare 5.x
- Object Oriented Programming [OOP]
- Object PAL 5.0
- OLAP Concepts
- Oracle 10g DBA
- Oracle 10g for Developers
- Oracle 11g Release 2 DBA
- Oracle 11g Release 2 for Developers
- Oracle 11i DBA
- Oracle 12c DBA
- Oracle 12c for Developers
- Oracle 7.3 DBA
- Oracle 7.3 Developer
- Oracle 8 DBA
- Oracle 8 Developer
- Oracle 8.i
- Oracle 9i DBA
- Oracle 9i for Developers
- Oracle Applications DBA
- Oracle Designer 2000
- Oracle Developer 2000
- Oracle E-Business Suite R12 - Technical
- Oracle Essbase 11
- Oracle Financials 11
- Oracle Forms 10g
- Paradox Application Language 4.0
- Pascal
- PeopleCode 8.5
- PeopleSoft 7 DBA
- PeopleSoft 7 Developer
- PeopleSoft 8 DBA
- PeopleSoft 8 Developer
- Peoplesoft 9 DBA
- PeopleSoft 9 Developer
- Perl 5
- Perl 6
- PHP 4
- PHP 5
- PHP 5.3
- PL/SQL
- PowerBuilder 10
- PowerBuilder 4.0
- PowerBuilder 5.0
- PowerBuilder 6.0
- PowerBuilder 8.0
- Programming Concepts
- Project Management for IT Professionals
- Python 3.5
- QuickTest Professional 9
- Rational Rose
- Relational Database Design [RDBMS]
- RPG III
- RPG IV [RPG ILE]
- Ruby 1.8
- Ruby 1.9
- Ruby on Rails 3.0
- SAP Database
- SAS 6 - IT Professional
- SAS 8.2
- SAS 9.3
- Service-Oriented Architecture

Exhibit A

ATTACHMENT A: Tech Test/Software Titles (Kenexa ProveIt!® - www.ProveIt.com)

- Siebel 7
- Smalltalk
- Solaris 10 Administrator
- Spring Framework 2.5
- Spring Framework 4.0
- SPSS
- SQA Robot
- SQL Entry Level
- SQL for Client-Server Applications
- SQL for Desktop Applications
- SQL Server 2000 DBA
- SQL Server 2000 for Developers
- SQL Server 2005 DBA
- SQL Server 2005 for Developers
- SQL Server 2008 DBA
- SQL Server 2008 for Developers
- SQL Server 2008 R2 Analysis Services
- SQL Server 2008 Reporting Services
- SQL Server 2012 DBA
- SQL Server 2012 for Developers
- SQL Server 2012 Integration Services
- SQL Server 2012 Reporting Services
- SQL Server 2014 DBA
- SQL Server 2014 for Developers
- SQL Server 2014 Integration Services
- SQL Server 2014 Reporting Services
- SQL Server 6.5
- SQL Server 6.5 Developer
- SQL Server 7.0 DBA
- SQL Server 7.0 Developer
- SQL Server Integration Services
- SQL Server Reporting Services
- Storage Area Network (SAN)
- Sybase 11
- Sybase 12
- Sybase DBA
- Sybase Developer
- Technical Support - IT/Network
- Technical Support Processes
- Telecommunications
- TestDirector 8.0
- Transact SQL
- U.K. Logical Reasoning - Deduction
- U.K. Logical Reasoning - Mathematical
- U.K. Lotus Notes 5.0 for Developers
- UML
- UNIX Administrator
- UNIX Programming
- UNIX Shell Programming
- UNIX Users
- VBScript
- Visual Basic 2010
- Visual Basic 4.0
- Visual Basic 5.0
- Visual Basic 6.0
- Visual Basic 6.0 for Applications (VBA)
- Visual Basic 9.0
- Visual C++ 2010
- Visual C++ 4.0
- Visual C++ 6.0
- Visual FoxPro 3.0
- Visual FoxPro 6.0
- Visual FoxPro 8.0
- Visual Interdev 6.0
- Visual J++ 1.1
- Visual J++ 6.0
- VMware ESX 4.1
- VMware ESXi 6.0 New!
- VMware Workstation 7
- WAN Architecture
- Web Commerce Security
- WebLogic Portal 7.0
- WebLogic Server 12c
- WebLogic Server 7.0
- WebSphere 4.0
- WebSphere Application Server 7
- WebSphere MQ V5
- WinRunner 6.02
- WinRunner 7.6
- Wireless Networking
- XML
- XWindow Systems
- ACCPAC Pro Series
- Adobe Acrobat 6.0 Standard
- Adobe Acrobat 7.0 Standard
- Adobe Acrobat 8.0 Standard
- Adobe Acrobat 9.0 Standard
- Adobe Acrobat X
- Adobe Acrobat XI
- Adobe Flash CS3 Professional
- Adobe Flash Professional CS5
- Adobe Flex 3
- Adobe Illustrator CS
- Adobe Illustrator CS2
- Adobe Illustrator CS3
- Adobe Illustrator CS5
- Adobe Illustrator CS6
- Adobe InDesign CS
- Adobe InDesign CS2
- Adobe InDesign CS3

