



RATE SHEET:
TEMPORARY STAFFING SERVICES FOR CARSON CITY, NV
RFP# 1213-120
JULY 2, 2013

Position Type	Mark Up Percentage	Comments
All positions recruited by Marathon Staffing (light industrial, admin etc.)	31.5%	N/A
Positions filled by referral from Carson City (payrolled employees)	25%	N/A

Temporary to Hire Conversion Fees:

0-160 hours worked	10% of annual salary
160-320 hours worked	5% of annual salary
321 hours plus worked	No conversion fee

*Please note that Marathon Staffing reserves the right to decline to fill positions that it deems extremely high risk or will ask the City's approval to work with a sub-vendor to fill such openings.

*Invoices past due after 60 days will be subject to interest. Interest rate of 1.5% per month accrues on invoices past 60 days unless agreed upon otherwise in writing.

*Over-time will be billed at a reduced rate at a 1.4 multiplier, not 1.5.

*Carson City will not be responsible for any additional fees or charges that may arise because of the Affordable Care Act during the contract term ending in July 2014.

LATE MATERIAL
 MEETING DATE 6/19/14
 ITEM # 206



TEMPORARY STAFFING SERVICES
RFP 1213-120

MARATHON STAFFING GROUP, INC.
6785 S. EASTERN AVE. SUITE 2
LAS VEGAS, NV 89119
CONTACT: DOUG JONES
702-307-1320
DJONES@MARATHONSTAFFING.COM

PROPOSAL OPENING DATE: 2/4/2013
PROPOSAL OPENING TIME: 5:00 P.M.

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February 1, 2013

Kim Belt, Purchasing & Contract Manager
Carson City Finance Department
201 N. Carson Street-Suite 3
Carson City, NV 89701

Dear Kim Belt,

Please find the enclosed bid submitted for temporary staffing services for Carson City, Nevada. I believe that Marathon Staffing Group's experience and dedication to providing quality service would be an asset to your great city.

Thank you very much for the opportunity to present our proposal. We are excited about the prospect of beginning a business relationship with Carson City.

Please let me know if you have any questions about our proposal. I can be reached at (978) 649-6230 and by email at cpanos@marathonstaffing.com.

Sincerely,



Chris Panagiotopoulos
President
Marathon Staffing
(978) 649-6230 phone
(978) 649-9906 fax
cpanos@marathonstaffing.com

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SCOPE OF WORK:

3.1 Carson City is seeking the services of several highly skilled, experienced and qualified firms that can provide expert services. Carson City wishes to select firms that can demonstrate the highest level of support by performing these functions in an accurate and timely manner. The selected firms should provide quality service along with dependable and reliable customer service.

Marathon Staffing Group is highly qualified to provide the services outlined in the scope of work. Marathon Staffing was organized in February, 1987 by Chris Panagiotopoulos, current Owner and President, to provide staffing services for contract and direct hire placements.

In 1991, Marathon Staffing expanded its technical and informational technology business to include temporary staffing services. This was in direct response to our clients asking to service the full breadth of their business. In 1992, the company was one of the early pioneers of On-Site and Out-Source staffing programs. Marathon enjoys a long-standing business relationship with one of our first onsite clients. We now support the recruiting, training, and retention efforts for their multiple facilities.

In 1996, the company opened offices in Alabama. In 1998, the Company expanded its operations to Arizona. From 1999 to 2001, the company expanded to Nevada, Ohio and Texas. In 2004, we opened operations in South Carolina. Marathon Staffing, with a network of 14 locations, has been providing high quality staffing services on a national basis.

Since 2008 Marathon Staffing has been working with various government departments assisting them with their contract staffing needs. Currently, Marathon Staffing is an awarded vendor for the following contracts:

- Birmingham Jefferson Convention Center in Birmingham, AL-Temporary Staffing for Events
- Commonwealth of Massachusetts-ITS43 Technical Services, Solutions Providers
- University of Nevada at Las Vegas- Temporary Staffing
- State of South Carolina- Contract Labor for General Services Division
- City of New Orleans- Seasonal Contract Labor
- State of Nevada-Temporary Staffing Services

Marathon Staffing has expertise in providing staffing services to both private organizations and public entities. The Las Vegas Branch opened early in 1999. Shortly thereafter, Marathon Staffing hired Douglas Jones (June of 2000) to manage the growth of this new office. His 'entrepreneurial strength' helped Marathon Staffing succeed in a highly competitive staffing market.

Doug's emphasis on consistent and thorough customer service assisted in producing dramatic growth through 2008. A highlight of the early years was attracting a bid award from UNLV (including Thomas and Mack and Sam Boyd Stadium). In the RFP, UNLV estimated \$100,000 spent per 8 temporary services per year and Marathon's service lead to a peak of \$500,000 of business, again due to superior personal service.

Since 1987 we have grown from a simple supplier of temporary staffing to a full-service partner with years of experience providing customized staffing services to our clients. We have developed formal training programs for our staff, allowing them to successfully implement such programs for

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our clients.

INDUSTRY EXPERIENCE:

Our industry experience is in the following areas:

- Temporary Staffing Services –Administrative Support, Light Industrial, Call Centers, Government, Medical & Scientific Event Staffing, and more
- Contract/Direct Placement – Professional, Technical, and Skilled Trades
- Payroll Transfer Programs
- Long and/or Short Term Staffing Solutions

We place personnel on temporary, temp-to-hire, contract and direct hire to clients that span from large Fortune 500 companies to small business enterprises.

