

Request for Proposals to Provide On-Call & Temporary General Laborers

Posted: July 3, 2025

This Addendum No. 2 shall be considered part of the RFP to Provide On-Call & Temporary General Laborers and is intended to correct, change, and/or add to the documents as described below. Please be sure to complete the *Addenda Acknowledgement* form included in the *Required Forms* (Exhibit B).

Listed below are questions received with answers from SWACO:

Question #11: *I wanted to kindly ask if it would be possible to review the previous bid or rate structure that was awarded. Our goal is to ensure that our pricing is aligned with your expectations and the scope of work.*

Answer: Attached to this Addendum No. 2 are the awarded proposals from the last RFP for temporary laborers. Keep in mind this RFP requires a different pricing format than the previous. All Proposers must use the pricing structure below, referenced in the RFP Documents in Exhibit A, Section III(I)

II. Site Collection	Rate
Hourly Rate Per Worker	\$

III. Roadway Litter Collection	Rate
Hourly Rate Per Worker	\$
Hourly Rate Per Supervisor	\$
Hourly Rate for Transportation	\$

Additional Expenses Provide Description	Rate
	\$

Question #12: *Are redlines a violation of the bolded non-negotiable statement included in Section VI, Subsection F, Paragraph 3?*

Answer: Any exceptions to this RFP will be considered and included in SWACO’s evaluation. Therefore, exceptions to the RFP Documents must be identified in the RFP Exceptions form included with the Required Documents (Exhibit B). Please review Section II(F) in the RFP Documents. Exceptions include redlining the Sample Contract which will be considered.

The timeframe for questions relating to this RFP is now closed.

Proposals are due no later than 1:30 p.m., July 11, 2025

++ This completes Addendum No. 2 ++



April 14, 2022

Adam Burleson
Operations Manager
Solid Waste Authority of Central Ohio
4239 London Groveport Road
Grove City, OH 43123

**RE: PROPOSAL TO PROVIDE TEMPORARY STAFFING FOR GENERAL LABOR SERVICES
(PROJECT NO. 1647354480)**

Dear Mr. Burleson:

Thank you for inviting PeopleReady to participate in the Solid Waste Authority of Central Ohio's (SWACO's) RFP process for temporary staffing for general labor services. We're honored to be SWACO's trusted staffing partner. Over the past ten years, our innovative recruitment strategies, flexible talent delivery, forward-thinking expertise, transparent communication, and intelligent staffing solutions have helped SWACO navigate the competitive general labor market.

We know the most significant value PeopleReady can provide is successfully filling your positions with qualified, dependable associates who can get the job done. Our customer-obsessed PeopleReady branch team – led by me personally – is comprised of staffing experts who ensure your work gets done efficiently and safely. We're excited to support SWACO with our local customer service, rigorous compliance with regulatory requirements, and our deep understanding of the temporary staffing landscape in and around Franklin County. PeopleReady's consultative and collaborative approach to workforce solutions will continually add value by supporting your operational priorities.

We're committed to growing our solid and sustained business relationship with SWACO. The following proposal showcases how PeopleReady supports you with in-depth market expertise and our passion for creating innovative staffing solutions. Don't hesitate to get in touch with me at **614.351.5411** or by email at gmuller@peopleready.com if you have any questions or to discuss next steps. Thank you for your time and consideration.

Sincerely,

Gareth Muller

Gareth Muller
Branch Manager



GENERAL LABOR TEMPORARY STAFFING PROPOSAL FOR

The Solid Waste Authority of Central Ohio (SWACO)

PROJECT NO. 1647354480

APRIL 14, 2022

Table of Contents

1. Brief Narrative.....	1
2. Description of the Proposer	2
3. Proposer’s Qualifications and Experience	5
4. Proposer’s Personnel and Subcontractors	6
5. Approach to the Project.....	7
6. Fee Components and Pricing.....	10

ATTACHMENTS

REQUIRED DOCUMENTS	NON-REQUIRED DOCUMENTS	SUPPORTING DOCUMENTS
A – Non-Discrimination Affidavit B – Non-Collusion Affidavit C – Affidavit of Authority D – Delinquent Tax Affidavit E – W-9 Form F – Representative Sheet G – Addenda Acknowledgement H – Certificate of Insurance	Local Vendor Affidavit	1. Resume for Key Personnel 2. Modifications to Standard Terms and Conditions

1. Brief Narrative

A brief narrative describing the Proposer, its subcontractors, Proposer and subcontractor personnel, and Proposer and subcontractor experience. Please limit the brief narrative not to exceed three (3) pages. Brief narratives that contain sections simply relying on references to attachments or appendixes will not receive consideration.

