



22nd Century Technologies, Inc.

CMMI Level 3 | ISO 27001 | ISO 20000 | ISO 9001

REQUEST FOR PROPOSAL
Child Nutrition Substitute Staffing Services
#352-CAFE-DCS25
Due Date: Monday, May 12, 2025, 12:00 pm, CST



Submitted by:
22nd Century Technologies, Inc.
Ashley Christina De Sa, Administrator
Local Add: 270 Trace Colony Park Ste B,
Ridgeland, MS 39157
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Cover Letter

22nd Century Technologies, Inc. (hereafter referred to as "TSCTI") is pleased to submit a proposal to the DeSoto County School District, Office of Child Nutrition (hereafter referred to as "District") in response to Request for Proposals (RFP), #352-CAFE-DCS25 for Child Nutrition Substitute Staffing Services.

Incorporated in 1997 as an S-Corporation, TSCTI is one of the fastest growing staffing companies in the United States with experience in providing temporary staffing to local, state, and federal government customers. Trusted by over 350 customers during the past 28 years, TSCTI's staffing solutions offer customers a customizable, efficient, and low-cost solution to suit their project, short-term, temporary, or long-term staffing needs across a multitude of domains, and functions. TSCTI possesses immense expertise in providing temporary staffing services to various government educational institutes (such as schools, K-12, colleges, and universities) through more than 200 SLED projects.

Summary narrative of proposed approach to partnership with District:

TSCTI's proposed approach to partnership with the district is rooted in collaboration, responsiveness, and a deep understanding of the district's staffing challenges and priorities. We are committed to delivering a dependable pipeline of qualified, pre-screened personnel who align with the district's standards, culture, and student-centered mission. Our team will work closely with District leadership to ensure smooth onboarding, efficient communication, and flexible solutions tailored to evolving needs. Through proactive recruitment, real-time support, and transparent operations, TSCTI aims to reduce turnover, enhance workforce quality, and relieve administrative burdens, ultimately becoming a trusted, long-term partner in achieving the district's educational and operational goals.

TSCTI has a strong business existence through its presence in 50 states and has developed a strong bond within the state of Mississippi along with its local office by providing similar services to public agencies. TSCTI provides food worker services to various educational clients, which has equipped us with a deep understanding of the food service industry's unique requirements, including food safety regulations, customer service standards, and operational efficiencies. *One of our largest clients, the School District of Palm Beach County, FL, has partnered with us since 2019, and we successfully secured the contract again in 2024. Throughout our tenure, we have placed more than 650 staff members, with 93 full-time equivalents currently serving in food services, ensuring compliance and dedication to their needs.* Additionally, TSCTI provides similar services for food services staff to *Michigan State University, Buffalo Public School, Dallas Independent School District, University of Wisconsin, Marie H. Katzenbach School for the Deaf, to name a few.* For this contract, TSCTI will utilize its local office, and will set up a dedicated team of key personnel to support District. TSCTI offers a 360 degree-resolution to its clients, adhering to an **ISO 9001:2015-compliant recruitment process**. TSCTI has an expert team consisting of *300+ domain specific recruiters, data miners, with an average experience of 5 years in recruiting temporary support professionals.* With 28 years of experience in sourcing, recruiting, screening, payroll, and invoicing, we utilize automated recruiting software like JobDiva, and E-onboarding through Job Diva for streamlined processes. With a vast pool of over 5.5 million pre-vetted resumes nationally and applicant tracking software, we ensure access to diverse profiles. *TSCTI also maintains a database of 47,350+ prescreened resumes local to the State of MS out of which 7,560+ are local to the DeSoto County.* Having developed a deep understanding of the local business environment, the challenges similar and local government entities face, the need for quality talent, and establishing the foundation of a long-term partnership, TSCTI is well-positioned to build relationships and provide additional value to District.

The undersigned, possessing the authority to legally bind the company, hereby represents, and electronically signs the proposal on behalf of the company. TSCTI has limited the response to the specific items described in the solicitation and strongly believes that our response meets the requirements of the district. If the District determines that TSCTI's response is deficient in any way, we respectfully request to be promptly notified and be given the opportunity to correct any such deficiency. Should you have any questions regarding this proposal, please feel free to contact us. We look forward to working with you through a mutually rewarding partnership.

Sincerely,



Ashley Christina De Sa, Administrator

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HQ: 8251 Greensboro Drive, Suite 900, McLean, VA 22102

Telephone No: (866)-537-9191 **Ext:** 2 | **Fax No:** 732-537-0888 | **E-Mail:** sledproposals@tscti.com



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Page | 2



Table of Contents

Cover Letter.....	2
V. VENDOR QUALIFICATIONS	4
Executive Summary:	4
Contact Information:.....	6
Organizational Structure & Personnel	8
Questionnaire.....	40
General	40
Recruiting, Screening, and Hiring Process	61
Training and Orientation Process.....	72
Assigning/Scheduling Process	79
Quality Control & Retention Programs	87
Information Security and Systems Reliability	97
Other	100
VI. REFERENCES	109
VII. PROPOSAL FORM.....	110
W-9.....	111
DOCUMENTATION CHECKLIST	112
Insurance Requirements (per C Scope).....	113
Addenda, if any (Informally)	114
USDA Form Ad-1048	115

V. VENDOR QUALIFICATIONS

V. VENDOR QUALIFICATIONS

Executive Summary:

Please include an executive summary detailing your understanding of the requirements for this request, as well as a detailed outline on how your company will address the needs of the District. See Questionnaire below.

Executive Summary:

TSCTI has read the RFP in its entirety and understands that the district requires a dependable, responsive, and compliant staffing partner to supply temporary cafeteria workers across 41 school cafeterias, on an as-needed basis. Assignments may range from one day to several weeks, with staffing needs fluctuating throughout the academic year. TSCTI recognizes that the district's primary challenges include high turnover, training burden due to federal compliance regulations, and a preference for local, reliable candidates.

TSCTI has been providing similar food services since 2019 to Plam Beach School District which is the 10th largest K-12 school district in the US and the 5th largest in Florida with approximately 193,000 students and a total budget of \$2.9 Billion. The district has 180 schools, with approximately **27,168 employees**. The School District has 90 new or replacement schools. Based on this experience we understand how the district operates and what measures we have to take to provide reliable services to keep students health in mind. Our approach is designed to address these challenges head-on by providing a scalable staffing solution grounded by proactive recruitment, rigorous pre-screening, and retention-focused workforce management. TSCTI is committed to delivering qualified, background-cleared, and well-trained substitute workers who understand food safety, hygiene, and the importance of professionalism in a school environment. TSCTI will ensure full compliance with all applicable local, state, and federal regulations including USDA, ADA, EEOC, and OSHA guidelines. As the District intends to award to a single vendor, we offer a comprehensive staffing program that is tailored to the unique needs of District and fully capable of supporting all required services at scale and with consistency.

Detailed Approach to Address District Needs: To address this, TSCTI offers a locally focused recruitment strategy, leveraging regional talent pools and workforce partnerships. TSCTI supports retention through competitive pay, recognition programs, and consistent communication. All staff are trained in food safety and USDA/NSLP requirements, with onboarding and refresher sessions provided. Our 24/7 scheduling team ensures flexibility and responsiveness, supported by a float pool to cover urgent needs. An account manager will oversee operations, ensure performance monitoring, and resolve issues quickly. TSCTI also offers digital timekeeping, monthly reporting, and a structured transition plan to ensure seamless implementation. Our scalable, compliant, and quality-focused solution aligns closely with the District's needs.

Staffing Coverage and Capacity

- Maintain a dedicated pool of at least 100 pre-vetted, qualified cafeteria substitutes to accommodate the estimated 72-person annual requirement and allow for low turnover. We maintain a pre-screened talent pool of cafeteria and food service workers that can be activated quickly.
- Use software and a central staffing coordinator to fill short- and long-term requests promptly, including same-day needs.

Recruitment and Onboarding

- Launch targeted recruitment campaigns across DeSoto County including online platforms, local job fairs, and community bulletin boards. TSCTI maintains a large national and regional resume database and has relationships with local workforce agencies, churches, community colleges, and job boards.
- Conduct face-to-face interviews and check references for all candidates.
- Require candidates to demonstrate communication skills in English, physical capability for cafeteria work, and an understanding of food service hygiene.

Background Checks and Compliance

- All candidates undergo State and Federal background checks and Child Abuse Registry screening per Miss. Code Ann. 37-9-17.
- Ensure that all staff are not listed on the Sex Offender Registry and have no disqualifying offenses.
- Provide written acknowledgement from all assigned staff that they are not eligible for District benefits and are employed by TSCTI.

Training and Retention

- TSCTI is experienced with USDA and National School Lunch Program (NSLP) training requirements. We ensure that all workers are trained in food safety, sanitation, and personal hygiene.
- We offer market-aligned compensation and consistent scheduling where possible to enhance job satisfaction.
- Offer incentives such as attendance bonuses or referral programs to encourage retention.

Scheduling and Shift Fulfillment

- Align with school shift patterns.
- Ensure prompt placement to meet short-notice and same-day requests.
- Maintain fill-rate performance tracking and share updates in the Annual Business Report.

Payroll, HR, and Legal Compliance

- Handle all payroll functions, tax withholdings (FICA, FUTA, SUTA), workers' compensation, and unemployment insurance.

- Maintain personnel records and ensure compliance with wage and hour laws.
- Provide timecards for all assigned workers and ensure approval from Cafeteria Team Leaders.

Billing and Reporting

- Submit detailed monthly invoices and accept bi-monthly payments from the District.
- Provide a monthly summary of hours worked and a year-end Business Report including placement statistics, retention rates, and fill-rates.

Conduct and Dress Code Enforcement

- Enforce compliance with all District rules regarding conduct, hygiene, and uniform standards.
- Provide substitute workers with clear policy expectations including restrictions on jewelry, fake nails, hair color, and attire.

Additionally, TSCTI brings a comprehensive, technology-enabled staffing solution tailored to meet the District's specific needs, supported by over 28 years of experience in public-sector staffing. During our recent engagement with Palm Beach, we identified significant challenges in tracking staff attendance accurately and preventing timecard discrepancies. In response, TSCTI implemented a **Geofencing Attendance System** that offers real-time tracking of employee attendance using GPS technology. This system verifies employee punches through a **timestamped GPS location** and includes **selfie verification** to eliminate buddy-punching, ensuring attendance integrity. It also prevents staff from clocking in from unauthorized locations, such as their homes, by setting **customizable punch perimeters**. We are pleased to offer this **advanced attendance system at no additional cost** to DeSoto County, ensuring accurate timekeeping, improved accountability, and streamlined reporting. Combined with our AI-driven recruitment platform, local sourcing methods, and dedicated compliance team, TSCTI is committed to delivering high-quality, transparent, and reliable staffing services to the District.

Contact Information:

Contact Information:

Please complete the sections below.

<u>22nd Century Technologies, Inc.</u> Company Name	<u>Ashley Christina De Sa</u> RFP Contact (Print)
<u>8251 Greensboro Drive, Suite 900, McLean, VA 22102</u> Address	<u></u> Signature
<u>22-3502121</u> Federal Tax I.D. Number	<u>Administrator</u> Title
<u>(866)-537-9191 x 2</u> Telephone	<u>05/01/2025</u> Date
<u>732-537-0888</u> Fax	<u>sledproposals@tscti.com</u> Email
Years in business: <u>28</u> Former name(s) used by your organizations: <u>N/A</u>	

If applicable, please acknowledge acceptance of addenda/clarification(s) issued by checking below:

Addendum 1___ Addendum 2___ Addendum 3___ Addendum 4___

TSCTI acknowledges the acceptance of the Q&A released, "RFP Questions and Answers 352-CAFE-DCS25" and "Additional RFP Question and Answer".

Complete and include the following with RFP submission due May 12, 2025, by 12pm, CST

- Contact Information Form (see above)
- Organizational Structure & Personnel response
- Questionnaire responses
- References
- Proposal Form
- W-9



Organizational Structure & Personnel

Detail your staffing plan including supervision you plan to utilize for this request:

TSCTI shall assign a Client Engagement and Delivery Office (CEDO) for the district's contract to provide regular and after-business-hours support. CEDO will empower TSCTI to respond quickly to all the district's requirements and queries, with a turnaround time of as little as 24 hours for all the job requirements. CEDO ensures a perfect match with continuity at a place using an innovative, best-in-class 24x7x365 recruiting and deployment engine, complemented by internal teamwork to validate candidate and background, deployment, candidate replacement, change management, and time sheet management & administration. The team that we are proposing for this contract holds years of experience handling similar contracts. Combined with our corporate office support, there is no position we cannot/have not filled that the district may need. The CEDO shall provide:

- 24x7 round-the-clock availability of teams with a toll-free number and centralized email address.
- End-to-end resource management including compliance, onboarding, training and development, off-boarding, and candidate replacement.
- A dedicated Client-Care team and Quality Assurance team to ensure the right delivery of services.
- Mississippi-based database of temporary staff and access to the personnel available only to TSCTI.
- Availability of consultants for in-person interviews or according to the district's needs.
- A robust Applicant Tracking System (JobDiva), that covers the entire sub-vendor management process.
- Customized invoicing and payroll services.
- Strong compliance group to eliminate the risk of co-employment claims by consultants.
- Time and administrative cost saving. All time sheets management, consultant query handling, and other administrative processes are handled by TSCTI, at no additional cost.
- Comprehensive analytics and ad-hoc reports to objectively measure the quality, responsiveness, and success of each deployment.
- End to end resource management including compliance, onboarding, training and development, and off-boarding.

TSCTI's key individuals who are responsible for maintaining active talent pipelines for the District requirements. This TSCTI embedded process delivers the accountability and provides the capacity to meet multiple category temporary staffing needs. TSCTI's staffing plan for the district is designed to ensure efficient, responsive, and high-quality support for all child nutrition and cafeteria substitute needs. Our Account Manager will serve as the primary point of contact and will oversee day-to-day operations, ensuring that all staffing assignments are promptly filled and that substitutes arrive on time and fully prepared. A local Recruiting Lead, supported by a team of specialized recruiters, will handle sourcing, screening, and onboarding of qualified candidates. TSCTI's Human Resources Manager will ensure all compliance requirements are met, including background checks, credential



verification, and orientation. Supervisory oversight will be maintained through regular check-ins, performance reviews, and direct communication with District staff to ensure expectations are consistently met. Our team remains available 24/7 to address last-minute requests, replacements, or emergencies, ensuring uninterrupted cafeteria operations.

Provide an organizational chart indicating the individuals or positions that would work on and have knowledge of the project with the District. Provide the resumes of the key individuals of your organization who will managerially oversee and directly work this account, include their professional qualifications and ability to perform the required services as well as the number of years' experience providing the required service. Vendor(s) must demonstrate that they are financially stable and that they have been in business providing a similar service for at least three (3) years. The Vendor(s) shall provide proof of a positive balance sheet and profitable business operations for two (2) of the last three (3) years.

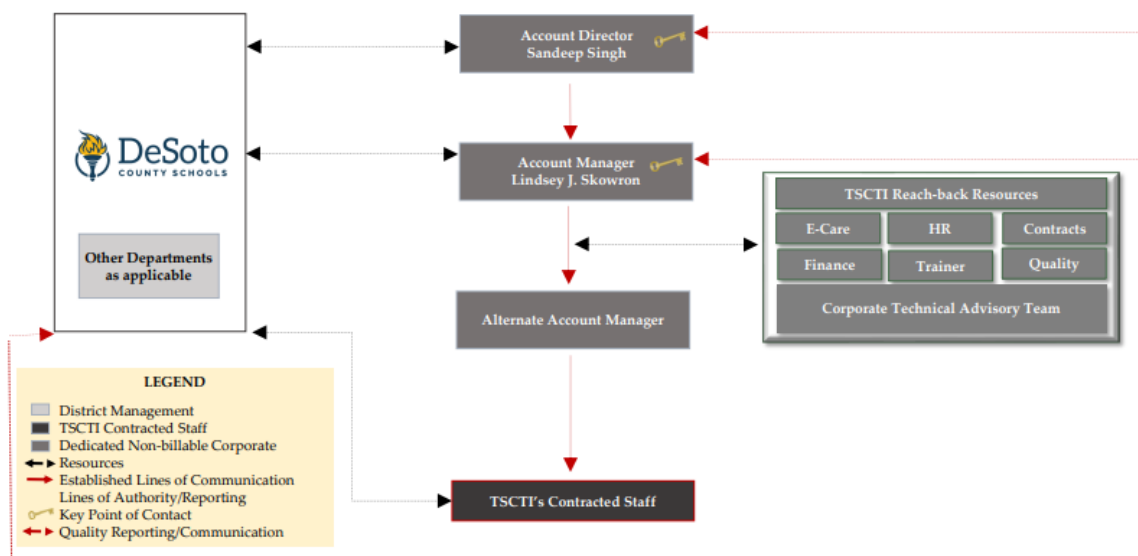
For the management of this contract, TSCTI will assign an experienced account management team, dedicated to ensuring compliance with District's contract requirements while providing prompt and effective temporary staffing services. As a locally operated firm, TSCTI manages all aspects of staffing support from its local office, leveraging a deep understanding of the district's specific labor market and workforce dynamics. Our Account Manager, familiar with local demographics of food services in the educational institutes and labor conditions, also manages similar contracts in the region, ensuring alignment with the district's unique needs. The proposed team will include an Account Director, Senior Account Manager, Alternate Account Manager, Recruitment Manager, Human Resource Manager, and a flexible pool of up to 50 recruiters to address staffing needs on short notice. To ensure the highest level of service, this contract will be overseen by our experienced Corporate Account Director, who has been successfully managing similar food service staffing operations for the Palm Beach County School District—one of the largest districts in the nation. His firsthand knowledge of large-scale district operations, compliance requirements, and the unique staffing needs of K–12 cafeterias will directly inform our approach to service delivery for DeSoto County. This leadership will provide proven strategies, operational oversight, and continuous process improvements throughout the contract term. Beyond normal business hours, the Alternate Account Manager will provide seamless support, ensuring uninterrupted communication and service delivery. Our Account Manager and Alternate Account Manager will work closely with District backed by a team of reach-back resources and Recruitment Manager to assist the contract management team to keep track of contract requirements and needs.

- **Lindsey J. Skowron**, Account Manager
- **Sandeep Singh**, Account Director

Back Reach resources

- **Michel Harper**, Recruiting Manager (RM)
- **Renata Hurtado Benica**, HR Manager
- **Recruitment Team**

TSCTI Organization Chart



TSCTI has provided below the resumes of the key individuals who will managerially oversee and directly worth this account, include their professional qualifications and ability to perform the required services as well as the number of years' experience providing the required service.

Lindsey J. Skowron, Account Manager | Relevant experience: 15 years

Tenure with TSCTI: 9 years

Education

- Bachelor of Arts in Mass Communications
- Graduated with honors as a member of the National Honor Society

22nd Century Technologies, Inc.

2015 – Present

Account Manager

Highly skilled and qualified staffing professional with over 15 years of experience in Program Management, Operations, Customer Relationship Management & Business Development. Holds extensive experience in ensuring the timely and successful delivery of our staffing solutions according to client needs and objectives. Lindsey has successfully directed staffing operations for cafeteria food worker contracts, including her ongoing leadership role with the Palm Beach County School District—one of the nation's largest public-school systems. Her hands-on oversight in this sector ensures familiarity with food service staffing protocols, child nutrition compliance, and the unique challenges of K–12 school environments. Lindsey understands the **complexities of school food service operations**, including the **urgency of last-minute staffing requests**, compliance with child nutrition standards, and maintaining consistent service during school hours. She successfully managed large-scale cafeteria food worker contracts by building strong pipelines of pre-qualified staff and utilizing rapid-response protocols to **fill urgent requests, even within the same day**. Lindsey coordinates with cross-functional teams, including recruiting and compliance, to ensure contract requirements are exceeded and service is uninterrupted.

She has proven experience in communicating the progress of weekly, monthly, and quarterly status updates to internal stakeholders. She is skilled in heading various public projects to effectively manage the day-to-day operations and liaising with key agencies to gather requirements and understand the overall functioning of existing resources. She has hands-on experience in coordinating and building relationships with cross-functional teams to consistently deliver high-quality projects on schedule and within budget. She has the ability to interface/communicate with a diverse group of customers in a friendly and respectable manner. Expert in ensuring Service Level Agreements (SLAs) is met during the full life cycle of the staffing process. Proven leader with the ability to motivate staff and improve morale; goal-oriented, consistently meet and/or exceed organizational deadlines and objectives. Highly successful at productive and profitable relationships; effective communicator with excellent verbal and interpersonal skills.

Core Competencies:



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- Proven leadership in managing **cafeteria food service staffing contracts** in large school districts
- Full life cycle staffing experience from requirement gathering to fulfillment
- Expertise in **short turnaround staffing** and urgent request management
- Strong communication skills and relationship-building with client stakeholders
- Extensive experience with scheduling, team coordination, and reporting
- Proficiency in writing staffing agreements, onboarding procedures, and SOP implementation
- Acting as the account lead for multiple staffing implementations at State, Local, and Federal contracts, demonstrating the ability to effectively coordinate staffing efforts for various public projects.
- Extensive experience in reviewing, negotiating, and signing all company Non-Disclosure Agreements, Teaming Agreements, and Subcontracts, ensuring compliance with legal and contractual requirements in the provision of services to the clients.
- Strong experience in scheduling company meetings and coordinating meetings between executives and clients, facilitating effective communication and collaboration in the delivery of engineering, administrative, and oversight services for staffing projects.
- Proficiency in maintaining the equipment log, ensuring that necessary resources are available for project execution and oversight.
- Experience in scheduling initial screening and follow-on interviews as needed, facilitating the recruitment and onboarding process.
- Proficient in writing Staffing Services Agreements and distributing them to the team, ensuring clear understanding of roles, responsibilities, and deliverables in the provision of services to the clients.

A brief description of the nature of the work performed:

- Oversee the account management team to ensure adherence to delivery timelines, service level agreements (SLAs), and compliance requirements.
- Adapt to the evolving requirements of the client, fostering better and long-term working relationships to meet client expectations effectively.
- Directly interface with school district administrators to track cafeteria staffing needs
- Collaborate with recruiting teams to build flexible talent pipelines in food service roles
- Utilize geofencing and biometric time-tracking tools to manage staff attendance and prevent time fraud
- Provide real-time updates and performance metrics to internal teams and district stakeholders
- Conduct performance evaluations and quality assurance checks regularly
- Utilize CRM (Customer Relationship Management Software) to track relevant information and generate comprehensive reports for management review and decision-making.
- Prepare and deliver regular performance updates and quarterly business reviews to the client, highlighting achievements and areas for improvement.
- Drive business growth by identifying opportunities for upselling and cross-selling services, ensuring year-over-year revenue increase.
- Define and implement Standard Operating Procedures (SOPs) for transitioning operations from incumbents or lost vendors, ensuring seamless continuity of services.
- Negotiate contracts with clients, resources, and subcontractors, ensuring favorable terms and conditions while maintaining strong relationships.
- Develop trusted advisor relationships with key projects, customer stakeholders, and executive sponsors.
- Ensure the timely and successful delivery of solutions according to customer needs and objectives.
- Forecast and track key project metrics, preparing reports on project status. Implement effective employee performance management processes and assist with weekly and monthly reporting.
- Assist with challenging client requests or issue escalations as needed.
- Manage day-to-day operational processes, including campaign set-up, optimization, and troubleshooting.

Sandeep Singh, Account Director | Relevant experience: 19 years
Tenure with TSCTI: 12 years

Education

- PGDIM, International Marketing
- Business Administration, Commerce



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2012 – Present

Account Director

Sandeep Singh is a seasoned Account Director with over 19 years of professional experience in the staffing industry, specializing in public sector and educational institution contracts. As an Account Director for TSCTI, Sandeep has demonstrated expertise in maintaining and strengthening client relationships while delivering high-quality client service with meticulous attention to detail. His innovative and resourceful approach, coupled with PMP certification, underscores his ability to effectively manage projects from inception to completion. With a deep understanding of government and local agencies, Sandeep has successfully handled public clients in the past, showcasing his proficiency in managing multi-year government contracts. Sandeep's expertise spans the complete recruitment lifecycle, including coordinating interviews with clients and facilitating selection processes. He has a proven track record of providing IT and Non-IT solutions and services across various sectors.

At TSCTI, he leads major K–12 food service staffing projects, including overseeing our current contract with the Palm Beach County School District—the 10th largest in the nation—where he directs the successful placement and management of cafeteria food workers across over 180 school locations. This direct experience has equipped him with in-depth knowledge of the logistical challenges and operational complexities involved in food service staffing for large educational systems. He brings a deep understanding of the urgency and scale required to support nutrition service departments, managing rapid fulfillment needs and adapting to schedule changes on short notice. Sandeep leverages geofencing attendance technologies, rigorous compliance protocols, and proactive communication frameworks to ensure staffing continuity and satisfaction across all sites.

Core Competencies:

- **Food Service Staffing Expertise:** Proven experience directing cafeteria worker contracts for large districts such as Palm Beach County, managing food prep staff, kitchen aides, and line servers while maintaining compliance with USDA and local food safety guidelines.
- **High-Volume, Fast-Turnaround Staffing:** Expert in coordinating urgent staffing needs within 24–48 hours for multiple school locations, especially during peak mealtimes and seasonal shifts.
- **Account Team Leadership:** Supervises a multi-tiered team of 50+ personnel, including recruiters, onboarding staff, and client liaisons, to deliver fully compliant and qualified staff across diverse labor categories.
- **Service Level Agreement (SLA) Oversight:** Manages contract KPIs and ensures that all terms related to punctuality, employee retention, and quality of service are met or exceeded.
- **Risk Mitigation & Quality Control:** Implements site-level check-ins, surprise audits, and tech-enabled time tracking (Geofencing Attendance System) to eliminate timecard fraud and boost accuracy.
- **Compliance & Onboarding:** Collaborates with HR and compliance teams to ensure 100% onboarding readiness, background check clearance, and food handler certifications prior to assignment.
- **Strategic Planning:** Develops SOPs for high-volume transitions from previous vendors, maintaining service without disruption during large-scale contract awards or renewals.

A brief description of the nature of the work performed:

- Led the transition and full-scale implementation of cafeteria food worker staffing for Palm Beach County School District, achieving a 98% fill rate during the initial 90-day transition period.
- Conducts regular site visits to assess cafeteria operations, gather feedback, and ensure alignment with nutritional program expectations.
- Uses real-time attendance tracking systems with GPS stamping and selfie verification to monitor and validate employee presence, eliminating buddy punching and absenteeism.
- Works closely with District Nutrition Services Directors to plan staffing models based on lunch participation rates, cafeteria size, and shift timing.
- Develops training programs tailored to the school food environment, including sanitation protocols, allergen awareness, and serving etiquette.
- Provides 24/7 escalation support via alternate managers and rapid response recruiting pools to avoid service disruptions.
- Conducts quarterly business reviews and performance analytics for transparency and continuous improvement.
- Manages backfill pools to account for seasonal attrition, absences, or unexpected surges in demand.
- Ensure timely delivery of services and products to clients, resolving issues promptly to maintain and strengthen customer trust.
- Conduct performance evaluations using key metrics, providing insights into quarterly and annual progress to senior management and external stakeholders.
- Collaborate with internal teams and external stakeholders to manage contract deliverables, project inspection and oversight, and administrative support services, ensuring timely and successful project completion.



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Page | 12



- Utilize account management methodologies to plan, schedule, and monitor project activities, ensuring alignment with project goals, budget, and timeline.
- Set goals and objectives for subordinate staff, providing feedback and counsel to drive performance improvements.
- Collaborate with data and analytics teams to review reports, identify opportunities for improvement, and address areas of success.
- Implement effective performance management processes and facilitate incident management.
- Utilize the latest service management tools and techniques to enhance operational efficiency.
- Stay updated on industry trends, best practices, and regulatory changes related to engineering design and project management, incorporating relevant insights into project execution and delivery.

Michel Harper, Recruitment Manager | Relevant experience: 11 years
Tenure with TSCTI: 5 years

Education

- BS, Environmental Science, Howard University, Washington, DC

22nd Century Technologies, Inc.

2019 – Present

Michel is a dedicated, self-motivated, and passionate experienced professional recruiter who has placed staff in diverse opportunities in short-term, temporary, and permanent placement. Excellent communication skills to inform and motivate team members. Organized, detail-oriented, and the ability to multi-task to accomplish organizational goals and achieve program goals. Team Player, creative, and visionary concerning setting realistic goals. She currently leads recruitment for multiple high-volume school district staffing contracts, where he specializes in sourcing and onboarding cafeteria food service workers including kitchen aides, servers, and food prep staff under urgent, short-turnaround timelines. Michel has extensive experience supporting K-12 and public entity staffing needs where flexibility, compliance, and speed are crucial. She ensures all hires meet background screening, food safety training, and onboarding requirements. Michel collaborates closely with account managers and client representatives to maintain full coverage for food service operations across dozens of cafeteria locations, often responding to same-day and next-day hiring needs.

Core Competencies:

- **Cafeteria & Food Service Staffing:** Deep experience recruiting line servers, food handlers, and support staff for school-based food operations. Familiar with child nutrition program standards and school meal service expectations.
- **Rapid Turnaround Hiring:** Proven ability to meet urgent staffing demands, often fulfilling requests within 24–48 hours to prevent service disruptions.
- **End-to-End Recruitment:** Oversees full-cycle hiring for food service positions—from sourcing to compliance verification and onboarding.
- **Pre-Employment Compliance:** Ensures candidates meet district and state-level requirements such as fingerprinting, food handler certification, TB testing, and E-Verify clearance.
- **High-Volume Staffing Coordination:** Skilled in handling dozens of concurrent requisitions and managing recruitment for multiple sites simultaneously.
- **Team Leadership:** Manages a team of recruiters dedicated to food service and support staffing contracts; mentors junior recruiters and ensures process consistency.
- **Community Engagement & Talent Sourcing:** Builds candidate pipelines through job fairs, outreach events, and collaboration with local organizations.
- **Retention & Staff Quality:** Focuses on hiring reliable, professional food service workers and deploying retention strategies to reduce turnover.
- **Applicant Tracking Systems (ATS):** Skilled in using various ATS platforms and CRM systems to manage candidate pipelines and ensure timely and compliant hiring practices.
- **Client-Centric Approach:** Maintains close collaboration with account managers and client points of contact to ensure recruitment efforts align with real-time project needs and service level agreements.
- **Diversity & Inclusion:** Actively promotes diverse hiring practices and community engagement to build inclusive candidate pools that reflect the populations served by public transit agencies.