Marathon Staffing is currently engaged in the process of setting up operations in Carson City and hiring local Placement Specialists in response to our recent award of the State of Nevada Temporary Staffing contract. Local branch offices enjoy strong support from the Corporate office. If awarded this contract, Marathon Staffing's Corporate management team will be readily available to spend considerable time in Nevada to assist with this contract and providing the service therein.

3.2 The selected firms shall ensure that all temporary employees are qualified, reliable and provided legally mandated benefits. The following information must be provided:

Temporary staffing for the following categories:

1. Light Industrial
2. General Office/Administrative/Clerical
3. Police Services
4. Medical Services
5. Project Management
6. General Labor
7. Fire Services

Marathon Staffing will provide reliable, qualified temporary employees who receive all legally mandated benefits. Our organization has thorough interview and reference checking processes to ensure we are hiring dependable individuals who have the necessary skills and experience. Marathon Staffing adheres to all local, state, and federal laws. We are able to provide staffing for all categories that Carson City seeks temporary help.

- Provide a detailed description of any markup that the firm retains, the conversion rates for temporary to permanent conversions, as well as any additional costs or fees not included in the hourly rate.

Please see our attached Pricing Schedule. We have no additional costs or fees not included in our hourly rate.

Temporary to permanent conversion fees are as follows:
0-160 hours worked- 10% of annual salary

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160-320 hours worked- 5% of annual salary
 321 hours plus worked-No conversion fee

- Describe in detail your firm's hiring process, ordering process, training programs, employee benefits and other services that are provided to employees.

Marathon conducts a thorough on-boarding process with our temporary employees. This begins with the application process in which we ensure that the candidate is able to complete a detailed application to our satisfaction, indicating the employee's ability to follow directions and to communicate. Upon completion of this application, the candidate receives Marathon Staffing Group's Temporary Employee Policies & Procedures.

These policies and procedures outline in detail the expectations of Marathon Staffing Group relating to their employment with our organization. Examples of items covered include: attendance policies, dress code, substance abuse policy, and additional information regarding to their employment at will with Marathon Staffing Group. All policies and procedures are acknowledged by our temporary personnel and the acknowledgements are electronically stored in the candidate's file.

The documents that we require are listed in the following paragraph. Additionally, for employees, we add the I9, W2, and E-verify documents, as well as any certificates, cards, references, and test results:

1. Application, including Skills Chart (4 pages).
2. Temporary Employee Policies and Procedures (2 pages).
3. Substance Abuse Policy (1 page)
4. Authorization to Release Information Form (1)
5. Assignment Form (1 to 2 pages, depending)

Instructor-Led Training

We conduct instructor-led training sessions on an on-going basis for new projects and assignments. Training sessions are designed specifically for a client's needs but generally include: (a) employee orientation to work environment; (b) applicable software applications; (c) computer hardware usage; (d) safety training; (e) application processing, and (f) other job responsibilities.

Computer and Video Training

We can design a customized training program targeted to meet a clients needs. In addition, computer and video training on specific programs may be provided to cross-train qualified staff and improve current skills. For several clients we have developed and implemented "first day" video training programs.

Marathon Staffing offers online training that may be completed daily for the following software, and programs:

- Microsoft Access 2000
- Microsoft Access 2002
- Microsoft Access 2003

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- Microsoft Access 2007
- Microsoft Excel 2000
- Microsoft Excel 2002
- Microsoft Excel 2003
- Microsoft Excel 2007
- Microsoft Excel 2010
- Microsoft Internet Explorer 5.0
- Microsoft Internet Explorer 8.0
- Microsoft Office 2000 Integration
- Microsoft Office 2003 Integration
- Microsoft Office XP Integration
- Microsoft Outlook 2000
- Microsoft Outlook 2002
- Microsoft Outlook 2003
- Microsoft Outlook 2007
- Microsoft PowerPoint 2000
- Microsoft PowerPoint 2002
- Microsoft PowerPoint 2003
- Microsoft PowerPoint 2007
- Microsoft Windows 2000
- Microsoft Windows 7
- Microsoft Windows XP
- Microsoft Word 2000
- Microsoft Word 2002 - Advanced Documents
- Microsoft Word 2002
- Microsoft Word 2003
- Microsoft Word 2007
- Peachtree Accounting 2003
- QuickBooks Pro 2000 Tutorial

Safety training is offered prior to employee placement at specific assignments that have relevant safety issues. For example, we have our employees watch a video regarding proper lifting techniques, proper disposal of cleaning fluids, necessary PPE, etc. This training may or may not be relevant to administrative positions. Marathon Staffing has this video available for use for training purposes.

Other Well-Developed Strategies are in place for:

- Job Descriptions and Responsibilities
- Exposure Analysis (Risk Management)
- Employer/Employee Responsibilities
- Disciplinary Procedures with Regard to Unsafe Work Habits
- Self-Audit Procedures
- Corrective Action Implementation
- Accident Prevention
- Workstation Housekeeping

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- Job Planning
- Emergency Preparedness
- Preventing Sexual Harassment
- Creating an Inclusive Workplace

By conducting employee training and orientation sessions in concert with aggressive implementation of a sound Risk Management Program, we decrease downtime and increase our employees' productivity.

- Describe how quality and service standards will be maintained.

In addition to the first day arrival check and performance call, we will also conduct weekly performance calls on all contracts. Job requirements may change during the course of a lengthy assignment and providing excellent customer service means continuing to meet the client's expectations. A quality update call at the end of each week will allow us to evaluate the employee's performance and their fit at the client site.

