



# STAFFING SERVICES

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**PROPOSAL TO:**

**CITY OF SAN JOSE POLICE AND  
FIRE DEPARTMENT RETIREMENT  
PLAN AND FEDERATED CITY  
EMPLOYEES' RETIREMENT SYSTEM**

Prepared by: Tameka McCullough



December 15, 2023

Staffing Services  
ATTN: Benjie Chua Foy

Dear Benjie,

Thank you for the opportunity to submit our Proposal for Staffing Services for the San Jose Police and Fire Department Retirement Plan and the Federated City Employees' Retirement System.

We have thoroughly reviewed your proposal requirements and are confident in our ability to meet your needs with personal service and the highest quality of candidates.

MFS Talent's experience in the industry will allow us to provide the the San Jose Police and Fire Department Retirement Plan and the Federated City Employees' Retirement System with quality staffing expertise and a high level of service. MFS has extensive knowledge and experience staffing for skilled trades and food and beverages.

We are dedicated to delivering a high quality, motivated, like-minded workforce to our clients. We guarantee that our employees are skilled-tested, personally interviewed and E-Verified through Homeland Security to ensure that you have a compliant, competent workforce.

Should you have any questions, please do not hesitate to contact us. We welcome the opportunity to discuss how we may be of service.

Kind regards,

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Tameka McCullough  
Director of HR & Recruitment  
MFS TALENT – Talent Sourcing Professionals  
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## ATTACHMENT A

Respondent Name: Tameka McCullough

Respondent's Address: 234 E. Gish Road, Suite 100, San Jose, CA 95112

By submitting this response, the undersigned hereby affirms and represents that they have reviewed the proposal requirements and have submitted a complete and accurate response to the best of their Knowledge. By signing below, I hereby affirm that the respondent has reviewed the entire RFP and intends to follow requirements.

Respondent specifically acknowledge the following facts:

- Respondent has the required technical expertise and has sufficient capacity to provide the services outlined in the RFP.
- Respondent has no unresolved questions about the RFP and believes that there are no ambiguities in the scope of work.
- The fee schedule or price proposal sent in response to the RFP is for the entire scope of work and no extra charges or expenses will be paid by the Plans.
- Respondent has completely disclosed to the Plans all facts bearing upon any possible interests, direct or indirect, that Respondent believes any member of the Plans, or other officer, agent, or employee of the Plans presently has, or will have, in this contract, or in the performance thereof, or in any portion of the profits thereunder.
- Materials contained in proposals and all correspondence and written questions sent during the RFP process may be subject to disclosure pursuant to the Act.
- Respondent is not currently under investigation by any state or federal regulatory agency for any reason.
- The signatory below is authorized to bind the respondent contractually.

Signed: For Miller. Date: 12/15/23

Title: Director of HR and Recruitment



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## **ATTACHMENT B**

### **About MFS Talent**

#### Firm Organization and Background

At MFS Talent, we are driven by a singular purpose: to bridge the gap between exceptional talent and transformative opportunities. As a leading and local boutique rapidly expanding staffing firm, we specialize in recruiting for dynamic sectors such as Healthcare, Biotech, IT and Consumer Goods in the vibrant CA Bay Area.

Our commitment to diversity and inclusion is at the heart of our values, as a minority-owned small business enterprise and an equal employment opportunity employer. We take pride in connecting people with career paths that change lives, propelling both job seekers and employers toward a brighter future.

MFS Talent was founded with the vision of improving staffing within different industries. By focusing on how the client/customer experience can be impacted in every phase of the employment process. MFS Talent has taken over 25 years of healthcare and life science experience and customized staffing solutions that benefit both the candidate and client.

#### **Some of our Trusted Clients**

- Stanford University
- Stanford Health Care
- UCSF
- Lucile Packard Children's Hospital
- University of Healthcare Alliance
- On Lok PACE
- Sutro Biopharma
- Apple Café'
- Hello Fresh
- Rhino Health
- University Hospital

#### **Our Key Personnel**

MFS will assign the following key personnel to the San Jose Police and Fire Department Retirement Plan and the Federated City Employees' Retirement System.