After a decade as SWACO's general labor staffing partner, PeopleReady is uniquely positioned to help you succeed by making the necessary investments to ensure superior customer service and advocate for SWACO as an employer of choice to our associates. Execution is paramount, and PeopleReady's transparent communication and consultative approach to staffing can help SWACO improve efficiency and reach your business goals.

A RELATIONSHIP BUILT ON SHARED VALUES

PeopleReady's five culture principles come together to create our **We Are Ready** culture, which guides our actions, informs our decisions, and moves us to work together to maximize possibilities and achieve extraordinary results. They also align to support SWACO's objectives, so together, we are ready for anything:

- **Safety:** Safety is our top priority. Our BeSafe program sets safety standards for every associate we deploy to protect our workforce and your bottom line.
- **Expertise:** The PeopleReady branch team in West Columbus are experts in recruiting, testing, and screening associates and have specialized knowledge of Franklin County and the surrounding areas.
- **Flexibility:** Using contingent labor from PeopleReady allows you to flex your workforce as your needs, projects, and business cycles change.
- **Trust:** Every PeopleReady associate is verified as eligible to work and properly documented. We also conduct behavioral, drug, and background screenings according to SWACO's requirements.
- **Innovation:** Our award-winning mobile and online portal, JobStack, makes last-minute orders easy by connecting SWACO's jobs with our qualified associates. JobStack lets you submit orders, receive real-time notifications, rate associates, and submit hours.

General labor has been PeopleReady's core competency for more than three decades. We're ready whenever our customers need to scale up their workforce, cover unexpected absences, or keep time-sensitive projects on track. In addition to the associates who pick up litter and maintain the landscaping in and around the Franklin County Sanitary Landfill, Jackson Pike Transfer Station, and Morse Road Transfer Station, PeopleReady provides one-third of the labor used in the waste industry. We fill a variety of positions, including:

- Hauling loaders
- Landfill paper pickers
- Machine operators
- Mechanics
- Recycling sorters
- Truck and bin washers
- Valet waste collectors



Our waste and recycling experience goes back more than 30 years. We've become the trusted staffing partner for a multitude of regional and local waste authorities, as well as the top companies in the industry, including:

- Advanced Disposal
- Covanta
- GFL Environmental
- Republic Services
- Rumpke
- Stericycle
- Waste Connections
- Waste Industries
- Waste Management
- Waste Pro

PeopleReady is the on-demand talent solution for the changing world of work. Our streamlined approach provides SWACO with centralized services for all of your worksites while still offering the in-depth local understanding that can only come from our experienced West Columbus branch team. Our belief in the power of work to change lives drives our passion for creating innovative solutions to meet the needs of SWACO and your facilities.

2. Description of the Proposer

The Proposer's background, including a brief description the organization, date founded, and ownership of the Proposer (e.g., past history, present status, future plans, company size, years in business, number of locations as well as the number of years operating in Ohio).

- a) **A brief description of the company background, including a brief description the organization, date founded, and ownership of the Proposer (e.g., past history, present status, future plans, company size, years in business, number of locations as well as the number of years operating in Ohio).**

PeopleReady provides a wide range of staffing solutions for on-demand contingent general and skilled labor to public and private organizations in the United States, Canada, and Puerto Rico. We're the flagship division of TrueBlue, Inc. (NYSE: TBI), a leading provider of specialized workforce solutions that help companies worldwide achieve their business goals.