Marathon Staffing also tracks compliance to the work schedule that the employee was assigned by carefully review timesheets. If the hours worked by the employee do not match their assigned schedule, this will prompt a call to both the client and the employee.

Our business success depends on the quality of work our employees produce for our customers. We regularly ask our clients to complete an evaluation of the performance of the temporary employee on assignment. This evaluation keeps us aware of the service we're providing and our customers' satisfaction with that service.

- Provide a description of your firm's screening process for temporary employee applicants and how background checks and if drug/alcohol tests are conducted.

The screening process starts with our thorough application review and insistence that all candidates fully complete their own application. Our application also asks for professional and personal references. Marathon Staffing makes clear that we have a strict substance abuse policy and we ask candidates if they will agree to a criminal background check and drug test.

Marathon Staffing conducts three reference checks and has partnered with several background check providers and drug testing facilities so we have a wide range of resources to screen candidates for such purposes. We will implement any and all screening measures that the City would like to see implemented.

Marathon Staffing participates in the Department of Homeland Security's E-Verify program so we can confidently provide our clients with employees who have a legal right to work status in the United States. In addition, Marathon utilizes an identity theft protection measure with all offices being supplied an UV light and an I.D. Checking Guide which details validation images that appear under UV lighting for certain

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documents given for the I-9. Holograms or ghost images which should be present for various state licenses or ID's under UV light are confirmed.

The background screening process involves all applicants signing a release allowing our company to run the background check. Also, they acknowledge the fact that results will be shared with our client. All candidates receive a copy of the Fair Credit Reporting Act to be apprised of their rights related to such screening. Marathon Staffing's internal staff is expert in reading background check results and is thoroughly trained on the background screening process. We work carefully with our background screening providers, namely Sterling Infosystems and Intellicorp, to ensure all proper steps are followed to protect both our clients and employees.

Examples to demonstrate our proficiency in handling a high volume of background screening requirements include our work with the State of South Carolina and Hanscom Air Force Base. Marathon Staffing provides 180 temporary custodial and horticulture department employees for the State of South Carolina. These temporary employees are placed in positions at the State Capitol, State Supreme Court, and other high security locations within the state government. We conduct thorough background checks on all temporary employees prior to assignment with this state contract. Also, we have provided temporary labor to Hanscom A.F.B. for their contract staffing needs. The Air Force has stringent background requirements and we conduct thorough screening in line with the federal government's specifications.

Marathon Staffing conducts drug tests on a regular basis for clients who request this service and for positions that have safety concerns, such as operating equipment etc. We partner with local drug testing facilities so we have a wide range of resources to screen candidates for such purposes.

Drug testing through a local lab may involve a five, seven, or ten panel drug screening depending on the needs of our client. Our in-house drug testing includes a 6 panel screening. We may customize the drug screening requirements per the need of the Carson City. We find that having the option to conduct in-house and outside lab drug testing gives us greater flexibility in meeting short notice staffing requirements.

Our minimum pre-employment screening includes the following:

- Careful review of work history to identify employment gaps and determine cause for such gaps
- Request three professional references and obtain positive reference from two of the references provided
- Verification of communication skills (English verbal and written/other languages as required)
- Inquiry regarding any previous work history working with the State so that we can confirm with the agency that the employee is re-hirable
- Employee agrees to pre-employment drug test, if applicable
- Nationwide Access Criminal Background Search
- Thorough interview process to determine if the candidate has a positive attitude towards work, reliable means of getting to the assignment, and the necessary experience and/or skills
- Skills Testing for specific requirements (accounting software skills tests for accounting candidates, data entry testing for administrative etc.)

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- E-verify through Department of Homeland Security upon hire

Marathon would be glad to customize our minimum pre-employment screening according to the State's needs.

- Describe any on-going drug/alcohol testing that occurs with the employees, including for those employees who are CDL certified.

Marathon Staffing informs employees that they may be subject to random testing. All employees must undergo post accident testing, as applicable.

- Provide information related to how temporary employees are recruited.

Our strength as a leading Workforce Solutions provider correlates directly with the company's ability to employ the most effective recruitment strategies. Our offices work closely with the community. By posting advertisements on online job boards such as CareerBuilder in conjunction with traditional print advertising we are able to reach out to available workers. We work closely with universities, community colleges, vocational schools, state and local job banks, etc. Active community involvement is a key to the company's success. Additionally, our home office serves as a field operations support center.

These recruiting and sourcing strategies have proven successful in support of our clients. Initially, the candidate pool will be drawn from our "ramp up" recruiting process that we have utilized for other clients when we are a new provider. This "Recruiting Ramp Up" campaign includes:

- Customized Advertising in Local Newspapers – this includes local newspapers and sources that seek to attract a diverse pool of job seekers.
- Announcements on Job Boards at Local Colleges
- Advertising on Radio, Community Television
- Employee/Client Referrals and Bonus Systems
- On-line advertising, including our own web pages and job board
- Job Fairs and Onsite Recruitments
- Strong relationships with local Employment Development Departments

Additional and Ongoing Recruitment Strategies:

- Internal Resources: One of the most successful sources of recruitment is available our current database of candidates – both National and Local. Our recruiters can simultaneously search and update candidate records.
- Pre-Qualified Candidate Pool and List Building Function: We work closely with the client to research their needs and develop a pool of pre-qualified candidates for the skill categories most often requested. Our proprietary data base (MASS) has a 'List Building Function' that permits our recruiters to record and modify constant 'ready lists'. This pro-active recruiting and qualification process enhances our ability to provide backup personnel as needed and respond quickly to sudden increases in workload.
- Computerized Search and Retrieval: We utilize the latest computerized search and retrieval techniques. Through our Wide Area Network (WAN) and our state-of-the-art Marathon Agency Staffing System, our regional and local offices have access to databases containing extensive candidate listings and background information. Using these recruitment

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tools, recruiters can quickly search for qualified candidates across a variety of criteria, including experience, education and skill qualifications.

