



Response to University of North Florida

Request for Proposal No. 23-21
Contingent Staffing Services and Recruitment Process
Outsourcing (RPO)

Date: June 20, 2023

Prepared by: Millie Nordgren, Business Development Manager
Office: (855) 486-4057 ▪ Mobile: (256) 441-3118
Millie.Nordgren@insightglobal.com

June 20, 2023

To whom it may concern,

Insight Global is honored to present our capabilities and services to University of Florida (“UNF”) as a Professional Staffing Services Provider. As an experienced Professional Staffing firm for the past 21 years, and the 2nd Largest IT Staffing Firm in the U.S., we are confident in our ability to provide a valuable service to meet UNF’s needs.

We are a premier provider of employment solutions, committed to recruiting top talent from a broader pool of candidates with diverse backgrounds and providing world class customer service to both our clients and our consultants, building lasting partnerships with both.

Providing and keeping the best talent in the market is a priority, and our Consultant Engagement initiatives lead to an employment experience that attracts the best candidates to work with us and stay with us for their future career opportunities. These initiatives include:

- Designated Recruiter for each consultant that serves as their primary POC for the duration of their assignment and after
- Step by step guidance for the entirety of the onboarding process, including first week prep prior to start and end of week check in after first week of assignment
- Recurring check in calls every six weeks from Recruiter to answer any questions, address any concerns, and get a sense for the overall happiness of the consultant in their assignment
- Six weeks prior to end of assignment, Recruiters check in with consultants to help them find their next opportunity, leading to re-deployment of top talent

Insight Global is committed to promoting diversity and inclusion in our business and in the industry. To promote working environments of diversity and inclusion, our Diversity Council has established company-wide diversity and inclusion programs that include personnel from all levels and roles in our company. It is their charge to identify, design and implement initiatives appropriate to foster an environment that ensures people from all backgrounds have equal opportunities to succeed and grow at Insight global. We recognize that diverse experiences, cultures, and perspectives create a better company, so we make it a focus to recruit the best and most diverse candidates who are representative of the overall population.

By choosing to work with Insight Global as a Vendor, UNF will gain access to proven capabilities in professional recruiting, screening, and human resources administration, including the following:

- A Dedicated UNF Account Management Team
- Two assigned points of contact available 24/7 for any inquires and support (a client facing Account Manager and an in-office Recruiting point of contact)
- Customer focus with recruiting to specific culture and needs
- Nationwide bandwidth with 70 offices across North America, 1500+ Recruiters & National Recruiting Team
- Service, Responsiveness, & Quality of Candidates consistently rated above the competition

The following individuals will be involved in the management of all aspects of this account, including contract negotiation. Please contact them if any questions regarding this proposal arise.

Primary Point of Contact

Millie Nordgren, Business Dev. Manager
1224 Hammond Drive, Suite 1500
Atlanta, GA 30346
Office: (855) 486-4057
Mobile: (256) 441-3118
Millie.Nordgren@insightglobal.com

Secondary Point of Contact

Rachel Dowling, Managing Director
1224 Hammond Drive, Suite 1500
Atlanta, GA 30346
Office: (855) 486-4057
Mobile: (757) 894-2687
Rachel.Dowling@insightglobal.com

Thank you for the opportunity to provide University of North Florida with exceptional services. We look forward to building a respected and long-standing relationship.

Sincerely,

Millie Nordgren

Millie Nordgren
Business Development Manager
Insight Global LLC

Tab 1 Executive Summary

Company Overview

Insight Global is an international staffing and services company founded in 2001 that is dedicated to empowering people through the value of opportunity. The Company specializes in sourcing professionals from all backgrounds and industries and delivering service-based solutions to Fortune 1000 clients across the United States, Canada, and UK. Insight Global prides itself on developing long-term, collaborative partnerships with its clients so that it can anticipate staffing needs, deliver candidates that exceed client expectations, and tailor enhanced staffing solutions and other value-added services that leverage Insight Global's ability to recruit, train and manage a diverse, highly skilled and increasingly mobile workforce.

Insight Global placed almost 60,000 people during the 2022 calendar year through a network of 70 regional offices. Insight Global has consistently been ranked as one of the fastest growing staffing firms and was recently recognized by Staffing Industry Analysis as the 2nd largest IT staffing firm in the United States. With more than \$4 billion in annual revenue, Insight Global stands out as a stable and reliable business partner in a fragmented market, with the support infrastructure to meet the increasingly complicated demands of sophisticated, market-leading clients in all industries.

We attribute our growth to our core belief that we must continuously work to earn and validate the trust placed in us by our clients, which comes in many different forms. Insight Global account managers are dedicated to understanding the needs of business leaders at the local level, but we also coordinate with our client's executive leadership, HR, and procurement teams to ensure the services we provide exceed the expectations of all stakeholders. Recruiters in each market are dedicated to continually identifying and qualifying candidates through our 5-step recruiting process, and through tools like ATLAS (our internal, proprietary database of over 11 million pre-screened candidates), we are able to rapidly identify and present candidates with hard-to-find skillsets that are actively looking for new opportunities.

We focus on understanding our clients' business, goals and needs so that we can consistently present highly qualified candidates and valuable solutions. Through Compass, our culture consulting division, we are focused on helping our clients build high performing teams through the power of great leadership and culture. We provide consultation services to our clients on building staffing programs and environments that promote diversity, equity and inclusion in the workplace by recruiting talent from a broader pool of candidates and bridging partnerships with organizations that seek opportunities for historically underrepresented candidates.

For all of our consultants, our account managers and recruiters are dedicated to engaging with them every six weeks to ensure they are receiving feedback, on track to find their next assignment and helping their careers progress in the right direction. Providing reliable, cost-

savings solutions, we help our clients focus on what is most important: growing and managing their core businesses.

Today, Insight Global is providing services nationally with over 1,200 Account Managers and more than 1,400 Recruiters in 70 Offices and 3 MSD Delivery Centers across the US and Canada. This coverage grants us the opportunity to provide the services our clients need and gives you the confidence to work with us.



Financial Stability

Insight Global, LLC is a \$4 B company that generates a significant amount of cash flow. Short-term working capital needs are funded through operating cash flow. If necessary, Insight Global, LLC has access to a \$200 M revolving credit facility as needed. Insight Global, LLC is capable of providing the requested services within this RFP and any other services included in its offer.

Experience Overview

Insight Global’s Government Services division supports Federal, State, Local, and Higher Education clients by providing customizable talent solutions. Our commitment to the public sector is to find talent and recruit for specialized candidates.

Our current support in the public space includes work in:

- over 35 states
- 48 municipalities
- 150 Universities

We have provided short and long-term staffing, contract-to-hire staffing, permanent placements, Recruitment Process Outsourcing, and Managed Services.

