Attachment 5 - BIDDER INFORMATION QUESTIONNAIRE
Solicitation #23057 Administrative Services (Statewide)

General Questions

Bidder Name:	*ANS Advanced Network Services, LLC*

Instructions: Complete all questions below. Questions may have a drop-down menu from which to select your response.
NOTE TO BIDDER: FAILURE TO ANSWER THE QUESTIONS WILL DELAY THE EVALUATION OF YOUR BID AND MAY RESULT IN REJECTION OF YOUR BID.

#	Question	Response
1	Bidder Name	ANS Advanced Network Services, LLC
2	Address	12 Elmwood Road
3	City	Menands
4	State	NY
5	County	Albany
6	Zip Code	12204
7	Bidder Contact Name	Brendan Delaney
8	Bidder Contact Telephone Number	(518) 292-6580
9	Bidder Contact E-mail	bdelaney@anscorporate.com
10	Bidder's PRINCIPAL PLACE OF BUSINESS: "Principal Place of Business" is the location of the primary control, direction and management of the enterprise (State of):	New York
11	Does Bidder have the required NYS 10 digit vendor ID number?	Yes
12	If yes, please provide	1000042046
13	If Bidder does not have a vendor ID number, did Bidder complete and submit the OSC Substitute W-9 form to OGS as described in NYS Vendor File Registration, prior to submitting this Bid document?	
14	Does Bidder have a contract with any other federal, state or local governmental entity, including General Services Administration (GSA) / Veterans Affairs (VA), on similar products, quantities, terms and conditions? If yes, provide a link for each contract, if available. If link is not available, please provide hard copies with your bid submission.	CTES Award PT64252
18	If Bidder offers an additional discount for purchases made with the NYS Purchasing Card, enter it here (%):	
19	Does Bidder offer a prompt payment discount for payments made in less than 30 days after receipt of a proper invoice?	No
20	If yes, please detail the additional discounts by providing the percentage of discounts and the specific number of days within which payment must be made for the discounts to apply (for example: 2% / 15 days; 1% / 20 days):	
21	**Person to contact for questions relating to this Bid submission:**	
	Name:	Brendan Delaney
	Title:	Program Manager
	Telephone Number:	(518) 292-6580
	Toll Free Telephone Number:	
	E-Mail Address:	bdelaney@anscorporate.com
22	**Person to contact for Contract Administration issues:**	
	Name:	Brendan Delaney
	Title:	Program Manager
	Telephone Number:	(518) 292-6580
	Toll Free Telephone Number:	
	E-Mail Address:	bdelaney@anscorporate.com
23	**Customer Service contact for New York State Contract Orders during normal business hours:**	
	List normal business hours (Specify M-F, Sat, Sun):	M-F 9am - 5pm
	Name:	Brendan Delaney
	Title:	Program Manager

	Telephone Number:	(518) 292-6580
	Toll Free Telephone Number:	
	E-Mail Address:	bdelaney@anscorporate.com
24	**Person to contact in the event of an emergency occuring after normal business hours or on weekend/holidays:**	
	Name:	Brendan Delaney
	Title:	Program Manager
	Telephone Number:	(518) 292-6580
	Toll Free Telephone Number:	
	E-Mail Address:	bdelaney@anscorporate.com
25	Is Bidder listed as a certified Minority- or Women-Owned Business Enterprise in the NYS Empire State Development Directory of Certified Minority- and Women-Owned Businesses located at: https://ny.newnycontracts.com/frontend/vendorsearchpublic.asp	No
26	If yes, please indicate if the company is certified as Minority-Owned (MBE), Women-Owned (WBE), or Minority- and Women-Owned (MWBE).	
	A Bidder that is a Small Business (SBE) as defined in New York State Finance Law Section 160(8) will be identified by OGS in the OGS Contract Award Notification upon award of the Contract. **"Small Business" means a business which:** **(a) is resident in New York State;** **(b) is independently owned and operated;** **(c) is not dominant in its field; and,** **(d) employs one hundred or fewer persons**	
27	Is Bidder a New York Small Business as defined above?	No
28	Total number of people employed by your business:	106
29	Total number of people employed by your business in New York State:	65

	BIDDER/OFFERER DISCLOSURE OF PRIOR NON-RESPONSIBILITY DETERMINATIONS **Pursuant to Procurement Lobbying Law (SFL § 139-j)**	
30	Has any Governmental Entity made a finding of non-responsibility regarding the Bidder in the previous four years?	**No**
31	If yes, was the basis for the finding of non-responsibility due to a violation of State Finance Law § 139-j?	
32	If yes, was the basis for the finding of non-responsibility due to the intentional provision of false or incomplete information to a Governmental Entity? If yes, please provide details regarding the finding of non-responsibility below.	
	Governmental Entity:	
	Date of Finding of Non-Responsibility:	
	Basis of Finding of Non-Responsibility: (add additional pages if necessary with content clearly labeled)	
33	Has any Governmental Entity terminated a Procurement Contract with or withheld a Procurement Contract from the Bidder due to the intentional provision of false or incomplete information? If yes, please provide details below.	No
	Governmental Entity:	
	Date of Termination or Withholding of Contract:	
	Basis of Termination or Withholding: (add additional pages if necessary with content clearly labeled)	