- **Networking:** Networking includes interfacing with employment development departments and local Chambers of Commerce. In addition, we utilize the following resources to increase networking effectiveness: (a) establish connections in the regional business community; (b) membership in professional organizations; (c) relationships with human resource personnel and (d) the use of job boards at local colleges and trade schools.
- **Targeted Recruiting:** When necessary, we use targeted recruiting to systematically search for personnel with special qualifications. This concentrated approach is focused on local educational institutions, professional organizations and the Internet to identify candidates for more technically demanding roles, or positions that require a unique skill set.
- **Referrals:** A historically important aspect of our recruiting philosophy is to view each employee as a potential source for new hires. Through ongoing incentive and bonus programs, we access a continual stream of qualified employee referrals. The way we treat our staff comes back to us in positive referrals.
- **Outreach:** As a proactive employer, we strive to create a diversified and well-balanced workforce by developing employment and personnel policies that respect the individual rights of potential and current employees. Our recruitment specialists build working relationships with organizations that help us maintain and grow a diversified employee population. Specific outreach activities include focused media advertising, interaction with minority professional organizations, and participation in minority job fairs. In addition, we employ bilingual staffing personnel in order to better serve local communities.

In summary, we combine customized, uncompromising personal service to our clients with respect and support for our staff to build winning teams for satisfied customers.

- Provide a description of any testing, including aptitude or skills tests that are administered.

Marathon Staffing offers customized testing of candidates for our clients so we can best match individuals to your staffing needs. We have the flexibility and technology to implement a wide range of testing that may be helpful to place potential candidates on assignment at various positions for the City.

Chiefly, Marathon utilizes Kenexa Provelt to conduct skills assessments. This is an online testing portal where a variety of skills can be tested. Several hundred tests are available for a wide variety of positions including administrative, technical, customer service, maintenance, industrial, and others.

Titles of available tests include:

- Basic Math
- Customer Service Skills and more.
- Data Entry
- Financial Math

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- Forklift Operation
- General Accounting
- General Maintenance
- Microsoft Excel (2003, 2007, & 2010)
- Powerpoint
- Technical Support Processes
- Typing,
- Word (2003, 2007 & 2010)

Upon completion of the test, the score is sent via email to the applicant and recruiter. The score may also be sent to the Carson City hiring manager if desired.

- Provide a detailed description of your firm's invoicing procedures and deadlines for submitting timesheets.

We provide our clients with invoices in any customized format they may request, at no additional charge. Following are a few sample data fields, which may be included:

- Assigned employee cost center tracking number located on all invoices and reports
- Geographic location/client office site
- Totals for each assigned employee
- Totals for each designated department
- Department and requisition numbers for each assigned employee
- Start date
- Pay/bill rates
- Applicable pay period
- Projected assignment end date
- Employee retention reports

Invoices and reports can be provided on a weekly, bi-weekly, or monthly basis or as requested by the client. It is our standard invoicing procedure to round employees' worked time to the nearest ¼ hour. According to Nevada State Law, hours worked over 8 hours per day are paid at an overtime rate of time and a half of regular pay.

Marathon Staffing's standard process is to provide a single summary weekly invoice covering all employees assigned to a client. Our fully automated payroll and accounting system provides complete payroll data and complex reporting capabilities, which eliminate time and labor-intensive manual processes. The system handles benefit and payroll information for all local and regional payrolls. This payroll system concurs with all state and federal payroll tax laws, ensuring that we are up-to-date with respect to all federal, state, and local regulations.

Our typical deadline for submitting timesheets is on a weekly basis each Monday at noon, but again should Carson City require a different timeframe we would be glad to work according to your specific needs.

- Describe the methods used to resolve issues with staff or organizational performance, including conflict resolution.

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Marathon Staffing Group enforces written policies. Enforcement is accomplished through a combination of standard operating procedures that we follow for all assignments. Written policies are audited for compliance at the worksite through various methods including arrival checks, on-location check in's to ensure the employee is in acceptable attire and punctual for the assignment, communication with the worksite supervisor regarding our employees' compliance to all policies and procedures, etc.

Upon notification or observation that a Marathon employee is failing to adhere to our policies and procedures, it is standard policy for Marathon management to issue a verbal warning to the temporary employee regarding the infraction. However, depending on the severity of the infraction, employee discipline may call for immediate termination which would be done away from the client site. A verbal warning issued for a minor infraction would be followed with a written warning or termination depending again on the severity of the policy violation and based upon feedback that we receive from the client.

Marathon Staffing Group strives for our Temporary Employee to reach 100% compliance to written policies. We believe that compliance is achieved with a combination of orientation, review, and audit procedures.

Application Process: Marathon Staffing Group's documents are taken seriously and the candidate understands this from the initial application process. All forms are reviewed for thoroughness. At the end of our interview process, we review the documents with the candidates. We ask for questions and ascertain as a part of the evaluation process whether the candidate was responsive in our interview and review of the documents.