Our placements in the State and Local Government include over 9000 resources in the past two years within the following arenas:

- a. Information Technology,
- b. Engineering,
- c. Accounting,
- d. Healthcare,
- e. other professional services

Placements in Higher Education include 2,000 resources across 50 job categories in the following spaces:

- a. Public and Private Institutions,
- b. Technical Institutes,
- c. Community and Junior Colleges,
- d. Research Universities,
- e. University Health Systems

Our footprint within those universities spans from Central Campus, IT, Finance, Engineering, to Research, Labs, and University Medical Center support. We partner with some of the top Research Universities across North America including NYU, Harvard, John Hopkins, and UCal.

Insight Global offers additional services including Evergreen (Managed Services), RPO, Cultural Consulting, and DE&I Consulting. In our public agency portfolio, we have executed Products and Platforms with the State of Louisiana, 100 FTE (Full Time Employees) RPO with the Missouri Higher Education Loan Authority, Cultural initiative with the University of Ottawa, and a DE&I leadership training program with State of Virginia DABC.

Tab 2 Evidence of Minimum Requirements

1) *Experience + Performance + References Form*

Please see our completed document attached.

2) *Business in the State of Florida*

Insight Global can confirm that we are in good standing with the State of Florida; we can also confirm that we have the applicable licensure required in order to transact business within the State of Florida. We are willing to provide supporting documentation upon request.

3) *SAM Exclusions*

Insight Global confirms that it is not listed in the System for Award Management as an excluded party. We have also provided our SAM Unique Entity ID number below.

UEI: LW88Z8MMJHT3

4) *Public Convictions*

Insight Global confirms that it has not been convicted of a public entity crime within the 36 months prior to the submission date for this opportunity.

Tab 3 Account Team Points of Contact

The following account team members will act as the primary and secondary points of contact for this opportunity. They will be available 24/7 for client and contractor support.

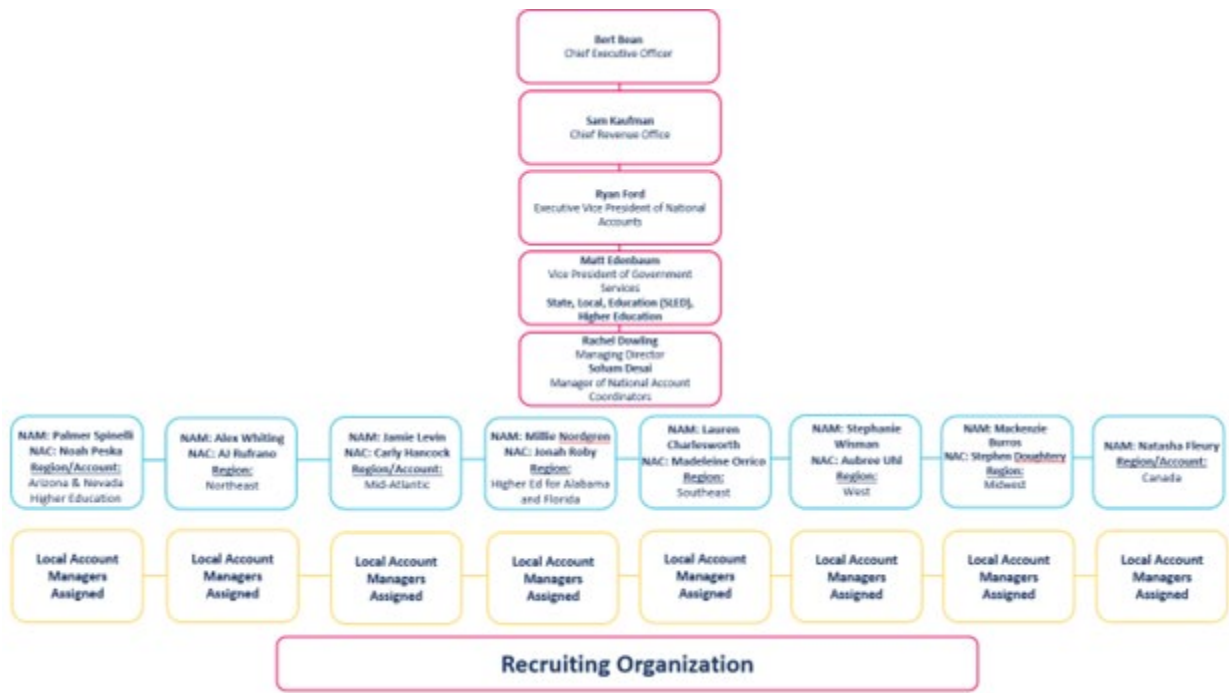
Primary Point of Contact

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 Mobile: (757) 894-2687
Rachel.Dowling@insightglobal.com

Please see the account team organizational chart below and attached in Section 1.4, as well as team member resumes.



Millie Nordgren

National Account Manager – Higher Education & Healthcare Services

PROFESSIONAL EXPERIENCE:

Insight Global, LLC

National Account Manager

July 2022 – Present

- Practice Lead over Insight Global's Higher Education and Healthcare portfolio for Alabama and Florida.
- Responsible for training Account Managers on how to best partner with each agency
- Constantly reviewing contracts to get Insight Global set up on new lines of business.
- Work with over 50 different account managers within Insight Global and partnering with Account Managers to make each of them successful on their respect Higher Education or Healthcare accounts.
- Build executive-level client relationships through the identification of key players.

Insight Global, LLC

Account Manager

November 2019 – Present

- Responsible for managing and growing key client relationships for one of the fastest growing Information Technology employment firms of the past decade.
- Gather customer requirements and work as a liaison between the end client Insight Global recruiters, and consultants to translate both technical and functional customer needs to result in customer satisfaction.
- Work with customers to establish yearly budget and priorities for the upcoming quarters to assess current headcount and specific skillsets needed for project-based initiatives and day to day work needed to hit deliverables.
- Daily responsibilities include management of accounts, including, BCBS of AL, State of Alabama, UAB Medicine and University of South Alabama.
- Negotiate contracts and successfully manage vendor relations by forming strategic exclusive partnerships.

Insight Global, LLC

Recruiter

February 2019 – November 2019

- Responsible for sourcing and screening candidates for Account Managers.
- Completed in depth reference checks with candidates' previous employers.
- Facilitated in person meet and greets with Insight Global candidates.
- Coordinated interviews between Insight Global candidates and customers.
- Prepped all candidates prior to interviews to help ensure success.
- Completed all new-hire paperwork with Insight Global contractors.
- Facilitated billing and invoicing process with customers.
- Set up and scheduled new client meetings for Account Managers by cold calling.
- Served as a single point of contact for Insight Global contractors.