BUILDING ON THE PAST

Since 1989, our book of business has grown to more than 94,000 organizations of all types and sizes – from small- and medium-sized businesses to Fortune 100 companies, municipalities, counties, public schools and universities, special districts, and government-funded programs. Our expansive client base and customer-obsessed corporate culture have made us the staffing partner of choice for dependable contingent labor across a broad range of industries, including (but not limited to):



Over the past three decades, we’ve grown through organic geographic expansion throughout North America. In 2004, we expanded through acquisition into Ohio and now offer a full range of blue-collar staffing solutions throughout the state to help our clients be more productive.

THRIVING IN THE PRESENT

In 2021, PeopleReady connected approximately 220,000 people with work through our network of 619 branches in all 50 United States, Canada, and Puerto Rico, as well as through our industry-leading mobile and desktop application, JobStack.

EVOLVING FOR THE FUTURE

We’re evolving with the changing needs of our clients while driving growth through significant investments in technology. PeopleReady is an industry leader dedicated to staffing solutions tailored to our clients’ needs and industries. We’re committed to making it easy for our clients to do business with us and connect our associates with fulfilling work.

PeopleReady is improving efficiency, reducing the cost of delivering services to our customers, and increasing our ability to attract and retain associates by investing in innovative technology and initiatives that drive organic growth and improve the client and associate experience. We plan to expand JobStack’s functionality to help us reduce costs, improve customer and associate retention, and expand our geographical reach to remote jobsites and rural areas far from a physical PeopleReady branch location.

b) Describe any other business affiliations or partnerships Proposer currently has in place that may impact Proposer in providing the Project(s).

In 2021, our parent company, TrueBlue, helped more than 95,000 companies worldwide grow and improve productivity. We connected approximately 615,000 people with work across TrueBlue's three business segments:

- **PeopleReady** for general, industrial, and skilled trade staffing across North America
- **PeopleManagement** for contingent, on-site industrial staffing and commercial driver services in North America
- **PeopleScout** for recruitment process outsourcing and managed service provider solutions to a wide variety of industries around the world

We're uniquely positioned to manage the full range of our clients' labor needs and regularly work together on customized, comprehensive staffing solutions for our customers. Our combined strengths mean we can efficiently source, engage, fulfill, measure, and manage all categories of contingent and externally-sourced labor with seamless customer service and delivery.

c) Disclose any employees who were previously employed at SWACO within the last two (2) years.

For every employee disclosed, please provide the date he/she was hired, a detailed explanation as to how the Proposer will prevent the employee from participating in this Project, and an affirmation from the employee that he/she will not disclose confidential information acquired in the course of his/her employment with SWACO.

None. No current PeopleReady employees have been employed by SWACO.

3. Proposer's Qualifications and Experience

Provide a brief description of Proposer's qualifications for performing similar services to those outlined in the RFP Documents, and without limitation, information regarding the following:

- a) A list containing a minimum of five (5) clients for which Proposer has provided similar services.

Please provide PeopleReady with the contact information for the individual who will reach out to our references, as well as the anticipated date of contact. We can then let the following customers know when to expect you and ensure they'll be available to provide a reference:

VOLUNTEERS OF AMERICA
Lawrence Hendricks
614.271.1320
lawrence.hendricks@voahin.org

G2PRINT PLUS
George Wallace
614.276.0500
g2printplus@aol.com

STORYPOINT
Joshua Bird
734.646.2126
joshua.burd@seniorvillages.com

PUROCLEAN
Gina Isu
614.592.3602
gisu@puroclean.com

SEENO
Chris Matthews
330.626.1500
chris@seenoassociates.com

To learn more about how PeopleReady and our associates provide value to our 94,000 customers every day, we invite you to explore our library of case studies in our online [Resource Center](#).

- b) Proposer must also have four (r) years of experience providing similar services as outlined in the RFP Documents.

Confirmed. PeopleReady has provided on-demand general labor and contingent staffing for 33 years (since 1989).

c) Provide contact information for those references that SWACO may contact.

Please provide PeopleReady with the contact information for the individual who will be reaching out to our references, as well as the anticipated date of contact. We can then let the following customers know when to expect you and ensure they'll be available to provide a reference:

VOLUNTEERS OF AMERICA
Lawrence Hendricks
614.271.1320
lawrence.hendricks@voahin.org

G2PRINT PLUS
George Wallace
614.276.0500
g2printplus@aol.com

STORYPOINT
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joshua.burd@seniorvillages.com

PUROCLEAN
Gina Isu
614.592.3602
gisu@puroclean.com

SEENO
Chris Matthews
330.626.1500
chris@seenoassociates.com

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d) If possible, list any experience with the government segment.