A brief description of the nature of the work performed:

- Leads the recruitment function for multiple school district contracts focused on cafeteria staffing across numerous sites.
- Collaborates closely with Account Managers and district food service contacts to evaluate hiring priorities and site-specific needs.



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- Sources, screens, and places candidates in positions such as food prep workers, kitchen helpers, servers, and dishwashers.
- Ensures all candidates complete required pre-employment steps, including background checks, drug screenings, food safety training, and I-9 verification.
- Organizes and prioritizes recruitment workflows to support short-notice hiring, especially for high-absenteeism periods and school startup seasons.
- Regularly tracks hiring metrics, monitors fill rates, and adjusts sourcing strategies to maintain SLA compliance.
- Attends local job fairs and conducts community-based hiring events to expand candidate reach and increase local engagement.
- Creates and updates staffing playbooks to maintain consistency in screening and onboarding practices across districts.
- Works closely with field personnel and client staff to address performance concerns, reassignments, or replacements as needed.
- Provides weekly and monthly staffing reports to internal leadership and client contacts, highlighting fulfillment status and hiring outcomes.
- Manages a team of recruiters to support high-volume hiring initiatives and urgent staffing needs.
- Coordinates candidate interviews, negotiates offers, and oversees onboarding in compliance with federal and state labor regulations.
- Maintains detailed recruitment documentation and tracks hiring metrics to ensure quality and efficiency in placements.
- Adapts sourcing strategies to address hard-to-fill positions and reduce client-reported turnover.
- Attends job fairs and community outreach events to build a qualified candidate pool and strengthen TSCTI's local presence.

Renata Hurtado Benica, HR Manager | Relevant experience: 13 years
Tenure with TSCTI: 5 years

Education

- BS Psychology, Virginia Commonwealth University, Richmond VA

22nd Century Technologies, Inc.

2021– Present

With over 5 years of experience, Renata is a dedicated, self-motivated, and passionate HR Manager with expertise in recruitment, employee relations, talent management, and performance evaluation. Skilled in handling cafeteria food worker contracts, Renata is adept at managing complex staffing needs, especially with short turnaround times, ensuring timely and effective placements. Proficient in compliance with labor laws, conflict resolution, and driving employee engagement initiatives. Renata is highly skilled in using HR software for payroll, benefits administration, and workforce planning. She maintains strong communication and interpersonal skills with a focus on fostering a positive work environment.

Core Competencies:

- **Employee Onboarding & Offboarding:** Expertise in managing seamless transitions for staff entering or exiting assignments, ensuring full compliance with client and regulatory requirements.
- **Labor Law & Regulatory Compliance:** Well-versed in federal, state, and local employment regulations including FLSA, FMLA, ADA, HIPAA, and EEOC.
- **Employee Relations & Conflict Resolution:** Skilled in addressing workplace concerns through proactive communication, coaching, and resolution strategies.
- **HR Documentation & Records Management:** Proficient in maintaining accurate employee files, I-9s, background checks, and confidentiality agreements.
- **Timekeeping & Payroll Support:** Ensures accurate collection and submission of employee time records, supports payroll coordination, and resolves discrepancies.
- **Workforce Compliance & Risk Mitigation:** Works with compliance teams to ensure workforce readiness, drug testing, and background screening are completed per contract.
- **Training & Development:** Coordinates onboarding orientations and compliance-related training to ensure workforce preparedness.
- **Client & Staff Communication:** Serves as a liaison between field employees and account management, ensuring employee satisfaction and HR issue resolution.
- **Data Confidentiality & Ethics:** Maintains high standards of confidentiality, especially regarding Protected Health Information (PHI) and sensitive employee data.

A brief description of the nature of the work performed:



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- Manages all HR functions for temporary staff placed on public sector contracts, including onboarding, benefits coordination, and personnel documentation.
- Ensures compliance with labor regulations and client-specific HR requirements, including confidentiality agreements and HIPAA-related policies.
- Administers employee records, tracks time and attendance data, and ensures accurate payroll processing in coordination with the finance team.
- Supports pre-employment processes, including drug testing coordination, background check verification, and employment eligibility (I-9) documentation.
- Provides HR support for employee relations, including conflict resolution, coaching, disciplinary actions, and offboarding procedures.
- Coordinates employee training programs related to workplace safety, compliance, and professional development.
- Works closely with the Recruiting and Account Management teams to ensure a seamless employee experience and ongoing HR compliance throughout the assignment lifecycle.
- Monitors performance feedback and collaborates on retention strategies to reduce turnover and enhance service quality.

Time in business providing a similar service: TSCTI boasts over 28 years of extensive experience in delivering and managing temporary staffing solutions across various sectors, particularly in public agencies including educational institutions. Our proven success in staffing services is reflected in our delivery of over \$900 million in temporary staffing services, totaling more than 10 million hours of contractual staffing across the USA. This proven track record demonstrates our ability to manage large-scale staffing operations efficiently. **Our consistent delivery of high-quality staffing services has resulted in multi-renewable contracts, reflecting the trust and confidence our clients place in us.**

TSCTI is uniquely qualified to support the District staffing program. Success can be demonstrated by some of our recent similar engagements to whom we have delivered quality services as follows:

- **County of Ventura, CA (placed 200+ consultants)**
- **School District of Palm Beach County, FL (650+ FTEs)**
- **County of Dallas, TX (Placed 200+ candidates)**
- **Department of Military Affairs, FL (provided 100+ staff consultants).**
- **Department of Management Services, FL (placed and managed the payroll of more than 1,000 professionals till date).**
- **State of New Jersey (Recently won the re-bid of the contract after successfully serving a five-year contract by providing and managing the payroll of over 3,000 contingent staff).**
- **The Maryland State and Local Board of Elections (supported election day staffing by providing 450+ FTEs).**

TSCTI Financially stability: TSCTI is a financially stable organization with **annual revenues exceeding \$650 million in 2024**. Our sound financial health enables us to support payroll, benefits administration, and operational costs for large-scale staffing engagements without delay. **TSCTI currently has a credit line of \$11 Million and has \$56M as bank deposit.**



Proof of positive balance sheet and profitable business operations for two (2) of the last three (3) years:

Year 2024



22nd Century Technologies, Inc. and Subsidiaries

CONSOLIDATED FINANCIAL STATEMENTS

*For the years ended September 30, 2024 and 2023
with Independent Auditor's Report*

22nd Century Technologies, Inc. and Subsidiaries
Table of Contents
September 30, 2024 and 2023

Independent Auditors' Report	1
Consolidated Financial Statements	
Consolidated Balance Sheets	3
Consolidated Statements of Comprehensive Income	4
Consolidated Statements of Changes in Stockholders' Equity	5
Consolidated Statements of Cash Flows	6
Notes to Consolidated Financial Statements	7



Wrinkle, Gardner & Company, P.C.
Certified Public Accountants

INDEPENDENT AUDITOR'S REPORT

To the Board of Directors of
22nd Century Technologies, Inc. and Subsidiaries

Opinion

We have audited the accompanying consolidated financial statements 22nd Century Technologies, Inc. and Subsidiaries, which comprise the consolidated balance sheets as of September 30, 2024 and 2023, and the related consolidated statements of comprehensive income, changes in stockholders' equity, and cash flows for the years then ended, and the related notes to the consolidated financial statements.

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of 22nd Century Technologies, Inc. and Subsidiaries as of September 30, 2024 and 2023, and the results of its operations and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinion

We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Consolidated Financial Statements section of our report. We are required to be independent of 22nd Century Technologies, Inc. and Subsidiaries and to meet our other ethical responsibilities in accordance with the relevant ethical requirements relating to our audits. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Responsibilities of Management for the Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about 22nd Century Technologies, Inc. and Subsidiaries' ability to continue as a going concern within one year after the date that the consolidated financial statements are available to be issued.

Auditor's Responsibilities for the Audit of the Consolidated Financial Statements

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with generally accepted auditing standards will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the consolidated financial statements.



In performing an audit in accordance with generally accepted auditing standards, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the consolidated financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of 22nd Century Technologies, Inc. and Subsidiaries' internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the consolidated financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about 22nd Century Technologies, Inc. and Subsidiaries' ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control related matters that we identified during the audit.

Wimbles, Anderson & Company, P.C.

Friendswood, Texas
February 20, 2025



22nd Century Technologies, Inc and Subsidiaries
Consolidated Balance Sheets

	September 30	
	2024	2023
	(US\$)	(US\$)
<u>ASSETS</u>		
Current assets		
Cash and cash equivalents	22,559,879	3,648,616
Accounts receivables, net	110,053,607	113,545,728
Prepaid expenses and other current assets	4,148,277	4,775,232
Total current assets	136,761,763	121,969,576
Property and equipment, net	1,670,263	224,464
Right of use assets	1,965,484	3,046,426
Investment	1,777,231	1,659,721
Goodwill	3,096,428	1,307,300
Other assets	5,159,629	7,005,241
Total assets	150,430,798	135,212,728
<u>LIABILITIES, NON-CONTROLLING INTERESTS AND STOCKHOLDERS' EQUITY</u>		
Current liabilities		
Accounts payable	25,607,823	27,272,889
Accrued liabilities	19,703,500	15,986,560
Current portion of operating leases	1,244,920	1,176,020
Contingent consideration	400,000	800,000
Total current liabilities	46,956,243	45,235,469
Non Current liabilities		
Non Current portion of operating leases	731,913	1,916,697
Total Non current liabilities	731,913	1,916,697
Stockholders' equity		
Common stock (\$0 par value; 5,000 shares authorized; 1,818 and 1,818 shares issued and outstanding at September 30, 2024 and 2023, respectively)	9,942,602	9,942,602
Additional paid-in capital	10,320,329	10,320,329
Accumulated other comprehensive loss	(244,681)	(196,967)
Retained earnings	83,134,312	68,490,754
22nd Century Technologies, Inc stockholders' equity	103,152,562	88,556,718
Non-controlling interests	(409,920)	(496,156)
Total stockholders' equity	102,742,642	88,060,562
Total liabilities, non-controlling interests and stockholders' equity	150,430,798	135,212,728

See accompanying notes to consolidated financial statements.



22nd Century Technologies, Inc and Subsidiaries
Consolidated Statements of Comprehensive Income
For the Years Ended September 30, 2024 and 2023

	<u>2024</u> <u>(US\$)</u>	<u>2023</u> <u>(US\$)</u>
Revenues	545,119,011	485,609,862
Cost of revenues	410,013,126	353,417,848
Gross profit	<u>135,105,885</u>	<u>132,192,014</u>
Operating expenses:		
Sales and marketing	33,703	502,691
General and administrative	88,429,283	74,538,765
Total operating expenses	<u>88,462,986</u>	<u>75,041,456</u>
Operating income	46,642,899	57,150,558
Other income	465,115	66,077
Income from equity Investments	112,503	203,257
Income before provision of income taxes	<u>47,220,517</u>	<u>57,419,892</u>
Provision for State Income Taxes	4,454,295	2,681,805
Net income	<u>42,766,222</u>	<u>54,738,087</u>
Income attributable to non-controlling interests	7,733	(280,299)
Net income attributable to 22nd Century Technologies, Inc and Subsidiaries	42,758,489	55,018,386
Other Comprehensive income (loss)		
Foreign currency translation adjustments	(47,714)	5,974
Total Comprehensive income	<u>42,718,508</u>	<u>54,744,061</u>
Comprehensive income attributable to non-controlling interests	7,733	(280,299)
Comprehensive income attributable to 22nd Century Technologies, Inc and Subsidiaries	<u>42,710,775</u>	<u>55,024,360</u>

See accompanying notes to consolidated financial statements.



22nd Century Technologies, Inc and Subsidiaries
Consolidated Statements of Changes in Stockholders' Equity
For the Years Ended September 30, 2024 and 2023

	Common Stock		Additional Paid-in Capital	Accumulated Other Comprehensive Loss	Retained Earnings	Non-controlling Interests	Total Stockholders' Equity
	Shares	Amount					
Balances as of October 1, 2022	1,818	9,942,602	320,329	(202,941)	73,395,911	(215,857)	83,240,044
Issued	-	-	10,000,000	-	-	-	10,000,000
Distributions	-	-	-	-	(60,360,120)	-	(60,360,120)
Foreign currency translation adjustment	-	-	-	5,974	-	-	5,974
Other adjustment*	-	-	-	-	436,577	-	436,577
Net income	-	-	-	-	55,018,386	(280,299)	54,738,087
Balances as of September 30, 2023	1,818	\$ 9,942,602	\$ 10,320,329	\$ (196,967)	\$ 68,490,754	\$ (496,156)	\$ 88,060,562
Balances as of October 1, 2023	1,818	9,942,602	10,320,329	(196,967)	68,490,754	(496,156)	88,060,562
Distributions	-	-	-	-	(28,046,644)	-	(28,046,644)
Foreign currency translation adjustment	-	-	-	(47,714)	-	-	(47,714)
Minority Interest on Acquisition during the year	-	-	-	-	(68,287)	78,503	10,216
Net income	-	-	-	-	42,758,489	7,733	42,766,222
Balances as of September 30, 2024	1,818	\$ 9,942,602	\$ 10,320,329	\$ (244,681)	\$ 83,134,312	\$ (409,920)	\$ 102,742,642

*Non-controlling Interests pertaining to previous year.



22nd Century Technologies, Inc and Subsidiaries
Consolidated Statements of Cash Flows
For the Years Ended September 30, 2024 and 2023

	<u>2024</u> <u>(US\$)</u>	<u>2023</u> <u>(US\$)</u>
Cash flows from operating activities:		
Total Comprehensive income	42,718,508	54,744,061
Adjustments to reconcile net income to net cash provided by operating activity		
Depreciation and amortization	198,493	178,642
Straightlining amount adjusted with ROU Asset	(34,941)	46,291
Lease equilisation reserve written back	-	436,577
Income from equity method investments	(112,503)	(203,257)
Changes in operating assets and liabilities:		
Accounts receivable	3,492,121	(37,110,750)
Prepaid expenses and other current assets	626,955	(1,667,217)
Other assets	1,845,612	(1,469,435)
Accounts payable	(1,665,068)	8,467,444
Accrued liabilities	3,716,940	1,878,038
Contingent Consideration	(400,000)	800,000
Net cash provided by operating activities	<u>50,386,117</u>	<u>26,100,394</u>
Cash flows from investing activities:		
Purchase of property and equipment	(1,644,292)	(247,538)
Net investment for subsidiary acquired	(1,789,128)	(1,307,300)
Minority Interest on Acquisition	10,216	-
Purchase of Equity Investment	(5,007)	(110,901)
Net cash used in investing activities	<u>(3,428,211)</u>	<u>(1,665,739)</u>
Cash flows from financing activities:		
Proceeds from issue of additional capital (net)	-	10,000,000
Distributions paid	(28,046,644)	(60,360,120)
Net cash used in financing activities	<u>(28,046,644)</u>	<u>(50,360,120)</u>
Change in cash and cash equivalents	18,911,262	(25,925,465)
Cash and cash equivalents at beginning of year	3,648,616	29,574,081
Cash and cash equivalents at end of year	<u>22,559,879</u>	<u>3,648,616</u>

See accompanying notes to consolidated financial statements.



Year 2023



22nd Century Technologies, Inc.

22nd Century Technologies, Inc. and Subsidiaries

CONSOLIDATED FINANCIAL STATEMENTS

*For the years ended September 30, 2023 and 2022
with Independent Auditor's Report*



22nd Century Technologies, Inc.

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Page | 24



22nd Century Technologies, Inc. and Subsidiaries
Table of Contents
September 30, 2023 and 2022

Independent Auditors' Report	1
Consolidated Financial Statements	
Consolidated Balance Sheets	3
Consolidated Statements of Comprehensive Income	4
Consolidated Statements of Changes in Stockholders' Equity	5
Consolidated Statements of Cash Flows	6
Notes to Consolidated Financial Statements	7



Wrinkle, Gardner & Company, P.C.
Certified Public Accountants

INDEPENDENT AUDITOR'S REPORT

To the Board of Directors of
22nd Century Technologies, Inc. and Subsidiaries

Opinion

We have audited the accompanying financial statements 22nd Century Technologies, Inc. and Subsidiaries, which comprise the balance sheets as of September 30, 2023 and 2022, and the related consolidated statements of comprehensive income, changes in stockholders' equity, and cash flows for the years then ended, and the related notes to the financial statements.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of 22nd Century Technologies, Inc. and Subsidiaries as of September 30, 2023 and 2022, and the results of its operations and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinion

We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of 22nd Century Technologies, Inc. and Subsidiaries and to meet our other ethical responsibilities in accordance with the relevant ethical requirements relating to our audits. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Responsibilities of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about 22nd Century Technologies, Inc. and Subsidiaries' ability to continue as a going concern within one year after the date that the financial statements are available to be issued.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with generally accepted auditing standards will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.



In performing an audit in accordance with generally accepted auditing standards, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of 22nd Century Technologies, Inc. and Subsidiaries' internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about 22nd Century Technologies, Inc. and Subsidiaries' ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control related matters that we identified during the audit.

Winkles, Anderson & Company, P.C.

Friendswood, Texas
March 15, 2024



22nd Century Technologies, Inc and Subsidiaries
Consolidated Balance Sheets

	September 30	
	2023	2022
	(US\$)	(US\$)
<u>ASSETS</u>		
Current assets		
Cash and cash equivalents	3,648,616	29,574,081
Accounts receivables, net	113,545,728	76,434,978
Prepaid expenses and other current assets	4,775,232	3,108,015
Total current assets	121,969,576	109,117,074
Property and equipment, net	224,464	155,568
Right of use assets	3,046,426	-
Investment	1,659,721	1,345,563
Goodwill	1,307,300	-
Other assets	7,005,241	5,535,806
Total assets	135,212,728	116,154,011
<u>LIABILITIES, NON-CONTROLLING INTERESTS AND STOCKHOLDERS' EQUITY</u>		
Current liabilities		
Accounts payable	27,272,889	18,805,445
Accrued liabilities	15,986,560	14,108,522
Current portion of operating leases	1,176,020	-
Contingent consideration	800,000	-
Total current liabilities	45,235,469	32,913,967
Non Current liabilities		
Non Current portion of operating leases	1,916,697	-
Total Non current liabilities	1,916,697	-
Stockholders' equity		
Common stock (\$0 par value; 5,000 shares authorized; 1,818 and 1,818 shares issued and outstanding at September 30, 2023 and 2022, respectively)	9,942,602	9,942,602
Additional paid-in capital	10,320,329	320,329
Accumulated other comprehensive loss	(196,967)	(202,941)
Retained earnings	68,490,754	73,395,911
22nd Century Technologies, Inc stockholders' equity	88,556,718	83,455,901
Non-controlling interests	(496,156)	(215,857)
Total stockholders' equity	88,060,562	83,240,044
Total liabilities, non-controlling interests and stockholders' equity	135,212,728	116,154,011

See accompanying notes to consolidated financial statements.



22nd Century Technologies, Inc and Subsidiaries
Consolidated Statements of Comprehensive Income
For the Years Ended September 30, 2023 and 2022

	<u>2023</u> <u>(US\$)</u>	<u>2022</u> <u>(US\$)</u>
Revenues	485,609,862	395,855,834
Cost of revenues	353,417,848	290,604,126
Gross profit	<u>132,192,014</u>	<u>105,251,708</u>
Operating expenses:		
Sales and marketing	502,691	480,106
General and administrative	77,220,570	60,993,901
Total operating expenses	<u>77,723,261</u>	<u>61,474,007</u>
Operating income	54,468,753	43,777,701
Other income	66,077	952,126
Income from equity Investments	203,257	-
Net Income	<u>54,738,087</u>	<u>44,729,827</u>
Income attributable to non-controlling interests	(280,299)	(126,852)
Net income attributable to 22nd Century Technologies, Inc and Subsidiaries	55,018,386	44,856,679
Other Comprehensive income (loss)		
Foreign currency translation adjustments	5,974	(40,363)
Total Comprehensive income	<u>54,744,061</u>	<u>44,689,464</u>
Comprehensive income attributable to non-controlling interests	(280,299)	(126,852)
Comprehensive income attributable to 22nd Century Technologies, Inc and Subsidiaries	<u>55,024,360</u>	<u>44,816,316</u>

See accompanying notes to consolidated financial statements.



22nd Century Technologies, Inc and Subsidiaries
Consolidated Statements of Changes in Stockholders' Equity
For the Years Ended September 30, 2023 and 2022

	Common Stock		Additional Paid-in Capital	Accumulated Other Comprehensive Loss	Retained Earnings	Non-controlling interests	Total Stockholders' Equity
	Shares	Amount					
Balances as of October 1, 2021	1,818	9,942,602	320,329	(162,578)	66,572,244	-	76,672,597
Issued	-	-	-	-	-	-	-
Distributions	-	-	-	-	(38,122,017)	-	(38,122,017)
Foreign currency translation adjustment	-	-	-	(40,363)	-	-	(40,363)
Other adjustment*	-	-	-	-	89,005	(89,005)	-
Net income	-	-	-	-	44,856,679	(126,852)	44,729,827
Balances as of September 30, 2022	1,818	\$ 9,942,602	\$ 320,329	\$ (202,941)	\$ 73,395,911	\$ (215,857)	\$ 83,240,044
Balances as of October 1, 2022	1,818	9,942,602	320,329	(202,941)	73,395,911	(215,857)	83,240,044
Capital contributions	-	-	10,000,000	-	-	-	10,000,000
Distributions	-	-	-	-	(60,360,120)	-	(60,360,120)
Foreign currency translation adjustment	-	-	-	5,974	-	-	5,974
Other adjustment**	-	-	-	-	436,577	-	436,577
Net income	-	-	-	-	55,018,388	(280,299)	54,738,087
Balances as of September 30, 2023	1,818	\$ 9,942,602	\$ 10,320,329	\$ (196,967)	\$ 68,490,754	\$ (496,156)	\$ 88,060,562

*Non-controlling interests pertaining to previous year.

**Lease equalisation reverse written back

See accompanying notes to consolidated financial statements.



22nd Century Technologies, Inc and Subsidiaries
Consolidated Statements of Cash Flows
For the Years Ended September 30, 2023 and 2022

	<u>2023</u>	<u>2022</u>
	(US\$)	(US\$)
Cash flows from operating activities:		
Total Comprehensive income	54,744,061	44,689,464
Adjustments to reconcile net income to net cash provided by operating activity		
Depreciation and amortization	178,642	97,253
Straightlining amount adjusted with ROU Asset	46,291	-
Lease equilisation reserve written back	436,577	-
Income from equity method investments	(203,257)	-
Changes in operating assets and liabilities:		
Accounts receivable	(37,110,750)	2,723,135
Prepaid expenses and other current assets	(1,667,217)	(210,102)
Other assets	(1,469,435)	(1,010,794)
Accounts payable	8,467,444	(2,175,624)
Accrued liabilities	1,878,038	499,562
Contingent Consideration	800,000	-
Net cash provided by operating activities	<u>26,100,394</u>	<u>44,612,894</u>
Cash flows from investing activities:		
Purchase of property and equipment	(247,538)	(96,705)
Net investment for subsidiary acquired	(1,307,300)	-
Purchase of Equity Investment	(110,901)	(1,338,583)
Net cash used in investing activities	<u>(1,665,739)</u>	<u>(1,435,288)</u>
Cash flows from financing activities:		
Proceeds from issue of additional capital (net)	10,000,000	-
Distributions paid	(60,360,120)	(38,122,017)
Net cash used in financing activities	<u>(50,360,120)</u>	<u>(38,122,017)</u>
Change in cash and cash equivalents	<u>(25,925,465)</u>	<u>5,055,589</u>
Cash and cash equivalents at beginning of year	<u>29,574,081</u>	<u>24,518,492</u>
Cash and cash equivalents at end of year	<u><u>3,648,616</u></u>	<u><u>29,574,081</u></u>

See accompanying notes to consolidated financial statements.

Year 2022



22nd Century Technologies, Inc.

22nd Century Technologies, Inc. and Subsidiaries

CONSOLIDATED FINANCIAL STATEMENTS

*For the years ended September 30, 2022 and 2021
with Independent Auditor's Report*



22nd Century Technologies, Inc. and Subsidiaries

Table of Contents September 30, 2022 and 2021

Independent Auditors' Report	1
Consolidated Financial Statements	
Consolidated Balance Sheets	3
Consolidated Statements of Comprehensive Income	4
Consolidated Statements of Changes in Stockholders' Equity	5
Consolidated Statements of Cash Flows	6
Notes to Consolidated Financial Statements	7





Wrinkle, Gardner & Company, P.C.
Certified Public Accountants

INDEPENDENT AUDITOR'S REPORT

To the Board of Directors of
22nd Century Technologies, Inc. and Subsidiaries

Opinion

We have audited the accompanying financial statements 22nd Century Technologies, Inc. and Subsidiaries, which comprise the balance sheets as of September 30, 2022 and 2021, and the related consolidated statements of comprehensive income, changes in stockholders' equity, and cash flows for the years then ended, and the related notes to the financial statements.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of 22nd Century Technologies, Inc. and Subsidiaries as of September 30, 2022 and 2021, and the results of its operations and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinion

We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of 22nd Century Technologies, Inc. and Subsidiaries and to meet our other ethical responsibilities in accordance with the relevant ethical requirements relating to our audits. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Responsibilities of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about 22nd Century Technologies, Inc. and Subsidiaries' ability to continue as a going concern within one year after the date that the financial statements are available to be issued.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with generally accepted auditing standards will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.



In performing an audit in accordance with generally accepted auditing standards, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of 22nd Century Technologies, Inc. and Subsidiaries' internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about 22nd Century Technologies, Inc. and Subsidiaries' ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control related matters that we identified during the audit.

Winkler, Gordon & Company, P.C.

Friendswood, Texas
February 10, 2023



22nd Century Technologies, Inc and Subsidiaries
Consolidated Balance Sheets

	September 30	
	2022	2021
	(US\$)	(US\$)
<u>ASSETS</u>		
Current assets		
Cash and cash equivalents	29,574,081	24,518,492
Accounts receivables, net	76,434,978	79,158,113
Prepaid expenses and other current assets	3,108,015	2,897,913
Total current assets	109,117,074	106,574,518
Property and equipment, net	155,568	156,116
Investment	1,345,563	6,980
Other assets	5,535,806	4,525,012
Total assets	116,154,011	111,262,626
<u>LIABILITIES, NON-CONTROLLING INTERESTS AND STOCKHOLDERS' EQUITY</u>		
Current liabilities		
Accounts payable	18,805,445	20,981,069
Accrued liabilities	14,108,522	13,608,960
Total current liabilities	32,913,967	34,590,029
Commitments and contingencies		
Stockholders' equity		
Common stock (\$0 par value; 5,000 shares authorized; 1,818 and 1,818 shares issued and outstanding at September 30, 2022 and 2021, respectively)	9,942,602	9,942,602
Additional paid-in capital	320,329	320,329
Accumulated other comprehensive loss	(202,941)	(162,578)
Retained earnings	73,395,911	66,572,244
22nd Century Technologies, Inc stockholders' equity	83,455,901	76,672,597
Non-controlling interests	(215,857)	-
Total stockholders' equity	83,240,044	76,672,597
Total liabilities, non-controlling interests and stockholders' equity	116,154,011	111,262,626

See accompanying notes to consolidated financial statements.



22nd Century Technologies, Inc and Subsidiaries
Consolidated Statements of Comprehensive Income
For the Years Ended September 30, 2022 and 2021

	2022 (US\$)	2021 (US\$)
Revenues	395,855,834	346,044,950
Cost of revenues	290,604,126	247,943,932
Gross profit	105,251,708	98,101,018
Operating expenses:		
Sales and marketing	480,106	452,173
General and administrative	60,993,901	52,786,651
Total operating expenses	61,474,007	53,238,824
Operating income	43,777,701	44,862,194
Other income	952,126	16,962
Income from equity Investments	-	-
Net Income	44,729,827	44,879,156
Income attributable to non-controlling interests	(126,852)	-
Net income attributable to 22nd Century Technologies, Inc and Subsidiaries	44,856,679	44,879,156
Other Comprehensive loss		
Foreign currency translation adjustments	(40,363)	(1,471)
Total Comprehensive income	44,689,464	44,877,685
Comprehensive income attributable to non-controlling interests	(126,852)	-
Comprehensive income attributable to 22nd Century Technologies, Inc and Subsidiaries	44,816,316	44,877,685

See accompanying notes to consolidated financial statements.



22nd Century Technologies, Inc and Subsidiaries
Consolidated Statements of Changes in Stockholders' Equity
For the Years Ended September 30, 2022 and 2021

	Common Stock		Additional Paid-in Capital	Accumulated Other Comprehensive Loss	Retained Earnings	Non-controlling interests	Total Stockholders' Equity
	Shares	Amount					
Balances as of October 1, 2020	1,818	9,942,602	320,329	(161,107)	62,906,276	-	73,008,100
Issued	-	-	-	-	-	-	-
Distributions	-	-	-	-	(41,213,188)	-	(41,213,188)
Foreign currency translation adjustment	-	-	-	(1,471)	-	-	(1,471)
Net income	-	-	-	-	44,879,156	-	44,879,156
Balances as of September 30, 2021	1,818	\$ 9,942,602	\$ 320,329	\$ (162,578)	\$ 66,572,244	\$ -	\$ 76,672,597
Balances as of October 1, 2021	1,818	9,942,602	320,329	(162,578)	66,572,244	-	76,672,597
Issued	-	-	-	-	-	-	-
Distributions	-	-	-	-	(38,122,017)	-	(38,122,017)
Foreign currency translation adjustment	-	-	-	(40,363)	-	-	(40,363)
Other adjustment*	-	-	-	-	89,005	(89,005)	-
Net income	-	-	-	-	44,856,879	(126,852)	44,729,827
Balances as of September 30, 2022	1,818	\$ 9,942,602	\$ 320,329	\$ (202,941)	\$ 73,395,911	\$ (215,857)	\$ 83,240,044

*Non-controlling interests pertaining to previous year.