KEY ACCOMPLISHMENTS:

- Sales Contest Award Winner 2022
- Million-Dollar Club Award Winner 2022

MACKENZIE BURROS

Portfolio Director, State & Local Government and Higher Education

PROFESSIONAL EXPERIENCE:

Insight Global, LLC

Portfolio Director, State & Local Government and Education **September 2022 – Present**

- 7 years of experience working as an employee at Insight Global, providing Talent Solutions and Professional services support.

Responsibilities include:

- Provide strategic direction to over 16 offices and 50 account managers to support SLED customers in their markets.
- Creating and acting on vision plans to evolve our division and continuously improve our support and partnership with SLED customers.
- Pioneer partnerships with system integrators, cooperative purchasing cohorts and other client partners to provide the best partnerships and resources possible to our government customers.
- Managing, training and developing internal employees to properly support and manage each SLED account (according to State/local laws and Regulations).
- Coaching workforce to ensure development goals are met; coordinating team building activities and weekly internal meetings to encourage innovate innovative thinking, set goals for future areas of growth, and recognize internal accomplishments.
- Focused on growing and maintaining trusted client partnerships, by consistently improving the level of support provided to our customers and always striving to add value as a vendor.

Director of Operations – San Diego Business Division **August 2021 – September 2022**

- Responsible for oversight of development and delivery for 15 Account Managers and 20 recruiters supporting the Insight Global Business Division in San Diego California.

Sales Manager – San Diego Business Division **October 2018 – August 2021**

- Responsible for oversight of development and delivery for 10 Account Managers and 15 recruiters supporting the Insight Global Business Division in San Diego California.

Account Manager **April 2016 – October 2018**

- Local Account manager tasked with supporting and growing key client partnerships across multiple accounts in San Diego specifically within the federal government.

IT Recruiter **November 2015 – April 2016**

- Responsible for sourcing and screening candidates for local Account Managers supporting the San Diego Metropolitan Area and surrounding markets.

KEY ACCOMPLISHMENTS:

- 2018 Sales Contest Winner
- Grew sales team in San Diego from 4 Account Managers to 15 and grew sales revenue by 450% over the course of 4 years.
- Helped spearhead and stand-up Insight Global’s Engineering division by training and developing Account Managers in specific engineering disciplines.

EDUCATION:

Virginia Polytechnic Institute and State University, May 2012 - B.A. Interdisciplinary Studies

STEPHANIE WISMAN

Portfolio Director, State & Local Government and Higher Education

PROFESSIONAL EXPERIENCE:

Insight Global, LLC

Portfolio Director, State & Local Government and Education **January 2021 – Present**

- 11 years of experience working as an employee at Insight Global, providing Talent Solutions and Professional services support.
- Tasked with spearheading Insight Global's State & Local Government and Education Division for the Western half of the US – creating leadership roles for 4+ Managers and Directors across the company. The SLED division now supports over 38 states, hundreds of cities and counties, 100+ research universities and generated over \$250mm in revenue in 2022.

Responsibilities include:

- Ownership of P&L for the SLED West portfolio – over \$75mm in annual revenue
- Provide strategic direction to over 13 offices and 85 account managers to support SLED customers in their markets.
- Creating and acting on vision plans to evolve our division and continuously improve our support and partnership with SLED customers.
- Pioneer partnerships with system integrators, cooperative purchasing cohorts and other client partners to provide the best partnerships and resources possible to our government customers.
- Managing, training and developing internal employees to properly support and manage each SLED account (according to State/local laws and Regulations).
- Coaching workforce to ensure development goals are met; coordinating team building activities and weekly internal meetings to encourage innovate innovative thinking, set goals for future areas of growth, and recognize internal accomplishments.
- Focused on growing and maintaining trusted client partnerships, by consistently improving the level of support provided to our customers and always striving to add value as a vendor.

Portfolio Manager, State & Local Government and Education **May 2018 – January 2021**

- Tasked with spearheading Insight Global's State & Local Government and Education Division and account growth across the United States.

Account Manager **August 2012 – May 2018**

- Local Account manager tasked with supporting and growing key client partnerships across multiple accounts in the San Francisco Bay Area including Apple and Hewlett Packard Enterprise

IT Recruiter **April 2012 – August 2012**

- Responsible for sourcing and screening candidates for local Account Managers supporting the San Francisco Bay Area and surrounding markets.

KEY ACCOMPLISHMENTS:

- President's Award Winner 2018
- 5 Time Sales Contest Award Winner (2013-2017)
- 4 Time Million-Dollar Club Award Winner (2014-2017)
- Founding member of the Women's Leadership Council (2018) and Divisional Director for the WLC (2023)

EDUCATION:

University of California Los Angeles, April 2012 - B.S. Communication Studies

Jamie Levin

National Account Manager – State, Local, Education

PROFESSIONAL EXPERIENCE:

Insight Global, LLC

National Account Manager

August 2021 – Present

- Practice Lead over Insight Global's State & Local Government Portfolio - Account responsibility for SLED (State, Local and Higher Education) across the Mid-Atlantic sector of the United States
- Responsible for training Account Managers on how to best partner with SLED agencies
- Constantly reviewing contracts to get Insight Global set up on new lines of business.
- Work with over 50 different account managers within Insight Global and partnering with each individual to make them successful on SLED accounts.
- In charge of the entire SLED Northeast Portfolio for Insight Global.

Insight Global, LLC

Account Manager/Business Development Manager

January 2017 – July 2021

- Responsible for managing and growing key client relationships for one of the fastest growing Information Technology employment firms of the past decade
- Build executive-level client relationships through the identification of key players
- Gather customer requirements and work as a liaison between the end client Insight Global recruiters, and consultants to translate both technical and functional customer needs to result in customer satisfaction
- Work with customers to establish yearly budget and priorities for the upcoming quarters to assess current headcount and specific skillsets needed for project-based initiatives and day to day work needed to hit deliverables.
- Daily responsibilities include management of accounts, including, KPMG, NBC, IBM and Bank of America
- Negotiate contracts and successfully manage vendor relations by forming strategic exclusive partnerships
- Interview/hire new internal employees in order to develop the organization
- Manage the training and development of new internal employees and Recruiters
- continually coach workforce to ensure development goals are met through team building activities, weekly meetings, a recognition reward-based system and continuous project management.

Insight Global, LLC

Recruiter

July 2016 – January 2017

- Responsible for sourcing and screening candidates for Account Managers.
- Completed in depth reference checks with candidates' previous employers.
- Facilitated in person meet and greets with Insight Global candidates.
- Coordinated interviews between Insight Global candidates and customers.
- Prepped all candidates prior to interviews to help ensure success.
- Completed all new-hire paperwork with Insight Global contractors.
- Facilitated billing and invoicing process with customers.
- Set up and scheduled new client meetings for Account Managers by cold calling.
- Served as a single point of contact for Insight Global contractors.