Attachment 5 - BIDDER INFORMATION QUESTIONNAIRE

23057 Administrative Services (Statewide)

Solicitation Specific Questions	
Bidder Name	*ANS Advanced Network Serivces, LLC*

Instructions: Answer all questions below providing your response in Column C. Questions may have a drop-down menu from which to select your response.
NOTE TO BIDDER: FAILURE TO ANSWER THE QUESTIONS WILL DELAY THE EVALUATION OF YOUR BID AND MAY RESULT IN REJECTION OF YOUR BID.

QUALITY CONTROL AND ASSURANCE PROCEDURES

NOTE: Please enter "N/A" for any questions that are not applicable to the Lots being bid.

#	Question	Response
1	What is your firm's selection, screening and hiring processes for temporary workers.	We indentify candidates based on their qualifications and the job requirements. At that point we check their references and conduct the necessary drug and background screens based on our clients requirements.
2	What are your testing, training and orientation programs for temporary workers?	We perform any necessary Microsoft excel and Character strenghts screens based on our clients spefiications for each need.
3	What type of background checks do you conduct for screening temporary workers (nature of the checks, kinds of records reviewed, number of years covered by the background check, etc.)?	We conduct a full range of State wide, county, federal and national criminal screens, DMV reports, Education verifiction, Sexual Registry, etc. We are able to add any additional screens based on our clients requirements. Our Background checks go back 7 years. We are able to adjust should the client require.
4	Do you agree to perform the background checks as identified in the Solicitation as requested?	Yes.
5	How do you track individual resource performance? How does your firm reward good job performance by your temporary workers? Conversely, what types of disciplinary action does your firm use?	We check in with our clients bi-weekly on our workers' performance to make sure they are satisifed. If our client is impressed with our workers, we reward them with bonuses depending on length of the contract (6 months, 1 year). If the worker is not performing, we remove them from the project and find a qualified backfill for our client immediately.

6	Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.	We have a Quality Assurance program that we go through with each worker prior to starting a new assignment.
7	What process do you follow to ensure the proposed resumes meet your client's request?	We perform any necessary skill set tests to confirm they are qualified along with check references.
8	How do you schedule engagements?	Based on our client's needs, we have the ability to deploy resources rapidly.
9	Do you have an electronic system for scheduling? If yes, please describe.	Yes, we use a candidate and client tracking software, CATS.
10	What processes do you use to ensure seamless service by subcontractors to NYS?	Quality Assurance, Candidate and Client check ins, and continual follow up with our Clients.
11	How do you maintain and track unallowed and preferred candidate lists for your clients?	We maintain all of this information in our CATS software.
12	What is your escalation and resolution policy (in case an issue or emergency arises)?	We handled all concerns immediately once we are notified by the client. At which point based on what they woud like us to do, we have the necessary discussion with our subcontractors.
13	What is your process for providing a replacement if a Temp is rejected by the client? Please include details such as the time it takes to replace, and the training plan for the new Temp.	We provide a replacement immediately (turn around time is 1-2 days) at which point they are put through an expedited on-board training.
14	Does your company have a formal, published quality assurance program (measuring retention, job matching, performance of Temps on the job, etc.)? If yes, please provide details of the program and attach program documentation. If no, describe in detail the process your company intends to employ to ensure that NYS receives the best service and candidates possible.	See separately attached document.
15	Does your firm check websites such as Department of Health, Office of Professional Medical Conduct, etc. for licensure and/or accreditation information when hiring/providing candidates for Health Occupations? If yes, please provide the website address(es) you check. If no, please describe how you validate credentials for these professions.	N/A
16	What is your current fill ratio?	75%
17	What is your current turnover rate for your temporary workers?	5%
18	What type of programs do you have to limit absenteeism and turnover?	Performance bonuses and candidate reward programs.
19	What is your current absenteeism rate for your temporary staff?	5%
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	Ensuring we thoroughly vet all candidates and making sure we maintain open lines of communication with our clients and temporary workers.

21	Do you subcontract any of your work to support excessive workloads, either via independent contractors or through other firms? Please describe your policies, your company's process and criteria for selection of subcontractors/suppliers (if applicable).	No, all recruiting is done in-house.
22	What are your recruitment policies?	All workers provide 4 references (previous managers, not colleagues) and they are then thoroughly screened (background and drug).
23	Describe your implementation plan for initiating this program at NYS if awarded a contract. Include your company's plan for taking on a large volume of requests during the first phase of the contract. Such a plan may include transferring candidates from other contractors to your company's internal resource pool, partnering with additional subcontractors to meet NYS's needs and implementing the program.	We intend to have a clear training program for our in-house recruiter to thoroughly understand and support the needs of the NYS program.