See accompanying notes to consolidated financial statements.



22nd Century Technologies, Inc and Subsidiaries
Consolidated Statements of Cash Flows
For the Years Ended September 30, 2022 and 2021

	2022 (US\$)	2021 (US\$)
Cash flows from operating activities:		
Net income	44,689,464	44,877,685
Adjustments to reconcile net income to net cash provided by operating activity		
Depreciation and amortization	97,253	51,270
Income from equity method investments	-	
Changes in operating assets and liabilities:		
Accounts receivable	2,723,135	(19,248,677)
Prepaid expenses and other current assets	(210,102)	(429,980)
Other assets	(1,010,794)	(593,099)
Accounts payable	(2,175,624)	1,479,912
Accrued liabilities	499,562	(947,472)
Net cash provided by operating activities	44,612,894	25,189,639
Cash flows from investing activities:		
Purchase of property and equipment	(96,705)	(50,539)
Purchase of Equity Investment	(1,338,583)	-
Net cash used in investing activities	(1,435,288)	(50,539)
Cash flows from financing activities:		
Distributions paid	(38,122,017)	(41,213,188)
Net cash used in financing activities	(38,122,017)	(41,213,188)
Change in cash and cash equivalents	5,055,589	(16,074,088)
Cash and cash equivalents at beginning of year	24,518,492	40,592,580
Cash and cash equivalents at end of year	29,574,081	24,518,492
Supplemental disclosure of non-cash investing and financing activities:		
Issuance of common stock through distributions	-	-

See accompanying notes to consolidated financial statements.

Questionnaire

General

1.) What is the primary scope of your organization's operation? What areas does your company excel?

TSCTI is a national leader in workforce solutions, specializing in providing temporary and permanent staffing services across a wide range of sectors, including education, healthcare, food services, administration, technology, and maintenance. Our primary scope of operation includes delivering compliant, cost-effective, and scalable staffing solutions to public sector clients, including school districts, state and local governments, and federal agencies. Through our proven processes and deep understanding of the public sector's operational needs, TSCTI delivers dependable staffing solutions that enhance workforce stability and service quality.



We excel in rapidly deploying qualified personnel, particularly for high-volume and time-sensitive requirements such as cafeteria workers, custodians, paraprofessionals, and clerical staff. Our strengths lie in:

- **Extensive Talent Network:** A nationwide talent pool with local reach ensures efficient and responsive staffing support, tailored to the client's geographic and operational needs.
- **Compliance Expertise:** We ensure 100% adherence to background checks, training mandates (e.g., food safety, USDA guidelines), and regulatory requirements specific to public education and food service environments.
- **Retention-Focused Strategy:** Our employee engagement, fair pay practices, and field-level supervision minimize turnover and reduce the burden of retraining, a key concern for the District.

- **Technology-Driven Processes:** Automated applicant tracking, real-time scheduling, and customizable reporting tools allow transparency, accuracy, and data-informed decision-making.
- **Client-Centric Approach:** We assign dedicated account managers and field supervisors to provide hands-on support, maintain service continuity, and address any staffing or performance issues proactively.

2.) Indicate the total number of years your organization has provided the requested service.

TSCTI has over **28 years of experience** providing temporary staffing services, including food service and cafeteria worker staffing, to public sector clients such as school districts, housing authorities, and state and local government agencies across the United States.

3.) Describe your organization's background.

TSCTI is a **NMSDC (National Minority Supplier Development Council, Inc.) certified MBE staffing company**, certified as ISO 9001:2015. TSCTI is a staffing company with over 28 years of experience in delivering and managing temporary staffing contracts to various State, Local, and Federal government customers. **Incorporated in 1997**, TSCTI supports clients in all 50 states and has grown to be a company that is trusted and sought for providing a complex mix of staffing solutions. TSCTI was recognized as the largest staffing firm in the US by **Staffing Industry Analysts (SIA)**. TSCTI has also earned the title of **America's Greatest Workplaces for Diversity**. TSCTI has its presence in all 50 States, 70+ counties and 85+ cities with corporate offices at various locations in the US where staffing services are successfully being performed through uninterrupted services to clients. **With D&B Open rating score of 93**, we have been successfully serving a huge

customer base on over 350 staffing services and support contracts with various public sector agencies across the nation, including education clients. TSCTI operates from multiple corporate offices, delivering uninterrupted services to our clients. Our deep commitment to Mississippi, bolstered by our local office, has allowed us to establish a strong partnership with clients within the state, providing similar services to those outlined in this RFP. Our team consists of over 5,000 active employees, with a strong infrastructure that includes 50+ local offices nationwide and 24/7 recruitment support. *Our journey of growth is reflected in our revenue, which increased from \$30 million in 2013 to an impressive \$650 million in 2024.* We maintain ISO 9001:2015, ISO 27001:2013, and CMMI Level 3 certifications, ensuring consistent quality, security, and process improvement in



all our service offerings. TSCTI has extensive experience providing temporary cafeteria and nutrition staffing to school districts and understands the unique challenges of maintaining food service operations in compliance with USDA and local health guidelines. Our continued success stems from our commitment to customer service, talent retention, and timely, cost-effective staffing solutions tailored to the needs of our clients. TSCTI provides services to various educational clients, which has equipped us with a deep understanding of the food service industry's unique requirements, including food safety regulations, customer service standards, and operational efficiencies. *One of our largest clients, the School District of Palm Beach County, FL, has partnered with us since 2019, and we successfully secured the contract again in 2024. Throughout our tenure, we have placed more than 400 staff members, with 93 full-time equivalents currently serving in food services, ensuring compliance and dedication to their needs.* Additionally, TSCTI provides similar services for food services staff to, *Michigan State University, Buffalo Public School, Dallas Independent School District, University of Wisconsin, Marie H. Katzenbach School for the Deaf, County of Ventura, CA, to name a few.*

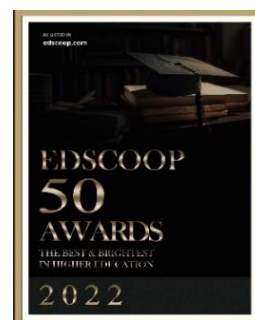
Awards and Recognition:

Our Support Services are backed by a high level of customer satisfaction through exceptional quality and dedicated customer support and can only be achieved through experienced staff available to deliver quality services for our SLED clients.

America's Greatest Workplaces for Diversity	Tapfin Elite Partner
Staffing Industry Analyst (SIA)	EDSCOOP award
Recognized as top 100 New Jersey Companies	Rank 3rd in NJ fast 50
Washington Business Journal - Largest Staff Augmentation Companies in Greater D.C.	Recognized as among the Best to Work for by Forbes
Forbes as one of America's Best Large Employers	5000 Honoree for 12 consecutive year

4.) Detail your organization's current contracts with public entities that have the same characteristics and complexities as the DeSoto County School District.

TSCTI is a nationwide government contractor possessing immense expertise in providing temporary staffing services to various government educational institutes (such as schools, K-12, colleges, universities, education department and School Districts) through various SLED projects throughout the 50 states since last 2 decades. TSCTI has built a robust business model that is carefully strategized to serve various education entities. As result of our unrelenting focus on quality and compliance, TSCTI has been felicitated by the **EDSCOOP award** and recognized among "Best Company to Work For" by Forbes, consistently exceeding clients' expectations by focusing on their absolute satisfaction with jobs while keeping our employees motivated. With a **D&B rating score of 93**, TSCTI has been successfully serving a huge customer base with a high level of customer satisfaction, resulting in good sales in the education sector.



Experience with providing similar food service staff: TSCTI provides food worker services to various clients, which has equipped us with a deep understanding of the food service industry's unique requirements, including food safety regulations, customer service standards, and operational efficiency. Below are the case studies of a few similar contracts where TSCTI has provided similar Child Nutrition Substitute Staffing Services.

Name of the Client Organization	School District of Palm Beach County (District), FL
<p>Background: The School District of Palm Beach County, FL (District) is the tenth-largest public school district in the United States and the fifth-largest school district in Florida. The district encompasses all of Palm Beach County. The district operates a total of 180 schools: 109 elementary, 34 middle, 23 high, 14 alternative, adult and community, intermediate, and Exceptional Student Education (ESE). The district ensures educational excellence and equity for every student.</p>	
<p>Description of the Contract: The purpose of this RFP was to solicit competitive proposals to establish a contract for Temporary Staffing Services, following the policies of the district. TSCTI was one of the vendors awarded by the district and has been providing the required services since 2019. TSCTI provided Food Service Assistant I, Food preparation & serving worker on an as-needed basis. We specialize in building and maintaining strong, long-lasting client relationships, coordinating with key account stakeholders to ensure the timely and successful delivery of solutions aligned with customer needs and objectives. TSCTI shortlisted the best candidates from different job portals and utilized its in-house resource pools in FL, proceeding with screening and interviews of the candidates to determine their skills as well as problem-solving abilities. All the candidates that were selected and assigned to the district were screened for drug tests by using a (10) panel drug screen and also did their background check thoroughly. Our Account manager and team are responsible for providing weekly usage reports, payrolling, invoices, and timekeeping to the district.</p>	
<p>Positions: In Total TSCTI has provided 400+ staff including Food Service Assistant I, Food preparation & serving worker.</p>	

Name of the Client Organization	Dallas Independent School District (DISD), TX
<p>Background: Dallas Independent School District (DISD) is a school district based in Dallas, Texas (USA). It operates schools in much of Dallas County and is the second-largest school district in Texas and the seventeenth-largest in the United States. Established in 1884, DISD has a long history of providing quality education to students from various backgrounds. It operates 149 elementary, 34 middle, and 39 high schools, which cater to students in grade nine through twelve.</p>	
<p>Description of the Contract: Dallas Independent School District, DISD had issued a Request for proposals seeking temporary staffing services to meet their diverse employment needs. The district was actively seeking support for temporary staff across a spectrum of durations, ranging from short-term and long-term projects to permanent positions. TSCTI was successfully awarded the contract to fulfill the temporary staffing services requirements put forth by the DISD. This selection was based on TSCTI's demonstrated expertise in addressing specific short and long-term needs. TSCTI had meticulously curated a pool of local candidates who had undergone thorough background clearance procedures. This rigorous vetting process ensured that the provided candidates met DISD's stringent criteria, including legal and security standards, aligning with DISD's commitment to maintaining a safe and secure educational environment. Till date, TSCTI has successfully facilitated a variety of positions that include, but are not limited to Kitchen Supervisors, Cooks, Food Assistants, Dishwashers, Servers, Custodians, Janitors, and many more.</p>	
<p>Positions: Till now, 30+ placements have been made including Substitute Cafeteria Workers, Kitchen Supervisors, Cooks, Food Assistants, Dishwashers, Servers, Custodians, Janitors and many more.</p>	

Name of the Client Organization	Frisco Independent School District (FISD), TX
<p>Background: Frisco Independent School District is a public school district based in Frisco, Texas, United States. The district covers portions of Denton and Collin counties, including portions of the cities of Frisco, Little Elm, Plano, and McKinney as well as unincorporated land. The district was originally formed in 1876 and is known as the Farmers School District. Small schoolhouses served the rural population at that time. The community of Frisco began to emerge in 1902 and the school district</p>	

was renamed. The district is one of the largest in Texas and the nation. In 1995, FISD had four schools. Since then, the district has added 71 new schools, opening two to six campuses annually.

Description of the Contract: The FISD solicited proposals to provide properly trained and experienced temporary staff on an as-needed basis. FISD needed a qualified vendor who could support substitute teachers and staff for food services in numerous positions like Cooks, Cafeteria Workers, Food Assistants, and Kitchen Supervisors for multiple departments which can last periods from one day to several months. TSCTI had meticulously curated a pool of local candidates who had undergone thorough background clearance procedures. This rigorous vetting process ensured that the provided candidates met the district's stringent criteria, including legal and security standards, aligning with FISD's commitment to maintaining a safe and secure educational environment.

Positions: Currently, we have 106 candidates out of whom 08 are active and the rest have finished their contract duration. Active candidates are working on various projects with FISD.

Name of the Client Organization	Marie H. Katzenbach School for the Deaf (MKSD), NJ
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Background: Marie H. Katzenbach School for the Deaf (MKSD) is a renowned educational institution dedicated to serving the deaf community in New Jersey. The school was first established in 1882 with funding from the legislature. MKSD caters to students from preschool through 12th grade, offering comprehensive educational programs and support services tailored to meet the unique needs of deaf individuals.

Description of the Contract: MKSD sought an established and proficient firm capable of providing temporary staffing services to deliver staffing services as required across various departments. Consequently, TSCTI was selected as one of the vendors entrusted with supplying personnel to MKSD. TSCTI collaborates closely with MKSD's Human Resources Department to swiftly deliver high-quality, efficient, and experienced staff. Till date, TSCTI has successfully facilitated a variety of positions that include, but are not limited to, Kitchen Supervisor, Catering Staff, Cafeteria Workers, Food Workers Assistants, Cashiers, Cooks, Servers, Custodians, and many more. Our responsibilities encompass comprehensive hiring, testing, thorough background screenings, payrolling, timekeeping, and invoices for all placements. We furnish detailed reports to ensure transparency and accountability throughout the contract.

Positions: In Total TSCTI has done 35+ placements including, Kitchen Supervisor, Catering Staff, Cafeteria Workers, Food Workers Assistants, Cashiers, Cooks, Servers, Custodians, etc.

Name of the Client Organization	Michigan State University (MSU), MI
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Background: Michigan State University (MSU) is a public land-grant research university in East Lansing, Michigan. It was founded in 1855 as the Agricultural College of the State of Michigan, the first of its kind in the United States. After the introduction of the Morrill Act in 1862, the state designated the college a land-grant institution in 1863, making it the first of the land-grant colleges in the United States. The college became coeducational in 1870. In 1955, the state officially made the college a university, and the current name, Michigan State University, was adopted in 1964. Today, Michigan State has the largest undergraduate enrolment among Michigan's colleges and universities and approximately 634,300 living alums worldwide.

Description of the Contract: MSU requested proposals from qualified vendors interested in providing temporary workers on an as-needed basis to them. TSCTI was one of the vendors awarded the Contract by MSU and is providing the required services. The duration of employment varies depending on the specific needs of the hiring department, ranging from either short-term or long-term assignments. We are successfully providing experienced and qualified candidates to MSU for different job categories including but not limited to Cooks, Kitchen Supervisors, Food Assistants, Catering Staff, Maintenance Workers, and Public Event Workers. TSCTI provided a single point of contact for all contract matters. The background verifications carried out by TSCTI for each candidate were also completed. Our dedicated Account Manager (POC) and team are responsible for delivering weekly usage reports, invoices, and professional detailed reports to MSU.

Positions: In Total TSCTI has done more than 50 placements including Cooks, Substitute Cafeteria Workers, Kitchen Supervisors, Food Assistants, Catering Staff, Maintenance Workers, and Public Event Workers.

Name of the Client Organization	Buffalo Public School (BPS), NY
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22nd Century Technologies, Inc.

Add.: 270 Trace Colony Park Ste B, Ridgeland, MS 39157

Phone: (866)-537-9191 | Fax: 732-537-0888



Background: Buffalo Public Schools serves approximately 34,000 students in Buffalo, New York, the second largest city in the state of New York. It is located in Erie County of western New York and operates nearly 70 facilities. The Buffalo Public School System was started in 1838, 13 years after the completion of the Erie Canal and only 6 years after the 1832 incorporation of the City of Buffalo. Buffalo was the first city in the state of New York to have a free public education system supported by local taxes. Although New York City had a free public education system before 1838, NYC obtained additional funding through private donations and sources.

Description of the Contract: Buffalo Public Schools (BPS), requested proposals from qualified firms interested in providing temporary staffing services to promptly provide quality candidates. As a result, TSCTI provided Drivers, Cooks, Nutritional Coordinators, Food Assistants, Cafeteria Workers, Catering Staff, Gardeners, and Janitors who met the classification specifications' requirements. Before submission, TSCTI pre-screened each temporary candidate to ensure that they had the necessary skills, and abilities to carry out the tasks that had been assigned. TSCTI also promoted Non-Discrimination and Equal Opportunities for all candidates belonging to different castes, races, and religions that are qualified and screened under the contract with BPS. Under the contract, TSCTI successfully placed qualified and efficient candidates screened out by numerous skill assessments conducted by our recruiters with an in-depth understanding of the requirements for a specific position. TSCTI took responsibility for their timesheets, and payroll management.

Positions: In Total TSCTI has done 200+ placements including Drivers, Cooks, Nutritional Coordinators, Food Assistants, Cafeteria Workers, Catering Staff, Gardeners, and Janitors.

Name of the Client Organization	County of Ventura (County), CA
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Background: County of Ventura, located in Southern California, encompasses a diverse range of communities and includes many schools serving its residents. The county's educational landscape features a variety of public and private institutions, providing comprehensive educational opportunities from early childhood through secondary education. The county's school districts are dedicated to delivering high-quality education through innovative teaching methods, a commitment to student achievement, and active community involvement. They focus on academic excellence, inclusivity, and preparing students for future success while supporting a wide array of programs and services to address the needs of their diverse student populations.

Description of the Contract: The county issued a Request for Proposals (RFP) to secure a contract for Temporary Employment Services, aiming to fill roles such as Nutritional Coordinators, Kitchen Supervisors, Cooks, Food Assistants, Cafeteria Workers, Dishwashers, Food Delivery Personnel, Cleaners and many more. TSCTI responded by providing well-qualified candidates who met the County's specifications for education, experience, and skills. TSCTI conducted thorough pre-screening, skill assessments, and thorough background checks, to ensure the highest quality placements. TSCTI also provided any necessary training, including specialized sessions for all food services staff, and facilitated smooth candidate interviews and placements within two business days. TSCTI managed all administrative tasks, including timesheet processing, salary distribution, and payroll management, ensuring a seamless service delivery for both the candidates and County.

Positions: In Total TSCTI has provided 20+ FTEs similar to those requested by the County including but not limited to Nutritional Coordinators, Kitchen Supervisors, Cooks, Food Assistants, Cafeteria Workers, Dishwashers, Food Delivery Personnel, Cleaners, and many more

Below is a list of similar educational clients that TSCTI has provided similar services to.

Dallas Independent School District	Fort Bend Independent School District	Birdville Independent School District
Houston Independent School District	Arlington Independent School District	Richardson Independent School District
Douglas County School District – Colorado	San Antonio Independent School District	Frisco Independent School District
Lewisville Independent School District	Dallas Catholic Schools, TX	Brazos Christian School, TX
St. Austin Catholic School, TX	Torah Day School of Dallas, TX	Headwaters School, TX
Tucson Unified School District, AZ	DeKalb County School District - Georgia	School District of Philadelphia, PA
Los Angeles Unified School District, CA	University of Massachusetts Medical School	Beaufort County School District, SC

Adams 12 Five Star Schools – Colorado	Shelby County Schools - Tennessee	Fairfax County Public Schools - Virginia
Jefferson County Public Schools – Colorado	School District of Newberry County, SC	Arlington Independent School District, TX
Colorado School of Mines – Colorado	Virginia Beach City Public Schools - Virginia	Florida Virtual Schools, FL
Grapevine-Colleyville Independent School District	Eastern Virginia Medical School Materials Management - Virginia	The School Board of Broward County, FL
School District of Palm Beach County, FL	Duval County Public School – Florida	Orange County Public School – Florida

5.) List the fringe benefits organization offers its employees and the eligibility requirements for them to receive benefits. Detail the cost of each fringe benefit included in the rate paid by the District to organization.

TSCTI is fully committed to offering a comprehensive and competitive fringe benefits package that supports the health, well-being, and professional growth of all employees assigned under the District contract. As the employer of record, TSCTI ensures full compliance with all applicable federal and state labor laws, including the Affordable Care Act (ACA). Our insurance offerings meet or exceed all state and federal regulations and are structured to ensure accessibility, affordability, and quality care for our workforce.

TSCTI offers multiple fringe benefit plan options at the time of hire and throughout employment. These benefits are a key component of our employee retention strategy and are delivered with flexibility to meet the varying needs of our workforce. Our benefit programs are designed to support the varied needs of our diverse workforce and are a key pillar of our employee retention strategy. We offer a comprehensive benefits suite based on years of association with TSCTI that includes:

- **Health Coverage:** Medical, Dental, Vision Insurance (ACA Compliant)
- **Income Protection:** Life Insurance, Short- and Long-Term Disability, Business Travel Accident Insurance
- **Work-Life Balance:** Paid Time Off (PTO), Sick Leave, Paid Holidays
- **Career Growth & Recognition:** Tuition Reimbursement, Education Assistance, Career Advancement Sabbaticals, Expert Mentorship, 360-Degree Reviews, Performance-Based Bonuses
- **Additional Support:** Employee Assistance Program (EAP), Dependent Care Assistance Plan, Relocation Assistance, Virtual Assistant Support

TSCTI's benefit offerings go beyond compliance—they are a strategic investment in our workforce. Our benefits are tailored to sustain long-term employee engagement, health, and satisfaction, which in turn drives consistent, high-quality service delivery to the District. The table below offers a high-level overview of the benefits available to TSCTI employees based on employment type and length of service with the company and rate paid by the District.

Fringe Benefits	Rate paid by the District
Health Insurance	5.25%
Holidays	4.66%
Vacation	5.50%
Pension Benefits (401K)	2% of the paid salary



6.) Explain your company's billing and reporting capabilities. Share timelines for reporting and sample reports.

TSCTI shall provide the district with a comprehensive suite of reports that ensure full visibility into staffing operations. These include monthly staffing summaries detailing placement activity, employee status, and attendance, as well as periodic performance management reports reflecting evaluations and any disciplinary actions. Time and billing reports support accurate reconciliation, while compliance reports document essential pre-employment checks such as background verifications and certifications. TSCTI's reporting database, updated in real-time, serves as a centralized repository for contract data, offering detailed insights such as active requisitions, usage, engaged candidates, budgeted hours, and engagement end dates. Candidate, engagement, and timesheet histories are also tracked for reporting purposes.

Additionally, TSCTI utilizes its Applicant Tracking System (ATS) – JobDiva – to monitor each candidate from submission through contract completion. Our system tracks each staff member's attendance and ensures that hours worked are accurately recorded. To ensure accountability and precise timekeeping, TSCTI integrates **Geofencing technology** for time tracking. This system ensures that employees are clocking in and out only at designated work locations, providing the district with accurate, verifiable attendance data that supports invoicing and compliance. TSCTI offers robust billing and reporting capabilities designed to ensure transparency, accuracy, and timeliness for the district. Our DCAA-compliant accounting system supports electronic invoicing and allows us to generate detailed, customized reports that align with the district's specific requirements. We provide separate invoices for each temporary staff member, itemized with hours worked, job location, and applicable rates, ensuring easy reconciliation and audit-readiness. If a candidate is removed from an assignment, TSCTI's recruitment manager initiates a review process, ensuring appropriate action is taken, including blacklisting or removal from the system, to prevent re-submission for future roles within the district.

All reports and forms can be submitted using the method preferred by District. TSCTI's standard submission method is secure email in PDF format, though we are also equipped to use online portals, fax, or hard copy delivery when required. Our commitment is to provide timely, accessible, and comprehensive reporting that supports District's operational oversight and contract compliance. Invoices are typically prepared and submitted on a **bi-weekly or monthly basis**, depending on the district's preference or contractual agreement. TSCTI is flexible and aligns its invoicing schedule with the District's payroll and accounting cycles to ensure seamless financial processing.

Types of reports generated from JobDiva:

• User reports	• Termination (end of project) Report	• HR Reports
• Productivity Reports	• Technical reports	• Hires Report
• Job Activity reports	• Employee Report	• Applicant Report

- EEO Report
- On-Boarding Documents Report
- Employees on the Bench

Sample Report

Monthly Report (Sample)

1. Number and type of Temporary Staff placed at each

- o Temporary Staff Start date and projected end date
- o Supervisor Program Manager Name

Number of Temporary Staff placed	Name of the Agency

Name of Temporary Staff:	First Name	Middle Name	Last Name

Start Date	Projected End Date

Supervisor Program Manager Name

2. Number of hours worked to date by each Temporary Staff employee.

- o Hours must be broken down by pay period and totalled for the month.
- o Indicate how many available hours each Temporary Staff employee has left for their assignment with the State.

Number of Hours worked	Total number of months

Pay Period Start Date	Pay Period End Date

Name of the Employee	Number of Hours left the assignment

Sample Invoice

 **22nd Century Technologies, Inc.**
22nd Century Technologies, Inc.
8251 Greensboro Drive, Suite # 900
McLean, VA 22102-3827
EIN : 22-3502121

Invoice

Date	Invoice#
09/22/2024	1501949

Bill To

Contract Number		Terms	Due Date	
CA 17-690-11		Net 30	10/22/2024	
Item Code	Description	Qty.	Bill Rate	Amount
		37.75	\$60.00	\$2,265.00
Remit Payment to			Total: \$2,265.00	
Point of Contact : Accounts Department accounts@tscli.com			P	

7.) Describe your organization's capability of fulfilling other staffing needs the District may require. For example, beyond substitute teachers, assistant teachers, administrative staff, etc.

TSCTI has a proven track record of providing comprehensive staffing solutions across a wide range of job categories beyond substitute and assistant teachers, including administrative, operational, and support staff. A prime example of our success is our ongoing partnership with the **New York City Department of Education (NYC-DOE)**, where we have successfully handled the placement and management of over **700 teachers** across multiple schools. This experience has honed our capacity to manage large-scale staffing operations while maintaining high standards of service delivery. Our nationwide talent network and advanced recruitment infrastructure enable us to meet the evolving and diverse staffing needs of school districts like DeSoto County.

In addition to teachers, we maintain a deep bench of pre-screened professionals ready to be deployed in various roles such as clerical and front office staff, food service workers, custodial and maintenance personnel, IT support technicians, HR specialists, finance and accounting staff, and transportation aides. Our ability to scale rapidly allows us to respond quickly to urgent requests or seasonal needs, ensuring continuity of service without disruption to school operations. Each placement is backed by our rigorous vetting process, compliance with local and federal hiring regulations, and tailored onboarding aligned with District-specific requirements, including training in federal safety guidelines, child interaction protocols, and any other specialized knowledge areas. Our dedicated account management and recruiting teams maintain close communication with District personnel to proactively plan for upcoming needs and reduce turnover.

8.) Explain your organization's willingness to allow the District to submit a preferential list of staffing personnel.

TSCTI recognizes the importance of providing the DeSoto County School District with staffing personnel who not only meet the necessary qualifications but also align with the district's specific preferences and operational needs. As part of our commitment to service excellence, we are fully willing to accommodate the district's request for a preferential list of staffing personnel. We understand that the district may have preferences based on factors such as experience, cultural fit, and past performance within the school environment. Therefore, TSCTI is prepared to work closely with District representatives to develop and maintain a list of preferred candidates. This list would be prioritized for staffing assignments, ensuring that the district has access to personnel who are familiar with the district's policies, procedures, and operational requirements.

Our recruitment and account management teams are flexible and responsive to the district's preferences, and we will ensure that individuals on the preferential list undergo the same rigorous background checks, training, and certifications required for all employees. If there are ever instances where a preferred candidate is unavailable, we will promptly offer suitable replacements while maintaining open communication with the district to ensure satisfaction with the staffing solution.

9.) Please provide a description of the transition process between the existing substitute service provider for the District to your organization's program. Include information on any software transition and timeline for implementing your staffing services to the District.

TSCTI recognizes that a seamless transition from the existing substitute service provider to our program is critical for maintaining the continuity of operations within the DeSoto County School District. To ensure that the transition process is smooth, efficient, and minimally disruptive, we have developed a comprehensive approach that covers all essential steps. Our goal is to ensure that all staffing needs are met, and that the district is provided with high-quality, reliable substitute workers from the very first day of the contract. By following this structured and well-planned transition process, TSCTI will ensure that the DeSoto County School District receives the highest quality of temporary cafeteria worker staffing services without disruption to daily operations. Below is a detailed outline of our transition process:

1. Initial Planning and Coordination

- **Kick-off Meeting:** A kick-off meeting will be scheduled with the District's Child Nutrition Department, key administrators, and the current service provider (if feasible) to understand all operational details, timelines, and any special requirements. This meeting will also be used to discuss expectations, resolve potential issues, and outline specific transition goals.
- **Detailed Transition Timeline:** We will establish a timeline with milestones and deadlines for each stage of the transition process, ensuring that all aspects of the transition are thoroughly planned and executed. This includes timelines for staff recruitment, training, background checks, and the scheduling of personnel.

2. Employee Transfer and Recruitment

- **Substitute Employee Communication:** Our team will communicate with current substitutes to inform them of the upcoming transition and assess their interest in continuing under TSCTI's management. This communication will include information on any necessary re-qualification or re-certification.
- **Recruitment of New Staff:** For any staffing gaps, we will begin an immediate recruitment process, leveraging local networks and advertising to source qualified candidates. Our recruitment efforts will target individuals who meet the District's requirements for temporary cafeteria workers, with a focus on candidates who are familiar with the school environment.

3. Background Checks and Compliance Verification

- **Re-Verification of Credentials:** TSCTI will conduct comprehensive background checks on all potential substitutes, including State and Federal background checks, Child Abuse Registry checks, and verification of compliance with all relevant federal, state, and local laws. This ensures that all substitute employees meet the District's stringent hiring standards.