EDUCATION:

The College of New Jersey

B.S., Business Administration, Marketing

May 2016

LAUREN CHARLESWORTH

Portfolio Director, State & Local Government and Higher Education

PROFESSIONAL EXPERIENCE:

Insight Global, LLC

Portfolio Director, State & Local Government and Education **June 2020 – Present**

- 12 years of experience working as an employee at Insight Global, providing Talent Solutions and Professional services support.
- Tasked with spearheading Insight Global's State & Local Government and Education Division across the United States – creating leadership roles for 7+ Managers and Directors across the company. Together our division reached 2.5M in spend in 2022.

Responsibilities include:

- Creating and executing on vision plans to evolve our division and continuously improve our support and partnership with SLED customers.
- Aligning internal teams to support State, City, County, School District, and University customers in the South.
- Managing, training and developing internal employees to properly support and manage each SLED account (according to State/local laws and Regulations).
- Coaching workforce to ensure development goals are met; coordinating team building activities and weekly internal meetings to encourage innovate innovative thinking, set goals for future areas of growth, and recognize internal accomplishments.
- Focused on growing and maintaining trusted client partnerships, by consistently improving the level of support provided to our customers and always striving to add value as a vendor.

Portfolio Manager, State & Local Government and Education **Oct 2017 – Present**

- Tasked with spearheading Insight Global's State & Local Government and Education Division and account growth across the United States.

Account Manager **Dec 2011 – Oct 2017**

- Local Account manager tasked with supporting and growing key client partnerships across multiple accounts in Charlotte, NC including Bank of America, Wells Fargo, AmerisourceBergen, and Belk.

IT Recruiter **June 2011 – Dec 2011**

- Responsible for sourcing and screening candidates for local Account Managers supporting Charlotte, NC and surrounding markets.
- Served as a single point of contact for Insight Global contractors.

KEY ACCOMPLISHMENTS:

- Awarded IUP Incentives 3 times in 2019 and 2020 for growing and maintaining SLED Portfolio \$90,000
- Achieved AM “Million Dollar Club” status for 3 years in sales at IG (doubled annual sales goal)
- Met & exceeded annual AM sales goal of \$520,000 6 years in a row, preceding promotion into leadership.
 - 2012 Sales Contest Winner
 - 2013 Sales Contest Winner
 - 2014 Sales Contest Winner
 - 2015 Sales Contest Winner
 - 2016 Sales Contest Winner
 - 2017 Sales Contest Winner

EDUCATION:

University of South Carolina, May 2011 - B.A., Journalism & Mass Communications, Public Relations

PROFESSIONAL EXPERIENCE:**Insight Global, LLC****Portfolio Manager****February 2021 – Present**

- Practice Lead over Insight Global's State & Local Government and Higher Education Portfolio - Account responsibility for SLED (State, Local and Higher Education) across the Northeast sector of the United States
- Responsible for training Account Managers on how to best partner with SLED agencies
- Constantly reviewing contracts to get Insight Global set up on new lines of business.
- Work with over 50 different account managers within Insight Global and partnering with each individual to make them successful on SLED accounts.
- Focused on growing and maintaining trusted partnerships, by consistently improving the level of support provided to our customers and always striving to add value as a vendor.
- In charge of the entire SLED Northeast Portfolio for Insight Global.

Insight Global, LLC**Account Manager****December 2017 – February 2021**

- Responsible for managing and growing key client relationships for one of the fastest growing Information Technology employment firms of the past decade
- Build executive-level client relationships through the identification of key players
- Gather customer requirements and work as a liaison between the end client Insight Global recruiters, and consultants to translate both technical and functional customer needs to result in customer satisfaction
- Work with customers to establish yearly budget and priorities for the upcoming quarters to assess current headcount and specific skillsets needed for project-based initiatives and day to day work needed to hit deliverables.
- Daily responsibilities include management of accounts, including, Northwestern University, Gallagher Insurance, and Comcast in the Chicagoland area
- Interview/hire new internal employees in order to develop the organization
- Manage the training and development of new internal employees and Recruiters
- continually coach workforce to ensure development goals are met through team building activities, weekly meetings, a recognition reward-based system and continuous project management.

KEY ACCOMPLISHMENTS:

- Grew and split 2 territories to open opportunities for peers and increase market share
- Met and exceeded annual sales goal of \$520,000 4 years in a row at Insight Global (2018 – 2021)
- 2018 Sales Contest Winner
- 2019 Sales Contest Winner
- 2020 sales Contest Winner
- 2021 Sales Contest Winner

Insight Global, LLC**Recruiter****June 2017 – December 2017**

- Responsible for sourcing and screening candidates for Account Managers.
- Completed in depth reference checks with candidates' previous employers.
- Facilitated in person meet and greets with Insight Global candidates.
- Coordinated interviews between Insight Global candidates and customers.
- Prepped all candidates prior to interviews to help ensure success.
- Completed all new-hire paperwork with Insight Global contractors.
- Facilitated billing and invoicing process with customers.
- Set up and scheduled new client meetings for Account Managers by cold calling.
- Served as a single point of contact for Insight Global contractors.

EDUCATION:**Indiana University – Bloomington, IN****May 2017**

B.S., Retail Merchandising and Business

Tab 4 Proposer Response

Temporary Staffing

1) *Service Offerings and Capabilities*

Insight Global is a privately held, Atlanta-based organization that provides long term, short term, temporary-to-permanent, and direct placement staffing, as well as enhanced staffing services. Our services are provided through separate divisions of expertise; Information Technology services (IGT), Accounting, Finance, and Engineering services (IGB), Healthcare staffing services (IGH), and a division for providing our services to the Government. Additionally, our Evergreen team's offerings cover Outsourced Services, Consultative Services, Recruitment Process Outsourcing, Project/Program Management and Offsite capabilities.

Insight Global's scale, experience, and proprietary recruiting tools provide the capability to staff projects of any size, from finding a single candidate with a niche skillset to staffing and managing multi-year projects involving literally thousands of resources across the United States, Canada, and UK. In addition to handling traditional short-term, long-term, contract-to-hire and direct placement requests, Insight Global's managed services division can tailor customized solutions that leverage its legacy staffing expertise to efficiently and cost-effectively deliver service-based solutions.

Insight Global has particular strength fulfilling clients' needs in the information technology, accounting, finance, engineering, and healthcare arenas. This is not, however, an exclusive focus, and clients who have come to depend on the unparalleled customer service we offer frequently turn to us to fill positions from the "C-suite" down to the rank and file, including positions that experience high turnover and require constant recruiting and oversight to ensure consistent quality throughout a large project. Desktop support technicians, medical coders, technical writers, project managers, business analysts, system administrators, administrative assistants, cable technicians, survey engineers - you name it, we have staffed it.

We maintain an average of 20-35 full-time technical recruiters at every office, resulting in a 2:1 recruiter-to-account manager ratio. This investment in recruiting resources, which exceeds the industry average, allows us to provide quality professionals within 24 to 72 hours of the client's initial request. We supplement these resources with a Recruiting Coordinator Team dedicated to meeting requirements for projects that are particularly large or require immediate mobilization across the country.