In addition to SWACO, we're the trusted staffing partner for many regional and local public waste authorities. Our government book of business also includes hundreds of municipalities, counties, school districts and universities, special districts, and government-funded programs in all 50 United States and Puerto Rico, as well as the Canadian provinces of Alberta, British Columbia, Manitoba, Nova Scotia, Ontario, and Saskatchewan.

4. Proposer's Personnel and Subcontractors

Include a list of all persons to be assigned or employed on the Project by the Proposer. In addition, the Proposal shall also identify:

a) Background information on Proposer's team leader and all key personnel who will be the primary day-to-day contact with SWACO.

SWACO will continue to benefit from the local expertise and exceptional customer service provided by PeopleReady's branch team, led by branch manager Gareth Muller. Gareth has been with PeopleReady since 2010 and has 14 years of experience in on-demand staffing.

Jennifer Richards will continue as SWACO's primary branch contact, coordinating daily dispatches and ensuring solid account management and communication. She also serves as SWACO's

advocate for our corporate billing, finance, legal, human resources, and executive leadership teams. A staffing specialist with PeopleReady since 1999, Jennifer's well-established relationships with SWACO's site managers combined with her decades of experience serving customers and recruiting associates in the Columbus market make her ideally suited to service your account.

b) Resumes and biographical information on key personnel who will be directly involved in the Project. Describe their experience and total years, including the number of years at the Proposer's organization and any professional licenses and designations.

As a staffing specialist with PeopleReady since 1999, Jennifer Richards has built strong professional relationships with SWACO's site managers. Her extensive staffing experience in the Columbus market makes her ideally suited to service SWACO. Jennifer's resume is included as Attachment 1. Resume for Key Personnel.

c) Any subcontractors and their assigned roles that may be employed by the Proposer on the Project. Provide best estimate for percentage of the subcontractor's responsibility for assigned role.

Not applicable. All PeopleReady associates are W-2 employees, not subcontractors. PeopleReady protects SWACO from employment-related claims by:

- Paying all wages, submitting all required payroll taxes, and other employer obligations/burdens
- Requiring all associates to complete full applications with PeopleReady (including I-9s)
- Hiring, firing, and reassigning associates
- Negotiating pay rates with associates

5. Approach to the Project

Provide a detailed project plan setting forth the manner in which you are proposing to deliver services for this Project, including Project objectives, milestones, communications, how any changes will be implemented, and any information or decisions required of SWACO.

Our ability to quickly respond to your staffing needs is a crucial differentiator of our relationship with SWACO. PeopleReady's continuous yet flexible recruiting and customer service model is designed to overcome critical worker shortages and better support our SWACO's sustained growth. We'll continue to support SWACO with forward-thinking wisdom, generous support, and intelligent staffing solutions. Our associates have the strength, know-how, tireless effort, and heart necessary to tackle your toughest jobs. At the same time, Jennifer Richards and your local branch team make sure they're prepared to roll up their sleeves to get the job done right.

SWACO can continue to use JobStack to find associates for roadside litter pick up, landscaping, custodial work, material sorting, or any other general labor needed at any of your locations.

Keep updated regarding any open orders directly in JobStack. While our average fill time is 12 hours for general labor jobs, our longtime relationship means we've developed an incredibly robust

talent pool for SWACO and can fill your job orders in significantly less than eight hours. Timing can fluctuate for additional roles based on geography, experience requested, pay rate, shift, and work type.

We review our services regularly to comply with standard operating procedures and service level agreements. SWACO can rate our associates in JobStack when they approve the hours worked, and associates rate jobs in return. PeopleReady monitors our performance and ensures strict adherence to contractual agreements for all our clients. We use collected data to monitor our performance and ensure strict compliance with contractual agreements for all our clients, including SWACO.

a) Briefly describe any additional features, attributes, or conditions that SWACO should consider in the selection process.