- **Ensuring Compliance:** We will review and ensure compliance with all District-specific policies, such as drug-free and tobacco-free workplace policies, and the mandatory reporting of any criminal activities. We will also verify that all substitutes meet the District's uniform and hygiene standards.

4. Training and Onboarding

- **Orientation Program:** TSCTI will provide a thorough orientation to all new and transitioning substitutes. This program will cover:
 - Overview of the DeSoto County School District's policies and expectations
 - Health and safety procedures, including proper food handling and sanitation
 - Specific job duties and the performance standards required
 - Customer service expectations, including interaction with students, staff, and the community
- **Ongoing Training:** To address any gaps in knowledge, we will implement ongoing training throughout the contract period to ensure compliance with federal regulations (e.g., USDA, ADA) and District-specific guidelines.

5. Scheduling and Coverage

- **Staffing Schedule Development:** TSCTI will work closely with the District to create an efficient and effective schedule for cafeteria worker assignments. We will ensure that substitute employees are available based on school-specific needs and shifts, providing flexibility to meet the District's fluctuating demand.
- **Ensuring No Service Gaps:** We will guarantee that there are no staffing gaps by maintaining a well-qualified pool of substitutes. Our dedicated staffing coordinators will work directly with the District to ensure that all absences are promptly filled with qualified candidates.

6. System Integration

- **Reporting and Billing System Setup:** We will integrate our automated reporting and billing systems with the District's requirements. This includes timekeeping, attendance tracking, and providing timely, accurate invoices for services rendered.
- **Regular Communication:** We will establish regular check-ins and feedback loops with the District to ensure that our staffing services meet expectations. These can include weekly or monthly reports, as well as direct communication channels for any urgent staffing requests or concerns.

7. Ongoing Support and Evaluation

- **Performance Monitoring:** TSCTI will monitor the performance of our substitute workers through regular evaluations and feedback from the District. This ensures that the quality of service meets the District's standards and any necessary adjustments are made in a timely manner.



- **Continuous Improvement:** We will remain flexible and open to feedback, adjusting our processes and personnel as needed to improve service quality. This includes addressing any issues related to retention, staff performance, or additional training needs.

8. Final Transition Review

- **Post-Transition Review:** Once the transition has been completed, we will conduct a final review with the District to assess the success of the process and identify any areas for improvement. This review will help ensure that all requirements have been met and that both parties are satisfied with the transition.

10.) Please describe in detail the system that your organization utilizes to include the business rules, user experience, and any specifications required of the District in order to fully implement. Any additional costs associated with the implementation must be outlined as well.

TSCTI utilizes an integrated Staffing Management & Tracking System (SMTS) Named CONREP designed to streamline staffing, scheduling, timekeeping, reporting, and communication. This system ensures the efficient management of staffing needs, providing both the District and TSCTI with real-time visibility and control. The platform allows the District to manage scheduling, track staff performance, and generate reports while ensuring that substitutes are qualified and meet the District's requirements. It also provides substitutes with access to a personal portal where they can update their availability, confirm assignments, and submit timesheets, enhancing their experience and improving overall efficiency.

The system operates under a set of business rules that prioritize eligibility, scheduling accuracy, timekeeping, and communication. It ensures that only qualified substitutes are scheduled, that attendance is tracked in real-time, and that both the District and substitutes are notified of any schedule changes or updates. The system's user interface is designed to be intuitive and easy to navigate, with a customizable dashboard that provides the District with insights into staffing assignments and performance metrics. For implementation, TSCTI requires minimal specifications from the District, such as system access and relevant staffing data, which will be integrated into the platform. TSCTI offers training for District staff and substitutes, ensuring a smooth transition to the new system.

Importantly, **TSCTI does not charge any additional costs for the implementation process.** All system setup, integration, and training are included in the standard service fees, making the transition seamless and cost-effective for the District. This ensures that there are no hidden costs, and the District can begin using the system without any extra financial burden.

11.) Detail the strategies your organization will employ to effectively execute the work as described.

To effectively execute the work described in this RFP, TSCTI will implement a comprehensive strategy that encompasses recruitment, staff management, quality control, and communication. By combining our robust staffing system, commitment to training, and focus on quality and communication, TSCTI will deliver exceptional cafeteria staffing services to the DeSoto County School District. Our approach is designed to ensure that the District's needs are consistently met with reliable, competent, and qualified personnel in a timely manner. Below are the key strategies we will employ:

- **Recruitment and Screening:** We will deploy targeted recruitment campaigns to attract qualified cafeteria workers. TSCTI will leverage local job boards, social media, and partnerships with local workforce development programs to source candidates within the District's geographic area, aligning with the District's preference for local vendors. Our recruitment process includes thorough background checks, reference checks, and skills assessments to ensure the candidates meet the District's specific needs and comply with all applicable regulations.
- **Training and Certification:** We understand that the District's federal regulations require specific training, and TSCTI will ensure all temporary staff complete required training before they are assigned. This includes food safety certification, customer service training, and familiarity with the District's policies and procedures. In addition, we will conduct ongoing training to reduce turnover and maintain a well-trained, capable workforce.
- **Staffing Flexibility and Coverage:** Given the fluctuating nature of staffing needs, we will maintain a pool of qualified cafeteria workers to fill short-term and long-term assignments. TSCTI will utilize an automated scheduling and staffing system to quickly respond to requests and ensure that workers are placed in the appropriate schools at the right time. Our system will allow us to maintain a high fill rate for absenteeism while managing multiple locations efficiently.
- **Quality Control and Supervision:** TSCTI will assign a dedicated account manager to oversee daily operations and ensure quality standards are met. Supervisors will conduct regular site visits and provide ongoing support to ensure that substitutes are meeting the expectations of the District. We will also implement a feedback mechanism for school cafeteria teams to communicate directly with the account manager about any performance concerns or issues. If needed, staff will be reassigned or replaced promptly to maintain a high level of service.
- **Performance Monitoring and Reporting:** We will provide the District with regular performance reports, including staffing metrics, hours worked, and any feedback from the cafeteria teams. Additionally, we will offer an Annual Business Report that includes an analysis of the previous fiscal year's performance. Our goal is to maintain transparency and open communication, so the District can track the effectiveness of our services and identify areas for improvement.
- **Seamless Communication:** TSCTI will establish clear communication channels with the District's Child Nutrition Office, school staff, and cafeteria workers to ensure quick and efficient resolution of any issues. Our platform will also facilitate real-time updates on



staffing assignments, ensuring all parties are informed of any changes. In addition, the account manager will be available to the District for ongoing consultation and support.

12.) Provide an overview of your staffing model and an outline of who will be working with the District in order to fulfill the responsibilities as described.

TSCTI leverages the rigor of PMBOK (Project Management Body of Knowledge) to support the District's goals in key areas such as Planning & Initiation, Management & Control, Human Resources Management, Quality Assurance (QA), Risk Management, and Procurement. Our service delivery model is structured around a dedicated approach that draws on TSCTI's most capable resources to support the District's mission and staffing needs effectively. TSCTI will assign a Client Engagement and Delivery Office (CEDO) for the District's contract to provide consistent support during regular and after-business hours. This enables rapid response to District requests, often within 24 hours, ensuring efficient and uninterrupted services.

CEDO focuses on delivering staff "whenever the client needs" through a deep understanding of candidate experience, skills, and placement criteria to ensure successful onboarding and assignment completion. Our best-in-class, 24x7x365 recruiting and deployment system—backed by internal coordination—facilitates candidate validation, background checks, onboarding, timely replacement, and administrative support such as timesheet tracking. TSCTI's approach integrates diverse recruitment channels, designated account contacts with backup support, role-specific recruiters, performance tracking and reporting, and continuous improvement initiatives—all aimed at achieving measurable, high-quality results for the District.

Phases of Staffing Service Fulfillment:

1. **Initiate:** The process begins as soon as a staffing request is received from a District department. The request is acknowledged promptly, entered into our Applicant Tracking System (JobDiva), and reviewed to ensure timely response and communication.
2. **Assign:** Lindsey J. Skowron, our dedicated Account Manager, reviews the staffing need in coordination with the requesting department. If clarification is needed, we engage directly with the department to understand the qualifications, scope, and expectations. A requisition is created and assigned to our recruitment team.
3. **Sourcing and Selection:** Our dedicated recruitment team sources candidates through JobDiva, our proprietary resume database, internal staff, local employment partners, community organizations, universities, and online job portals. Screened candidates undergo initial phone interviews followed by virtual or in-person interviews, as required. Once approved by the District, TSCTI conducts background checks and drug screenings, sharing the results along with pre-employment documents for final clearance.
4. **E-Onboarding:** Candidate onboarding is facilitated via JobDiva, where documentation, start dates, and security procedures are managed in coordination with the District. Orientation is provided to help new hires acclimate to the District's work environment, policies, and benefits.



5. **Monitor and Control:** The Account Manager oversees performance management and ongoing communication. Timesheets are collected, and error-free invoices are generated. Regular meetings with the District help ensure satisfaction and identify areas for improvement. Performance is tracked and reported, with changes implemented when necessary.
6. **Close:** Upon completion of assignments or projects, TSCTI ensures a formal closeout of the requirement. This includes collecting feedback, resolving any pending items or invoices, and documenting lessons learned for future improvement.

13.) Provide information about the organization's policies, practices, and standards for maintaining the confidentiality and integrity of the client's data and information.

TSCTI is deeply committed to maintaining the confidentiality, integrity, and security of the client's data and information. We understand that safeguarding sensitive data is critical, particularly in educational and public sector environments where compliance with privacy regulations is essential. By implementing these policies and practices, TSCTI ensures the confidentiality and integrity of all client data. Our commitment to data security not only helps us meet regulatory requirements but also fosters trust and confidence with the DeSoto County School District and other partners. To achieve this, we have implemented the following policies, practices, and standards:

Data Security Policies: TSCTI maintains strict internal policies to protect all client data. These policies include regular security audits, vulnerability assessments, and the use of encryption protocols to ensure that any data transmitted or stored is secure. Access to client data is restricted to authorized personnel only, and all employees are trained in data security practices.

Compliance with Regulations: We comply with all relevant data protection laws and regulations, including:

- **Family Educational Rights and Privacy Act (FERPA):** We adhere to FERPA guidelines to protect the confidentiality of student records and information.
- **Health Insurance Portability and Accountability Act (HIPAA):** We implement HIPAA-compliant practices where health-related data is involved.
- **General Data Protection Regulation (GDPR):** For international clients, TSCTI ensures compliance with GDPR regarding the handling of personal data.
- **State and Local Data Protection Laws:** We follow the specific data protection laws of DeSoto County, Mississippi, and any other applicable state regulations.

Employee Training and Confidentiality Agreements: All TSCTI employees, including temporary workers, are required to undergo training on data privacy and confidentiality. In addition, each employee signs a confidentiality agreement, which legally binds them to uphold the privacy of any sensitive information they encounter during the course of their employment. This includes adhering

to standards related to the non-disclosure of client information, employee data, and any other proprietary or confidential materials.

Secure Data Storage: Client information is stored in secure, password-protected databases with restricted access based on the principle of least privilege. TSCTI uses state-of-the-art cybersecurity tools to safeguard against unauthorized access, breaches, or data theft. All sensitive data is regularly backed up, ensuring that critical information is not lost in the event of a system failure.

Data Access Control: TSCTI utilizes role-based access controls (RBAC) to ensure that only authorized personnel have access to sensitive information. Access is granted based on job responsibilities, ensuring that employees only access the data necessary for their work. Additionally, all access to client data is logged and monitored to detect and address any unauthorized attempts.

Non-Disclosure of Information: TSCTI guarantees that no data or information received from the District, including employee or student information, will be shared or disclosed to any third party without explicit written consent, unless required by law. Any third-party vendors or partners involved in the service delivery process are subject to the same confidentiality standards through binding contracts.

Data Disposal and Retention: When client data is no longer required or at the end of a contract, TSCTI follows strict procedures for data disposal to ensure that all sensitive information is permanently deleted or securely destroyed. Data retention policies are in place to maintain records only for as long as needed for operational or legal purposes.

Incident Response Plan: In the event of a data breach or security incident, TSCTI has a comprehensive incident response plan in place. This includes immediate containment, investigation, and remediation of any breaches. The District will be notified of any security incident within 24 hours, and a detailed report will be provided. TSCTI will work with relevant authorities to resolve the issue and ensure that proper protocols are followed to prevent future occurrences.

14.) Provide information on how the organization handles dispute resolution.

TSCTI handles dispute resolution through a clear, structured, and proactive process designed to ensure fair and timely resolution for all parties involved. Our process includes the following key steps:

- **Clear Communication:** We prioritize open lines of communication with the District, employees, and any other stakeholders involved in the dispute. We encourage early identification of issues and ensure that concerns are addressed promptly.
- **Internal Review:** Once a dispute is reported, TSCTI conducts a thorough internal review to gather all relevant facts. This includes talking to the involved parties, reviewing documentation, and understanding the context of the dispute.

- **Mediation:** In cases where there are misunderstandings or disagreements, we often start with mediation to facilitate a productive conversation between the parties. Our goal is to find a mutually agreeable solution without escalating the matter further.
- **Escalation Procedures:** If mediation does not result in a resolution, the issue may be escalated to a higher level within our organization, such as the Project Manager or Account Manager. We also work directly with the District's representatives to align on the best course of action.
- **Timely Resolution:** TSCTI is committed to resolving disputes within a reasonable timeframe. We aim to ensure that any disruptions are minimized and that operations continue smoothly while the issue is addressed.
- **Preventative Measures:** In addition to resolving disputes, TSCTI takes steps to prevent issues from arising by providing clear expectations, ongoing training, and regular check-ins with both clients and employees.

TSCTI's Problem Escalation encompasses the communication processes and response procedures by which we manage a business disruption, as well as the tools, training, and exercises which we use to help and prepare our clients and people for possible disruptions. In the arise of a critical crisis situation our Account Manager (AM) will provide a detailed report to the client about the current situations and how we are going to tackle it in order to recover from it. Our AM always keeps updating our client in a timely manner so that our client can be aware on what is happening around.

TSCTI understands that in the process of achieving goals effectively and efficiently we have to deal with client issues, and we have developed effective methods for problem management. We have faced negligible conflicts of ideas with our partners and clients, but this is again resolved effectively by conciliations, negotiations and mediations process. TSCTI has formal written procedures in place, which record issues, dictate follow-up actions, and record customer responses. The problem resolution process in TSCTI is proactive. TSCTI's Quality Management System (QMS) documents a defined escalation process for quick and effective complaint resolution. TSCTI has numerous channels through which a client can express concern or convey issues. The reporting and responding mechanism of TSCTI monitors analyses and acts on such feedbacks. Escalation procedures will come into effect when a given problem is not solved within a scheduled time frame.

Escalation will only be invoked in the event that a mutually satisfactory consensus has not been reached in an agreed-upon time frame. The problem / issue is then escalated to the next level of management with possible options, and a recommendation to the next level in the chain. Some of the levels of escalation depending upon the magnitude of problem, time taken for resolution and type of problem are indicated below:

Type of Problem: Employee issue

Group: Human Resources

- Severity Level 1 (Immediate): HR administrator (for minor admin issues) or Account Manager (AM)
- Severity Level 2 (1 day if not resolved by Level 1): HR Manager (for other HR issues)
- Severity Level 3 (2 days if not resolved by Level 1 or 2): V.P - HR
- Severity Level 4 (4 days if not resolved by either of the levels): CEO



Type of Problem: Client Complaint - unsatisfactory performance

Group: Account Management & H.R

- Severity Level 1 (Immediate): Account Manager (for minor admin issues)
- Severity Level 2 (1 day if not resolved by Level 1): V.P - Staffing or V.P - H.R (based on nature of problem)
- Severity Level 3 (2 days if not resolved by Level 1 or 2): CEO

Type of Problem: Client Complaint with Account Management

- Severity Level 1 (Immediate): Account Director
- Severity Level 2 (1 day if not resolved by Level 1): V.P - Staffing
- Severity Level 3 (2 days if not resolved by Level 1 or 2): CEO

Type of Problem: Client Complaint - Quality of Resumes

Group: Sales / Account Management

- Severity Level 1 (Immediate): V.P - Staffing
- Severity Level 2 (1 day if not resolved by Level 1): CEO

Type of Problem: TSCTI Non - performance in the Account

Group: Sales / Account Management

- Severity Level 1 (Immediate): V.P - Staffing
- Severity Level 2 (1 day if not resolved by Level 1): CEO

Type of Problem: Finance / Accounts issue

Group: Accounts & Finance

- Severity Level 1 (Immediate): Manager - Finance
- Severity Level 2 (1 day if not resolved by Level 1): CFO / V.P - Staffing
- Severity Level 3 (2 days if not resolved by Level 1 or 2): CEO

Type of Problem: Legal

Group: CFO

- Severity Level 1 (Immediate): CEO

Type of Problem: Administrative issue (relocation, housing etc.)

Group: Administration & HR

- Severity Level 1 (Immediate): Administrative Asst.
- Severity Level 2 (1 day if not resolved by Level 1): Office Manager
- Severity Level 3 (2 days if not resolved by Level 1 or 2): CFO

15.) Provide information regarding any other steps that organization will take to ensure that all District needs are met.

TSCTI is committed to delivering exceptional service to the DeSoto County School District by addressing all of their needs in a comprehensive and proactive manner. **In addition to the measures already described, we will take several additional steps** to ensure that all District requirements are met effectively and efficiently. Through these steps, TSCTI will go above and beyond to ensure

that the DeSoto County School District's staffing needs are met with professionalism, reliability, and quality. These steps include:

Regular Communication and Partnership: We understand that consistent communication is key to meeting the evolving needs of the District. To ensure smooth operations, TSCTI will assign a dedicated Account Manager to serve as the main point of contact for the District. This individual will maintain regular communication with the District's representatives, providing updates, addressing concerns, and ensuring that all staffing needs are promptly addressed. Additionally, we will establish routine check-ins to ensure the continued satisfaction of the District, as well as to assess and adapt the service delivery as necessary.

Continuous Recruitment Efforts: Given the challenges of retaining staff and the temporary nature of the assignments, TSCTI will maintain a robust recruitment pipeline to ensure a consistent pool of qualified candidates for the District. We will actively advertise, recruit, and screen potential candidates in the local community and beyond. We will also collaborate with local workforce development organizations, educational institutions, and other community-based programs to ensure that we can meet the District's staffing needs without delay.

Ongoing Training and Development: To ensure that all temporary cafeteria workers are fully prepared to meet the District's standards, TSCTI will provide ongoing training in key areas such as food safety, sanitation, customer service, and compliance with all applicable laws and regulations. We will also ensure that our staff is familiar with the specific needs and expectations of the District's cafeterias, including any changes in menus, policies, or procedures. Our workers will be equipped to handle both short-term assignments and longer-term roles, ensuring that we meet the full range of staffing needs.

Flexibility in Staffing: TSCTI will be highly flexible in adjusting to the District's varying staffing requirements. Whether the need is for one-day assignments or several-week assignments, we will work closely with the District to ensure that temporary cafeteria workers are deployed quickly and efficiently. We will also provide backup personnel in case of sudden absences or emergencies, ensuring no disruption to the District's operations.

Quality Assurance and Performance Monitoring: To maintain high standards of service, TSCTI will implement a quality assurance program. This will include regular evaluations of worker performance by both TSCTI's management and the District's representatives. We will also solicit feedback from cafeteria staff to identify areas for improvement and ensure that the workers are meeting the District's expectations. Any issues related to worker performance or satisfaction will be addressed immediately, and corrective actions will be taken as necessary.

Data and Reporting: TSCTI will provide regular reports to the District that detail the staffing levels, hours worked, and other relevant data. These reports will help the District track the effectiveness of

the staffing program and ensure compliance with all terms and conditions. Additionally, the data provided will assist the District in planning future staffing needs and budgeting.

Crisis Management and Contingency Planning: In the event of unexpected disruptions such as a sudden surge in demand or emergencies that affect staffing levels, TSCTI will activate our crisis management and contingency plans. We will ensure that a sufficient number of qualified personnel is available to meet urgent needs, and we will work closely with the District to quickly resolve any issues that arise.

Community Engagement and Local Support: TSCTI recognizes the importance of local involvement in supporting the District's goals. To that end, we will actively engage with local schools, community organizations, and job training programs to create a sustainable workforce that meets the District's long-term needs. This will include offering opportunities for local residents to join the pool of available temporary cafeteria workers.

Comprehensive Vendor Support: TSCTI will ensure that all District staff have the support they need to successfully manage the temporary cafeteria worker staffing program. This includes providing direct access to our recruitment, HR, and operations teams for quick resolution of any issues or concerns. We will also ensure that any updates to District policies or procedures are communicated promptly to all staff, ensuring seamless operations.

16.) Describe your proposed fee structure. The substitute rates that the District is currently paying is as follows:

Job Title	Daily or Hourly Pay Rate
Temporary Cafeteria Worker	\$13.00 / Hour

TSCTI is proposing two fee structures to the District:

1st: Mark-up based fee structure with ADA compliant fringe benefit plan

Job Title	TSCTI Mark-up with ADA compliant Fringe Benefit Plan
Temporary Cafeteria Worker	18.75%

2nd: Mark-up based fee structure with ADA compliant insurance benefit and enhanced benefit Plans

Job Title	TSCTI Mark-up with Enhance Fringe Benefit Plan
Temporary Cafeteria Worker	35%

17.) Include alternate fee structure based on recommended rates if different from above.

TSCTI is capable to provide qualified staff on the District's provided hourly rate and opt not to provide alternate hourly rates.

Recruiting, Screening, and Hiring Process

1.) Describe how your organization will ensure an ample supply of qualified employees.

TSCTI will ensure an ample supply of qualified employees for the DeSoto County School District by implementing a proactive, multi-layered staffing strategy built on continuous recruitment, rigorous vetting, local engagement, and retention initiatives. We maintain a dedicated recruitment team that operates year-round to source talent through job fairs, online platforms, community partnerships, and outreach to local workforce agencies and vocational programs. Our recruitment strategy focuses heavily on the local area to meet the District's preference for community-based staffing. Each candidate undergoes a thorough screening process that includes background checks, reference verification, skills assessments, and compliance with any required certifications or training. For cafeteria staffing specifically, TSCTI will ensure that candidates meet all food safety and sanitation requirements before placement.

We also maintain a live, scalable talent pool to respond swiftly to fluctuating demands including single-day assignments or sudden absenteeism. By forecasting needs based on the District's calendar and historical data, we stay ahead of staffing shortages and ensure backup resources are readily available.

To improve employee retention, identified as a challenge by the District, TSCTI offers competitive wages, consistent assignments, and recognition programs. We also maintain regular communication with our staff to ensure satisfaction and ongoing engagement, reducing turnover and ensuring continuity in service delivery.

Below is the workflow diagram showing our recruitment and staffing process.

RECRUITMENT AND STAFFING PROCESS



2.) Describe your process for sourcing and identifying qualified personnel.

Attracting, recruiting, and retaining qualified personnel are critical for TSCTI to ensure the successful delivery of services to the District. To meet the District's staffing requirements across cafeteria, clerical, administrative, maintenance, finance, and other support roles, TSCTI will leverage its proven, proactive staffing processes and tools developed over 28+ years. We use a rigorous screening process that combines a thorough understanding of the District's expectations with our public-sector staffing expertise to deliver personnel with the right experience and qualifications. Our process for sourcing and identifying qualified personnel begins immediately after receiving the staffing requirement from the District. We first take the time to thoroughly understand the specific needs of the role, including any skills, qualifications, and cultural fit criteria. Based on this information, we develop a detailed skills matrix that highlights the essential qualifications and desired attributes for the position.

Once the skills matrix is established, we upload the requirements to **JobDiva**, our Applicant Tracking System (ATS), which helps us streamline and track the recruitment process. This system allows us to efficiently source and manage a large pool of potential candidates. We then source candidates from a variety of channels to ensure a diverse and qualified applicant pool. Our primary sources include:

- **Internal Databases:** We leverage our extensive database of pre-screened candidates who have been vetted and are readily available for deployment.
- **Local Community Centers and Churches:** For roles such as food service workers, we tap into local sources like community centers and churches. These are often excellent places to find individuals who are well-connected within the local area, are familiar with community needs, and are ready to work in roles that require a service-oriented mindset. Many community centers and churches have strong networks and often serve as recruitment hubs for individuals looking for job opportunities in their local neighborhoods.
- **LinkedIn Recruiter:** We use LinkedIn's advanced search capabilities to identify and reach out to professionals who meet the specific qualifications outlined in the skills matrix.
- **Industry-Specific Job Boards:** We post positions on specialized job boards relevant to the role, ensuring that we attract candidates with the necessary expertise.

After sourcing candidates, they undergo a thorough screening process. This includes **automated resume parsing** to quickly assess alignment with the job description, followed by **recruiter interviews**. These interviews assess not only the candidate's technical qualifications but also their cultural fit within the District's working environment. We place a strong emphasis on ensuring that candidates are not only technically proficient but also able to integrate seamlessly into the District's team. Finally, we present only the most qualified candidates for the role, ensuring a match in both skills and values, and continuously collaborate with the District to refine the selection process as needed.

3.) Describe your recruiting methods and resources.

TSCTI employs a multi-faceted and technology-driven recruiting strategy to attract top talent efficiently and effectively. Our recruiting methods include leveraging Job Diva, an AI-powered Applicant Tracking System (ATS) integrated with over 5.5 million resumes and synchronized with national and local job boards. We use AI-driven analytics to screen for active and qualified candidates, applying custom filters such as required skills, certifications, experience, and geographic proximity (e.g., within a 30-mile radius). The team sources the candidates using one of the following methods:

- **Proactive Recruiting:**
 - Build a candidate pool in advance by reaching out to previous candidates and introducing them to the district's work.
 - Share job details and requirements early to pre-qualify interested talent.
 - Engage through job fairs, advertisements, and referrals.
- **Reactive Recruiting:**
 - Initiate recruitment as soon as a request is received from the District.
 - Account Manager drafts a requisition and enters it into JobDiva, detailing the requirement for the Recruiting Manager.
- **Marketing & Community Engagement:**
 - Participate in local job fairs and host recruiting open houses.
 - Post job openings in community centers, libraries, churches, and local bulletins.
 - Use print advertising like newspapers, newsletters, and flyers.
- **Employee Referral Program:**
 - Encourage current employees to refer qualified candidates with cash reward incentives.
- **Job Board Postings:**
 - Automatically publish jobs on TSCTI's internal job board and corporate career site via JobDiva.
 - Cross-post to external job boards like Monster, CareerBuilder, Indeed, and niche platforms.
- **Local Employment Resources:**
 - Advertise in local employment websites (e.g., Craigslist) and free employment papers popular in administrative and support communities.
- **Social Media Recruiting:**
 - Use LinkedIn, Facebook, Twitter, and other social networks to connect with potential candidates and generate referrals.
- **Buffer Staffing Policy:**
 - Maintain a buffer of 2–3 additional pre-screened candidates for every role to ensure immediate replacements in case of absences or drop-offs.

To ensure consistent best fit, TSCTI uses a ten-step recruitment framework also referred to as our recruitment productivity process, which breaks down recruitment into ten clearly identifiable steps. The factors that make our process unique are the way we execute these steps and TSCTI's long established and proven staffing experience.

Recruitment Process	Responsibility
Client Requisition	
<ul style="list-style-type: none"> Analyze the District staff requisition and write synopsis of the requisition. Submit position description and client requirements in JobDiva tools 	Account Manager
Requirement Allocation	
<ul style="list-style-type: none"> Assigning to TSCTI recruitment team through JobDiva 	Recruitment Manager
Identify Consultant	
<ul style="list-style-type: none"> Check if there is matching skilled consultant available "on bench." Identify existing skill sets and candidates within TSCTI JobDiva database. Share job profiles to all consultants by posting it on our website and sending mailer to approved consultants for referrals. Post job to external job sites (TSCTI website, Dice, Monster, CareerBuilder) 	Recruitment team
Pre-Screening and Interview	
<ul style="list-style-type: none"> Execute a comprehensive prescreening that confirms previous experience, motivation, salary, skill level, required education/ certification/ license and potential team fit. Discuss salary requirements and relocation needs with candidates and update in JobDiva Evaluate attitude and aptitude by discussing team scenarios. Provide TSCTI overview and explain the benefits. Evaluate candidate's communication, creativity, analytical thinking, diplomacy, flexibility, change-readiness, problem solving, leadership, team building, and listening skills 	Recruitment team and Qualified Screening team
Evaluation	
<ul style="list-style-type: none"> Prepare the feedback form to summarize the results of the interview and update JobDiva with qualified consultants. Relay interview results to the consultants. Check consultant's references 	Account Manager/ Recruitment Team
Submit for Interview	
<ul style="list-style-type: none"> Submit resumes with a Skill summary of the selected consultants and references to the district. Discuss interview schedule with hiring manager for pre-qualified consultants. Set face to face interview depending upon the district requirements 	Account Manager
Security Screening	
<ul style="list-style-type: none"> Conduct criminal, credit and background check including sexual offender database search. Conduct 10-panel drug checks for selected consultants. Verification of employment, education, certifications, and licenses 	Employee care
On-boarding	
<ul style="list-style-type: none"> Complete all due diligence before extending an offer to successful consultants. Extend the offer. Share candidate's decision or initial response with hiring managers. 	Employee care
Joining	
<ul style="list-style-type: none"> Inform the joining date of the candidate to the district. Conduct e-Verification. Candidate joins the job on specified date 	Employee care/ Account Manager

4.) Describe your hiring process for the different types of personnel required by this request.

At TSCTI, our hiring process is tailored for each role to ensure that we meet the District's specific staffing needs. When we receive a staffing requirement, the Account Manager thoroughly analyzes the job description, including the necessary qualifications, certifications, and role-specific details. Based on this analysis, the Account Manager assigns a recruiter with the appropriate expertise. The timeline for submitting resumes, screening processes, and interview questions are all adjusted based on the role's urgency, complexity, and the qualifications required.