ATLIS, Insight Global's proprietary database of more than 11 million prescreened candidates, provides the foundation for our recruiting success. Customized to each local market and categorized by skill set, it is refreshed and maintained daily by recruiters proactively searching for and pre-qualifying talent using our 5-step screening process. Access to this deep pool of qualified resources actively looking for new opportunities allows us to provide our client a "just-in-time" workforce tailored to their individual requirements.

2) *Customer Services and Order Placement*

Customer Service

Successful account management is the linchpin of Insight Global's strategy to develop a deep understanding of our clients' businesses, enabling us to anticipate and fulfill their staffing and related project needs. Our network of Account Managers and Recruiters builds from 70 Insight Global offices nationwide and over 1,500 Technical Recruiters total. Insight Global's University of North Florida team is led by Haley Schrope, Account Manager, and supported by Millie Nordgren, Business Development Manager, and 10 Technical Recruiters based out of our Jacksonville office. As needs arise, we can add additional Account Managers and Recruiters from our network of offices. Should University of North Florida requisition volume warrant additional dedicated recruiters beyond that of the dedicated Account Manager's team, we have the ability to provide additional resources that are specialized in the required skillsets to ensure the best and most efficient recruiting support.

Insight Global's UNF Account Managers are responsible for learning the technical and professional environment of the business, while our Recruiters are dedicated to finding quality candidates. This separation of client-focused Account Managers and candidate-focused Recruiters allows us to offer our clients a single point of contact who is available 24/7. The same is true for our contractors who have a dedicated Recruiter as their single point of contact for any needs they may have. By separating our focus and allowing our Account Managers to solely focus on the client and our Recruiters to solely focus on our contractors, we are able to add value in the form of customer satisfaction and contractor retention.

Insight Global's Recruiters are responsible for successfully onboarding and processing contractors by the desired start date. We deploy a team of behind-the-scenes payroll and onboarding specialists to ensure that specific project-related requirements are adhered to, coordinate the onboarding process with or through any applicable MSP or VMS, and respond to client audits designed to test our compliance with the client's onboarding requirements. Because of the efficiency of our onboarding process, the ramp-up time for the resource is decreased, and the time spent working on contract is more productive.

Delivery Time

Insight Global can submit resumes of quality candidates within 24-48 hours after initial receipt of an open requisition. However, the average time from receipt of an open requisition to when the candidate is actually selected to be hired per the client's request is about 20 days. This 20-day timeframe includes identifying the candidate, initial screen by Insight Global Recruiter and Account manager, interview with client, and background check and onboarding requirements. This timeframe can vary depending on the availability of the client and candidate for interviews and the extensiveness of background check and onboarding requirements.

Urgent and Volume Recruiting

One of our greatest strengths is our ability to quickly spin up agile teams to fill hundreds if not thousands of job openings. When we identify a bulk recruiting opportunity, we implement a number of features that align with our Surge Recruiting model across all channels. Surge Recruiting is generally leveraged when we have 50+ openings, but we have executed on projects in excess of 2,000 using it.

Our Surge Model is as follows. First, we work with internal Recruiting leadership teams at Insight Global to have quality intake and timeline conversations with the customer. When we identify the timelines required, we will spin up Surge Teams with 1 Account Manager and anywhere from 4-8 Recruiters working with that Account Manager. Based on expected hires and timelines we create a number of these sprint-like teams until we are comfortable that each team can hit the weekly hiring goals. Assumptions to be made with these sprint teams include the knowledge that we must over-hire by a certain threshold and make contingent offers if necessary as well as the immediate utilization of our Inbound Recruiting strategy to create a consistent candidate pipeline. Depending on scale these teams will also receive support from our Managed Services Division or Resource Management team to coordinate and facilitate smooth onboarding, training, equipment management, time and expense allocation, etc. Status updates and other program management tactics will be outlined in the intake meeting and adhered to while recruiting, hiring and onboarding is active.

In some of our largest efforts Insight Global has delivered on over 2,000 openings in less than a month with over 20+ of these teams, 100+ recruiters in total working under executive and program leadership.

Differentiators

We differentiate ourselves from our competitors by combining an unmatched ability to execute in our core business with world class customer service, and a culture of accountability and professionalism that extends to all aspects of our business.

- a) Execution: We know that we are measured on results, and we have both the tools and the talent to deliver those results. Our account managers work tirelessly to understand both the internal and external challenges facing our clients so that we can deliver resources and services to help our clients meet those challenges. We continuously invest in our recruiting resources, maintaining a 2:1 ratio of recruiters-to-account managers, and each recruiter is paired with an account manager to ensure they share an understanding of, and a commitment to, those same clients.
- b) ATLAS: our proprietary database of more than 8 million prescreened candidates, is customized to each local market, categorized by skill set, and refreshed and maintained daily by recruiters proactively searching for and pre-qualifying talent using our 5-step screening process. Together with higher level support at both the local and the national level, the client team is typically able to provide quality professionals within 24 to 48 hours of the client's initial request.
- c) Customer Service: Simply put, no one will work harder than we will to earn and keep your business. Whether you are a new customer or a long-term user of our services, we feel the need to continuously validate the trust you have placed in us by working tirelessly to exceed your expectations. We operate on a "1/24 alert" - any issues that arise during an engagement will be addressed within one hour and resolved within 24 hours. Our account managers make themselves available 24/7 for our clients. Leadership at the local and national level is also available in real time should escalation be appropriate, and representatives from the leadership team are tasked with proactively engaging clients to ensure continuous client satisfaction and a stable and comfortable working relationship.
- d) Company Culture: We love working with our clients and believe that business built on relationships at all levels of the organizations helps ensure client satisfaction. However, we know that successful, enduring business relationships require that the parties treat each other with candor and mutual respect and that the focus remains on the business objectives of the client. We work hard to instill in all of our employees a commitment to professionalism in all aspects of their work, as we know that what really differentiates us from our competition isn't one big thing - it's the one thousand little things at which we strive to be perfect.

Of course, we are not always perfect. However, since that is the standard by which we measure ourselves, we also embrace accountability as a core value. If we fall short of the expectations we or the client have for our performance, we work hard to make sure that we identify the problem, address it squarely and forthrightly, and put in place procedures to make sure that it doesn't happen again. One wins clients when things go right, but true partnerships are forged when things go wrong, and we have the opportunity to really demonstrate the depth of our commitment to our clients.

3) *Recruiting Methodology and Vetting Process*

Our Recruiting model can be broken down into four arenas: Search, Source, Screen, Sell. Effectively this is where we find our candidates, how we attract them to our customers' job openings, how we screen them to ensure they are a quality match for the jobs at hand, and then how we own the offer, acceptance and onboarding process.