Orientations: For assignments, we require the candidates to return to our office and receive an Assignment Form. During that meeting, we review the Client's requirements specifically and the original Policies in general. Our recruiting staff has been trained to know when a candidate is responsive. The key to our orientation success is a series of questions that we ask to evoke responses from the candidate. The questions are customized to the Client Order. During these orientations, we require that full 'uniform and equipment' be worn. We also mandate that they take the assignment form to the client site upon which the assignment requirements are clearly listed. For example, one of our clients has work in a refrigerated environment. We require that they initial our clear instructions for wearing and bringing appropriate warm clothing and we require that our recruiter see that clothing prior to their being assigned.

Follow up, notes, and audits: Our software screen has a single "face" icon that we touch to enter quick notes and comments without having to open up a candidate's file and searching for the right place to put a note! The ease of this note taking, allows the recruiters and support staff to enter detailed comments about our temporary staff. Notes that reflect issues of lack of discipline become obvious and lead to counseling or termination from future assignments.

Customer Complaints:

The Branch Manager ends each day with a brief service review. This is a quick but concise process for the entire office Team. The manager asks about and encourages open discussions about assignments needing attention, complaints, and any contacts with the Client's personnel. Complaints, temporary employees requiring counseling, and

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the focus for the next day are addressed with the recruiting team who are charged with action items to resolve the issues at hand. Recruiters are required to reach the temporary employee that same day or evening if counseling is all that is required. Complaints are taken seriously and remain front and center until resolution is achieved.

Douglas Jones has had over a decade of upper level customer service experience and he takes great pains to 'listen correctly' to what a Client is expressing. It is the Branch Manager's responsibility to discern if a complaint is based on a candidate's short-coming or if it is based on miscommunication of the assignment's responsibilities on our behalf.

Marathon Staffing Group only considers a complaint resolved when the Branch Manager is in communication with the client and obtains their positive response to our actions and planned solutions. Complaint resolution is then followed with a quality assurance call within two to three days of the resolution.

We consider our 'life blood' to be increasing client satisfaction with clear and direct actions to improve or modify placement techniques per the request of a client. It is our attitude that we are a part of the client's business mindset, not a business on our own.

And, finally, our MASS Software (database) has an 'action-based' documentation system that records notes along with dates. Future follow-up is prompted and can be easily set in the process of note-taking. You cannot close a conversation with a client without indicating "action or no action" needed. All staff members have simultaneous access to the same database, so all can see the notes and actions required and the Branch Manager can see and assign 'actions' to individual recruiters for the next day's work.

A candidate that does not successfully perform their assignment at another client is removed from our active roster. The employee may be removed from our active candidate pool due to a variety of reasons including performance violations and attendance issues.

The following steps are taken and establish software tools used so that all recruiters will be confident that they are using the same information to select and assign personnel.

- Upon completion of our interview and screening process, our Candidates are noted with a **Red, Yellow, or Blue "Icon"**.
 - **Red**= Strong candidate in their field, great evaluation by recruiter, and all 'processes' are completed (backgrounds, references). This indicates to a recruiter that they can move ahead with assignment knowing that this individual is ready for work.
 - **Yellow**= A candidate that still requires more steps. If a recruiter wants to move forward, they instantly know that there are hiring and screening steps to be completed before assignments can be finalized.
 - **Blue**= Not to be assigned or re-assigned.
- The 'payroll process' requires a specific sequence to indicated "**End Dates**". The computer will not permit a person to be 'ended' on an assignment without a decision and action taken with explanation of the reason for ending an assignment. Any negative reason requires documentation and opens the step of changing their status. If they are changed to '**Inactive**' due to a primary negative

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action on their part, their entire file is marked with a colored banner. There is no way to 'accidentally' assign a person that should not be re-assigned.

- Describe how your firm evaluates job performance or temporary employees.

In addition to the first day arrival check and performance call, we will also conduct mandatory weekly performance calls on all active assignments that are over one week in length. Job requirements may change during the course of a lengthy assignment and providing excellent customer service means continuing to meet the client's expectations. A quality update call at the end of each week will allow us to evaluate the employee's performance and their fit at the client site.

Marathon Staffing also tracks compliance to the work schedule that the employee was assigned by carefully review timesheets. If the hours worked by the employee do not match their assigned schedule, this will prompt a call to both the client and the employee.

Our business success depends on the quality of work our temporary employees produce for our customers. Following each assignment, we ask our clients to complete an evaluation of the performance of the temporary employee on assignment. This evaluation keeps us aware of the service we're providing and our Customers' satisfaction with that service.

- List any usage reports that can be generated and made available to Carson City on a regular basis.
 - Invoice summary viewing detail and payment status
 - Weekly, monthly, quarterly, yearly reports by skill, shift and department or division
 - Summed or detailed costs by skill, shift, department or division
 - Daily usage reports/headcount
 - Retention Reports & Exit Interview Results
 - Full-time hire report
 - Custom reports as requested
 - Job Order Reports

- Please confirm the firm provides unemployment and workman's compensation insurance that covers its temporary employees.

Marathon Staffing provides unemployment and workman's compensation insurance that covers all of our temporary employees.

A. Firm Overview:

Marathon Staffing has been in business since 1987. We operate in fifteen different locations and eight states including Alabama, Arizona, Massachusetts, Nevada, New Hampshire, Ohio, South Carolina and Texas. We have been providing innovative workforce solutions to the business community for over twenty years. Presently, we

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annually employ a staff of nearly 20,000 temporary employees in a wide variety of industries and fields.