<p>Substitute Teachers and Teachers Assistant</p>	<ul style="list-style-type: none"> • Account Manager Analysis: The Account Manager reviews the job requirements, including teaching certifications, subject matter expertise, and District-specific protocols. The recruiter is assigned based on their experience with educational staffing. • Sourcing and Timeline: Substitute teachers are sourced through our internal database, LinkedIn Recruiter, and local teaching programs. For urgent needs, we prioritize local sources and expedite the process. Resumes are typically submitted within 24-48 hours for urgent needs. • Screening Process: Screening includes verification of teaching certifications, previous classroom experience, and background checks. Interview questions assess classroom management skills, subject knowledge, and ability to adapt to diverse student needs. • Background Verification and Clearances: We conduct thorough background checks, including criminal history and child abuse clearances, in compliance with federal, state, and District-specific guidelines. • Urgency Consideration: For urgent placements, we fast-track the interview, clearance, and onboarding processes to ensure timely deployment.
<p>Administrative Staff</p>	<ul style="list-style-type: none"> • Account Manager Analysis: The Account Manager evaluates the administrative skill requirements, such as office support, data entry, or customer service. A recruiter experienced in administrative staffing is assigned. • Sourcing and Timeline: Administrative staff are sourced from our internal database, LinkedIn Recruiter, and local job boards. Resumes are typically submitted within 2-3 business days for urgent requests and 5-7 days for non-urgent roles. • Screening Process: Administrative candidates undergo interviews to assess software proficiency, organizational abilities, and previous office experience. They are also assessed for communication and multitasking skills. • Background Verification and Clearances: In addition to standard background checks, administrative staff may also be required to undergo specific compliance verifications based on the District's guidelines. • Urgency Consideration: For urgent administrative placements, we prioritize candidates who are immediately available and ensure all necessary background checks and clearances are completed in a timely manner.
<p>Food Service Workers</p>	<ul style="list-style-type: none"> • Account Manager Analysis: The Account Manager reviews the specific food service requirements, including food safety certifications and shift flexibility. The recruiter, experienced in sourcing food service staff, is assigned. • Sourcing and Timeline: We source food service candidates from our internal database, local community centers, and churches. Resumes are typically submitted within 3-5 business days, depending on the urgency of the request. • Screening Process: Screening includes verification of food safety certifications (e.g., ServSafe), work experience in food service, and understanding of health and safety standards. Interview questions assess customer service skills and ability to work in a fast-paced environment. • Background Verification and Clearances: All food service staff undergo background checks to ensure safety and compliance with food service standards. We also ensure compliance with any District-specific health and safety regulations. • Urgency Consideration: For urgent food service staffing needs, we leverage our local sources for a quicker turnaround, ensuring candidates are ready for deployment without delay.
<p>Custodial and Maintenance Personnel</p>	<ul style="list-style-type: none"> • Account Manager Analysis: The Account Manager evaluates the job requirements for custodial and maintenance staff, including specific maintenance tasks and certifications needed. A recruiter with expertise in facilities management staffing is assigned. • Sourcing and Timeline: Custodial and maintenance personnel are sourced from our internal database, local job boards, and community outreach programs. For urgent needs, resumes are submitted within 2-3 business days, while non-urgent roles may take 5-7 days. • Screening Process: Screening focuses on work experience, technical maintenance skills, and safety knowledge. Interview questions address specific maintenance tasks, safety protocols, and problem-solving skills.

	<ul style="list-style-type: none"> • Background Verification and Clearances: Custodial and maintenance staff undergo background checks, including criminal history and any specific clearances as required by federal, state, and District guidelines. • Urgency Consideration: For urgent placements, we expedite recruitment and clearance processes to ensure fast deployment of qualified personnel.
IT Support Technicians	<ul style="list-style-type: none"> • Account Manager Analysis: The Account Manager reviews the IT skill set requirements, such as software support, hardware troubleshooting, or network administration. A recruiter with IT staffing experience is assigned. • Sourcing and Timeline: IT support technicians are sourced from our internal database, LinkedIn Recruiter, and IT-specific job boards. Resumes are typically submitted within 3-5 business days for urgent needs and up to 7-10 days for non-urgent roles. • Screening Process: Screening includes technical assessments, certifications (e.g., CompTIA, A+), and problem-solving scenarios. Interview questions are designed to assess technical knowledge, troubleshooting capabilities, and IT infrastructure experience. • Background Verification and Clearances: IT staff undergo thorough background checks and any required security clearances, in alignment with federal, state, and District-specific guidelines. • Urgency Consideration: For urgent IT staffing needs, we expedite sourcing and interviews through specialized networks and fast-track the clearance process.
Transportation Aides	<ul style="list-style-type: none"> • Account Manager Analysis: The Account Manager assesses the specific requirements, such as knowledge of child safety protocols and familiarity with transportation logistics. A recruiter with experience in transportation staffing is assigned. • Sourcing and Timeline: Transportation aides are sourced from our internal database, local job boards, and community outreach programs. The timeline for submitting resumes is typically within 3-5 business days for standard requests and within 24-48 hours for urgent needs. • Screening Process: Screening includes verifying transportation experience, child safety training, and communication skills. Interview questions focus on safety protocols, emergency response, and experience in student transportation. • Background Verification and Clearances: Transportation aides are required to undergo background checks, including criminal history and child abuse clearances, in accordance with federal, state, and District guidelines. • Urgency Consideration: For urgent transportation aide staffing, we focus on local candidates who can be cleared quickly and deployed as soon as possible.

5.) Describe screening forms used in order to verify that personnel have the necessary credentials to work in the DCSD.

TSCTI implements a rigorous and comprehensive staff screening process to ensure all candidates meet the highest standards of qualification, compliance, and suitability for placement at the District. TSCTI employs a thorough and compliant screening process to ensure that all temporary personnel meet the District standards. Our process begins with a detailed resume review and an initial screening interview to assess qualifications, communication skills, and job-specific competencies. We conduct comprehensive employment and education verification, as well as professional reference checks to confirm work history and performance. Criminal background checks are performed in accordance with the requirements of specific District departments, and TSCTI ensures that no candidate with a history of sex offenses or violent crimes is considered for placement. For roles requiring licensure or certification, we verify credentials prior to assignment. Drug testing is conducted when requested by the District, with all associated costs covered by TSCTI.

From our effective recruitment process, we hire the right people from the start. Our recruiters have experience of screening and seeking candidates matching the skill requirement for various

government clients which makes them fully capable of handling the District requirements. TSCTI shall use artificial intelligence and data analytics to enhance the services and differentiate from its competitors. The process leverages cutting-edge technology like **Job Diva**, an Applicant Tracking System (ATS), and AI-driven analytics to enhance accuracy and speed in recruitment. Hence, more time is spent on scrutinizing than searching for candidates. Also, it allows us to search candidates as per the geographical location and keep the default distance from the actual work location of a 30-mile radius. ATS offers unique ability to search **resumes for skills by years of experience, special certification, qualification and training, location, specific pay rate** and can exclude or include any desired information for a given client. Using **Job Diva**, TSCTI searches an extensive database of over 5.5 million resumes, synchronized with various job boards and local/national networks. AI and data analytics optimize the sourcing process by ensuring that only active and qualified candidates are considered. TSCTI process to determine how temporary personnel are matched to the job request are provided below in the following steps.

Resume Evaluation: The recruitment team checks if candidates have worked on similar jobs and whether their experience aligns with the client's needs. Whenever any requirement is open, our RM follows a comprehensive approach to source the best resumes for the positions and evaluate the resumes by following the key elements of resume evaluation are given below.

Resume organization	<ul style="list-style-type: none"> Is the resume presented in professional manners? Is the information organized clearly and logically?
Dates of Employment	<ul style="list-style-type: none"> Is the resume up to date? Do the personnel currently have a job? What is the length of each job held?
Experience	<ul style="list-style-type: none"> What is the nature of an overall length of candidates' jobs? Is there any explanation of previous work and associated responsibilities? Did the candidate have experience in a domain, tool, and platform (if required any)? Did the candidate have use of all skills in previous/recent jobs that are requested by the client? Is there any Considerable career shift to or from the requested job profile?
Education and Certification	<ul style="list-style-type: none"> Is the candidate has requested education or degree? Is the candidate has requested certification?

Initial Screening: Candidates who pass the resume evaluation are subjected to initial screening, which involves validating the information provided on their resumes. A **"Must-Have" framework** is used to filter candidates based on required skills, experience, and certifications. Candidates who do not meet these essential criteria are eliminated at this stage. The must-have framework is focused on validating the information that is Required, Desired and Essentials for a successful placement. **"Must have"** Framework is set up after a deep analysis of the requirement and it covers each part of a job for a successful placement. Job applicants who meet the **"Must Have"** framework only considered for the further testing process; the candidate does not meet any requirement given in **"Must Have"** framework we never move forward with that candidate. Our recruitment specialists perform a detailed review of candidate resumes to confirm relevant experience, educational background, and past accomplishments align with the job requirements.

Pre-Screening: With the ISO 9001:2015 compliant quality process, we successfully conduct consistent assessment testing on the requirements. The short-listed candidate undergoes a stringent skill test in order to ensure quality candidates are placed with proper qualifications and experience. Our recruiters, experienced in fulfilling District-level requirements, are fully capable of

aligning candidates with the expectations of District. We utilize a diverse set of evaluations based on role-specific traits and qualifications:

- **Food Safety & Hygiene**
 - Knowledge of safe food handling practices
 - Understanding of sanitation procedures and cross-contamination prevention
 - Familiarity with state/local health regulations
- **USDA Guidelines & Portion Control**
 - Awareness of USDA school meal requirements
 - Ability to portion meals according to federal nutrition guidelines
 - Understanding of menu reading and special dietary needs (allergies, etc.)
- **Basic Food Preparation & Equipment Use**
 - Ability to follow simple recipes and meal prep instructions
 - Operation of kitchen appliances (ovens, steamers, warmers, dishwashers)
 - Knife and utensil safety
- **Cleaning & Maintenance**
 - Knowledge of cleaning schedules and procedures
 - Proper use of cleaning agents and sanitizers
 - Ability to maintain a clean and organized kitchen area
- **Child Interaction**
 - Friendly demeanor with school-age children
 - Awareness of how to serve and support students during meal times
- **Physical Capability**
 - Ability to stand for long periods
 - Comfortable lifting light-to-moderate weight (e.g., trays, food containers)

TSCTI Interviewing Process: All TSCTI candidates undergo a comprehensive interview led by trained recruiters who assess past performance, work attitude, and long-term career goals. Interviews focus on qualifications, motivations, and cultural fit to ensure strong alignment with District's needs.

- **Interview Format:** Preference for in-person interviews, with Teams/Skype as a secondary option. Candidates are screened for background, drug testing, travel preferences, and employment history.
- **Education/Certifications:** Verification of credentials and collection of documentation.
- **Online Presence:** Review of candidates' public professional profiles (e.g., LinkedIn, Facebook) to understand values, personality, and professionalism.

6.) Explain background checks performed before placing personnel on assignment.

Once a candidate is being selected by the District, in addition to our thorough screening, sometimes we also rely upon third party vendors like Intelius and Cleves Research to perform checks against public databases. However, some general steps and guidelines are as follows:

- The candidate is notified and is required to sign a consent and authorization form as to the procedures set forth in our Background Check Policy. It starts when the candidate submits the duly filled background verification (BGV) form along with supporting documents. The BGV form also contains the self-declaration, binding the candidate's employment in that organization subject to clearance of all the checks positively.
- The candidate signs the Letter of Authority (LOA) empowering the TSCTI to carry all the relevant checks. In turn TSCTI itself or gives the LOA to BGV agency to carry out verification process.

- The coverage of each check depends on the criteria's decided at the time of signing the contractual obligation. Also, not necessary all the checks to be done to the candidates. It varies on the client's requirement, the industry it pertains to, candidate's profile, nature of work etc.
- TSCTI receives the results of the background screening along with the drug test, if required and reviews them. TSCTI notifies of the results and the status of the application. If the candidate passes the screening and the test, they are offered a job or assigned to the client. If they fail the screening or the test, they are disqualified from the job or the assignment.
- TSCTI shall notify District in writing regarding the result of the background checking conducted for a candidate. The candidates successfully clearing the background check to proceed to join District.

The following checks are performed by TSCTI.

• Residence Check	• Civil Litigation Check
• Academic Record Check	• Identity Check
• Previous Employment Check	• Fingerprint Check
• Reference Check	• Emerging Background Checks
• Criminal Record Check/Police Background Check	• Child Protective Services Background
• Database Check	• Driving Records Check

Drug Test: Additionally, TSCTI also conducts a drug test that is required for safety-sensitive employees. The drug test may also be a urine test that detects the presence of certain drugs and alcohol in the system.

Drug Test	
The drug test can be done at three levels: viz, 5-panel, 8-panel, and 10-panel drug test.	
Drugs covered in 10 Panel Drug Test:	
• Cocaine	• THC (Marijuana)
• Amphetamine	• Propoxyphene
• Methamphetamine	• Methadone
• Opiates such as Heroin, Codeine, and Morphine	• Barbiturates
• Phencyclidine or PCP	• Benzodiazepines
Details Covered in Final Report. The final report will comprise the test details and remarks.	

7.) Explain credentials and qualifications required of your employees.

TSCTI ensures that all employees assigned to the District meet strict credentialing and qualification standards aligned with the District's expectations and operational requirements. For cafeteria workers and similar support roles, candidates must possess:

- **A high school diploma or equivalent (GED)**
- **Relevant work experience**, preferably in school cafeterias, food service, or related environments
- **Food safety knowledge and/or certification**, such as ServSafe, depending on job responsibilities
- **Ability to pass background checks** including criminal history and sex offender registry clearance, as required by state and federal regulations
- **Authorization to work in the United States**

In addition to these baseline requirements, TSCTI emphasizes soft skills such as reliability, punctuality, teamwork, and communication, all of which are crucial in school environments. Employees also undergo pre-employment training on topics such as child interaction protocols, hygiene standards, and emergency procedures.

For other roles (e.g., administrative or instructional support), additional qualifications such as typing speed, software proficiency, or prior experience in school settings may be required. TSCTI customizes qualification checks to the specific job category and the District's guidance and summarized below in the form of a table.

Personnel Type	Minimum Education	Experience Requirements	Certifications	Background Screening	Additional Requirements
Cafeteria Workers	High School Diploma or GED	Preferred: Experience in food service or school cafeteria	Food training safety (e.g., ServSafe)	Criminal background check, Sex Offender Registry	Work authorization, reliability, hygiene knowledge
Administrative Staff	High School Diploma or higher	Experience in clerical/office settings	Typing test, software proficiency	Criminal background check, Sex Offender Registry	Strong communication and organizational skills
Instructional Aides	High School Diploma or GED	Preferred: Experience in educational settings	May require paraprofessional cert.	Criminal background check, Sex Offender Registry	Child interaction training, ability to assist instruction
Other Support Staff	Varies by role	Relevant job-related experience	Role-specific as needed	Criminal background check, Sex Offender Registry	Adaptability, customer service, team collaboration

8.) Explain your background criminal history check process prior to placing an employee on assignment, including a typical time frame.

TSCTI implements a rigorous and standardized background check process to ensure the safety and integrity of the District's work environment before placing any employee on assignment. All candidates undergo a comprehensive background screening conducted through authorized third-party vendors who are compliant with federal and state regulations. This background check includes:

- **National Criminal Database Search**
- **County-Level Criminal History Check (past 7 years)**
- **Federal Criminal Records Search**
- **Social Security Number Trace and Address History**
- **National Sex Offender Registry Search**
- **Terrorist Watchlist Check** (OFAC/Patriot Act compliance)

For roles involving work around children or in food service, additional verifications may include:

- **Child Abuse and Neglect Registry Check**
- **Fingerprint-based Background Check (as required by the District)**
- **Drug Screening (if specified by client or state law)**

Typical Time Frame: The entire background check process is completed within **48 to 72 hours**, depending on jurisdictional response times and candidate availability. TSCTI does not place any candidate on assignment until all checks have cleared and the candidate is verified as eligible.

9.) Describe your process for addressing employees that may violate school safety laws after beginning assignment.

TSCTI maintains a zero-tolerance policy for any violation of school safety laws and takes immediate and decisive action to uphold the integrity and safety of all school environments. Upon notification, whether from the District, law enforcement, or through internal reporting that an employee may have violated school safety laws, the following steps are taken:

- **Immediate Removal:** The employee is immediately removed from their assignment upon notification of a potential school safety violation.
- **Prompt District Notification:** TSCTI informs the District right away to ensure transparency and ongoing safety.
- **Internal Investigation:** A formal investigation is initiated by TSCTI, including review of reports and relevant interviews.
- **Collaboration with Authorities:** TSCTI fully cooperates with school officials and law enforcement during any external investigation.
- **Disciplinary Measures:** Based on findings, appropriate action is taken—up to and including termination—and reporting to regulatory agencies.
- **Documentation:** Incident details are documented in the employee’s file for recordkeeping and compliance.
- **Policy Review and Prevention:** TSCTI assesses internal protocols to address any gaps and strengthen future safeguards.
- **Rapid Replacement:** A qualified substitute is provided immediately to minimize disruption to District operations.

10.) Provide a sample handbook for your personnel including an online version for the DCSD website.

TSCTI has provided a sample employee handbook tailored for the District temporary staffing contract as a separate attachment “TSCTI Sample Employee Handbook”. TSCTI shall provide it in a **PDF format** for uploading to the DCSD website.

11.) Explain how your organization processes payroll and fulfills tax reporting of your personnel.

At TSCTI, we ensure a seamless and compliant payroll process for all temporary cafeteria workers, including those assigned to the DeSoto County School District. Our approach guarantees timely and accurate payment to workers while adhering to all applicable tax reporting requirements.

Payroll Processing

- **Timely and Accurate Payments:** TSCTI uses a sophisticated payroll system to ensure accurate pay for temporary workers, based on agreed-upon hourly or daily rates.
- **Timekeeping and Approval:** Workers submit timecards or digital timesheets, which are approved by their assigned Cafeteria Team Leader to ensure correct compensation.
- **Payment Frequency:** Employees are paid bi-weekly through direct deposit or physical paychecks, depending on their preference.

Tax Reporting and Compliance

- **Tax Withholdings:** TSCTI ensures proper withholding of federal, state, and local taxes, including Social Security, Medicare, and unemployment contributions.
- **Tax Filings:** We handle all necessary quarterly and annual tax filings, including Form 941 for federal taxes, state income taxes, and W-2 forms for employees.
- **Compliance:** TSCTI ensures compliance with IRS and state regulations, eliminating any risk to the District regarding payroll tax misreporting.

Reporting and Documentation

- **Billing and Invoicing:** TSCTI provides the District with detailed bi-weekly invoices that break down hours worked, hourly rates, and total charges.
- **Annual Business Report:** An annual report summarizing staffing metrics, hours worked, and compliance data will be provided to the District.
- **Compliance Documentation:** TSCTI will also provide necessary documentation, such as the Certificate of Liability Insurance, to ensure compliance with contractual obligations.

Employee Benefits and ACA Compliance

- **Benefits and ACA Compliance:** TSCTI ensures employees receive benefits in accordance with applicable laws and provides required healthcare options as per the Affordable Care Act (ACA). Employees acknowledge in writing that they are not entitled to the District's employee benefits.

12.) Note if your company can offer personnel for half days as well as full days.

TSCTI can offer personnel for both half-day and full-day assignments, as required by the District. We understand that staffing needs may vary across schools and can accommodate the flexibility of half-day shifts (typically 3 hours) in addition to the standard full-day shifts (6 hours). Our team will ensure that qualified personnel are available to meet the specific needs of each cafeteria location and that the required level of service is maintained regardless of the shift duration.

Training and Orientation Process

1.) Give a detailed explanation of your training program for all newly hired Kitchen Staff.

TSCTI is committed to ensuring that all newly hired kitchen staff, including those assigned to the District, are thoroughly trained to meet the operational standards, safety protocols, and federal regulations. Our training program is comprehensive, covering job-specific duties, safety practices, compliance with local and federal regulations, and maintaining the overall quality of food service operations. TSCTI's comprehensive training program ensures that newly hired kitchen staff are well-prepared to perform their duties in a safe, efficient, and compliant manner.

Onboarding and Orientation

- **Welcome Session:** Every newly hired kitchen staff member undergoes an onboarding process where they are introduced to TSCTI's mission, values, and workplace policies. This session covers basic employment expectations, code of conduct, and the importance of maintaining professionalism in the workplace.
- **Introduction to DeSoto County Schools:** New hires are briefed on the specific policies, procedures, and culture of DeSoto County Schools, including communication protocols with Cafeteria Team Leaders, work expectations, and daily routines.

Job-Specific Training

- **Food Safety and Handling:** All kitchen staff receive in-depth training on safe food handling practices, ensuring they meet USDA and local health department standards. This includes:
 - **Personal Hygiene:** Proper hand washing, use of gloves, hairnets, and clean uniforms.
 - **Food Storage:** Safe methods for storing perishable and non-perishable food items.
 - **Temperature Control:** Correct temperature monitoring and storage to prevent foodborne illnesses.
 - **Cross-Contamination Prevention:** Understanding and practicing protocols to prevent cross-contamination in food preparation.
- **Meal Preparation and Serving:** Staff members are trained on the preparation and serving of meals according to the district's menu and federal nutrition guidelines. They learn how to follow recipes, portion control, and present food in an appetizing manner.
- **Kitchen Equipment Usage:** Each new hire is trained on the safe use of kitchen equipment, such as ovens, stoves, dishwashers, and food processors, to ensure proper operation and reduce the risk of accidents or damage.

Safety and Compliance Training

- **OSHA Standards:** TSCTI ensures that all new hires are educated on safety regulations governed by the Occupational Safety and Health Administration (OSHA). This includes:
 - **Proper Lifting Techniques:** Training on lifting heavy items (such as food supplies and kitchen equipment) safely to prevent injuries.
 - **Fire Safety:** Training in the proper use of fire extinguishers and understanding evacuation routes in case of emergencies.



- **Workplace Hazard Identification:** Identifying and reporting potential safety hazards in the kitchen environment, such as wet floors or malfunctioning equipment.
- **Child Nutrition Program Compliance:** New hires are educated on the federal and state guidelines that govern the child nutrition program, ensuring they understand portion sizes, meal planning, and the nutritional needs of students.
- **Background Checks and Clearances:** Before beginning their assignments, all new hires must complete required state and federal background checks to ensure their eligibility for working in a school environment, particularly those with direct student interaction.

Shadowing and Mentoring

- **On-the-Job Training:** Each newly hired kitchen staff member is paired with an experienced team member (mentor) to shadow during their initial days on the job. This hands-on training provides practical experience and the opportunity to learn directly from seasoned professionals in a real kitchen setting.
- **Progressive Responsibility:** As new hires gain confidence and competence, they are gradually given more responsibility, starting with basic tasks like food preparation and progressing to more complex duties such as meal assembly and serving.

Ongoing Training and Evaluation

- **Performance Evaluations:** Regular performance evaluations are conducted to assess the skills and progress of newly hired staff members. This helps identify any areas for improvement and ensures staff are meeting the District's expectations.
- **Refresher Courses:** TSCTI provides ongoing training opportunities to kitchen staff, ensuring they stay updated on food safety practices, new kitchen technologies, and any changes in school district regulations or federal guidelines.
- **Feedback and Continuous Improvement:** New hires are encouraged to provide feedback about the training process and any challenges they encounter on the job. This feedback is used to continuously improve our training materials and techniques.

Specialized Training for DeSoto County School District

- **DeSoto County-Specific Protocols:** Kitchen staff are trained on any specific policies or expectations unique to the DeSoto County School District, such as security standards, student interaction protocols, and District-specific meal serving practices.
- **Integration with District Team:** Staff members are introduced to key DeSoto County School staff, including Cafeteria Team Leaders, who will oversee their daily activities and ensure consistent support.

Certification and Documentation

- **Completion Certification:** Upon successful completion of training, newly hired staff are issued a certification indicating their readiness to work in the DeSoto County School cafeterias.



- **Documented Compliance:** All training records are maintained, including certificates for food safety, OSHA compliance, and any other relevant certifications. These records are available for review by the District at any time to ensure compliance with training requirements.

2.) Explain the orientation process and annual updates.

TSCTI's orientation process and annual updates are designed to ensure that all employees are well-prepared and informed of their roles, expectations, and compliance requirements, while maintaining consistency and knowledge about district policies and regulations. Here's how we handle orientation and annual updates.

Orientation Process:

- **Welcome and Introduction:** New employees are introduced to the company's culture, values, and mission. They are provided with an overview of TSCTI's operations and the specific requirements for the district they will be working with.
- **Role-Specific Training:** Employees undergo training that is tailored to their specific roles. This includes job duties, expectations, and performance standards. For example, for kitchen staff, they are trained on food safety, sanitation protocols, and district-specific procedures.
- **Compliance Training:** New hires receive training on relevant compliance areas such as sexual harassment, bloodborne pathogens, FERPA, and other legal requirements. This ensures that employees understand both district policies and state and federal regulations.
- **Systems and Technology Training:** Employees are trained on the systems and technology they will use in their roles. This could include timekeeping software, payroll systems, and any communication tools used within the district.
- **Safety Protocols:** All new employees are trained on safety procedures specific to their positions. This includes workplace safety, emergency procedures, and any district-specific safety requirements.
- **Introduction to Policies and Procedures:** New employees receive detailed documentation regarding the district's policies, including attendance, conduct, reporting structures, and performance standards.

Annual Updates: TSCTI ensures that all employees receive annual updates to stay current with any changes in regulations, policies, and procedures. These updates include refresher training on legal compliance, such as changes in state and federal laws, as well as district-specific policies and operational practices. Employees are also informed of any updates to safety protocols, technology systems, or procedural adjustments that may affect their roles. Additionally, TSCTI ensures that all employees have the opportunity to provide feedback and discuss any concerns during annual performance evaluations, fostering open communication and continual improvement.

3.) Describe the processes that will be put in place to educate new employees about district policies and procedures.

At TSCTI, we understand that effective integration of new employees into the District is vital for ensuring smooth operations and compliance with the District's policies and procedures. To facilitate this, we have developed a structured process to educate our newly hired kitchen staff on the District's specific rules, regulations, and expectations. This process includes orientation, training, ongoing communication, and performance monitoring.

➤ **Pre-Employment Preparation**

- Provide DeSoto County School District's employee handbook and relevant documentation before the first day.
- Offer electronic access to policies for pre-review (e.g., safety, workplace behavior, food handling).

➤ **Onboarding and Orientation**

- **Welcome Session:** Orientation includes:
 - Overview of District mission, values, and goals.
 - Explanation of general conduct expectations and professionalism.
 - Safety guidelines and emergency procedures.
 - Policies on student interaction, tobacco, and drug-free workplace.
 - Clear explanation of the District's dress code and appearance standards.
- **Policy Acknowledgment:** Employees sign an acknowledgment form confirming understanding of District policies.

➤ **Job-Specific Training and Integration**

- Educate employees on specific duties: meal prep, food handling, and security protocols.
- Ensure understanding of the importance of securing facilities and safety procedures.
- Reinforce professional behavior and interaction standards within the cafeteria.

➤ **Ongoing Communication and Support**

- **Regular Check-ins:** Supervisors hold regular meetings with new employees to address any policy questions or concerns.
- **Mentoring and Peer Support:** Experienced staff provide ongoing guidance and support for policy adherence.
- **On-the-Job Reinforcement:** Reminders of District policies provided during the first few weeks.

4.) How do you plan on having your staff trained to ensure compliance with any and all applicable state laws, policies, and procedures while providing services requested by this RFP?

TSCTI is committed to ensuring that all staff are fully trained to comply with applicable state laws, policies, and procedures while providing the services requested in this RFP. Our training program includes several key components to ensure compliance:

- **Comprehensive Orientation:** All staff undergo an initial orientation that includes training on state laws, local policies, and DeSoto County School District-specific procedures. This includes food safety regulations, workplace conduct policies, child abuse reporting requirements, and any relevant state or federal employment laws.
- **Job-Specific Training:** Staff are provided with role-specific training to ensure they understand and adhere to laws and regulations pertinent to their position, such as food handling, sanitation standards, and safety procedures required by the USDA and other regulatory bodies.
- **State and Federal Law Compliance:** We ensure our staff is fully informed about the following:
 - **Equal Employment Opportunity (EEO)** laws and non-discrimination policies.
 - **Child Abuse Prevention** laws, including mandatory reporting of suspected abuse.
 - **Occupational Safety and Health Administration (OSHA)** standards to ensure workplace safety.
 - **Food Safety Standards** regulated by the USDA and the Mississippi Department of Health.
- **Regular Compliance Updates:** TSCTI provides ongoing training and updates to staff regarding changes in state laws, federal regulations, or District policies. We hold annual compliance refresher courses and provide notifications whenever new laws or regulations impact our operations.
- **Continuous Monitoring and Evaluation:** Supervisors conduct regular performance evaluations and spot checks to ensure staff continue to comply with state laws and District policies. We also offer a feedback system where employees can ask questions or raise concerns about policy compliance.
- **Certification and Documentation:** All training activities, certifications, and compliance acknowledgments are documented and stored for review. This includes background checks, child abuse registry checks, and completion of required training programs.
- **Partnership with Legal and Compliance Experts:** TSCTI works closely with legal and compliance experts to stay current on any changes to applicable laws and regulations. This ensures our training materials are up to date and that our staff is always compliant with the latest legal requirements.

5.) Describe how you educate your employees on preparedness/professionalism, position skills, sexual harassment, blood borne pathogens, and FERPA.