##### ➤ **Tameka McCullough, Director of HR & Recruitment**

Tenure with MFS – 1 year

Total experience in the staffing industry – 16 years

Tameka has managed MFS's Bay Area Staffing for more than 16 years and is well acquainted with the Bay Area including various industries, municipalities and public and private companies. She excels at implementing cost-saving programs and setting up high-efficiency processes. She is responsible for the financial management of branch operations along with the training and supervision of Account Managers and Recruiting Specialists. She maintains awareness of area employment conditions including hiring trends and recruiting best practices.



➤ **Richard Estrada, Operations Supervisor**

Tenure with MFS – 1 year

Total experience in the staffing industry – 6 years

His strengths consist of recruiting and screening applicants, interviewing, training, and orientation. Richard has solid knowledge of business analytics, reporting, branch operations, including payroll, HR, and workers' compensation. Richard works closely with the Director in managing, planning, organizing, and controlling branch activities. Aside from outstanding communication skills, his ability to interface effectively with people from diverse socioeconomic and cultural backgrounds is invaluable. Richard is also Fluent in Spanish.

➤ **William Perkins, Sr. Recruiting Manager**

Tenure with MFS – 1 year

Total experience in the staffing industry – 4 years

William's duties include screening candidates, conducting thorough interviews, verifying references, testing, and conducting new employee orientation. William's ability to work closely with clients daily to successfully fill orders has proven to be his specialty.

MFS branches report directly to Tameka McCullough. Tameka will be the initial executive point of contact for any issues or concerns. She is involved on a regular basis with each client during the transition and implementation of new accounts. Tameka reports to Darius Boodoosingh, President, who is the next escalation point to resolve issues and concerns. Darius is visible to all of our clients, attending transition and implementation meetings at the beginning of all relationships, and on an ongoing basis, by attending all Quarterly Services Reviews. This gives Darius a unique opportunity to stay close to our large clients and demonstrate MFS's commitment to our clients.

MFS's corporate headquarters is located 234 E Gish Road, Suite 100, San Jose, California 95112-472. Our corporate office's sole responsibility is to support our field operations including both onsite and branch operations. We have experts in the following areas to support our field operations: IT, human resources, safety, workers' compensation, operations and service delivery, candidate compliance, and finance/accounting.

### The MFS Screening Process

Through our detailed screening process, MFS has developed a reputation in the market for providing the "right people" for the "right jobs". The MFS screening process begins with a strong commitment to our guiding values, which include operating on a foundation of integrity, service excellence, innovation, and social responsibility. Each candidate MFS represents for employment goes through several rigorous steps to ensure our clients receive exactly the types of candidates that will succeed in their working environment. These steps include:

- **Thoroughly Interviewed**

A comprehensive face-to-face behavioral-based interview is conducted to assess each candidate's professional background, education, personality, and career goals to ensure proper culture fit.



- **Reference Checked**  
MFS contacts previous employers asking probing questions designed to verify that the Associate's information is correct. This reference check also consists of validating job duties, confirming the Associate's strengths; and making sure there were no performance issues in their previous employments.
- **Employment Verification**  
MFS initiates an employment verification process. This involves contacting the candidate's previous employers to verify the accuracy of the information provided. to confirm details such as job title, dates of employment, job responsibilities, and others to ensure that the candidate has the necessary qualifications for the position before placing a candidate with a client.
- **Education Verification**  
MFS reaches out to the registrar's office or another designated contact at the candidate's alma mater or educational institutions to seek confirmation of the candidate's attendance, degrees earned, graduation dates, and any other relevant details. Once the education verification is complete, MFS can assure its client that the candidate's educational background aligns with the requirements of the position.
- **Background Check**  
MFS conducts thorough examination of a candidate's personal, professional, and sometimes criminal history to verify the accuracy of the information provided by the candidate, to ensure the requirements set by the client are met.
- **County Criminal Search**  
Considering any potential legal or safety concerns, MFS does County Criminal Search and contacts the county courthouses to request access to the candidate's criminal records. County Criminal Searches are conducted to provide a detailed look at an individual's local criminal history, which may not be fully captured in broader national or state-level background checks.
- **Drug Screening**  
Drug screening is part of the overall risk management strategy of MFS and aim to create a safe and productive work environment while meeting the requirements of clients and regulatory standards. Also, MFS handle drug screening results with confidentiality and respect for the candidate's privacy and information about drug test results should be treated with sensitivity and are only disclosed to individuals with a legitimate need to know.
- **National Criminal Search**  
MFS does National Criminal Search and aims to provide a broader overview of an individual's criminal history on a national scale. This search is conducted to include criminal records from multiple states, allowing for a more extensive examination of an individual's criminal history.