Over the years we have been guided by a simple principle: *"There is no substitute for excellence."*

Our business standards that have made us successful are:

- Customer Driven Programs
- Cost Effective Solutions
- Competent Goal Oriented Services
- Improved Cost Control and Quality of Services

We attribute our success to our belief that the "customers come first," and, for that reason, we have worked hard to implement cost effective solutions for our customers. We also believe that the cornerstone component of a close partnership with our clients is our responsibility to educate them about our business practices and the staffing industry.

The company is selective in scheduling its new business opportunities. We believe by not overextending our client base, we can control our growth and provide quality premiere services to our clients. We are proud to say that the partnership with our clients is mutually valued. Our company has become a valuable, transparent part of their organization while we provide quality services to them.

COMPANY PROFILE

Agency Name: Marathon Staffing Group
Corporate Website: www.marathonstaffing.com
Year Business Started: 1987 **Type of Company:** S Corp.
Federal Tax ID: 88-0419848 **State Registration:** NV
Contact Name: Doug Jones **Contact Title:** Regional Manager
Contact Email Address: djones@marathonstaffing.com
Contact Phone #: (702) 307-1320 **Contact Fax #:** (702) 307-1324
Total Revenue of previous 12 months \$: 35 Million
Average annual number of billable contract workers: 20,000
Average annual number of direct placements: 150
Number of Account Managers: 15 **Number of Recruiters:** 70

STAFF QUALIFICATIONS & AVAILABILITY

Chris Panagiotopoulos- President and Chief Executive Officer, Tyngsboro, MA

- Graduate/Undergraduate M.I.T., SMU
- Responsible for program introduction, implementation, quality and control
- Over twenty years of experience in the temporary staffing business - pioneer of on-site staffing
- Architect, e-commerce design for staffing industry application, multi-lingual office automation, database design, authoring systems and business database applications

Tina Panagiotakos – VP Operations, Tyngsboro, MA

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- Responsible for managing the corporation's business operations and oversight of key on-site operations
- Over fifteen years of experience in the temporary staffing business
- Over twenty years of experience in human resources management

Douglas Jones –Regional Manager, Las Vegas, NV

- Responsible for account management in the local Las Vegas, NV market
- Will be the main point of contact for Carson City and Associated Agencies
- Will oversee and be a hands on manager in recruiting for all Carson City staffing requisitions
- Will hold primary responsibility for contract management, invoice generation and specialized reporting
- Will coordinate regular quality checks with Carson City hiring managers
- Over fifteen years of experience in the temporary staffing business

John McLennan – Senior Recruiter, Las Vegas, NV

- Responsible for recruiting Administrative/Clerical personnel, Dental/Medical related positions, Accounting, and other highly skilled positions
- Will conduct arrival checks and on-site check-in's at Carson City for newly placed personnel
- Over ten years of experience in providing temporary staffing services

Frank Puma- Recruiting Field Supervisor

- Primarily responsible to lead recruiting efforts for custodial, event staff, labor, and concession stand workers
- Will provide field supervision for events (including weekend and late night events)
- Over ten years of experience in recruiting and supervising temporary personnel

Christopher Panagiotopoulos- Managing Director, Boston, MA

- Will provide marketing support for Carson City related recruiting efforts
- Currently manages 100-200 employees on a regular basis for event staff and clean up at sites throughout the country (New York, Tennessee, California etc.)
- Available to travel to Carson City, NV immediately to assist in large job fairs and recruiting "ramp ups"

Nicole Ryan – Director of Direct Hire Placement, Tyngsboro, MA

- Will serve as additional support for Carson City for any professional level placements that require assistance
- Available to recruit, screen, and assist in on-boarding employees with highly specialized skill sets and/or degrees
- Over twelve years of experience in staffing and direct hire placement

Colleen Howley – Director of IT Services, New Jersey

- Responsible for recruiting and staffing IT related contract and temporary personnel
- Conducts technical searches and placements on a nationwide basis and in Canada
- Over fifteen years of recruiting experience

Shelly Tousignant, Risk Manager, Corporate Office

- Responsible for **workers' compensation** and other insurance related issues



- Possesses ten years of experience in Risk Management and implementing safety programs

Edna Panagiotakos - Operations Administrator, Corporate Office

- Will be account specialist for payroll
- Processes paychecks and direct deposits for thousands of employees weekly
- Processes thousand of W-2's annually
- Over 15 years of experience in handling temporary employee payroll

Please see the following resumes and bios which include the education, background, experience, and knowledge of Marathon Staffing Group's management and staff that will service Carson City. This section begins with the management and recruiting personnel that are located in Nevada and concludes with the resumes and bios of support personnel.

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DOUG JONES, REGIONAL AND BRANCH MANAGER

Education

Yale University, New Haven, Connecticut

Experience Summary

Extensive management, sales, negotiation, and customer service background in the staffing industry, technical entertainment industry, live show entertainment and hospitality industry. Prior to the staffing industry, Executive Producer of a private firm that grossed \$10,000,000 dollars annually and employed over 200 personnel.

1/2000-Present Marathon Staffing Group, Las Vegas Nevada

Regional Manager

- Managed the growth of the Las Vegas Branch from its start-up to \$2 million single branch office revenue. Was able to maintain growth after the "9/11" that created an economic downturn in Las Vegas.
- Primary account manager of Marathon's University of Nevada, Las Vegas account until the contract expired in 2005.