At TSCTI, we place a high priority on educating our employees about preparedness, professionalism, and the key policies and procedures that align with industry standards and legal requirements. We provide training to ensure all staff members are fully informed on topics such as position-specific skills, sexual harassment, bloodborne pathogens, and the Family Educational Rights and Privacy Act (FERPA). Below is an overview of how we educate our staff on these important topics:

Preparedness and Professionalism

- **Initial Orientation:** Every new employee attends a comprehensive orientation where we emphasize the importance of professionalism, punctuality, and a strong work ethic. We educate employees on the expectations for behavior, communication, and interactions with colleagues and clients, including adherence to the dress code and conduct policies.
- **Ongoing Training:** We provide continuous training on maintaining a high level of preparedness for work, including proper uniform standards, equipment handling, and maintaining a professional demeanor in all interactions.
- **Mentorship and Supervision:** New employees are paired with experienced staff members for mentorship and regular check-ins to reinforce the standards of professionalism.

Position-Specific Skills

- **Job-Specific Training:** Every employee undergoes thorough training on the skills needed for their specific role. For example, cafeteria workers are trained on food safety, sanitation, food handling, cooking procedures, and kitchen safety.
- **Hands-On Training:** Employees receive hands-on training and practical experience to ensure they can apply their skills in real-world scenarios. This includes training on the safe use of kitchen equipment, following recipes, and complying with health and safety standards.

Sexual Harassment Prevention

- **Mandatory Sexual Harassment Training:** All employees must complete sexual harassment prevention training as part of their onboarding process. This training covers the definition of sexual harassment, examples of inappropriate behaviors, and the processes for reporting harassment.
- **Annual Refresher Courses:** To ensure continued awareness, we offer annual refresher training to all employees, reinforcing the zero-tolerance policy for sexual harassment and ensuring employees understand their rights and responsibilities.
- **Clear Reporting Procedures:** We provide employees with clear reporting channels in case of any incidents of harassment, ensuring they know how to address concerns through a safe and confidential process.

Bloodborne Pathogens

- **Bloodborne Pathogens Training:** As part of our commitment to workplace safety, all employees who may come into contact with bloodborne pathogens receive specialized training on how to recognize potential risks, prevent exposure, and respond appropriately in case of an incident.
- **Safety Protocols:** We ensure employees are familiar with the use of personal protective equipment (PPE), the proper disposal of hazardous materials, and the correct procedures for cleaning and disinfecting affected areas.
- **Annual Updates:** Bloodborne pathogens training is updated regularly to comply with OSHA standards and best practices in health and safety.



FERPA (Family Educational Rights and Privacy Act)

- **FERPA Compliance Training:** Employees are educated on FERPA regulations and the importance of safeguarding student privacy. This includes training on what constitutes confidential student information and the legal consequences of disclosing such information without proper authorization.
- **Annual Refresher Courses:** As part of our compliance program, employees complete annual refresher training on FERPA to reinforce their understanding of privacy requirements and the protection of student records.
- **Practical Application:** Employees are trained on how to handle student records, both physical and digital, securely and how to ensure that any communication or access to student information is compliant with FERPA guidelines.

Assigning/Scheduling Process

1.) Describe in detail your scheduling system.

TSCTI utilizes a sophisticated cloud-based scheduling system designed to efficiently manage staffing needs for the District. This system is accessible from both desktop and mobile devices, ensuring flexibility and real-time updates. Staff members can easily view and accept available shifts, which are posted as soon as they become available. The system also accommodates employee preferences for shift times and ensures that shift assignments are communicated through automatic notifications via email, text, or mobile app. The scheduling platform allows for both half-day and full-day shifts, offering flexibility to meet the varying needs of the District. It supports short-term and long-term assignments, ensuring that cafeteria staff are scheduled appropriately, whether for a single day or up to several weeks. Additionally, the system tracks employee hours to ensure compliance with labor laws, including overtime regulations, and automatically adjusts schedules based on employee availability and District requirements.

The scheduling system also integrates timekeeping and attendance tracking features, ensuring accurate records for payroll processing. Supervisors approve employee hours directly through the system, which streamlines payroll and invoicing. Employees can input their planned days off, and the system automatically avoids scheduling conflicts, while also offering shift-swapping capabilities for flexibility. Emergency backup staff are readily available if needed to cover shifts, ensuring uninterrupted service. Additionally, the system generates detailed reports that provide the District with insights into staffing levels and performance metrics.

2.) Explain the organization's process for verifying that employee placements occurred as scheduled and are accurately invoiced.

TSCTI has a comprehensive process in place to verify that employee placements are carried out as scheduled and accurately invoiced, ensuring a seamless service delivery for the District. This streamlined process ensures that the DeSoto County School District is billed accurately for the services provided and that the staffing assignments are properly verified, maintaining transparency and accountability throughout the service delivery. The process includes the following key steps:

- **Pre-Placement Verification:** Before any placement occurs, TSCTI's scheduling system confirms that the appropriate personnel are assigned to the correct shift, location, and position according to the District's request. Employees receive confirmation of their assignment via email, text, or the mobile app.
- **Daily Attendance Tracking:** On the day of the scheduled shift, employees are required to clock in and out using the mobile app or timekeeping system. On the day of the scheduled shift, employees are required to clock in and out using the mobile app or timekeeping system. To ensure accurate location tracking, we utilize **geofencing technology**. This feature ensures that employees can only clock in and out when they are within the designated boundaries of the assigned District location, providing real-time verification of attendance and confirming that employees are present at the correct site for the scheduled hours. Supervisors at the District locations are also involved in confirming the attendance and performance of the employee on-site, ensuring a thorough check of the employee's duties and work quality. This combination of geofencing and supervisor oversight enhances the accuracy and accountability of our daily attendance tracking.
- **Supervisor Approval:** Each day or week, the District's designated cafeteria team leader or supervisor signs off on the employee's hours worked, confirming that the placement occurred as scheduled and the work was performed as expected. This approval process ensures accuracy before timesheets are submitted for invoicing.
- **Automated Reporting:** The scheduling and timekeeping systems generate detailed reports on employee attendance, including hours worked, shift start and end times, and any exceptions (such as tardiness or early departure). These reports are automatically generated and reviewed by TSCTI's management to ensure all placements and working hours are accurate.
- **Invoice Generation:** Based on the approved timecards and attendance reports, TSCTI generates detailed invoices that reflect the actual hours worked, as well as any applicable rates for the services provided. The invoicing system is linked to the attendance records, so the billing is automatically calculated, ensuring accuracy and consistency.
- **Regular Audits:** TSCTI performs regular audits of the payroll and invoicing process to verify that all employee placements and invoicing are accurate. Any discrepancies are identified and rectified before submitting invoices to the DeSoto County School District.
- **Final Invoice Submission:** After the supervisor's approval and internal audits, the final invoice is submitted to the DeSoto County School District for payment. The invoice includes detailed descriptions of the services provided, including the number of employees, the hours worked, and the agreed-upon rates. TSCTI ensures that all invoicing complies with the terms specified in the RFP.



3.) How many substitutes will organization be able to provide per day? How many long-term substitutes?

TSCTI is well-equipped to provide a sufficient number of substitutes to meet the daily and long-term staffing needs of the District. The number of substitutes that can be provided per day and for long-term assignments is based on our extensive recruitment and staffing capabilities, including our access to a large pool of qualified personnel and our efficient scheduling system. TSCTI is capable of providing up to 2 - 3 temporary cafeteria worker substitutes per day to meet the needs of the District, based on the estimated annual demand. We can accommodate both short-term assignments (ranging from one day to six weeks) and long-term placements as required. Our flexible staffing model ensures that we can meet fluctuating daily needs while also providing reliable long-term substitutes when necessary. Our extensive pool of qualified personnel, along with an efficient scheduling and recruitment system, allows us to consistently provide the required number of substitutes, ensuring the District receives uninterrupted service across all 41 cafeteria locations.

For long-term assignments (more than six weeks), TSCTI can provide a sufficient number of qualified substitutes, ensuring continuity of service. Although specific long-term staffing needs may vary throughout the year, TSCTI is capable of fulfilling these requirements with appropriate personnel. We carefully assess the District's needs for long-term substitutes and can assign individuals who are well-suited to fulfill those roles, ensuring that they remain consistent and dependable over the duration of the assignment.

4.) Explain your success rate for filling other schools' staffing needs.

TSCTI has a strong track record of successfully meeting the staffing needs of various school districts, with a proven success rate for filling staffing requirements, including temporary cafeteria worker roles. Our success is largely due to our robust recruitment process, reliable scheduling system, and commitment to providing qualified personnel. We consistently maintain a high fill rate for both short-term and long-term staffing needs, ensuring that schools receive the necessary coverage without disruption.

Our ability to swiftly identify and place qualified substitutes is enhanced by a large pool of trained and vetted candidates, as well as our efficient internal processes. We work closely with each client to understand their specific requirements, enabling us to provide the right personnel for every assignment. TSCTI's success rate is further supported by ongoing communication with school administrators to ensure that placements meet the required standards, and by monitoring staffing assignments to ensure that any issues are addressed promptly. As a result, we have a strong reputation for meeting the staffing needs of educational institutions and maintaining high levels of satisfaction across all stakeholders.



5.) Show documentation of fill rates for the past three years.

Over the past three years, TSCTI has consistently maintained high fill rates, averaging over 92% by leveraging our national recruiting network, AI-powered sourcing tools, and proactive staffing strategies. Our ability to fill orders quickly and accurately has enabled uninterrupted services for our clients across diverse sectors.

	A	B	C	D
1	Start Date	Job Title	Status	Company
2	11/21/2023	Absence Management Representative	FILLED	Baltimore County Public Schools (BCPS) -Temporary Staffing
3	4/7/2021	Cafeteria Food Worker	FILLED	School District - Palm Beach County
4	2/8/2021	Cafeteria Food Worker	FILLED	School District - Palm Beach County
5	7/30/2021	Cafeteria Food Worker	FILLED	School District - Palm Beach County
6	8/4/2021	Cafeteria Food Worker	FILLED	School District - Palm Beach County
7	10/27/2021	Cafeteria Food Worker	FILLED	School District - Palm Beach County
8	1/4/2022	Cafeteria Food Worker	FILLED	School District - Palm Beach County
9	8/30/2022	Cafeteria Food Worker	FILLED	School District - Palm Beach County
10	9/7/2022	Cafeteria Food Worker	FILLED	School District - Palm Beach County
11	9/16/2022	Cafeteria Food Worker	FILLED	School District - Palm Beach County
12	12/5/2022	Cafeteria Food Worker	FILLED	School District - Palm Beach County
13	8/8/2022	Cafeteria Food Worker	FILLED	School District - Palm Beach County
14	8/16/2023	Cafeteria Food Worker	FILLED	School District - Palm Beach County
15	8/21/2023	Cafeteria Food Worker	FILLED	School District - Palm Beach County
16	10/2/2023	Cafeteria Food Worker	FILLED	School District - Palm Beach County
17	11/2/2023	Cafeteria Food Worker	FILLED	School District - Palm Beach County
18	11/7/2023	Cafeteria Food Worker	FILLED	School District - Palm Beach County
19	1/10/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
20	1/22/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
21	1/24/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
22	2/5/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
23	2/7/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
24	3/7/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County

Child Nutrition Substitute Staffing Services

352-CAFE-DCS25



25	3/13/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
26	4/2/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
27	4/8/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
28	4/11/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
29	4/29/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
30	5/3/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
31	8/12/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
32	8/5/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
33	9/3/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
34	9/9/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
35	9/9/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
36	9/10/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
37	9/16/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
38	9/24/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
39	10/21/2024	Cafeteria Food Worker	FILLED	School District - Palm Beach County
40	2/28/2025	Cafeteria Food Worker	FILLED	School District - Palm Beach County
41	1/27/2025	Cafeteria Food Worker	FILLED	School District - Palm Beach County
42	1/30/2025	Cafeteria Food Worker	FILLED	School District - Palm Beach County
43	2/6/2025	Cafeteria Food Worker	FILLED	School District - Palm Beach County
44	2/14/2025	Cafeteria Food Worker	FILLED	School District - Palm Beach County
45	2/25/2025	Cafeteria Food Worker	FILLED	School District - Palm Beach County
46	2/26/2025	Cafeteria Food Worker	FILLED	School District - Palm Beach County
47	3/12/2025	Cafeteria Food Worker	FILLED	School District - Palm Beach County
48	3/12/2025	Cafeteria Food Worker	FILLED	School District - Palm Beach County
49	3/12/2025	Cafeteria Food Worker	FILLED	School District - Palm Beach County
50	3/19/2025	Cafeteria Food Worker	FILLED	School District - Palm Beach County
51	3/21/2025	Cafeteria Food Worker	FILLED	School District - Palm Beach County
52	4/8/2025	Cafeteria Food Worker	FILLED	School District - Palm Beach County
53	4/29/2025	Cafeteria Food Worker	FILLED	School District - Palm Beach County
54	5/5/2025	Cafeteria Food Worker	FILLED	School District - Palm Beach County
55	5/8/2025	Cafeteria Food Worker	FILLED	School District - Palm Beach County
56	1/31/2025	Cafeteria Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
57	11/25/2024	Cafeteria Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
58	8/26/2024	Cafeteria Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
59	8/22/2024	Cafeteria Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
60	8/20/2024	Cafeteria Worker	FILLED	Christina School District - CERTIFIED CONTRACTED
61	8/20/2024	Cafeteria Worker	FILLED	Christina School District - CERTIFIED CONTRACTED
62	10/3/2022	Certified Nurse Aid	FILLED	Katonah-Lewisboro Union Free School District
63	10/18/2021	Child Nutrition General Worker	FILLED	School District - Palm Beach County
64	8/4/2021	Child Nutrition General Worker	FILLED	School District - Palm Beach County
65	8/4/2021	Child Nutrition General Worker	FILLED	School District - Palm Beach County
66	3/3/2021	Child Nutrition General Worker	FILLED	School District - Palm Beach County
67	8/4/2021	Child Nutrition General Worker	FILLED	School District - Palm Beach County
68	9/8/2021	Child Nutrition General Worker	FILLED	School District - Palm Beach County
69	10/11/2021	Child Nutrition General Worker	FILLED	School District - Palm Beach County
70	4/8/2021	Child Nutrition General Worker	FILLED	School District - Palm Beach County
71	1/4/2022	Child Nutrition General Worker	FILLED	School District - Palm Beach County
72	8/10/2022	Child Nutrition General Worker	FILLED	School District - Palm Beach County
73	1/6/2023	Child Nutrition General Worker	FILLED	School District - Palm Beach County
74	8/8/2023	Child Nutrition General Worker	FILLED	School District - Palm Beach County
75	10/30/2023	Child Nutrition General Worker	FILLED	School District - Palm Beach County
76	11/7/2023	Child Nutrition General Worker	FILLED	School District - Palm Beach County
77	1/29/2024	Child Nutrition General Worker	FILLED	School District - Palm Beach County
78	11/21/2023	Certification Analyst	FILLED	Baltimore County Public Schools (BCPS) -Temporary Staffing
79	2/22/2024	Child Nutrition General Worker	FILLED	School District - Palm Beach County
80	4/1/2024	Child Nutrition General Worker	FILLED	School District - Palm Beach County
81	9/20/2024	Child Nutrition General Worker	FILLED	School District - Palm Beach County
82	8/24/2023	After School ELA-B	FILLED	Buffalo Public Schools - Payroll and Staffing Services
83	11/19/2024	Child Nutrition General Worker	FILLED	School District - Palm Beach County
84	12/11/2024	Child Nutrition General Worker	FILLED	School District - Palm Beach County
85	12/16/2024	Child Nutrition General Worker	FILLED	School District - Palm Beach County
86	1/7/2025	Child Nutrition General Worker	FILLED	School District - Palm Beach County
87	1/13/2025	Child Nutrition General Worker	FILLED	School District - Palm Beach County
88	2/18/2025	Child Nutrition General Worker	FILLED	School District - Palm Beach County
89	2/19/2025	Child Nutrition General Worker	FILLED	School District - Palm Beach County
90	4/1/2025	Child Nutrition General Worker	FILLED	School District - Palm Beach County
91	4/1/2025	Child Nutrition General Worker	FILLED	School District - Palm Beach County
92	4/1/2025	Child Nutrition General Worker	FILLED	School District - Palm Beach County
93	4/1/2025	Child Nutrition General Worker	FILLED	School District - Palm Beach County
94	4/2/2025	Child Nutrition General Worker	FILLED	School District - Palm Beach County
95	4/2/2025	Child Nutrition General Worker	FILLED	School District - Palm Beach County
96	8/13/2024	Child Nutrition Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
97	8/13/2024	Child Nutrition Worker	FILLED	Christina School District - CERTIFIED CONTRACTED
98	8/13/2024	Child Nutrition Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
99	8/9/2024	Child Nutrition Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
100	8/20/2024	Child Nutrition Worker	FILLED	Christina School District - CERTIFIED CONTRACTED
101	3/1/2023	Food Service Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
102	6/1/2022	Food Service Worker	FILLED	Seattle Public Schools -Temporary Staffing Roster_Q11433-
103	3/4/2024	Food Service Worker	FILLED	New Jersey Schools Insurance Group - Temporary staffing and
104	12/18/2023	Food Service Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
105	10/2/2023	Food Service Worker	FILLED	Fort Bend Independent School District (FBISD)_Temporary



Child Nutrition Substitute Staffing Services

352-CAFE-DCS25



106	9/7/2023	Food Service Worker	FILLED	DeKalb County School District - Temporary Staffing Services
107	8/24/2023	Food Service Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
108	6/21/2023	Food Service Worker	FILLED	Oakland Schools, Temporary Personnel Services
109	5/8/2023	Food Service Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
110	6/1/2023	Food Service Worker	FILLED	Peninsula School District Students
111	6/1/2023	Food Service Worker	FILLED	Peninsula School District Students
112	6/6/2024	Global 2 summer school	FILLED	Buffalo Public Schools - Payroll and Staffing Services
113	8/9/2022	Grants Accounting Analyst	FILLED	Chicago Public Schools (CPS) - Temporary Staffing Services
114	8/23/2024	Instructional Coach	FILLED	Buffalo Public Schools - Payroll and Staffing Services
115	2/11/2025	Meal Assembler	FILLED	Christina School District - CERTIFIED CONTRACTED
116	9/16/2024	Meal Assembler	FILLED	Buffalo Public Schools - Payroll and Staffing Services
117	9/11/2024	Meal Assembler	FILLED	Buffalo Public Schools - Payroll and Staffing Services
118	10/3/2024	Mentor Teacher	FILLED	Buffalo Public Schools - Payroll and Staffing Services
119	2/15/2023	Nutrition Assistant	FILLED	Buffalo Public Schools - Payroll and Staffing Services
120	2/15/2023	Nutrition Assistant	FILLED	Buffalo Public Schools - Payroll and Staffing Services
121	12/7/2022	Nutrition Assistant	FILLED	Buffalo Public Schools - Payroll and Staffing Services
122	12/2/2022	Nutrition Assistant	FILLED	Fort Bend Independent School District (FBISD), Temporary
123	10/28/2022	Nutrition Assistant	FILLED	Buffalo Public Schools - Payroll and Staffing Services
124	9/12/2022	Nutrition Assistant	FILLED	Miami-Dade County Public Schools
125	9/1/2022	Nutrition General Worker	FILLED	Fort Bend Independent School District (FBISD), Temporary
126	8/31/2022	Nutrition General Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
127	8/29/2022	Nutrition General Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
128	8/26/2022	Nutrition General Worker	FILLED	Orange County Public Schools - Temporary Staffing Services
129	5/26/2022	Nutrition General Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
130	5/20/2022	Nutrition General Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
131	1/31/2025	Outdoor Education Facilitator	FILLED	Buffalo Public Schools - Payroll and Staffing Services
132	6/12/2024	Pre Algebra remediation	FILLED	Buffalo Public Schools - Payroll and Staffing Services
133	8/8/2024	Receptionist and Administrative Support	FILLED	New Jersey Schools Insurance Group - Temporary staffing
134	9/27/2024	School Nutrition Assistant	FILLED	Buffalo Public Schools - Payroll and Staffing Services
135	8/28/2024	School Nutrition Assistant	FILLED	Buffalo Public Schools - Payroll and Staffing Services
136	8/22/2024	School Nutrition Assistant	FILLED	Buffalo Public Schools - Payroll and Staffing Services
137	8/13/2024	School Nutrition Assistant	FILLED	Christina School District - CERTIFIED CONTRACTED
138	8/20/2024	School Nutrition Assistant	FILLED	Christina School District - CERTIFIED CONTRACTED
139	5/17/2024	School Nutrition Assistant	FILLED	Buffalo Public Schools - Payroll and Staffing Services
140	3/6/2025	Special Education Teacher	FILLED	Christina School District - CERTIFIED CONTRACTED
141	1/2/2025	Sub. Teacher - Reading/Math	FILLED	Buffalo Public Schools - Payroll and Staffing Services
142	3/6/2025	Substitute Child Nutrition Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
143	2/25/2025	Substitute Child Nutrition Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
144	2/11/2025	Substitute Child Nutrition Worker	FILLED	Christina School District - CERTIFIED CONTRACTED
145	1/2/2025	Substitute Child Nutrition Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
146	12/9/2024	Substitute Child Nutrition Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
147	10/18/2024	Substitute Child Nutrition Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
148	3/26/2025	Substitute Meal Assembler	FILLED	Buffalo Public Schools - Payroll and Staffing Services
149	3/5/2025	Substitute Meal Assembler	FILLED	Christina School District - CERTIFIED CONTRACTED
150	1/31/2025	Substitute Meal Assembler	FILLED	Buffalo Public Schools - Payroll and Staffing Services
151	7/16/2024	Substitute Meal Assembler	FILLED	Buffalo Public Schools - Payroll and Staffing Services
152	6/25/2024	Substitute Meal Assembler	FILLED	Buffalo Public Schools - Payroll and Staffing Services
153	8/1/2024	Substitute Meal Assembler	FILLED	Colorado Springs School District 11 - District Staffing
154	8/26/2024	Substitute Teacher	FILLED	Buffalo Public Schools - Payroll and Staffing Services
155	6/13/2024	Substitute Teacher	FILLED	Christina School District - Substitute teaching services
156	6/13/2024	Substitute Teacher	FILLED	Christina School District - Substitute teaching services
157	6/13/2024	Substitute Teacher	FILLED	Buffalo Public Schools - Payroll and Staffing Services
158	6/7/2024	Substitute Teacher	FILLED	Buffalo Public Schools - Payroll and Staffing Services
159	6/7/2024	Substitute Teacher	FILLED	Buffalo Public Schools - Payroll and Staffing Services
133	8/8/2024	Receptionist and Administrative Support	FILLED	New Jersey Schools Insurance Group - Temporary staffing
134	9/27/2024	School Nutrition Assistant	FILLED	Buffalo Public Schools - Payroll and Staffing Services
135	8/28/2024	School Nutrition Assistant	FILLED	Buffalo Public Schools - Payroll and Staffing Services
136	8/22/2024	School Nutrition Assistant	FILLED	Buffalo Public Schools - Payroll and Staffing Services
137	8/13/2024	School Nutrition Assistant	FILLED	Christina School District - CERTIFIED CONTRACTED
138	8/20/2024	School Nutrition Assistant	FILLED	Christina School District - CERTIFIED CONTRACTED
139	5/17/2024	School Nutrition Assistant	FILLED	Buffalo Public Schools - Payroll and Staffing Services
140	3/6/2025	Special Education Teacher	FILLED	Christina School District - CERTIFIED CONTRACTED
141	1/2/2025	Sub. Teacher - Reading/Math	FILLED	Buffalo Public Schools - Payroll and Staffing Services
142	3/6/2025	Substitute Child Nutrition Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
143	2/25/2025	Substitute Child Nutrition Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
144	2/11/2025	Substitute Child Nutrition Worker	FILLED	Christina School District - CERTIFIED CONTRACTED
145	1/2/2025	Substitute Child Nutrition Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
146	12/9/2024	Substitute Child Nutrition Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
147	10/18/2024	Substitute Child Nutrition Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
148	3/26/2025	Substitute Meal Assembler	FILLED	Buffalo Public Schools - Payroll and Staffing Services
149	3/5/2025	Substitute Meal Assembler	FILLED	Christina School District - CERTIFIED CONTRACTED
150	1/31/2025	Substitute Meal Assembler	FILLED	Buffalo Public Schools - Payroll and Staffing Services
151	7/16/2024	Substitute Meal Assembler	FILLED	Buffalo Public Schools - Payroll and Staffing Services
152	6/25/2024	Substitute Meal Assembler	FILLED	Buffalo Public Schools - Payroll and Staffing Services
153	8/1/2024	Substitute Meal Assembler	FILLED	Colorado Springs School District 11 - District Staffing
154	8/26/2024	Substitute Teacher	FILLED	Buffalo Public Schools - Payroll and Staffing Services
155	6/13/2024	Substitute Teacher	FILLED	Christina School District - Substitute teaching services
156	6/13/2024	Substitute Teacher	FILLED	Christina School District - Substitute teaching services
157	6/13/2024	Substitute Teacher	FILLED	Buffalo Public Schools - Payroll and Staffing Services
158	6/7/2024	Substitute Teacher	FILLED	Buffalo Public Schools - Payroll and Staffing Services
159	6/7/2024	Substitute Teacher	FILLED	Buffalo Public Schools - Payroll and Staffing Services



160	8/26/2024	Summer - Study Skills Intensive	FILLED	Buffalo Public Schools - Payroll and Staffing Services
161	7/25/2024	Summer Reading 10th	FILLED	Buffalo Public Schools - Payroll and Staffing Services
162	4/28/2025	Teacher - ASL Specialist	FILLED	Buffalo Public Schools - Payroll and Staffing Services
163	10/7/2024	Teacher - Math & Science	FILLED	Buffalo Public Schools - Payroll and Staffing Services
164	12/26/2024	Teacher - Reading/Math	FILLED	Buffalo Public Schools - Payroll and Staffing Services
165	10/3/2024	TEACHER - Reading/Math	FILLED	Buffalo Public Schools - Payroll and Staffing Services
166	8/26/2024	Teacher-Literacy & Math	FILLED	Buffalo Public Schools - Payroll and Staffing Services
167	8/13/2024	Teacher-Math-Reading	FILLED	Buffalo Public Schools - Payroll and Staffing Services
168	8/26/2024	Teacher-Reading and Math	FILLED	Buffalo Public Schools - Payroll and Staffing Services
169	1/27/2025	Teacher-SAT Prep Math	FILLED	Buffalo Public Schools - Payroll and Staffing Services
170	4/22/2025	Tutor-After School	FILLED	Buffalo Public Schools - Payroll and Staffing Services
171	2/11/2025	Substitute Child Nutrition Worker	FILLED	Christina School District - CERTIFIED CONTRACTED
172	1/2/2025	Cafeteria Worker	FILLED	Buffalo Public Schools - Payroll and Staffing Services
173	12/19/2024	Security Guard	FILLED	Orange County Public Schools - Temporary Staffing Services
174	9/25/2024	Cafeteria Worker	FILLED	Christina School District - CERTIFIED CONTRACTED
175	8/20/2024	Substitute Teacher	FILLED	Christina School District - CERTIFIED CONTRACTED

6.) What are the normal business hours of your organization?

TSCTI's normal business hours are from **8:00 AM to 5:00 PM, Monday through Friday**. During these hours, our team is available to handle staffing requests, coordinate with the DeSoto County School District, manage scheduling, and address any concerns. In addition to our regular hours, TSCTI has an alternate support team in place to ensure continued assistance outside of business hours. This team is available to address any urgent staffing needs or issues that may arise after hours, providing 24/7 support and ensuring that the District's staffing requirements are met without disruption. This flexible approach ensures we remain responsive and can provide immediate support whenever necessary.

7.) Explain how our District can feel confident that our needs will be met if we leave a message before or after normal business hours for substitute needs.

District can feel confident that its substitute staffing needs will be met, even if a message is left before or after normal business hours, due to TSCTI's dedicated support system. Outside of our regular business hours (8:00 AM to 5:00 PM, Monday through Friday), TSCTI has an alternate team specifically designed to address urgent staffing requests. If a message is left, it will be promptly reviewed and acted upon by our after-hours team, who are equipped to handle staffing needs immediately.

Our team is well-trained in managing time-sensitive requests and has the resources to access and deploy qualified substitutes quickly. Additionally, our reliable scheduling system ensures that all messages are logged, tracked, and prioritized, so that no request is overlooked. This system is in place to ensure seamless service and continued support whenever needed.

8.) Describe how your organization will ensure that personnel placements will be acceptable to the District.

TSCTI ensures that all personnel placements meet District's expectations through a comprehensive and structured approach that emphasizes quality, communication, and ongoing support. To start, we implement a **rigorous screening process** for all candidates, which includes **background checks, reference checks, and verification of qualifications**. This ensures that only qualified and trustworthy personnel are considered for placement within the District. Additionally, we ensure that

all candidates comply with state and federal regulations, such as child abuse registry checks and criminal background screenings, to maintain a safe and secure environment for students and staff.

Clear and continuous communication between TSCTI and the District is key to ensuring that placements meet the District's needs. We take the time to fully understand the specific requirements and preferences for each staffing position, making sure that the candidates we provide align with those expectations. This communication extends throughout the placement process and is ongoing, allowing us to adapt to any changes or new needs the District may have.

Each employee placed within the District also undergoes thorough **onboarding and training**, ensuring they are familiar with the District's policies and procedures. This process helps ensure that our personnel are prepared to adhere to any specific rules or regulations within the District's schools. Furthermore, TSCTI actively **monitors the performance** of placed personnel, regularly checking in with the District to gather feedback and ensure satisfaction. If any issues arise with a placement, we act swiftly to address them, either by reassigning the individual or making necessary adjustments to meet the District's requirements. Through a combination of detailed screening, consistent communication, thorough training, and a commitment to responsive action, TSCTI ensures that all personnel placements meet the high standards expected by the District.

9.) Include information detailing successful placement/fill rates to include the processes/strategies, systems, and best practices to accomplish these actions.

TSCTI's commitment to successful placement and high fill rates is supported by a strategic approach that combines robust systems, best practices, and a dedicated team focused on fulfilling the DeSoto County School District's staffing needs. Our successful placement rates are achieved through a well-structured process, and we have established systems and strategies in place to consistently meet and exceed the District's expectations.