Exhibit A

ATTACHMENT A: Tech Test/Software Titles (Kenexa ProveIt!® - www.ProveIt.com)

- Adobe InDesign CS4
- Adobe InDesign CS5
- Adobe InDesign CS6
- Adobe Pagemaker 6.5
- Adobe PageMaker 7
- Adobe Photoshop 5.5
- Adobe Photoshop CS
- Adobe Photoshop CS2
- Adobe Photoshop CS3
- Adobe Photoshop CS4
- Adobe Photoshop CS5
- Adobe Photoshop CS6
- ADP - Payroll
- AUS-NZ Lotus Notes 5.0 for Users
- AUS-NZ MYOB Accounting Plus
- Corel Presentations 9.0
- Corel Quattro Pro 9.0
- Corel WordPerfect 9.0 - Normal User
- Corel WordPerfect 9.0 - Power User
- Corel WordPerfect 9.0 - Whole Test
- Corel WordPerfect X6
- Desktop Publishing Theory Skills
- FileMaker Pro 6
- French Canadian Microsoft Access 2007
- French Canadian Microsoft Access 2010
- French Canadian Microsoft Access 2013
- French Canadian Microsoft Excel 2003 - Normal User
- French Canadian Microsoft Excel 2003 - Power User
- French Canadian Microsoft Excel 2003 - Whole Test
- French Canadian Microsoft Excel 2007 - Normal User
- French Canadian Microsoft Excel 2007 - Power User
- French Canadian Microsoft Excel 2007 - Whole Test
- French Canadian Microsoft Excel 2010 - Normal User
- French Canadian Microsoft Excel 2010 - Power User
- French Canadian Microsoft Excel 2010 - Whole Test
- French Canadian Microsoft Excel 2013 - Normal User
- French Canadian Microsoft Excel 2013 - Power User
- French Canadian Microsoft Excel 2013 - Whole Test
- French Canadian Microsoft Outlook 2003
- French Canadian Microsoft Outlook 2007
- French Canadian Microsoft Outlook 2010
- French Canadian Microsoft Outlook 2013
- French Canadian Microsoft PowerPoint 2003 - Normal User
- French Canadian Microsoft PowerPoint 2003 - Power User
- French Canadian Microsoft PowerPoint 2003 - Whole Test
- French Canadian Microsoft PowerPoint 2007 - Normal User
- French Canadian Microsoft PowerPoint 2007 - Power User
- French Canadian Microsoft PowerPoint 2007 - Whole Test
- French Canadian Microsoft PowerPoint 2010 - Normal User
- French Canadian Microsoft PowerPoint 2010 - Power User
- French Canadian Microsoft PowerPoint 2010 - Whole Test
- French Canadian Microsoft PowerPoint 2013 - Normal User
- French Canadian Microsoft PowerPoint 2013 - Power User
- French Canadian Microsoft PowerPoint 2013 - Whole Test
- French Canadian Microsoft Word 2003 - Normal User
- French Canadian Microsoft Word 2003 - Power User
- French Canadian Microsoft Word 2003 - Whole Test
- French Canadian Microsoft Word 2007 - Normal User
- French Canadian Microsoft Word 2007 - Power User
- French Canadian Microsoft Word 2007 - Whole Test
- French Canadian Microsoft Word 2010 - Normal User
- French Canadian Microsoft Word 2010 - Power User
- French Canadian Microsoft Word 2010 - Whole Test
- French Canadian Microsoft Word 2013 - Normal User
- French Canadian Microsoft Word 2013 - Power User