3/1995-12/1999 GM/Hr Director, Imagine Productions, Las Vegas, NV

Responsible for recruiting, screening, hiring of technical and design staff for this Las Vegas based special effects and technical entertainment Production Company. Managed nationwide and world wide all operational project support services.

Was responsible for

- Contract writing/negotiating
- Closing over ten major entertainment projects
- \$4 million stunt show in Fukuoka, Japan
- Annual MGM Grand Agreements
- Master Design Contracts with Universal Studios, Hollywood

1980-1994 Bridgewater Performance Corp., Las Vegas, NV

As an executive producer for Bridgewater Performance Corporation of Las Vegas was responsible to produce

- A one troupe sports "side-show" into the U.S. High Diving Team which grew to include over 25 theme parks in the USA.
- Event contracts for NBC and CBS to include the famous televised championships, the "Cliffs of Acapulco".
- The Las Vegas Show, the "Dueling Pirates Stunt Show" for Fred Benninger at the MGM Grand Theme Park in Las Vegas, Nevada. Show operator first two years Hotel opened.

Miscellaneous: Participated in design/build contracts in Nevada, California, 25 major theme parks, Canada, Japan, Australia, Germany, Italy, and others. Bi-lingual (Spanish/English), former licensed Realtor, former Managing Editor Call Back Newspaper, and set a World Record High Dive on NBC SportsWorld (Broadcast Live).

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JOHN MCLENNAN, SENIOR RECRUITER, LAS VEGAS OFFICE

Education

U.S. Air Force: Specialized Training: Supply System, Leadership and Personnel Management.

Roanoke Rapids High School Diploma, Roanoke Rapids, North Carolina

Experience Summary

Over a decade of staffing experience in the Las Vegas market

**2007-Present Marathon Staffing Group, Las Vegas Nevada
Senior Recruiter**

- Recruiting specialist with a focus on Professional, Administrative, and medical-related placements
- Excellent screening and interviewing skills, with the client's needs in mind to make the correct match
- Employs creative recruiting techniques to seek out the best and brightest candidates in the Las Vegas area

**2005-2007 Starving Students, Inc, Las Vegas, NV
Assistant Manager**

- Was responsible to dispatched moving crews to residential and business locations throughout Clark County, Nevada.
- Audited daily paperwork to include credit/debit card processing and bank deposits in addition to preparing weekly and monthly reports.
- Interviewed applicants and prepared new hire packages for submission to the corporate office for final approval

**1996-2004 Manpower Of Southern Nevada, Las Vegas, NV
Staffing Specialist**

- Screened and interviewed applicants, processed customer work orders and dispatched employees to temporary, temp-to-hire, and permanent placement assignments.
- Established new customer accounts and negotiated bill and pay rates.
- Generated gross sales of over \$275,000 in the final twelve months

1977-1995 UNITED STATES AIR FORCE, TACOMA, WASHINGTON

Inventory Management Supervisor

- Awarded four Air Force Commendation Medals, four Air Force Achievement Medals which included several promotions.
- Managed a 200 bed dormitory that housed single and un accompanied military personnel.
- Supply Manager in support of Minuteman, Small intercontinental Ballistic Missile and Rail Garrison Programs.
- Demand Processing Research Records Maintenance Manager.

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Chris Panagiotopoulos, President of Marathon Staffing

Education

Massachusetts Institute of Technology (1975-1976) 5.0/5.0 with a concentration in Computer Science and Management Engineering.

Southeastern Massachusetts University (1967 to 1971) B.S.E.E.

Top Secret Clearance 1972-1978 Raytheon Missile Systems Bedford Labs.

Experience Summary

Thirty five years of management, sales/marketing and product development experience with staffing and several high technology companies. The President of three organizations with over twenty-five years of administrative, marketing, and product development management responsibilities. Over twenty years in staffing and human resources, three years of marketing experience with a Fortune 500 company covering its major accounts in the New England territory. Six years of hardware & software development for mini and micro high speed computer architectures with a Fortune 100 company.

Technical

- 1972 to 1978 was an instrumental member of the original conceptual and design team for the Patriot Missile System.
- Successful track record in delivering several high tech products within schedule and budget; from inception and functional spec to their release to manufacturing, marketing and sales.
- Developed management techniques to increase engineering motivation, productivity, commitment to project and teamwork.
- While President of Computer Systems Consultants, Inc., became a troubleshooter expert and assisted several high tech companies in identifying reasons for product overruns in schedules and budget.

1987-Present Marathon Staffing., Tyngsboro, MA

President of Marathon Staffing Group, a 40 million Staffing organization employing over 15,000 employees on yearly basis. A Pioneer of Onsite Staffing solutions as well as a web enterprise staffing solution to efficiently provide a candidate tracking portal and job order tracking system.

1983-1987 Compulex, Inc., Lowell, MA

President of Compulex, Inc., a software organization employing over fifty professionals developing new concepts in multilingual technologies for business automation and word processing hosted on Digital VAX computers. This expert system allowed users to freely intermix and create documents in foreign languages. Responsible for the inception of multilingual concepts.

1981-1983 CSC, Inc., Lowell, MA

President of Computer Systems Consultants, Inc., a consulting firm employing twenty five seasoned professionals that performed software and hardware consulting

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assignments in various high tech companies in the Massachusetts area. Some of the major accomplishments were as follows:

- The design and implementation of a large database system for the Highway Call Box Division of the State of Florida.
- The design of a Computer Aided Training system for Burroughs Corp. that eventually was licensed to IBM

The design of the state-of-the-art, 68000 based, touch screen workstations to manipulate text and graphics.