Search: Insight Global leverages public job boards and candidate networks as well as our internal, proprietary Applicant Tracking System (ATS). Our 1,500 Recruiters have access to tools such as LinkedIn Recruiter, Dice, Indeed, ZipRecruiter, Monster, CareerBuilder, Nexxt, eFinancial Careers, Clearance Jobs, etc. We invest over \$6M annually in access to these candidate networks and recruiter licenses giving us access to over 150M candidates in North America. Our ATS houses 11M of these candidates, which allows our recruiters to search for candidates based on skills, previous work experience, and previous work history with Insight Global. We have interviewed 75% of the 11M over the last 22 years and submitted almost 1M to customers. This database also contains over 250,000 Consultant Alumni (those who have worked for us in the past). Our recruiters' workflow is as follows:

- Consultants Rolling Off Contract (~4,000 every month)
- Candidates in our Active Pipeline and that we have Submitted to Customers (30,000 every month)
- Candidates in our internal network
- Candidates on public job boards

Source: Our Recruiters use a number of tactics to attract top talent into our pipeline. We break them down into two strategies: Inbound Recruiting and Outbound Recruiting. Inbound Recruiting is the practice of bringing candidates to us via advertising and job postings. We leverage the following platforms to advertise our jobs: LinkedIn, ZipRecruiter, Dice, Clearance Jobs, Indeed, Monster, and our www.jobs.insightglobal.com website. Through these channels, we receive over 10,000 applicants to our jobs weekly. We leverage tools embedded within these platforms to include screening questions to ensure recruiters are seeing candidates eligible for simple job requirements (location, rate, availability, etc.). Our

Recruiters practice Outbound Recruiting when searching through public databases, calling, emailing, and texting top candidates.

Screen: Insight Global has a five-step screening process once we identify a candidate is the right fit for the opening on paper and the candidate wants to apply. After an initial phone screen (step 1), our recruiters meet with each candidate face-to-face (or via video using systems such as WebEx, Zoom or Microsoft Teams) to qualify hard and soft skills (step 2), and verify managerial references (step 3). The dedicated client Account Manager will screen the candidate to ensure they exceed client expectations and is a culture fit for the organization (step 4). The final step before making a hiring decision is performing a Criminal Background Check (step 5). For highly technical openings, we will conduct the final screen with our SMEs in the appropriate industry. We have developed teams of SME Recruiters in a number of disciplines based on customer needs.

Sell: Once we identify great candidates, the selling aspect of our recruiting model consists of matching quality candidates to our 15,000+ job openings and ensuring our customers' openings are communicated clearly to the candidates. First, our Recruiters leverage matching tools that we have created such as our ReqCatalog to quickly and efficiently search through all openings for qualified candidates. When we work with customers on their job openings, those positions are in front of every recruiter and every candidate we work with. This is how we ensure the customer in Philadelphia who has an opening in Denver gets that opening matched to the perfect candidate in Portland by the Recruiter from Seattle. When working with customers, we aim to present 2-4 quality candidates through these measures, and when working with each quality candidate we look to submit them to 2-4 jobs openings based on their preferences. The second part of the selling aspect of our service is to help our customers and candidates make informed hiring and onboarding decisions, ensuring it is a seamless and easy process once the match is made.

Other areas we continue to focus on not mentioned above include referral engines, surge recruiting, national recruiting, flex workers/gig economy workers, managed services outsourcing, RPO, and Exec Search recruiting.

4) *Fill Percentage*

Our fill rate percentage in 2022 was 68%.

After receipt of requisition, we usually provide resumes of qualified candidates within 24-72 hours. We coordinate with the client to schedule interviews in accordance with the client's availability. Once the client decides to hire a candidate, we initiate criminal and drug testing. If the candidate has not passed a background check within the past 90 days, we run a new

check, which takes approximately four days to complete, depending on how extensive the requirements are. We coordinate this process in time to meet the client's desired start date.

5) *Background Check Process*

The final step before making a hiring decision is performing a criminal background check. Background checks may include prior employment verification, educational verification, credit history, a department of motor vehicle records review, or any other search requested by an Insight Global client. All offers of employment are contingent upon the results of the background check. Results must be satisfactory to both Insight Global and, where applicable, its clients. To the extent that any state, federal or local law imposes limits on the ability of employers to conduct background checks or consider criminal records when making employment decisions, we only require background checks and consider criminal records to the extent permitted by such law. If the client has their own background check process that is more strenuous than ours or that they prefer to use we will use the client's background check process instead.

Insight Global's Human Resources department maintains records of all background checks and drug screens conducted for all of our contractors. With our scale, Insight Global is also able to invest the time and financial resources to monitor developments and adapt these and similar processes based on changes in applicable laws and regulations, such as the Fair Credit Reporting Act, "ban-the-box" laws that limit the ability of employers to inquire into specific aspects of a candidate's background, and state and local regulations that dictate when, where and how drug screening and background checks may be conducted. With a regulatory environment that increasingly seeks to shift responsibility for these and similar requirements from the staffing vendor to the end client, Insight Global can act as a trusted partner to ensure adherence with these requirements and is willing to stand behind that commitment.

If the contractor begins a different assignment with the same company more than 90 days since the last background check (or a new assignment with a different company), we will re-run the background check. Domestic background checks take up to five days to complete, depending on how extensive the requirements are. We notify the manager via e-mail of a cleared background check as soon as we receive it but can provide notification in any other preferred method.

All Insight Global contractors must clear the following First Advantage background checks:

- Federal Background Check Results (Dating back 7 years)
- State Background Check Results (Dating 7 years)
- County Background Check Results (Dating 7 years)

- Employment Reference Checks – at least confirmation of working experience with two previous employers
- Education Verification – highest level of education is confirmed
- I-9 and E-Verify
- Professional License verification

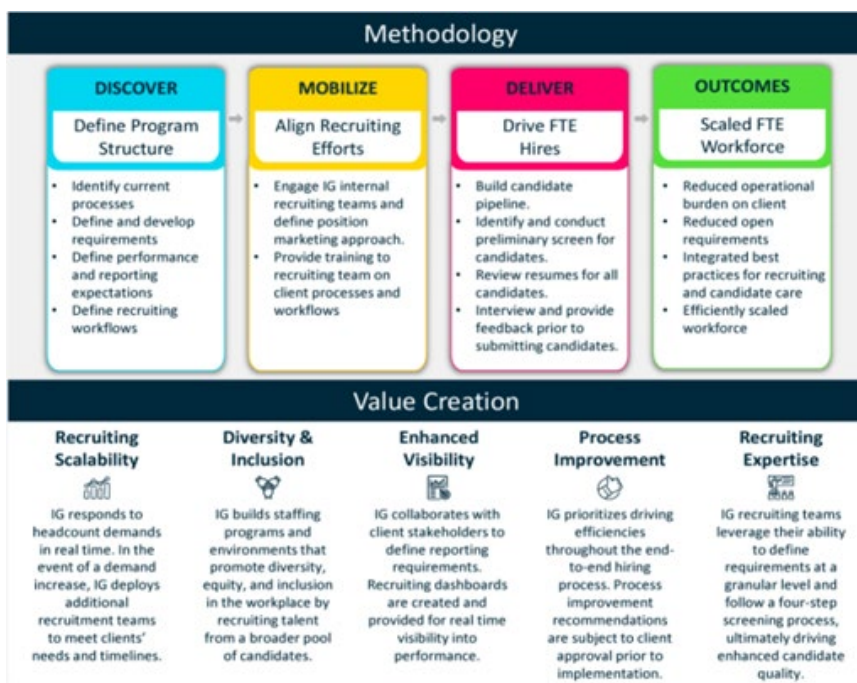
We will never hire any contractor with a felony. We will not hire anyone with a misdemeanor for theft, violence, or fraud within the past 7 years.