EXHIBIT A

ATTACHMENT A: Tech Test/Software Titles (Kenexa ProveIt!® - www.ProveIt.com)

- French Canadian Microsoft Word 2013 - Whole Test
- German Microsoft Excel 2003 - Normal User
- German Microsoft Excel 2003 - Power User
- German Microsoft Excel 2003 - Whole Test
- German Microsoft Outlook 2003
- German Microsoft PowerPoint 2003 - Normal User
- German Microsoft PowerPoint 2003 - Power User
- German Microsoft PowerPoint 2003 - Whole Test
- German Microsoft Word 2003 - Normal User
- German Microsoft Word 2003 - Power User
- German Microsoft Word 2003 - Whole Test
- JD Edwards
- Legal MacPac 2000
- Lotus 1-2-3 Millennium
- Lotus Freelance Graphics Millennium
- Lotus Notes 4.5 for Users
- Lotus Notes 4.6
- Lotus Notes 5.0 for Users
- Lotus Notes 6.5 for Users
- Lotus Notes 8.5 for Users
- Lotus Notes R5
- Lotus Word Pro Millennium
- MAS 90 - Bookkeeping
- Microsoft Access 2000
- Microsoft Access 2002
- Microsoft Access 2003
- Microsoft Access 2007
- Microsoft Access 2010
- Microsoft Access 2013
- Microsoft Access 97
- Microsoft Excel 2000 - Normal User
- Microsoft Excel 2000 - Power User
- Microsoft Excel 2000 - Whole Test
- Microsoft Excel 2002 - Normal User
- Microsoft Excel 2002 - Power User
- Microsoft Excel 2002 - Whole Test
- Microsoft Excel 2003 - Normal User
- Microsoft Excel 2003 - Power User
- Microsoft Excel 2003 - Whole Test
- Microsoft Excel 2007 - Normal User
- Microsoft Excel 2007 - Power User
- Microsoft Excel 2007 - Whole Test
- Microsoft Excel 2010 - Normal User
- Microsoft Excel 2010 - Power User
- Microsoft Excel 2010 - Whole Test
- Microsoft Excel 2013 - Normal User
- Microsoft Excel 2013 - Power User
- Microsoft Excel 2013 - Whole Test
- Microsoft Excel 97 - Normal User
- Microsoft Excel 97 - Power User
- Microsoft Excel 97 - Whole Test
- Microsoft FrontPage 2003
- Microsoft Internet Explorer 10.0
- Microsoft Internet Explorer 5.0
- Microsoft Internet Explorer 6.0
- Microsoft Internet Explorer 8.0
- Microsoft Internet Explorer 9.0
- Microsoft Office 2000 Integration
- Microsoft Office 2003 Integration
- Microsoft Office 97 Integration
- Microsoft Office XP Integration
- Microsoft Outlook 2000
- Microsoft Outlook 2002
- Microsoft Outlook 2003
- Microsoft Outlook 2007
- Microsoft Outlook 2010
- Microsoft Outlook 2013
- Microsoft Outlook 98
- Microsoft PowerPoint 2000
- Microsoft PowerPoint 2002 - Normal User
- Microsoft PowerPoint 2002 - Power User
- Microsoft PowerPoint 2002 - Whole Test
- Microsoft PowerPoint 2003 - Normal User
- Microsoft PowerPoint 2003 - Power User
- Microsoft PowerPoint 2003 - Whole Test
- Microsoft PowerPoint 2007 - Normal User
- Microsoft PowerPoint 2007 - Power User
- Microsoft PowerPoint 2007 - Whole Test

EXHIBIT B

TECHNICAL RECRUITING & STAFFING

COMPENSATION

METHOD AND AMOUNT OF COMPENSATION

Temporary Technical Staff Positions: Corporate Job Bank shall charge the City 45% on top of the candidate's hourly rate as reflective on the attached Exhibit B.

Direct Hire: Corporate Job Bank shall charge the City a 15% fee for all Direct Hire staff as reflected on the attached Exhibit B..

NOT-TO-EXCEED AMOUNT

The total amount of compensation paid to Contractor for full completion of all work required by the Project during the entire term of the Project must not exceed $300,000 for the entire Term of the Agreement.

DETAILED PROJECT COMPENSATION

The City may use this Contract to fill certain IT positions across all departments. The attached Exhibit B provides additional information for how the direct hire and temporary technical staffing positions will be calculated.