Additional benefits of our customized, strategic solution for SWACO include:

GENERAL & WASTE LABOR SPECIALISTS For the past 30 years, PeopleReady associates have worked as cleaning crew members, debris removal workers, janitors, landfill paper pickers, machine operators, maintenance workers, material handlers/packagers, mechanics, recycling sorters, restoration workers, sanitation technicians, shipping and receiving clerks, truck and bin washers, truck loaders and unloaders, valet waste collectors, and other jobs at landfills, recycling centers, and transfer stations across the United States. The COVID-19 pandemic has resulted in historic instabilities in both the economy and the workforce – leaving general labor particularly hard hit. General labor jobs are often challenging to fill and require a solution to adapt to this ongoing volatility. We’ve channeled the vast experience of our account management, recruiting, and executive leadership to develop key learnings and invested in a transformational centralized service model agile enough to meet your staffing needs.

LOCAL MARKET EXPERTISE To support SWACO, our West Columbus branch team remains dedicated to your success. Jennifer will continue to handle the details by leveraging our expansive talent pool and recruiting to ensure we meet your staffing needs. She’ll collaborate with you to confirm delivery success and properly manage supply, demand, funnel, compliance, training, service, and overall outcomes.

Jennifer also remains responsible for ongoing demand planning and providing recommendations to help you succeed. Our West Columbus branch team ensures intimate knowledge of Franklin County and surrounding areas to support your requests.

JOBSTACK	Our award-winning mobile and online portal, JobStack, makes requesting associates easy and eliminates paperwork while letting you manage associates proactively with real-time reporting.
KEY PERFORMANCE INDICATORS	JobStack includes real-time reporting for days to fill, fill rate by lead time, turnover, absenteeism, and associate performance whenever you need it.
SAFETY	PeopleReady's top priority is safety. Our BeSafe program establishes a standard of safety excellence for every associate and employee. BeSafe serves to anticipate, identify, and eliminate conditions or practices resulting in work-related injuries and illnesses. When associates join PeopleReady, they complete a mandatory, industry-specific safety assessment that helps us identify gaps and opportunities for additional training.
INVOICING ACCURACY	We've established standard operating procedures for managing time and pay for our associates. We perform weekly 100% system-wide audits to ensure invoicing accuracy for SWACO.

b) Provide any other information that Proposer feels applicable to the evaluation of the Proposal or of their qualifications for providing the Project.

Use this section to address those aspects of the Proposer's services that distinguish it from other Proposers. Additional information shall be considered when evaluating.

So far in 2022, PeopleReady has put more than 6,800 people to work in and around Franklin County through our West Columbus branch, which serves SWACO. As this puts us well above the 100-employee threshold to qualify as a local business, we've attached the signed and notarized Local Vendor Affidavit to this proposal.

6. Fee Components and Pricing

Describe the fee components for the Project and include the following:

- a) Fee components and pricing should reflect hourly rates that will be charged for providing general laborers.**

Despite ongoing labor market volatility and in recognition of our longtime partnership, PeopleReady proposes to retain SWACO's current hourly bill rate of \$24.93 and associate hourly pay rate of \$16.00 (the median wage for general labor jobs in the Columbus market). PeopleReady's competitive pay makes SWACO's jobs more attractive to our associates and ensures we can fill your orders quickly. It also attracts our most qualified associates who are motivated to do their very best while on assignment with SWACO, so they're invited back next time.

The proposed bill rate is comprised of the following costs:

- Associate pay rate
- Federal unemployment (FUTA)
- State unemployment (SUTA)
- Social Security and Medicare (FICA)
- State disability (SDI)
- Associate benefits (ACA)
- Workers compensation
- Compliance (background checks, drug screens, PPE, etc.)
- Overhead

Our rates assume SWACO's full transparency with PeopleReady regarding each worksite's safety records, including a site safety tour and regular contact with your safety personnel, plus quarterly reviews of claims and injuries.

- b) Additional services, commission charges, support services or other additional costs should be identified separately.**

Costs outside of those included in our bill rate (such as transportation and non-standard PPE) will incur an additional fee. We take care to communicate any additional costs to you beforehand and obtain your approval in writing before incurring any non-standard charges.