Recruitment Process Outsourcing

Given the intense competition our clients feel in bringing new talent into their organizations, it is now more important than ever to have a partner like Insight Global who can help cultivate a talented, reliable, and efficient workforce. We understand the unique challenges you may face related to recruiting FTE talent, especially while you remain focused on supporting your core business functions. To best support our clients and their talent needs, we created our RPO Solutions to aid in the realization of a scaled FTE workforce. We have the recruiting experience and operational maturity necessary to source candidates who have the right technical skillset to support any business or technical function. With our RPO Solutions, our clients are able to efficiently scale their workforce and meet their FTE hiring goals. Insight Global adds value to your business by offering scalable solutions and our recruiting enterprise which focus on Diversity/Inclusion, enhancing visibility, and process improvement.

Insight Global can offer all three models of RPO, Enterprise, Project, and OnDemand/Hybrid. We have the capabilities to support full enterprise, project based, or a specific allotment of positions as they arise. We offer completely customizable RPO solutions based on your needs and the volume of hires. We can scale up and down regarding recruiter support and can assist with writing job descriptions, interview planning and timelines, reporting on KPIs and metrics, as well as setting strategy within the DE&I space.

Insight Global's RPO starts by identifying a need and meeting with the key stakeholder to discuss what the details of the RPO/surge hiring would entail. Then, we work with our delivery team to outline what would be needed. Below is a visual of the process we take to ensure our RPO solutions is successful:



RPO Testimonials

- 1) **Macy's Inc:** We are successfully delivering on an RPO for 100+ Software Engineering/Java Developer openings for Macy's digital transformation. As a result of our success, Macy's has requested to further increase the scale of our partnership.

"Insight Global's Team aided in making a seemingly impossible task possible. They provided valuable insights in the conception and architecture of how we might tackle this large hiring push – and through close partnership, data and patience, they pivoted, adapted and worked with us as our business needs changed in this evolving hiring ecosystem. When selecting a preferred vendor partner, Macy's Technology looked for those willing to come on the journey with us. We had a strict criteria for partners willing to ensure our iconic brand was upheld in the market – all while being able to accurately portray the technical transformation underway."

-Tim Shaw, Director of Talent Acquisition, Macy's Inc.

- 2) **Arcadis:** We are successfully providing RPO services for 40-60 Construction Management and Environmental Engineering skillsets across multiple lines of business to increase Arcadis's competitive approach to winning talent and delivering on their client needs.

"I have been working with Insight Global since September of 2021 on an RPO for our company. We have a variety of hard to fill roles and working with Insight Global has been easy and rewarding for our team. The jobs we have are not easy to fill, and the IG Team is flexible, responsive, and willing to shift priorities and move the resources around very

quickly with the changing needs of our clients to help get the roles filled for us. We appreciate all of Insight Global's hard work and dedication to the project."

-Angie Lombardo, AVP Talent Acquisition, Arcadis US Inc.

Tab 5 GovMVT Compliance Documentation

Please see our completed Compliance Documentation attached.

Tab 6 Price Proposal

Pricing for Services Offered

Our prices are very competitive in each market we work in. We work with each of our individual clients to recruit for each position according to the client's specific needs. We generally bill an all-inclusive hourly rate for each candidate that includes the cost of background checks, recruiting, screening, and other employer costs. By utilizing bill rates, it allows us greater flexibility to adapt to each of our client's budgetary needs and provide a wide variety of skillsets and experience levels in diverse locations. Working off an hourly bill rate not only helps our clients stay within their set aside budgets, but also allows us to find the right candidate at the right rate.

Hourly Rates for Temporary Staffing

Please see our Rate Card attached for the hourly rates for each position included in this RFP.

RPO Pricing Structure

Insight Global's RPO Services are based on Scope, Timeline, Process, Budget, and Enhancements. We do not have a formalized pricing model but can make quotes including discount offerings to each individual client based on their RPO needs.

Tab 7 Additional Services

Retained Search

Identifying the best leaders is imperative for any business to grow which is why Insight Global offers a Retained Search model. Through Insight Global’s consultative approach, we are confident in helping you identify and hire the leadership talent that you need to bring business strategies to life. We are focused on cultivating long-term partnerships with our clients, so that you have the support you need, as your business flourishes. Our Retained Search model can be utilized for high priority/niche skill sets, middle management and leadership roles, and executive leadership. Insight Global utilizes four key phases: Discovery, Sourcing, Evaluation, and Post Engagement Support. Each phase enables us to determine premier talent that aligns with your needs and your mission.



Evergreen Services (Managed Services)

Evergreen, Insight Global’s Managed Services Division, helps our clients design processes, build teams from the ground up, and manage them daily. We work with each client to develop fully customized solutions and services. No matter what, we’re devoted to helping your business grow forward. Evergreen’s specializes in 4 key areas, Talent Optimization & Management, Products & Platforms, End User Services, and Applied Engineering Solutions.



Evergreen currently has over 200 Active Programs and supporting 90 Fortune 100 Insight Global customers. Insight Global’s Evergreen services are successful by providing customizable delivery. Below is breakdown:



COMPASS *Compass Cultural Consulting*

Insight Global's consulting arm, "Compass Culture Consulting", is committed to delivering Talent Management and Culture Change. Our solutions are designed to provide our clients with methods to evaluate, train and improve their leadership teams. With our method for culture change, we have the ability to help organizations re-define their culture, brand that culture to their employees, and improve hiring, development, productivity and turnover in the process. Core practice offerings include: Leadership Training and Development Programs, Culture Consulting, Executive Retreats, Talent Management Optimization (improved hiring, people development programs, productivity improvement and limitation of turnover), and Employee Experience Training.

Our focus on building strong client relationships and maintaining a rapid response time generates unmatched client satisfaction and delivery no matter the services our clients utilize. With our support, Insight Global clients are able to focus on growing and maintaining their core businesses while we work to exceed the expectations of all stakeholders.