EXHIBIT B

5.0 PRICE SHEET

Section 5.1 Direct Hire Technical Staff:

Technical Job Title	Able to Provide Candidate Within (x) days	Candidate's Avg. Salary (A)	Direct Hire Fee charged to the City (B)	Total Charged to the City (AxB)
Systems Analyst Junior Level (1-3 Years)	1-3 Days	$55,000	15%	$8,250
Systems Analyst Mid-Level (4-7 Years)	3 Days	$70,000	15%	$10,500
Systems Analyst Senior Level (7+ Years)	3-5 Days	$80,000	15%	$12,000
Systems Administrator Junior Level (1-3 Years)	2 days	$60,000 - $70,000	15%	$9,000 - $10,500
Systems Administrator Mid-Level (4-7 Years)	3-4 Days	$70,000	15%	$10,500
Systems Administrator Senior Level (7+ Years)	3-5 Days	$75,000 - $80,000	15%	$11,250 - $12,000
Network Engineer Junior Level (1-3 Years)	1-2 Days	$55,000 - $60,000	15%	$8,250 - $9,000
Network Engineer Mid-Level (4-7 Years)	3-4 Days	$65,000 - $75,000	15%	$9,750 - $11,250
Network Engineer Senior Level (7+ Years)	3-5 Days	$75,000 - $95,000	15%	$11,250 - $14,250
Database Administrator Junior Level (1-3 Years)	1-3 Days	$60,000 - $70,000	15%	$9,000 - $10,500
Database Administrator Mid-Level (4-7 Years)	3-5 Days	$80,000 - $85,000	15%	$12,000 - $12,750
Database Administrator Senior Level (7+ Years)	3-5 Days	$88,000 or Above (DOE)	15%	$13,200 or Above (DOE)
Network Engineer (SCADA Experienced)	3-5 Days	$80,000 - $90,000	15%	$12,000 - $13,500
Control System Engineer Junior Level (1-3 Years)	1-3 Days	$70,000 - $80,000	15%	$10,500 - $12,000
Control System Engineer Mid-Level (4-7 Years)	3-5 Days	$80,000 - $85,000	15%	$12,000 - $12,750

EXHIBIT B

Control System [illegible] Engineer Senior level (7-10 Years)	4-5 Days	$90,000 or Above (DOE)	15%	$13,500 or Above (DOE)
[illegible] Mid level (4-7 Years)	5-8 Days	$90,000	15%	$13,500
Product [illegible] Senior level (7-10 Years)	5-8 Days	$100,000 or Above (DOE)	15%	$15,000
Business Analyst Junior level (0-3 Years)	4-5 Days	$80,000	15%	$12,000
Business Analyst Mid level (4-7 Years)	5-8 Days	$90,000	15%	$13,500
Business Analyst Senior level (7-10 Years)	6-8 Days	$100,000 or Above (DOE)	15%	$15,000
Construction Project Manager Mid level (4-7 Years)	5-10 Days	$100,000 or Above (DOE)	15%	$15,000 or Above (DOE)
.NET Developer Junior level (0-3 Years)	4-5 Days	$70,000 - $80,000	15%	$10,500 - $12,000
.NET Developer Mid level (4-7 Years)	5-6 Days	$90,000	15%	$13,500
.NET Developer Senior level (7-10 Years)	6-8 Days	$90,000 - $115,000	15%	$13,500 - $17,250
Help Desk Support Junior level (0-3 Years)	3 Days	$30,000	15%	$4,500
Help Desk Support Mid level (4-7 Years)	3-4 Days	$40,000	15%	$6,000
Help Desk Support Senior level (7-10 Years)	4-7 Days	$55,000	15%	$8,250

EXHIBIT B

5.0 PRICE SHEET: Section 5.2 Temporary Technical Staff:

[redacted]

EXHIBIT B

[redacted]

*Represents the targeted hourly wage offering. Actual hourly wage will be determined by the client and may be less than or may exceed the targeted wage with purchasing approval.

**Final hourly bill rate will be based upon the client determined wage times the contracted markup (calculated as hourly wage x 1.45.)

EXHIBIT C

TECHNICAL RECRUITING & STAFFING

DISPUTE RESOLUTION

1. Disputes.

1.1 Commitment. The parties commit to resolving all disputes promptly, equitably, and in a good-faith, cost-effective manner.