- c) Proposer agrees to immediately pass any reductions or cost savings on to SWACO expected during the contract period.**

Each year, PeopleReady spends weeks preparing for minimum wage increases and employment tax updates. Our business intelligence team collects information about market conditions, pay rates, and unemployment. We educate all our corporate employees, associates, and customers about what those changes will mean.



RFP Proposal

Presented By:

Rocky Gasbarro Jr. - COO
Maureen Kennelly - VP Operations
Brandon Randolph - Branch Manager

Presented For:

Swaco Board of Trustees:
Susan Tilgner, Chair
Ken Wilson, Vice Chair
Commissioner Erica Crawley
Jennifer Gallagher
Ron Grossman
Patrick King
Nichole Lemin
Kathy Owens
Brian Will



Table Of Contents

1. Brief Narrative
2. Description of the proposer
3. Proposers Qualifications and Experience
4. Proposer's Personnel and Subcontractors
5. Approach to the Project
6. Fee Components and Pricing
7. Required & Non-Required Documents

Exhibit List:

Exhibit A: Non-Discrimination Affidavit

Exhibit B: Affidavit of Authority

Exhibit C: Non-Collusion Affidavit

Exhibit D: Delinquent Tax Affidavit

Exhibit E: W-9 Form

Exhibit F: Representative Document

Exhibit G: Addendum Acknowledgement

Exhibit H: Certificate of Insurance

Exhibit I: Employee List



1. Brief Narrative

Reliable Staffing Resources (RSR) is a second generation, family owned business operating in Ohio since May 11, 2007. Our experience spans fourteen years in the Columbus market and two years in Cincinnati. RSR specializes in light-industrial staffing. The skill sets of our target employees are an excellent match for the positions available at SWACO. As area specialists in the light-industrial space, we are experienced in finding quality workers in industries such as: waste & recycling, manufacturing, warehousing, landscaping, construction, food production and more. Leveraging our brick and mortar presence at five recruiting Branches in Columbus, in addition to our well established online presence, we are able to attract candidates from areas all over Columbus and the surrounding area. We provide value added staffing services to more than 300+ companies per year, in service categories that include temp-to-hire, direct placement, onsite management services, seasonal support, and project based work. These experiences allow us to be a well rounded staffing partner, who is able to be nimble and responsive to the ever changing needs of our client partners.

2. Description of the Proposer

RSR's background is in the manufacturing and food production business. During the 1980's, RSR's owner provided poultry to major fast food restaurants in the Midwest region. Over the years, he learned a vast amount about staffing, as he was always utilizing the services of staffing agencies. This knowledge led to RSR as we know it today, with seven staffing Branches in two major cities. Our Branches are staffed with Recruiters who came to us either as experts in the staffing industry, or quite often, employees who were at one time temporary workers that showed a positive work ethic, great drive, and earned a full-time position with our organization. We believe it is important to identify talent and lead by example in developing that talent. RSR's long-term growth strategy is to continue expanding into new emerging markets. RSR works with many companies in Columbus, Ohio that are closely aligned with the Scope of SWACO's staffing requirements. Over the past two years, we have sent a number of employees to SWACO for project based work. Since the prior employees list is vast, we have attached it to the bottom of this proposal under **Exhibit I**. We can ask any future employees to sign Non-Disclosure agreements prior to starting work for SWACO.



3. Proposers Qualifications & Experience

Reliable Staffing Resources is confident that they are qualified to continue providing temporary labor to SWACO. RSR has enjoyed fourteen years of demonstrated success in providing employees for some of the largest general contractors in the city of Columbus, which include: Ruscilli Construction, Daimler Group, Continental Building Company, Preferred Living and many others. Our experience is even more aligned with SWACO, as we also have experience working with companies who share a similar industry to SWACO, such as: Rumpke Waste & Recycling, Frank Road Recycling Solutions, Superior Die, Tool & Machine Company, Vista Packaging & Logistics and Adept, Inc. All of these companies share similar needs and although they are slightly different, they have helped RSR become well-rounded in the overall marketplace for this industry.

Below are the company names and contact information for reference.