1978-1981 Tektronix, Inc., Beaverton, OR Marketing Representative

**1971-1978 Raytheon Bedford, MA Research & Development
Engineer Secret Clearance**



Tina Panagiotakos, VP of Operations and Human Resources

Education

Essex Collegé, Undergraduate Studies in Accounting

1995 to Present – Marathon Staffing, Tyngsboro, MA -Vice President of Operations and HR

Manages all aspects of Operations and Human Resources for the company to include payroll, credit and collections, workers' compensation, unemployment, accounting, IT and employee relations.

Manage six on-site locations in Arizona, Alabama, Massachusetts, Ohio, South Carolina, Texas, which employ approximately 1,700 weekly

1993 to 1995 New England Medical Center, Boston, MA – Human Resources

Program Manager for streamlining non-clinical position for efficiency and to provide a more "customer service" atmosphere for the patients.

Conducted workflow studies in all areas of the hospital to include ER, Pediatrics, Maternity, Surgical, etc., set up training, work with both clinical and non-clinical departments to achieve the goals.

Created the tuition reimbursement program & awarded Employee of the Month for Employee Relations.

1983 to 1993 Wang Laboratories, Lowell, MA

Various administrative positions for both Directors and Vice Presidents within the Human Resources, Training and Development and Manufacturing departments.

Program Manager for the Quality Leadership Program, similar to the Total Quality Mgmt. program.

Responsible for the Minutes for the Quality Leadership Program Committee which had representatives from around the world.

Colleen Howley, Director of Deployment

Education

Franklin Pierce, Undergraduate Studies in Marketing

2007 to Present – Marathon Deployment, Tyngsboro, MA – Director of Technical Deployment

Colleen joined Marathon in 2007, and leads large account business development and is responsible for the overall operations and profitability of the deployment division. She brings more than 14 years of business development experience in both private and public companies to her position. Clients have included Fortune 1000 companies and small businesses with an expertise in multiple technology sectors.

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Prior to joining Marathon, she was a Principal with The Derby Group, a boutique search firm, working with innovative technology clients. Her background has resulted in multiple industry awards, including #1 Business Development Manager in the New England Region at Randstad North America, for generating more than \$1 million in billings. She is a current member of the Retail Solutions Providers Association (RSPA).

Christopher Panagiotopoulos, Director of Talent Acquisition

Education

University of Massachusetts Amherst, BS in Chemical Engineering

2001 to Present – Marathon Staffing, Tyngsboro, MA – Director of Talent Acquisition

Christopher joined Marathon in 2001. He leads the talent acquisition effort for networking, communications and technology for all of Marathon business. He reviews and analyzes client and internal personnel talent needs to ensure proper and timely coverage of all customer requirements and mission-critical business projects. He establishes and maintains strong working relationships with all internal staff, field employees and customers. Prior to joining Marathon, he worked for NASA in the EPA department that monitors all NASA subcontractors for EPA compliance.

Nicole Ryan, Director of Professional Services

2004 to Present – Marathon Staffing, Tyngsboro, MA – Director of Talent Acquisition

Nicole is responsible to plan, direct, and coordinate the operations of the direct hire requirements for the regional office and to deliver consultative solutions for professional group.

She drives product innovation and program evolution in keeping with Clients strategic needs.

June 2000- 2005 Marathon Staffing Group, Tyngsboro, MA - District Manager of Sales

- Analyze and review candidates qualifications for contracting firm
- Act as the intermediary between clients and candidates facilitating interviews, negotiating compensations and assisting with relocation if needed.
- Technical recruiting for hi-level permanent placements
- Assisted in the creation of proposals and presentations for large prospective clients.
- Created advertisements for open positions based on client requirements
- Responsible for prospecting and establishing new accounts through cold calling and telemarketing
- Responsible for retention of established accounts in the Massachusetts and New Hampshire regions

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- Recruited, trained and motivated staff, along with training of new managers throughout sales offices
- Maintained organization and compliance of all policies and procedures throughout the office.
- Responsible for all new hire information, weekly payroll, unemployment, workers compensation, and collections of office

June 1994- June 2000 Fleet Bank, Boston, MA - Branch Manager/ Business Banking

- Recruited, trained and motivated staff
- Increased group efficiency, productivity and established a team environment.
- Coordinated workflow and sales revenues
- Maintained existing accounts
- Prospect and establish new accounts through telemarketing and cold calling and increased branch revenues and met monthly quotas

Shelly Tousignant, Risk Manager

1999 to Present – Marathon Staffing, Tyngsboro, MA – Risk Manager

Responsible for originating, investigating, filing, controlling and handling all workers compensation claims across the entire company.

Review all loss runs, bills and statements for all claims from the insurance company for payment and accuracy

Benefit's Administrator for our Health, Dental and Premium only Plans

Over 20 years of medical and risk management experience.

1982-1996 X-ray Technologist worked in Orthopedic offices, Lead X-ray Tech
also assisted and supervised the office(billing, appt scheduling, transcription)

1990-2000 Lowell General Hospital - Cat Scan Technologist

Edna Panagiotakos, Payroll Manager

1996 to Present – Marathon Staffing - Operations Administrator

Responsible for processing payroll for all locations, which is approximately 3,000 checks weekly, to include direct deposits, child support and levies. Maintains a 100% on-time record for meeting the payroll completion on time.

Responsible for filing weekly payroll taxes for both Federal and States

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1 Responsible for handling all checks and making the deposits.

1980 to 1996 – Managed several Gift and Card stores.