- **Sex Offender Search**  
To ensure the safety and well-being of the workplace, especially when placing candidates in positions that involve interaction with vulnerable populations, MFS also conducts Sex Offender Search. The primary goal is to identify whether a candidate has been convicted of a sex-related offense and is listed on a sex offender registry. This search is particularly important for positions that involve close contact with children, elderly individuals, or other vulnerable populations.
- **SSN Trace**  
SSN Trace is an integral part of the background check process MFS does. This helps establish a foundation for conducting more detailed checks, such as criminal history and credit checks, and contributes to the overall due diligence in verifying a candidate's background and identity.
- **Global Watchlist Search**  
MFS checks databases from various countries and international organizations to identify individuals with potential risks on an international scale and who may pose a threat or risk due to their involvement in illegal or prohibited activities, such as terrorism, money laundering, or other forms of criminal behavior.
- **Facis Level 3**  
MFS does Facis (Fraud Abuse Control Information System) Level 3. This search is done to conduct thorough due diligence on candidates or individuals seeking certain privileges and to identify instances of fraud, abuse, or other misconduct.
- **I-9 Audited**  
INS-trained MFS Compliance Specialists offer a second set of eyes to every I-9 submitted for employment by branch personnel. The audit may involve confirming that employees presented acceptable documentation for identity and employment eligibility verification.
- **E-Verify**  
MFS commits to the hiring of a legal workforce. As such, every MFS Associate is verified as a match through the Department of Homeland Security's automated system, providing additional confirmation of eligibility to work in the United States.



## The MFS Best Practices

At MFS, we follow several best practices as below to ensure the successful placement of candidates and satisfaction of our clients.

- **Understanding Client Needs**  
MFS make sure to establish a clear understanding of the client's business, culture, and specific staffing requirements.
- **Thorough Candidate Screening**  
MFS conducts thorough interviews and assessments to evaluate candidates' skills, experience, and cultural fit.
- **Building a Talent Pool**  
MFS maintain a robust database of qualified candidates to expedite the recruitment process. And continuously building relationships and networks to potential candidates.
- **Clear Communication**  
Here at MFS, we establish transparent communication channels with clients and candidates. We make sure to provide regular updates on the status of open positions and the candidate's progress.
- **Legal Compliance**  
MFS ensure compliance with all relevant labor laws, regulations and industry standards and follow a comprehensive compliance checklist as mentioned in Section 2.
- **Customized Recruitment Strategies**  
The specific needs and goals of each client is our focus and MFS has a Recruitment strategy to fulfill our client needs and adapt to changes in the labor market and industry trends.
- **Feedback and Improvement**  
MFS gathers feedback from both clients and candidates to identify areas for improvement. This feedback helps us refine and enhance recruitment and placement processes.
- **Diversity and Inclusion**  
MFS promote diversity and inclusion in the recruitment process and ensure that the candidate pool reflects a diverse range of backgrounds and experiences.
- **Long-Term Relationships Building**  
We focus on building long-term relationships with both clients and candidates and aim for repeat business and referrals through exceptional service.





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## ATTACHMENT C – COST PROPOSAL

### MFS Talent Cost Breakdown with Scaling

<b>Cost Component</b>	<b>Cost per Hire</b>
Talent Recruitment	\$30,000
Travel Expenses	\$2,000
Screening Fees	\$5,000
Marketing	\$3,000
<b>Total MFS Talent Cost</b>	<b>\$5,000</b>

<b>Service</b>	<b>Pricing</b>
Executive Recruitment	\$7,500
Middle Management / Specialized	\$6,000
General (Professional Administrative)	\$5,000
Outreach and Advertising	\$2,000
Screening and Verifications Only	\$500