Placement and Fill Rate Strategies: TSCTI utilizes a proactive recruitment strategy to ensure a steady pool of qualified candidates is available at all times. Our recruitment efforts focus on sourcing local talent as well as expanding our candidate pool to meet the diverse needs of the District. We leverage multiple channels for recruitment, including local job boards, online platforms, and community outreach. Additionally, we build strong relationships with educational institutions and training programs to ensure a continuous pipeline of qualified candidates.

Screening and Qualification Process: Once candidates are sourced, they undergo a comprehensive screening process that includes background checks, reference checks, and verification of qualifications. This ensures that only the most qualified and reliable candidates are considered for placement. We also prioritize candidates who have experience working in school environments, particularly in food service roles, to increase the likelihood of a successful and smooth placement.

Technology and Scheduling Systems: To streamline the placement process and ensure high fill rates, TSCTI utilizes advanced scheduling and tracking systems that allow us to efficiently manage staffing requests. Our automated system tracks staffing requirements in real-time and assigns available personnel based on specific skills, location, and availability. This system enables us to match the right personnel to the right job, reducing the chances of misplacement and increasing the speed at which we can fulfill staffing needs. The system also allows us to monitor fill rates and track performance, ensuring we can meet or exceed the District's expectations for staffing coverage.

Dedicated Support and Back-Up Teams: We understand that staffing needs can arise unexpectedly, and we have a dedicated team available during both regular and after-hours to ensure staffing demands are met. Our backup support team is trained to step in and manage any urgent requests or last-minute absences, which helps maintain a high fill rate even under time-sensitive circumstances. This flexibility and rapid response capability allow us to provide uninterrupted service to the District.

Performance Monitoring and Continuous Improvement: To further ensure that placements meet the District's expectations, we continuously monitor the performance of placed personnel. Our managers regularly check in with the District to gather feedback on staff performance and make any necessary adjustments. If a placement is deemed unsatisfactory, we take immediate action to provide a replacement or address the issue, which helps maintain a high rate of successful placements. Additionally, we analyze our placement data to identify any patterns or areas for improvement, allowing us to refine our processes over time.

Best Practices: Our best practices for ensuring high fill rates and successful placements include:

- Maintaining a robust and diverse candidate pool to meet varied staffing needs.
- Implementing a structured and thorough screening process to ensure the quality and reliability of candidates.
- Using advanced scheduling technology to efficiently manage staffing needs and optimize personnel assignments.
- Providing ongoing training and support for our staff to ensure they are well-prepared and knowledgeable about District policies and procedures.
- Establishing clear communication channels with the District to quickly address any staffing challenges or issues that arise.

Quality Control & Retention Programs

1.) Explain the process in place to track the performance of assigned personnel.

TSCTI employs a structured and proactive approach to staff monitoring to ensure consistent performance, accountability, and satisfaction of temporary employees placed with the District. Our

Account Manager will conduct regular check-ins with both placed staff and District supervisors to assess work performance, address concerns, and ensure expectations are being met. TSCTI's Employee Engagement team also conducts periodic surveys and performance evaluations to gather feedback and track employee satisfaction, productivity, and alignment with District's operational goals. Additionally, TSCTI uses its proprietary tools to track employee time, attendance, assignment history, compliance status, and performance metrics. Supervisors are encouraged to provide formal feedback through periodic performance review forms, which are reviewed internally to identify any trends or needs for corrective action. Any performance issues are addressed immediately through our structured performance improvement plans, which may include retraining, reassignment, or replacement if necessary. To ensure continued communication and transparency, TSCTI provides District with monthly performance and activity reports that outline attendance records, job performance summaries, employee retention, and any incidents or corrective actions taken.

TSCTI implements and enforces quality at all levels and includes allocation of resources, schedules, and all deliverables. Each employee is charged with the responsibility for performing work in accordance with contractual and requirements and established quality control policies and procedures. Reviews include a record of performing work on-time without recorded deficiencies. Our District specific approach is highlighted below:

Quality Control Principle	Staffing Services Support Quality Control Approach	
Staffing/Supervision	<ul style="list-style-type: none"> Personnel must be selected based on competence, experience, and qualifications. Must foster good work habits, reward quality, and identify poor performers for counselling, training, or replacement. 	<ul style="list-style-type: none"> TSCTI's Account Manager ensure candidates meet established standards prior to submittal. TSCTI's Account Manager continuously monitors personnel performance to identify problems early.
Training	<ul style="list-style-type: none"> Personnel must be thoroughly trained prior to assignment. Personnel must periodically receive updated training to reinforce established techniques and to take advantage of improved methods and technology. Personnel not meeting standards must complete specialized training focused on weak performance areas. 	<ul style="list-style-type: none"> TSCTI's Account Manager ensures all required training is complete prior to employment. TSCTI's Account Manager ensures all required periodic training is accomplished. Personnel training requirements are monitored by the appropriate support staff functional area (security, HR, contracts, etc.). TSCTI's Account Manager ensures personnel requiring specialized training for performance will receive the training or be replaced.

2.) Who will handle performance and employee relations with your employees? How do you currently evaluate your staff? Please provide details on the frequency of conducting evaluations/managing the feedback cycle for substitutes.

For the DeSoto County School District, the designated TSCTI Account Manager, **Lindsey J. Skowron**, will be responsible for managing performance and employee relations with all assigned personnel. Lindsey will oversee the overall performance of staff, addressing any concerns regarding employee conduct or job performance and ensuring that all personnel meet the District's expectations.

Additionally, Lindsey will serve as the primary point of contact between TSCTI and the District, ensuring open communication and quick resolution of any issues related to staff placement and performance. Lindsey will work closely with the District to ensure that all staffing needs are met effectively and efficiently, and will manage employee relations, including addressing any concerns that may arise and ensuring compliance with district policies and TSCTI's standards. This includes providing feedback to staff, resolving conflicts, and implementing performance improvement plans when necessary to ensure quality service delivery.

At TSCTI, we have a structured and ongoing process for evaluating our staff, including substitutes, to ensure that they consistently meet the high standards expected by the District. Our evaluation process is built around regular feedback, performance reviews, and proactive management to address both areas of strength and opportunities for improvement. First, we collect feedback regularly from supervisors, team leaders, and school officials after each assignment. This feedback is used to assess the substitute's performance, including factors like punctuality, professionalism, adherence to district policies, and overall effectiveness in fulfilling the job requirements. For longer-term assignments, formal evaluations are conducted on a quarterly basis, where key performance indicators such as job performance, attendance, and client satisfaction are measured. Additionally, after each placement, a post-placement review is conducted to ensure that the substitute has met the district's needs. Supervisors provide direct feedback, which allows us to make adjustments or provide additional training if needed. TSCTI also tracks performance metrics like job fulfillment, client satisfaction, and adherence to policies, using these metrics to identify trends and guide future assignments.

Annual and quarterly evaluations are conducted to give a comprehensive review of a substitute's performance. These reviews consider feedback from both the District and TSCTI supervisors, and any issues are addressed with targeted coaching or additional training. A continuous feedback loop is maintained, allowing substitutes to provide self-assessments and feedback on their experiences, which helps to foster open communication. TSCTI can quickly address any performance issues, make necessary corrections, and ensure that high-quality substitutes are consistently provided by having a timely and responsive feedback cycle. This process not only helps with improving individual performance but also contributes to employee recognition and morale, creating a strong, capable workforce that aligns with the needs and expectations of the District.

3.) Describe how your organization tracks and monitors attendance and retention among employees.

TSCTI tracks and monitors attendance and retention through a combination of systems, processes, and regular evaluations to ensure that employee performance, satisfaction, and commitment align with the District's staffing needs. For attendance tracking, TSCTI utilizes a cloud-based timekeeping system, **CONREP**, that records employee hours in real time. Employees clock in and out using this system, ensuring accuracy and accountability for their working hours. In addition, TSCTI utilizes a **Geofencing Attendance System**, which tracks each employee's exact location when they clock in

and out. This ensures that employees are at the correct location during their shifts, eliminating the risk of buddy-punching with the selfie verification feature, which takes a photo of the employee when they punch in and out. Geofencing provides a timestamped GPS record of the punch location, ensuring 100% accuracy in attendance verification. Attendance is monitored on a daily basis and summarized weekly, allowing us to identify trends, such as frequent absences or tardiness, promptly. Automated alerts notify supervisors when an employee misses a shift or is late, enabling immediate intervention if necessary. The combination of real-time tracking, geofencing, and automated alerts helps ensure compliance with attendance policies and supports effective performance monitoring.

When it comes to retention, TSCTI employs a proactive approach by regularly gathering employee feedback through surveys. These surveys help us assess job satisfaction, workplace conditions, and any concerns employees may have, which allows us to address issues before they lead to turnover. Additionally, exit interviews are conducted when employees leave to gain insights into their reasons for departure, which informs our retention strategies. TSCTI also tracks retention rates by analyzing employee tenure across various departments and roles, reviewing this data quarterly to ensure retention goals are being met and addressing any patterns that may emerge. Moreover, performance and attendance reviews are conducted regularly, with supervisors and managers holding monthly or quarterly check-ins with employees. These check-ins include feedback on both attendance and job performance, which are tied to professional development plans and strategies to improve retention. By utilizing these comprehensive systems, TSCTI ensures consistent attendance, higher retention, and ultimately, a stable and reliable workforce to meet the District's staffing needs.

Methods to assess employee satisfaction and retention:

- **Direct Methods:** We directly assess employee satisfaction to ensure retention through various feedback mechanisms:
 - **Regular Surveys & Questionnaires:** We use periodic surveys to gauge employee satisfaction, gathering insights into their overall experience and identifying areas for improvement.
 - **One-on-One Conversations:** Supervisors and account managers regularly meet with staff to discuss their concerns, career development, and job satisfaction.
 - **Exit Interviews:** Employees who choose to leave are interviewed to understand their reasons for departure, helping us identify retention strategies and areas for improvement.
 - **On-the-Spot Feedback:** Employees are encouraged to provide real-time feedback through informal meetings or feedback forms, which are reviewed to address any immediate concerns.
- **Indirect Methods:** We also track indirect indicators of employee satisfaction, focusing on retention metrics:
 - **Employee Complaints & Concerns:** We monitor the frequency and nature of employee complaints to identify areas where satisfaction may be low. If complaints increase, it signals a need for immediate intervention, while a reduction indicates high satisfaction and successful retention efforts.

- **Employee Loyalty & Retention Rate:** By tracking employee tenure, re-engagement rates, and long-term retention, we assess the loyalty of our workforce. High retention rates and employees returning for new assignments are strong indicators of satisfaction.
 - **Performance & Attendance Monitoring:** Regular monitoring of performance through evaluations and attendance records helps us assess if employees are meeting expectations and engaged in their roles. Unexplained absences or performance dips may indicate dissatisfaction, triggering follow-up actions to address concerns.
- **Performance Assessment Rating Forms:** TSCTI sends performance assessment forms to clients to assess how our employees are performing in their assignments. This feedback loop allows us to monitor satisfaction from both the employee's perspective and the client's, helping us identify and address potential issues early.

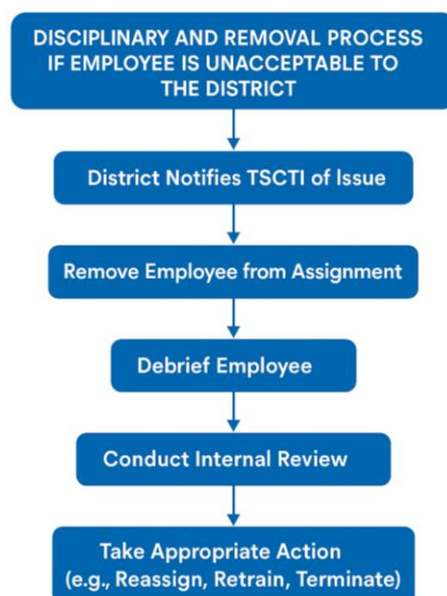
Since implementing these evaluation processes, our employee satisfaction score has consistently remained strong, with a 9 out of 10 rating in 2024. Periodic performance evaluations at client sites further help us track employee engagement and overall satisfaction, ensuring retention strategies are effective.

4.) Explain the organization's disciplinary and removal process of an employee if the District finds the assigned personnel unacceptable.

TSCTI follows a structured and responsive disciplinary and removal process to ensure that the District receives only the highest quality personnel. If the District finds an assigned employee to be unacceptable for any reason, TSCTI acts promptly to address the concern. Upon receiving notification from the District, our Account Manager initiates an immediate investigation and, if necessary, removes the employee from the assignment the same day. The employee is then debriefed, and an internal review is conducted to determine if retraining, reassignment, or termination is warranted, based on the severity and nature of the issue.

TSCTI maintains zero tolerance for violations related to student safety, misconduct, or breach of professional conduct. In such cases, the employee is immediately removed from the assignment and barred from future placements with the District. We ensure complete documentation of all disciplinary actions and keep the District informed at every step. TSCTI's priority is maintaining a safe, effective, and respectful environment aligned with the District's standards.





5.) *How does organization plan to make sure that both the quality and the quantity of employees can be provided to District?*

TSCTI ensures the quality and quantity of employees provided to the District through a multi-layered staffing strategy that combines nationwide recruiting capabilities with a localized, responsive service model. Leveraging a dedicated recruiting team experienced in placing cafeteria workers and support staff, TSCTI uses a proprietary applicant tracking system to maintain a robust pipeline of pre-screened, qualified candidates. Our recruiters actively source talent through job boards, community outreach, and local hiring events.

To ensure consistent quality, we implement a rigorous vetting process, including credential verification, background checks, and skills assessments aligned with District standards. We also conduct regular training and orientation sessions tailored to federal food service requirements and school safety protocols. TSCTI maintains a real-time scheduling and monitoring system to address last-minute needs while ensuring shift coverage. Our local account manager and onsite coordinator further ensure continuous engagement, rapid issue resolution, and alignment with the District's performance expectations.

6.) *Explain process for ensuring that certain personnel are not assigned to school locations where the leadership has requested that those employees not return.*

TSCTI maintains strict compliance with the District's leadership preferences by implementing a **"Do Not Return" (DNR)** protocol in our staffing management system. Once the District notifies us that a specific employee is not to be reassigned to a particular school or any District location, that individual's profile is immediately flagged in our applicant tracking and scheduling system. This flag

includes detailed notes on the restriction, the location(s) affected, and the requestor's information for accountability.

Our scheduling team is trained to cross-reference every assignment with the DNR list before finalizing placement. The system prevents any accidental assignments by restricting visibility and scheduling access to flagged employees for those sites. Additionally, a second-level manual review by the Account Manager is required before deployment to ensure compliance. TSCTI also maintains open communication with District to regularly review and update the DNR list, ensuring it stays current and reflects leadership input.

Below is the checklist for ensuring restricted personnel are not reassigned to district locations:

➤ **Step 1: Notification Received**

- District notifies TSCTI of a personnel restriction.
- Document the request, including:
 - Employee name
 - Date of restriction
 - Specific school/location(s)
 - Reason (if provided)
 - Name/title of District official making the request

➤ **Step 2: Flag Employee Profile**

- Immediately flag the employee in TSCTI's internal scheduling system.
- Add DNR notes to the employee's digital record.
- Mark as "Restricted for Assignment" in system with location details.

➤ **Step 3: Restrict System Access**

- Disable the ability to assign flagged employee to the specified school/location.
- Notify relevant scheduling staff and recruiters of the DNR update.

➤ **Step 4: Quality Control**

- Require Account Manager approval for all future placements of flagged personnel.
- Include DNR cross-check in final assignment review process.

➤ **Step 5: Communication & Documentation**

- Confirm receipt of DNR request with District contact.
- Log the restriction in the DNR master tracker.
- Share updated DNR log with District (as requested or during reviews).

➤ **Step 6: Ongoing Monitoring**

- Conduct periodic audits of flagged personnel.
- Update or remove DNR status upon written confirmation from the District.

7.) How does organization measure the quality and value of services provided?

TSCTI is committed to delivering high-quality staffing services to the District through a proactive and structured Quality Assurance & Quality Control (QAQC) Program aligned with ISO 9001:2015

standards. Our centralized QA team continually monitors performance using defined KPIs such as fill rate, response time, and customer satisfaction, ensuring compliance through regular audits, reviews, and corrective action procedures. The primary goal of our QAQC Program is to prevent service deficiencies and improve the overall quality of deliverables.

Our Account Manager, Lindsey J. Skowron, will finalize and maintain a detailed Quality Assurance/Control Plan (QACP) specifically for the District's contract. This QACP outlines our process for ensuring the quality of all staffing services, addressing non-compliances, and driving continual service improvement. The following strategies will be employed to monitor and assess our performance:

- **Key Performance Indicators (KPIs):** TSCTI will collaborate with the District to define measurable performance objectives and tailor metrics that reflect the District's expectations. These KPIs allow us to measure effectiveness, identify potential areas for improvement, and ensure we are meeting (or exceeding) contractual standards. Our KPIs are delivered in a clear, easy-to-understand format at no additional cost.

KPI	Measures
Delivery %	Ability to deliver the number of employees requested
Unfilled Order %	Orders TSCTI was unable to fill
Canceled Order %	Orders canceled by the client
First Day Punctuality %	Employees who arrived on time on the 1st day
No Call/No Show %	Employees that did not report to work on the 1st day
Replacement %	Orders that required a replacement employee
On-Time Delivery %	Placements filled by the agreed-upon start date
Satisfactory Performance %	Customer satisfaction with an employee's performance
Turnover %	Ability to manage turnover and drive performance
Turnover & Satisfactory Performance Detail	Reasons why orders closed and client feedback on employee performance

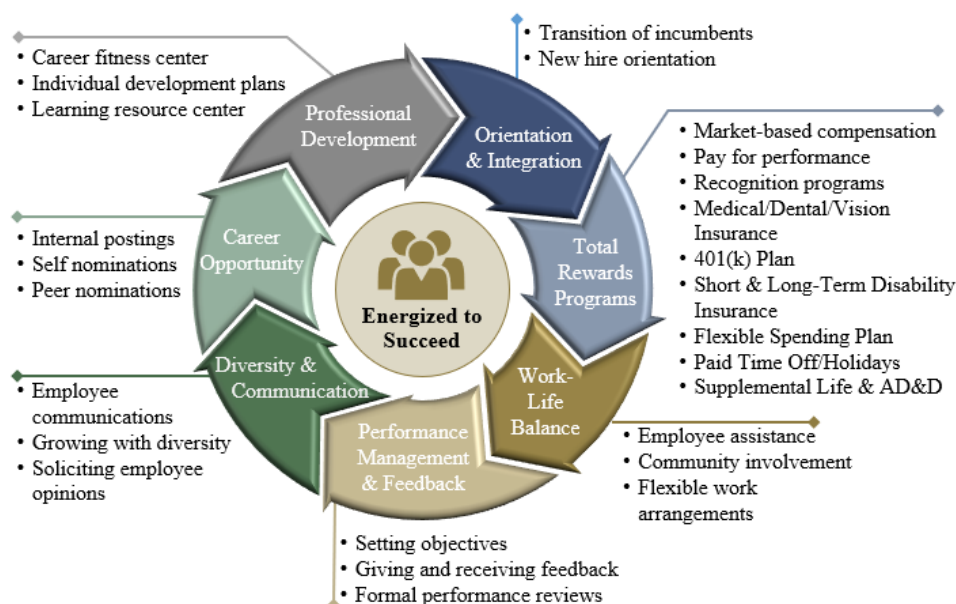
- **Customer Satisfaction Assessment Report:** Our client-care team will maintain ongoing contact with District supervisors to gather continuous feedback on employee performance. At regular intervals, TSCTI will submit a **Customer Satisfaction Assessment Report** to the District for review and signature, documenting performance evaluations, concerns, and suggestions. This helps maintain transparency and allows for timely resolution of any issues.

- **Business Reviews:** TSCTI will conduct periodic business reviews with the District to assess mutual expectations, evaluate performance, discuss concerns, and explore improvement opportunities. These reviews, led by the Account Manager, are scheduled at intervals agreed upon with the District and provide a structured forum for strategic alignment and relationship strengthening.

8.) What programs does organization have in place for the retention of personnel?

TSCTI know employees play a vital role in the success of any business, and we have policies in place to keep them motivated and retain qualified employees. TSCTI's staffing policy adheres to methods that have proven most successful in attracting and maintaining a qualified and stable workforce.

TSCTI has a retention rate above the industry average over the past five (5) years across the team. This is attributed to our employee growth program and our comprehensive benefits package as depicted in Figure. Our philosophy is that professional growth, training, regular & positive performance reviews, and comprehensive benefits facilitate the retention of an experienced and dedicated workforce. These policies address various compensation components as shown in the figure. We offer highly competitive pay and comprehensive benefits, a promote from within culture, initiate routine morale boosting activities (e.g., spot bonuses, team lunches, formal recognition, etc.) and provide a highly accessible corporate structure & professional HR representatives to support direct employee interaction.



A key function of TSCTI's success with retention has been our efforts to promote from within the team, wherever possible. This focus on employee growth is a proven means to retain high-value team members, by showing them a "path to growth" and even applies to employees who hope to be promoted, as they too see a way for themselves to succeed in the future. TSCTI's extensive experience with similar projects has solidified the key to effective performance, which is a fully qualified, stable workforce. The method of recruiting and retaining such a workforce is a combination of competitive salaries, benefits, and individual recognition for the contribution to mission success. Our approach to personnel management has resulted in significantly lower voluntary turnover rates than the industry average. The following is a list of the other primary methods employed to retain staff members followed by a brief description of each of these items. Management focuses on these areas to promote overall staff retention:

- Providing supportive management
- Individual career development
- Competitive salaries
- Competitive benefits package
- State-of-the-art work environment

Providing Supportive Management: TSCTI management supports its employees by providing timely feedback, recognition, individual career planning, and ensuring that employees have the tools they need to do their jobs. Communication is a key factor in employee retention. Feedback is provided consistently through verbal and written communications and through formal and informal performance reviews. Recognition is provided through several mechanisms, including:

- Verbal and written commendations “on the spot”
- Verbal and written commendations at meetings
- Awards and bonuses

Management provides consistent feedback in order to open lines of communication for both positive and negative feedback to and from the employee. Employees receive “on the spot” awards for outstanding performance as it occurs. Employees are recognized for their contributions at meetings and company-wide gatherings. We will hold regularly scheduled staff meetings, luncheons, and grassroots level meetings to communicate project events, the status of work schedules, and other relevant information. Our Account Manager holds encouraging discussions with our consultants concerning workplace issues and complaints and provides methods to motivate and improve the efficiency/effectiveness of work operations. Individual and group awards are presented to recognize both individuals and teams for sustained excellence. Another key ingredient to retention is the individual career plan.

Individual Career Development: TSCTI managers work with each employee to develop individual career plans. The plans contain three types of goals and objectives: 1) achievements on behalf of the customer, 2) achievements specific to TSCTI, and 3) training programs help to meet the targets identified in the first two areas. The goals and objectives identified in the career plan provide the basis for the employee’s annual performance review. The plan communicates what the employee is expected to accomplish and is developed by the employee with input from the direct supervisor. This participatory management style provides the employee the opportunity to set the direction of his/her career and the criteria by which he/she will be judged. The result most often is that the employee sets higher goals than the supervisor would have set. The employee also works harder to achieve goals and objectives that he/she would have had the goals and objectives been set solely by the supervisor.

Competitive Salaries: TSCTI’s staff both employees and teaming partners, have a strong commitment to excellence and are our most valuable assets. TSCTI has established corporate guidelines for fair and equitable salary based on skills, years of experience, and education and training. The salary ranges for our respective labor categories are based on industry standard salary surveys appropriate to the areas in which we do business.

Competitive Benefits Package: While compensation has been found to be one of the lesser reason’s employees use to determine whether to stay with an organization or move on, we at TSCTI provide competitive salaries with an outstanding benefits package. The benefits package includes

the educational and training programs described earlier, a 401(k) program, cafeteria-style family health care options with multiple health care options to choose from, and a vacation program.

Information Security and Systems Reliability

1.) How does your organization exchange electronic information?

TSCTI securely exchanges electronic information through encrypted email, secure file transfer protocols (SFTP), and web-based platforms compliant with FERPA and HIPAA standards, as applicable. All data transmissions involving client information are conducted using role-based access controls and multi-factor authentication to ensure confidentiality and integrity. Additionally, TSCTI uses cloud-based applicant tracking and workforce management systems that support real-time updates and communication with clients, while maintaining audit logs for compliance and transparency. No additional cost is charged to the District for any of these electronic communication methods.

2.) Explain how you assure security and systems integrity.

TSCTI is firmly committed to ensuring the security and integrity of all systems and data used to support its clients, particularly school districts like DeSoto County School District. We employ a comprehensive, multi-layered approach that aligns with industry best practices and federal data protection standards to safeguard confidential information and maintain the trust of our partners. To begin with, TSCTI uses strong data encryption protocols, both in transit and at rest, employing AES-256 encryption to protect sensitive client information. Access to systems is governed through secure role-based access controls, ensuring that only authorized personnel can handle or view specific categories of data. This is reinforced by the mandatory use of multi-factor authentication (MFA) across all internal systems and client-facing portals to reduce the risk of unauthorized access.

We also maintain a secure network infrastructure that includes enterprise-grade firewalls, intrusion detection/prevention systems (IDS/IPS), and continuous monitoring tools that help identify and mitigate potential threats in real time. These systems are supported by regular penetration testing and vulnerability assessments to ensure proactive risk management. In addition, TSCTI complies with data protection laws such as HIPAA, FERPA, FISMA, and GDPR, where applicable, ensuring that all processes involving student and personnel data are handled with the highest degree of confidentiality and legal compliance.

To ensure long-term operational resilience, TSCTI has implemented a robust Disaster Recovery Plan (DRP) and Business Continuity Plan (BCP). These plans include scheduled data backups, cloud-based redundancies, and off-site storage, ensuring data availability and minimal downtime in the event of an incident. Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs) are well-defined and routinely tested.

Lastly, employee awareness is a cornerstone of our security strategy. All TSCTI personnel receive cybersecurity and data privacy training during onboarding, with mandatory annual refreshers to stay updated on emerging threats. These trainings emphasize secure data handling, password management, phishing recognition, and remote work security protocols.

3.) How do you assure information backup and data recovery?

TSCTI assures robust information backup and data recovery through a comprehensive and multi-tiered strategy designed to protect sensitive client data and ensure business continuity in any scenario. Our approach focuses on redundancy, reliability, and rapid recovery to minimize disruptions and maintain uninterrupted service to the District.

We implement **automated, encrypted daily backups** for all critical systems and data, including employee records, client communications, and scheduling information. These backups are stored in **geographically diverse, secure cloud environments** with high fault tolerance and redundancy, ensuring that data remains safe even in the event of a local system failure or natural disaster. Each backup is version-controlled, allowing for precise restoration to specific points in time as needed. Our **backup infrastructure includes both onsite and offsite solutions**, with encrypted storage to comply with industry regulations such as FERPA, HIPAA, and NIST standards. This layered model ensures that in the event one system becomes compromised or inaccessible, another can be used to recover the data without delay.

TSCTI also maintains a **Business Continuity and Disaster Recovery Plan (BCP/DRP)** that outlines procedures for data restoration, system reconfiguration, and operational resumption. These plans are regularly tested through simulated drills and updated in response to new risks or technological changes. **Recovery Time Objectives (RTOs)** and **Recovery Point Objectives (RPOs)** are clearly defined to ensure the timely and accurate restoration of services. Finally, TSCTI employs continuous monitoring and alerting mechanisms to detect backup failures or anomalies, enabling immediate resolution by our IT security team. This proactive approach ensures that the District's data is not only protected but also rapidly recoverable in the unlikely event of data loss or corruption.

4.) How does organization provide backup for resident IT hardware and software persons?

TSCTI ensures uninterrupted IT staffing support for the District through a proactive backup strategy designed to maintain both the quality and continuity of services. We employ a dedicated pool of cross-trained IT professionals who are thoroughly familiar with client systems, procedures, and tools. These personnel are prepared to step in on short notice should a primary resource become unavailable due to illness, emergency, or planned leave, thereby minimizing disruption and maintaining workflow. To support this approach, TSCTI maintains comprehensive and up-to-date documentation of all technical environments, user support protocols, system configurations, and

project notes. This documentation enables seamless knowledge transfer and quick onboarding of substitute staff. Additionally, our internal communication tools and task-tracking systems ensure that backup personnel remain aware of ongoing issues and priorities, facilitating a smooth transition whenever coverage is required.

Our support model includes a layered structure of on-site and remote support resources. In the event that immediate onsite replacement is not possible, TSCTI's remote IT specialists are available 24/7 to provide technical assistance and troubleshoot issues in real time until an appropriate replacement is deployed. Furthermore, we conduct periodic shadowing and rotations of secondary staff to ensure they remain familiar with client-specific environments. When a staff replacement is necessary, TSCTI's Account Manager promptly notifies the District and initiates the backup process according to predefined service-level agreements (SLAs). These SLAs guarantee timely staff deployment—typically within 4 to 24 hours—based on the urgency and impact of the assignment. Through these measures, TSCTI guarantees continuity of service, responsiveness, and the ability to rapidly scale or substitute personnel as needed to meet the District's ongoing IT support requirements.

5.) Does organization have a disaster recovery plan?

TSCTI has a comprehensive Disaster Recovery Plan (DRP) designed to ensure business continuity and uninterrupted service delivery in the event of a disaster, whether natural or technical. Our DRP covers all essential areas, including data protection, communication, staffing, and infrastructure.