These are the *solutions we offer*:

		
<h2>Education</h2> <p>In-person and virtual workshops focused on enhancing culture and leadership development.</p>	<h2>Experiences</h2> <p>In-person and virtual experiences to unite a team, confront reality, and target improvements.</p>	<h2>Change</h2> <p>We partner with internal teams to understand and evolve culture with a direct and sustainable impact on results.</p>
<p>COMPASS LEADERSHIP JOURNEY Cohorts of the Compass Leadership Journey for the 4-session series or 5-session series including Lead Yourself First.</p> <p>BUILDING ELITE TEAMS Cohorts of the Building Elite Teams Series at 3 workshops or all 5 workshops.</p> <p>CULTURE ACTIVATION WORKSHOPS Most likely delivered as a part of a change process, we'll teach where the culture is now vs where we want it to be.</p>	<p>IN-PERSON COMPASS Memorable and customized 1-3 day off-sites.</p> <p>VIRTUAL COMPASS Experience Compass virtually in small groups or at scale (2-3 hour sessions).</p> <p>LEADERSHIP SUMMITS 1-3 day experience to involve and unite leaders.</p> <p>PROJECT COMPASS An experiential kick-off to a key project with connection at its core.</p>	<p>CULTURE EXPLORATION Gain a clear understanding of the current culture, including sub-cultures, and build a plan to maximize impact.</p> <p>THE WHOLE ENCHILADA Starting with a culture exploration, this 6-12 month guided change will tie culture to peak performance.</p> <p>DECODING EXCELLENCE Couple a thorough culture & performance exploration with best practice capture from effective teams and piloting approaches to go to the next level.</p>



Insight Global Family Foundation

By employees, and for employees, the Insight Global Family Foundation's (IGFF) mission is to help our people, including our family of more than 30,000 consultants, with unexpected life emergencies and the financial strain created by a critical event. By providing short-term, emergency assistance to address specific needs, the IGFFs assists our employees so they can overcome these unforeseen life obstacles and continue their personal and professional development. It is funded by our employees, consultants, and 1099's.

2020 Numbers

\$432k in total funds granted
 48 International Employees supported
 23 Consultants Supported
 \$801k in total donations received

2021 Numbers

\$598k in total funds granted
 20 international employees supported
 61 consultants supported
 \$583k in total donations received

2022 Numbers

\$563k in total funds granted
33 international employees supported
95 consultants supported
\$504k in total donations received
\$15k granted to ukrainian employees
15 grants awarded to ukrainian employees



Diversity, Equity & Inclusion

To foster a community of individuals with extremely diverse backgrounds, Insight Global hires candidates from all walks of life. Insight Global provides equal employment opportunity to all employees and applicants for employment without regard to race, color, sex, age, religion, national origin, handicap, disability, or veteran status, in accordance with applicable federal laws. In addition, Insight Global complies with applicable state and local laws governing nondiscrimination in employment. As our company grows, we are working to increase our diversity inclusion programs. In 2019, Insight Global created the Insight Global Diversity Council who champion diversity and inclusion to create environments where people can bring their full authentic selves to work every day. The Council aims to create an open environment where employees are more productive and ensured that different perspectives are deployed in solving the challenges faced by the company, its clients, and its employees.



Women's Leadership Council

In 2018, Insight Global founded the Women's Leadership Council (WLC) to further Insight Global's commitment to further Insight Global's commitment to the strategic advancement and retention of women in leadership. The WLC provides mentorship, networking opportunities, and hosts regular forums throughout the year. The council strives to live out the shared values of Insight Global through the unique lens of women and to help make Insight Global a better workplace all-around. We encourage all women interested in professional advancement and leadership development to get involved and help promote the mission of the WLC: Evolve, Advance, Partner!



ESG

Our Shared Values bind us together and create a framework for how we treat one another, our business partners, and our communities. The issues we seek to tackle such as equity, access to

affordable healthcare, and climate change, are big and require effort that goes beyond the walls of Insight Global. We've come a long way, but we know our journey is just beginning. Since incorporating ESG into our business strategy:

Insight Global hired a dedicated team of 17 full-time employees to build and grow our ESG and DEI. For example, in 2021, hired its first ESG program manager to support its Women's Leadership Council in their efforts to advance, evolve, and partner.

Through our partnership with OneWorld Health, in 2022 we sent over 60 people on international service trips to developing countries – Uganda, Honduras & Nicaragua.

Through our Managed Services Division, Evergreen, Insight Global pledges to plant a tree for every consultant placed on an Evergreen program.



Scan the QR code to access Insight Global's inaugural impact report.

ENGAGE *Consultant Engagement*

Providing and retaining the best talent in the market is a priority, and our Consultant Engagement practice is centered around just that. We believe providing a positive employment experience attracts consultants to stay with us for their long-term careers. It creates a sense of belonging and community throughout the assignment. Our consultants must be heard, cared for, and supported by our team throughout the entirety of their employment journey. We have the below measures in place to make sure we act to fulfill this mission:

- Designated support team throughout their assignment – Each consultant has an aligned recruiter and AM as the first line of support, along with our IG Care Center for any additional questions.
- Step by step guidance for the entirety of the onboarding process, including first-week prep before the start, first-day orientation meeting, and check-in after their first week of assignment.
- Communication touchpoints every six weeks to gauge our consultant's satisfaction on assignment as well as offer performance feedback and guidance.

- Eight weeks prior to the end of an assignment, we begin our 'redeploy' process to ensure we're setting our consultants up for success in finding their next assignment for continuous employment. Communication is key in their assignment that is winding down.

Be The Light Tour

The Be The Light Tour is Insight Global's full-service mobile career center. The Tour's mission is to empower and serve communities through providing direct access to job-readiness resources and career building strategies. As a true vehicle of hope, we aim to promote economic mobility and provide more access to opportunities for everyone. Through the tour and related workshops, our goal is to impact 15,000 lives by 2025.

More information can be found on our website, www.insightglobal.com/careerstart.

OneWorld Health Partnership

In 2020, we created a partnership aligned with Insight Global's values to Be the Light to the world around us, stretching from Central America to East Africa. In line with OneWorld Health's mission to provide quality, sustainable healthcare to those who need it most, we've raised more than \$2.1M to provide life-saving care now and for generations to come.

To-date, our fundraising efforts actively contributed to the construction and operation of three brand-new healthcare facilities in Kyenjojo, Uganda and Tipitapa, Nicaragua, a new maternity ward in Bweyale, Uganda, and ongoing telehealth services in both countries. And, we've given 657 people the dignity of working through the construction, planning, and ongoing operations of these facilities.

P-Card Acceptance

Insight Global does not accept p-cards as a method of payment. We are willing to discuss alternate methods of payment upon award.