Rumpke Waste & Recycling

Michelle Stone - Procurement Manager
michelle.stone@rumpke.com
(513) 741-5247

Frank Road Recycling Solutions

Ken Pennington - Operations Manager
Ken@loewendick.com
(614) 539-3722

Superior Die, Tool & Machine Co.

John Pyle - President
John.Pyle@superior-dietool.com
(614) 444-2181

Vista Packaging & Logistics

Todd Hampton - Vice President
thampton@vistapl.com
Phone: (614) 851-8888

Adept, Inc.

Brad Hughes - Onsite Manager
bradadept@gmail.com
937-728-3590



4. Proposers Personnel & Subcontractors

Reliable Staffing Resources does not utilize any subcontractors. Below is a list of our team leaders and key personnel.

Operations Team

Rocky Gasbarro Jr.

COO

Rocky was hired in 2016 after graduating from Ohio University. He began his employment in recruiting. After two years in this position, he moved into sales and was selling staffing services for local businesses in the Columbus area. Today he oversees the Operations of the RSR organization and the Sales Department.

Maureen Kennelly

VP of Operations

Maureen started as a Branch Manager in our East office location. She worked in that role for almost five years. After analyzing the tremendous growth and organization she brought to her office, we made the decision to move her into Operations. She has more than 16 years of experience in the Staffing industry and is a key leader to our organization.

Brandon Randolph

South Office Manager

Brandon began his career at Reliable Staffing as a Recruiter. His hard work and detailed mindset led him to a Management position at RSR. He currently oversees our fastest growing and most productive Branch, and is a key contributor to the company. He will be the primary point of contact if awarded the bid of this RFP.

5. Approach to the Project

Our plan for this project will be consistent with the high level of quality service that we have provided to SWACO in the past, with a keen eye on identifying any areas where we can be of even greater service in the future. We plan to offer SWACO timely labor services and fulfillment of those orders to the highest quality.



Objectives:

- Maintain a safe and friendly work environment for all temporary and SWACO personnel.
- Meet staffing requirements in a timely and efficient manner.
- Provide superior customer service.
- Maintain communication as a top priority, allowing SWACO to know when and how many associates to expect.
- Remaining versatile. Our clients' needs and businesses change frequently-we will always do our best to adjust and accommodate any changes from SWACO.

Milestones:

RSR will continually evaluate its performance to SWACO by measuring staffing fill rates, time to fill, turnover rates, and associates available to transition to SWACO employment. Regular examination of client outcomes is performed by RSR's leadership team, and these individuals will maintain ongoing dialogue with SWACO, in the event that any issues arise. Routine quarterly and annual Quality Analysis will be conducted to ensure a high level of satisfaction by SWACO.

Communications:

At Reliable Staffing Resources, we pride ourselves on communication and organization. We will always work to communicate our plans and strategy well in advance, ensuring positive outcomes for SWACO. We will always communicate immediately about any changes that may affect the staffing levels we can provide.

Reliable Staffing believes that we are able to provide labor in the eight hour window. We have five local branches who are all able to assist in case a single branch is unable to support the full request. Our branches work well together and offer additional support when needed. We offer fleet transportation for our employees who do not have their own transportation. This allows us to capture a large sample of candidates who rely on alternative transportation. Our offices are located near COTA bus routes and we drive a large portion of our workforce to and from work daily. We have a partnership with COTA to provide our employees with bus passes as well. We are a vast organization with a small business approach and we will provide a quick response to any situation that may arise.



6. Fee components & Pricing

Reliable Staffing will provide the following fees for our services. These fees are on a per Employee basis.

Bill Rate (Regular Time) - \$24.00 / Hour

Bill Rate (Over Time) - \$36.00 / Hour (*when excess of 40 hours / week*).

Referral Rate - \$22.00 / Hour (*This rate is applied when the client sends Reliable Staffing candidates they would like to payroll through us*)

7. Required & Non-Required Documents

All of the required and Non-required documents are listed in exhibits following this page. Below is a summary of the Exhibits.

Exhibit A: Non-Discrimination Affidavit

Exhibit B: Affidavit of Authority

Exhibit C: Non-Collusion Affidavit

Exhibit D: Delinquent Tax Affidavit

Exhibit E: W-9 Form

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