1.2 Application. The provisions of this Exhibit will be used by the parties to resolve all controversies, claims, or disputes ("Dispute") arising out of or related to this Agreement-including Disputes regarding any alleged breaches of this Agreement.

1.3 Initiation. A party may initiate a Dispute by delivery of written notice of the Dispute, including the specifics of the Dispute, to the Representative of the other party as required in this Agreement.

1.4 Informal Resolution. When a Dispute notice is given, the parties will designate a member of their senior management who will be authorized to expeditiously resolve the Dispute.

a. The parties will provide each other with reasonable access during normal business hours to any and all non-privileged records, information and data pertaining to any Dispute in order to assist in resolving the Dispute as expeditiously and cost effectively as possible;

b. The parties' senior managers will meet within 10 business days to discuss and attempt to resolve the Dispute promptly, equitably, and in a good faith manner, and

c. The Senior Managers will agree to subsequent meetings if both parties agree that further meetings are necessary to reach a resolution of the Dispute.

2. Arbitration.

2.1 Rules. If the parties are unable to resolve the Dispute by negotiation within 30 days from the Dispute notice, and unless otherwise informal discussions are extended by the mutual agreement, the parties may agree, in writing, that the Dispute will be decided by binding arbitration in accordance with Commercial Rules of the AAA, as amended herein. Although the arbitration will be conducted in accordance with AAA Rules, it will not be administered by the AAA, but will be heard independently.

a. The parties will exercise best efforts to select an arbitrator within 5 business days after agreement for arbitration. If the parties have not agreed upon an arbitrator within this period, the parties will submit the selection of the arbitrator to one of the principals of the mediation firm of Scott & Skelly, LLC, who will then select the arbitrator. The parties will equally share the fees and costs incurred in the selection of the arbitrator.

b. The arbitrator selected must be an attorney with at least 10 years experience, be independent, impartial, and not have engaged in any business for or adverse to either Party for at least 10 years.

2.2 Discovery. The extent and the time set for discovery will be as determined by the arbitrator. Each Party must, however, within ten (10) days of selection of an arbitrator deliver to the other Party copies of all documents in the delivering party's possession that are relevant to the dispute.

2.3 Hearing. The arbitration hearing will be held within 90 days of the appointment of the arbitrator. The arbitration hearing, all proceedings, and all discovery will be conducted in Glendale, Arizona unless otherwise agreed by the parties or required as a result of witness location. Telephonic hearings and other reasonable arrangements may be used to minimize costs.

2.4 Award. At the arbitration hearing, each Party will submit its position to the arbitrator, evidence to support that position, and the exact award sought in this matter with specificity. The arbitrator must select the award sought by one of the parties as the final judgment and may not independently alter or modify the awards sought by the parties, fashion any remedy, or make any equitable order. The arbitrator has no authority to consider or award punitive damages.

2.5 Final Decision. The Arbitrator's decision should be rendered within 15 days after the arbitration hearing is concluded. This decision will be final and binding on the Parties.

2.6 Costs. The prevailing party may enter the arbitration in any court having jurisdiction in order to convert it to a judgment. The non-prevailing party shall pay all of the prevailing party's arbitration costs and expenses, including reasonable attorney's fees and costs.

3. **Services to Continue Pending Dispute.** Unless otherwise agreed to in writing, Contractor must continue to perform and maintain progress of required services during any Dispute resolution or arbitration proceedings, and City will continue to make payment to Contractor in accordance with this Agreement.

4. **Exceptions.**

4.1 Third Party Claims. City and Contractor are not required to arbitrate any third-party claim, cross-claim, counter claim, or other claim or defense of a third-party who is not obligated by contract to arbitrate disputes with City and Contractor.

4.2 Liens. City or Contractor may commence and prosecute a civil action to contest a lien or stop notice, or enforce any lien or stop notice, but only to the extent the lien or stop notice the Party seeks to enforce is enforceable under Arizona Law, including, without limitation, an action under A.R.S. § 33-420, without the necessity of initiating or exhausting the procedures of this Exhibit.

4.3 Governmental Actions. This Exhibit does not apply to, and must not be construed to require arbitration of, any claims, actions or other process filed or issued by City of Glendale Building Safety Department or any other agency of City acting in its governmental permitting or other regulatory capacity.