Key Components of TSCTI's Disaster Recovery Plan:

- **Data Backup & Recovery:** Regular, automated data backups are maintained in secure, off-site locations. In the event of data loss or system failure, our team can initiate rapid data recovery protocols to restore critical systems with minimal downtime.
- **Redundant Systems:** We utilize cloud-based infrastructure and redundant systems to ensure availability of operational tools and records, allowing staff to work remotely if necessary.
- **Alternate Work Locations:** In the event our primary office is impacted, staff can immediately switch to designated secondary locations or remote work environments, ensuring continued service delivery.
- **Emergency Communication Protocols:** A tiered communication plan is in place to notify key personnel, clients, and partners about the situation, status updates, and recovery timelines.
- **Employee & Client Support Continuity:** Our alternate support teams, including the after-hours response unit, are briefed and trained to step in during disruptions, ensuring client needs like those of the District are still met without delay.
- **Regular Testing & Updates:** The DRP is tested semi-annually and updated as needed to reflect changes in technology, personnel, and service scope.

6.) Describe any other data security measures that organization may have implemented.

TSCTI employs a comprehensive set of data security measures to protect the confidentiality, integrity, and availability of sensitive information, especially when working with public institutions like school districts. These measures are designed to safeguard both physical and digital data assets, minimize risk, and comply with all relevant federal and state regulations. These layered, proactive security measures ensure that TSCTI remains a reliable and secure partner for the District's staffing needs, with a commitment to safeguarding all shared data and information.


- **Multi-Factor Authentication (MFA):** TSCTI uses MFA for all internal systems and remote access to ensure only authorized personnel can log in to systems that house sensitive information.
- **Role-Based Access Control (RBAC):** Access to data and systems is restricted based on employees' roles and responsibilities. This limits the exposure of sensitive information to only those who need it to perform their duties.
- **Data Encryption:** All sensitive data—whether at rest or in transit—is encrypted using industry-standard protocols such as AES-256 and TLS 1.2 or higher. This ensures that data remains protected even if intercepted or accessed unlawfully.
- **Secure Cloud Infrastructure:** TSCTI's systems are hosted on secure, SOC 2 Type II, ISO 27001, and FedRAMP-compliant cloud platforms. These environments offer built-in compliance, monitoring, and access logging tools to detect and prevent unauthorized activity.
- **Endpoint Protection & Monitoring:** All workstations and mobile devices are protected with advanced antivirus software, firewalls, and device encryption. Regular scans, patch updates, and endpoint monitoring tools are employed to detect vulnerabilities and prevent cyber threats.
- **Employee Security Training:** TSCTI mandates ongoing cybersecurity awareness training for all employees. Topics include phishing prevention, secure data handling, password hygiene, and how to report security incidents.
- **Incident Response Plan:** In the event of a data breach or attempted cyberattack, TSCTI has a defined incident response protocol that includes immediate containment, notification to affected parties, forensic analysis, and mitigation steps.
- **Regular Security Audits and Penetration Testing:** TSCTI conducts periodic third-party audits and penetration testing to assess and improve its security posture. Findings are used to continuously enhance protective measures.
- **Secure Communication Channels:** All client communications involving sensitive data are conducted through encrypted and secure platforms. Public networks are never used for transmitting confidential information.

Other

1.) How frequently are invoices prepared? Please provide a sample invoice.

Invoices are typically prepared and submitted on a **bi-weekly or monthly basis**, depending on the District's preference or contractual agreement. TSCTI is flexible and aligns its invoicing schedule with the District's payroll and accounting cycles to ensure seamless financial processing.

Sample Invoice



22nd Century Technologies, Inc.
22nd Century Technologies, Inc.
8251 Greensboro Drive, Suite # 900
McLean, VA 22102-3827
EIN : 22-3502121

Invoice

Date	Invoice#
09/22/2024	1501949

Bill To
[REDACTED]

Contract Number	Terms	Due Date
CA 17-690-11	Net 30	10/22/2024

Item Code	Description	Qty.	Bill Rate	Amount
[REDACTED]	[REDACTED]	37.75	\$60.00	\$2,265.00
Remit Payment to [REDACTED]				Total: \$2,265.00
Point of Contact : Accounts Department accounts@tscti.com				P [REDACTED]

2.) Will organization accept 45-day net pay?

Yes, TSCTI will accept a 45-day net payment term. We understand the need for flexibility in public sector procurement and are committed to aligning our invoicing and payment terms with the District's policies to ensure a smooth financial process.

3.) Explain the process for the organization to apply credits if errors are found in invoices.

TSCTI invoices are prepared electronically in a way which eliminates the chances of error. However, in the rare event an error is identified, either by TSCTI or the District, a prompt and thorough review process is initiated. Our Finance and Billing Team examines the discrepancy against internal records such as timesheets, assignment logs, and billing agreements. Once the error is confirmed, TSCTI issues a formal credit memo to the District detailing the correction. This credit is either applied to the next billing cycle or deducted from an outstanding balance, based on the District's preferred approach. All adjustments are documented and communicated transparently to ensure

accountability and trust. TSCTI prioritizes accuracy, responsiveness, and client satisfaction throughout the invoicing and credit reconciliation process.

4.) Describe the organization's payroll and payment process. Include how the contract employee's payroll is collected and tabulated.

TSCTI employs a streamlined and automated payroll and payment process to ensure accurate and timely compensation for all contract employees. Timesheets are collected through a secure digital system, CONREP where employees input their work hours daily or weekly, depending on the assignment. These entries are reviewed and approved by designated TSCTI supervisors or the client point of contact to confirm accuracy and compliance with assignment terms.

Once approved, the payroll data is automatically integrated into TSCTI's payroll management system, which calculates gross pay, tax withholdings, deductions, and any applicable benefits. TSCTI issues direct deposits to employees on a bi-weekly schedule, ensuring timely payment. Each payroll cycle is backed by a thorough internal audit process to prevent discrepancies or delays. Detailed payroll records are maintained in compliance with federal and state labor laws and can be made available to the District upon request.

At TSCTI, our priority is to deliver the highest level of billing accuracy, transparency, and timeliness to our clients. Our billing department works in close coordination with both our front-office and back-office teams to ensure all billing procedures are clearly defined, consistently followed, and fully supported. As a standard practice, TSCTI submits separate and distinct invoices for each temporary employee to facilitate easy tracking and verification. However, we remain fully flexible to meet the District's specific invoicing preferences and are committed to providing electronic invoices as requested.

Billing and Invoicing Procedures:

TSCTI's invoicing process is designed to achieve and maintain 100% accuracy. Our approach includes the following key elements:

- A dedicated TSCTI Billing Specialist will manage all billing activities specific to the District's contract.
- Rigorous quality control reviews are conducted before invoices are released to ensure full compliance with any unique invoicing requirements.
- Each invoice undergoes a time and hours reconciliation process to ensure it matches approved timesheets and attendance logs.
- Overtime charges are thoroughly reviewed to confirm proper authorization before billing.
- Daily audits are performed to identify and correct any discrepancies. If an error on TSCTI's part is identified, a corrected invoice is issued within 15 days.
- All applicable discounts or rate adjustments are verified and applied accurately and in a timely manner.

TSCTI's accounting system is DCAA-approved, and our invoicing process is built on advanced technology and standardized practices, resulting in an invoice error rate of less than 0.01%. What sets TSCTI apart is not just our tools but the disciplined execution of these steps, backed by decades of proven staffing experience. Staffing is a core competency at TSCTI, and our billing procedures reflect the professionalism, attention to detail, and reliability that define our client partnerships.

5.) Will your organization penalize the District if it wishes to hire one of your employees? Any fees or time constraints?

TSCTI does not penalize the District if it wishes to hire one of our employees. However, we do have a **conversion fee structure** in place for employees transitioning from temporary to permanent positions. The fee is based on the total hours worked by the employee before being hired directly, with the percentage of the employee's annual salary decreasing as the hours increase. For example, the conversion fee starts at 15% for employees with 160 hours worked and gradually decreases, with no fee charged after 960 hours. This allows for a smooth transition to permanent employment with minimal cost to the District, ensuring flexibility and no time constraints on the hiring process.

6.) Describe the process if the District chooses to hire an employee.

If the District chooses to hire an employee provided by TSCTI, we follow a clear and structured process to ensure a smooth transition from temporary staffing to permanent employment. First, the District notifies TSCTI of its intent to hire a temporary employee. This is typically done in writing, specifying the employee's name, the position, and any terms of employment. Once this notification is received, TSCTI reviews the employment terms to ensure they align with both the District's needs and the candidate's agreement, confirming that the employee meets all the necessary requirements set forth by the District and relevant regulations. Next, TSCTI confirms the employee's willingness to transition into full-time employment with the District. Following this, TSCTI and the District will finalize the terms of the transition, which may include discussing compensation adjustments, benefits, and the end of the temporary staffing agreement. This also includes confirming the start of permanent employment with the District. Once the terms are agreed upon, TSCTI ensures a seamless transfer of all relevant documentation, including the employee's background check results, employment history, performance evaluations, and any necessary timecards or pay records.

7.) Describe your knowledge of applicable laws and regulations that govern K-12 school districts in the state of Mississippi as it relates to the contracting of employees.

TSCTI is well-versed in the laws and regulations that govern K-12 school districts in the state of Mississippi, particularly as they relate to the contracting of employees. We ensure that all personnel placements comply with both state and federal requirements, and we continuously monitor any changes to laws that may affect the education sector. TSCTI is committed to complying with all

applicable laws and regulations governing K-12 school districts in Mississippi, including the Mississippi Public Education Law, Equal Employment Opportunity (EEO) standards, Mississippi State Department of Education (MDE) guidelines, background check requirements, OSHA safety standards, and FERPA privacy regulations. We also ensure compliance with Mississippi Workers' Compensation laws, wage and hour laws, and ADA accommodations. By following these legal frameworks, we ensure that all personnel placements are legally compliant and that both the district and our employees are protected, promoting a safe and legally sound working environment. Key regulations and standards that we adhere to include:

- **Mississippi Public Education Law:** TSCTI ensures compliance with the Mississippi Code of 1972, Title 37, which governs education in the state. This includes regulations related to staffing, hiring practices, and the provision of substitute services to school districts.
- **Equal Employment Opportunity (EEO):** We adhere to all federal and state EEO laws, ensuring that the hiring and employment process is free from discrimination based on race, color, religion, national origin, gender, disability, or age. This also includes compliance with Title VII of the Civil Rights Act of 1964 and other relevant non-discrimination laws.
- **Mississippi State Department of Education (MDE) Guidelines:** The MDE sets forth specific standards for the employment of staff in school districts, including requirements for background checks, certification, and training. We ensure all personnel meet MDE requirements for qualifications and safety.
- **Background Checks and Safety:** TSCTI complies with the Mississippi State Code requiring background checks for all personnel working in K-12 education, including fingerprinting and child abuse registry checks. Our employees undergo these background checks as part of our screening process before being assigned to school districts.
- **Occupational Safety and Health Standards (OSHA):** TSCTI ensures that all personnel placed within the school district are educated about and follow OSHA guidelines, especially in environments such as school cafeterias where safety is critical.
- **Family Educational Rights and Privacy Act (FERPA):** We educate all employees on FERPA regulations, which govern the privacy of student records. Any employee working within the school district will be trained on how to handle sensitive student information appropriately, ensuring compliance with federal laws protecting student privacy.
- **Mississippi Workers' Compensation Law:** TSCTI maintains workers' compensation insurance for all our staff, ensuring that in the event of a workplace injury, appropriate care and compensation are provided in accordance with Mississippi's workers' compensation laws.
- **Wage and Hour Laws:** TSCTI complies with both federal (FLSA) and Mississippi state wage and hour laws, including those relating to overtime pay, minimum wage, and meal/break periods, ensuring that all personnel are compensated fairly for the work they perform.
- **ADA Compliance:** We ensure that all staff members, especially those who may need accommodations to perform their work effectively, are provided the necessary adjustments in compliance with the Americans with Disabilities Act (ADA). We take proactive steps to



accommodate any physical or mental limitations that may affect the employee's ability to perform their job duties.

8.) Describe the organization's procedure for handling the media.

TSCTI follows a well-defined procedure for handling media interactions to ensure that communication is consistent, professional, and aligned with the values and goals. TSCTI designates specific individuals, such as the PR or Communications Manager, as official media spokespeople. These individuals are authorized to handle all media inquiries, ensuring that the information provided is accurate, appropriate, and aligns with company policies. When media requests are received, they are directed to the designated spokesperson who evaluates the inquiry. Depending on the nature of the request, the spokesperson may consult with relevant departments or senior management to gather the necessary details before responding. All responses, whether written or verbal, are carefully reviewed and approved by senior leadership to ensure consistency and prevent the dissemination of inaccurate information.

TSCTI also places great importance on confidentiality. Sensitive company information, such as details related to contracts, ongoing projects, or employee matters, is not disclosed to the media. Any communication with the media is conducted with due regard for privacy and legal obligations. In the case of a crisis or negative media coverage, TSCTI has a crisis communication plan in place. This plan involves a quick and coordinated response to address concerns and protect the company's reputation. Through this structured process, TSCTI ensures that its media relations are managed effectively, safeguarding both the organization's reputation and the integrity of the information shared with the public.

9.) Explain why we should use your organization to provide our staffing needs.

TSCTI offers a unique combination of experience, commitment, and comprehensive solutions tailored to meet the staffing needs of the District. Our organization has a proven track record of delivering high-quality staffing solutions across a variety of roles, including administrative, technical, and specialized personnel. With over two decades of experience in the public sector, we have the expertise to quickly respond to the evolving needs of the District, whether it's for long-term projects or urgent staffing requirements. With a strong history of success in handling large staffing volumes, such as supporting 700+ teachers for NYC-DOE, and placing 650+ child nutrition staffing for the School District of Palm Beach County, TSCTI has the capability and resources to deliver exceptional results for the District, making us an ideal partner for your staffing needs. By choosing TSCTI, you are partnering with a proven, flexible, and compliant staffing provider that understands the specific requirements of your school district. We are committed to delivering exceptional service, ensuring that your cafeteria staffing needs are consistently met with the highest level of professionalism and efficiency. Here's why District should choose us:

- **Proven Track Record and Expertise:** With over a decade of experience providing staffing services, TSCTI has developed a deep understanding of the requirements for school districts, especially in fulfilling temporary staffing needs. Our experience spans across various sectors, including education, where we've successfully handled staffing for large-scale, diverse school districts, demonstrating our ability to meet dynamic needs efficiently.
- **Quality Personnel:** We are committed to providing competent, qualified, and reliable personnel to fill your staffing needs. We maintain a robust recruitment, vetting, and onboarding process, ensuring that every individual is thoroughly screened, background checked, and trained to meet district policies and standards. Our staff is equipped with the necessary skills to ensure a smooth operation, including food handling, customer service, and adhering to strict hygiene and safety protocols.
- **Flexibility and Responsiveness:** We understand that the needs of the DeSoto County School District can vary day to day, which is why we offer both short-term and long-term staffing solutions. Whether it's covering a single day or providing consistent support over several months, our scheduling system ensures that we meet your needs promptly, and we have an alternate support team available after normal business hours to guarantee coverage even during non-traditional hours.
- **Compliance and Accountability:** TSCTI ensures that all placements comply with state and federal regulations, including background checks, health and safety requirements, and ADA compliance. We uphold the highest standards of confidentiality and adhere to all necessary legal and contractual obligations, ensuring that both your district and our employees are fully protected.
- **Dedicated Account Management:** Our dedicated Account Manager, Lindsey J. Skowron, will be the primary point of contact for the District, overseeing all aspects of staffing performance, addressing any concerns, and ensuring smooth operations. This direct line of communication will provide you with consistent support and allow for the quick resolution of any issues that may arise.
- **Local Preference and Understanding:** Although we have national reach, we prioritize local staffing to support the District. We understand the challenges of retaining employees in a school district environment, and our recruitment efforts focus on building a reliable local workforce that can quickly respond to your staffing needs.
- **Technology and Systems:** Our automated scheduling, reporting, and billing systems streamline operations, providing you with detailed, accurate reports for easy tracking and payment. Our system helps us maintain a high fill rate, ensuring that your needs are met without delays. One key factor that sets us apart is our **no-cost geofencing attendance system**, which ensures 100% accuracy in employee time tracking. This feature eliminates the risk of errors like buddy-punching and provides real-time, location-based verification of employee attendance. The geofencing system also includes selfie verification, ensuring that employees are at the designated location for their shift, and it provides detailed GPS timestamp records for full accountability. This tool adds transparency and enhances



operational efficiency without additional costs for the District, giving you full confidence in the integrity of attendance records.

10.) Describe what makes your organization different and better from other companies that provide the same services.

Our **unique combination of experience, local expertise, customizable staffing solutions, and commitment to compliance**, all of which contribute to our ability to effectively meet the District's staffing needs is what sets TSCTI apart from other companies providing similar services. TSCTI stands out from other staffing agencies due to our extensive public sector experience, large talent pool, commitment to compliance, local expertise, and personalized service. We provide flexible, scalable, and efficient staffing solutions that are tailored to meet the unique needs of the District, ensuring that staffing needs are not only met but exceeded.

- **Extensive Public Sector Experience:** Unlike many competitors, TSCTI has over two decades of experience providing temporary staffing services specifically to public sector organizations. Our work with municipal, state, and federal agencies across a range of departments, including Finance, IT, Public Works, and Human Resources, means we understand the unique challenges and requirements of public sector staffing. This extensive experience directly aligns with the District's needs, ensuring a seamless partnership.
- **Large and Diverse Candidate Pool:** TSCTI maintains a robust, pre-screened database of over 100,000 professionals, which ensures rapid access to qualified candidates for a wide variety of roles, including specialized and hard-to-fill positions. This broad talent pool is a key differentiator, allowing us to fulfill staffing requests quickly and efficiently, even for urgent or specialized roles that may be challenging for other companies to address.
- **Proven Recruitment Processes and Compliance:** Our recruitment processes go beyond simply sourcing candidates; we employ rigorous background checks, skills assessments, and ensure compliance with local, state, and federal employment regulations. This thorough approach ensures that the staff we provide are not only qualified but also meet the District's legal, policy, and operational requirements, giving the District peace of mind.
- **Local Presence and Community Knowledge:** Unlike larger, national staffing agencies, TSCTI has a **local presence** near the District, providing us with invaluable knowledge of the local labor market and community dynamics. This local insight enables us to recruit candidates who are familiar with the District's environment, enhancing their ability to integrate and contribute effectively.
- **Customizable and Flexible Solutions:** We understand that the District's staffing needs may vary over time. That's why TSCTI offers **customizable solutions** tailored specifically to the District's requirements. Whether it's short-term, long-term, or project-based staffing needs, or specialized support for departments such as IT and Finance, we can scale our services to meet the District's changing demands. Additionally, we offer optional services such as training and temporary-to-permanent transitions, providing flexibility that other providers may not offer.



- **Scalability and Speed:** TSCTI is built to be **scalable and responsive**. With a dedicated account management team, we are equipped to quickly adapt to fluctuating staffing demands, filling routine roles within five business days and urgent positions within 48 hours. This responsiveness is a major advantage over other companies that may take longer to fulfill staffing needs.
- **Commitment to Compliance and Best Practices:** TSCTI has a strong commitment to adhering to all applicable laws, policies, and safety standards, ensuring that our staffing solutions comply with all legal and regulatory requirements. We continuously monitor our staff's performance and compliance to provide the District with reliable and high-quality candidates.
- **Technological Integration:** TSCTI uses **advanced staffing software** to streamline operations, including recruitment, payroll, and compliance tracking. This level of integration improves transparency, accuracy, and overall efficiency in managing staffing operations, which sets us apart from companies that may rely on more manual or outdated systems.
- **Dedicated Account Management:** Unlike other staffing providers, TSCTI assigns a dedicated account manager to each project, ensuring **personalized, responsive service**. This point of contact facilitates seamless communication, quick issue resolution, and an ongoing understanding of the District's evolving needs, providing a higher level of customer service and satisfaction.



VI. REFERENCES

- 8.) Describe the organization's procedure for handling the media.
- 9.) Explain why we should use your organization to provide our staffing needs.
- 10.) Describe what makes your organization different and better from other companies that provide the same services.

VI. REFERENCES

Provide a listing of at least three (3) references for which the organization has provided similar services within the last five (5) years, and whose complexities are similar to those presented in this proposal:

Reference #1

Customer Name: Palm Beach County School District Food Service
Address: 3300 Forest Hill Blvd #C-316
City/State/Zip: West Palm Beach FL 33406-5869
Contact Name: Charlene Young
Contact Title: Site Based Operations Manager
Telephone Number: (561) 383-2035 | (561) 644-9349
Email Address: Charlene.Young@palmbeachschools.org

Reference #2

Customer Name: DeKalb County School District
Address: 1701 Mountain Industrial Boulevard
City/State/Zip: Stone Mountain, GA 30083
Contact Name: Jonathan Lance McConkey
Contact Title: Senior Contract Manager
Telephone Number: (678) 676-0445
Email Address: Lance_Mcconkey@dekalbschoolsga.org

Reference #3

Customer Name: Fort Bend Independent School District
Address: 16431 Lexington Blvd
City/State/Zip: Sugar Land, TX 77479
Contact Name: Jamelah Roberts-Hassan

18 | Page-RFP-Child Nutrition Substitute Staffing Services

Contact Title: Sr. Talent Acquisition Consultant
Telephone Number: (281) 634-1714
Email Address: Jamelah.robertshassan@fortbendisd.com



VII. PROPOSAL FORM

VII. PROPOSAL FORM

We propose to meet all of the qualifications as stated in the Request for Proposal for the Child Nutrition Substitute Staffing Services for the following rates:

<u>Classification</u>	<u>Daily/Hourly Rate</u>	<u>Half Day/Rate</u>
Substitute Cafeteria Worker	\$15.44	\$15.70

Company Name: 22nd Century Technologies, Inc.

Street Address: 8251 Greensboro Drive

City / State / Zip: McLean, VA 22102

Contact Phone Number: (866)-537-9191 x 2

Contact Email Address: sledproposals@tscti.com

Authorized Representative Signature: 

Representative Name (print): Ashley Christina De Sa



W-9

Form W-9 (Rev. October 2018) Department of the Treasury Internal Revenue Service		Request for Taxpayer Identification Number and Certification		Give Form to the requester. Do not send to the IRS.
Go to www.irs.gov/FormW9 for instructions and the latest information.				
Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. <u>22nd Century Technologies, Inc.</u>			
	2 Business name/disregarded entity name, if different from above <u>N/A</u>			
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input checked="" type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) <u>S</u> Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions) <u>S</u>			
	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small>			
	5 Address (number, street, and apt. or suite no.) See instructions. <u>8251 Greensboro Drive, Suite 900</u>		Requester's name and address (optional)	
	6 City, state, and ZIP code <u>McLean, VA 22102</u>			
	7 List account number(s) here (optional)			

Part I Taxpayer Identification Number (TIN)	
Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> , later.	
Social security number [] [] [] - [] [] - [] [] [] [] or Employer identification number <u>22</u> - <u>35</u> <u>02</u> <u>12</u> <u>1</u>	
Note: If the account is in more than one name, see the instructions for line 1. Also see <i>What Name and Number To Give the Requester</i> for guidelines on whose number to enter.	

Part II Certification	
Under penalties of perjury, I certify that:	
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and	
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and	
3. I am a U.S. citizen or other U.S. person (defined below); and	
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.	
Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.	

Sign Here	
Signature of U.S. person <u></u>	Date <u>05/01/2025</u>

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (Interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
 - Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
 - Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
 - Form 1099-S (proceeds from real estate transactions)
 - Form 1099-K (merchant card and third party network transactions)
 - Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
 - Form 1099-C (canceled debt)
 - Form 1099-A (acquisition or abandonment of secured property)
- Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

Cat. No. 10231X

Form W-9 (Rev. 10-2018)

DOCUMENTATION CHECKLIST



**DESOTO COUNTY SCHOOL DISTRICT
CHILD NUTRITION DEPARTMENT**

325 Kapik Drive
Hernando, MS 38632
T: 662-449-7174
F: 662-449-7234

FORM CN-002

**PROPOSAL SUBMISSION FORMS
SUBSTITUTE CAFETERIA STAFFING SERVICES**

DOCUMENTATION CHECKLIST

A. Return the following with your proposal. Failure to provide the following items with your proposal shall be cause for rejection of proposal as non-responsive and/or non-responsible. It is the responsibility of the bidder to ensure that it has received all addendum and to include signed copies with their proposal.

ITEM:	INCLUDED: (X)
1. W-9 Form (per V. Vendor Qualifications)	<u>X</u>
2. Insurance Requirements (per C Scope)	<u>X</u>
3. Addenda, if any (Informally)	<u>X</u>
4. Contact Information Form	<u>X</u>
5. Organizational Structure & Personnel response	<u>X</u>
6. Questionnaire responses	<u>X</u>
7. References	<u>X</u>
8. Proposal Form	<u>X</u>
9. USDA Form Ad-1048	<u>X</u>

Person to contact regarding this proposal: Ashley Christina De Sa

Title: Administrator

Phone: (866)-537-9191 x 2

Fax: 732-537-0888

Name of person authorized to bind the Firm: Ashley Christina De Sa


By signing and submitting a proposal, your firm acknowledges and agrees that it has Read and understands the RFP documents.

Signature:  Date: 05/01/2025

DeSoto County School District does not discriminate on the basis of race, gender, religion, national origin, age, or handicapping conditions and is an equal opportunity employer



Insurance Requirements (per C Scope)

		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 05/07/2025																						
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.																										
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).																										
PRODUCER Technology Insurance Associates InsureYourCompany.com/Techsmart Insurance Agency 225 Gordons Corner Road 2B Manalapan NJ 07726			CONTACT NAME: Benjamin Levenson PHONE (A/C, No. Ext): (888) 242-4675 FAX (A/C, No.): (732) 862-1177 E-MAIL ADDRESS: Ben@insureyourcompany.com																							
INSURED 22nd Century Technologies Inc 8251 Greensboro Drive Suite 900 McLean VA 22102			<table border="1"><thead><tr><th colspan="2">INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr></thead><tbody><tr><td>INSURER A:</td><td>Atlantic Specialty Insurance Company</td><td>27154 A+</td></tr><tr><td>INSURER B:</td><td>SUNZ Insurance Company</td><td>34762 A</td></tr><tr><td>INSURER C:</td><td>Hartford Insurance</td><td>19682 A+</td></tr><tr><td>INSURER D:</td><td>Chubb -Federal Insurance Company</td><td>20281 A++</td></tr><tr><td>INSURER E:</td><td></td><td></td></tr><tr><td>INSURER F:</td><td></td><td></td></tr></tbody></table>			INSURER(S) AFFORDING COVERAGE		NAIC #	INSURER A:	Atlantic Specialty Insurance Company	27154 A+	INSURER B:	SUNZ Insurance Company	34762 A	INSURER C:	Hartford Insurance	19682 A+	INSURER D:	Chubb -Federal Insurance Company	20281 A++	INSURER E:			INSURER F:		
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INSURER F:																										
COVERAGES		CERTIFICATE NUMBER: 223764		REVISION NUMBER:																						
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.																										
INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS																				
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> CGL/Auto Deductible \$2500 <input checked="" type="checkbox"/> Contractual Liability GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	X	X	711016584-0006 02/07/2025	02/07/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 Bus. Pers. Prop. \$ 1,555,000 COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000																				
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED <input checked="" type="checkbox"/> AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	X	X	711016584-0006 02/07/2025	02/07/2026	BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ 50,000 Deductible \$ 1,000																				
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000	X	X	711016584-0006 02/07/2025	02/07/2026	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000																				
B	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	WC015-00001-025 05/01/2025	05/01/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000																				
A	<input checked="" type="checkbox"/> Professional Liability/E&O	X	X	760010565-0006 02/07/2025	02/07/2026	\$10,000,000 Per Claim / \$10,000,000 Aggregate																				
C	<input checked="" type="checkbox"/> 3rd Party Fidelity Crime Bond	X	X	13TP0322385 02/07/2025	02/07/2026	\$5,000,000 Occurrence / \$5,000,000 Aggregate																				
A	<input checked="" type="checkbox"/> Cyber - Network Sec/Priv Liab.	X	X	760010565-0006 02/07/2025	02/07/2026	\$5,000,000 Each Occur / \$5,000,000 Aggregate																				
D	<input checked="" type="checkbox"/> EPL-Employment Practices Liab.	X	X	8262-5617 11/18/2024	11/18/2025	\$1,000,000 Each Occur / \$1,000,000 Aggregate																				
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) DeSoto County Schools named as additional insured only if required by written contract. Coverage subject to policy terms and conditions.																										
CERTIFICATE HOLDER DeSoto County School Board of Education 5 East South Street Hernando MS 38632			CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Benjamin Levenson</i>																							

ACORD 25 (2016/03)
CERT NO:223764

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Benjamin Levenson 05/07/2025

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Addenda, if any (Informally)

TSCTI acknowledges the acceptance of the Q&A released, “RFP Questions and Answers 352-CAFE-DCS25” and “Additional RFP Question and Answer”.

USDA Form Ad-1048

U.S. DEPARTMENT OF AGRICULTURE

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 7 CFR part 3017, Section 3017.510, Participants' responsibilities. The regulations were published as Part IV of the January 30, 1989, Federal Register (pages 4722-4733). Copies of the regulations may be obtained by contacting the Department of Agriculture agency with which this transaction originated.

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS ON REVERSE)

- (1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

22nd Century Technologies, Inc.

Organization Name

Child Nutrition Substitute Staffing Services
352-CAFE-DCS25

PR/Award Number or Project Name

Ashley Christina De Sa, Administrator

Name(s) and Title(s) of Authorized Representative(s)



Signature(s)

05/01/2025

Date

Form AD-1048 (1/92)



22nd Century Technologies, Inc.

Add.: 270 Trace Colony Park Ste B, Ridgeland, MS 39157

Phone: (866)-537-9191 | Fax: 732-537-0888

Page | 115



Instructions for Certification

1. By signing and submitting this form, the prospective lower tier participant is providing the certification set out on the reverse side in accordance with these instructions.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this form that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this form that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction," without modification, in all lower tier covered transaction and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

