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

General Questions

Bidder Name

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	Howroyd Wright Employment Agency, dba AppleOne Employment Services
2	Address	1 Marcus Boulevard
3	City	Albany
4	State	New York
5	County	Albany
6	Zip Code	12205
7	Bidder Contact Name	Laura Richardson
8	Bidder Contact Telephone Number	(310) 750-3400
9	Bidder Contact E-mail	lrichardson@a1governmentsolutions.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):	1999 West 190th Street, Torrance, CA 90504
11	Does Bidder have the required NYS 10 digit vendor ID number?	
12	If yes, please provide	
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.	No
18	If Bidder offers an additional discount for purchases made with the NYS Purchasing Card, enter it here (%):	No
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:	Laura Richardson
	Title:	Executive Vice President
	Telephone Number:	(310) 750-3400
	Toll Free Telephone Number:	
	E-Mail Address:	lrichardson@a1governmentsolutions.com
22	**Person to contact for Contract Administration issues:**	
	Name:	Laura Richardson
	Title:	Executive Vice President
	Telephone Number:	(310) 750-3400
	Toll Free Telephone Number:	
	E-Mail Address:	lrichardson@a1governmentsolutions.com
23	**Customer Service contact for New York State Contract Orders during normal business hours:**	
	List normal business hours (Specify M-F, Sat, Sun):	7:30am - 5:30pm, M-F
	Name:	Delilah Jaramillo

	Title:	Account Executive
	Telephone Number:	(518) 591-0181
	Toll Free Telephone Number:	
	E-Mail Address:	dreyes@appleone.com
24	**Person to contact in the event of an emergency occuring after normal business hours or on weekend/holidays:**	
	Name:	Tyler Crass
	Title:	North East Sr. National Client Services Manager & Business Analyst
	Telephone Number:	(206) 779-8115
	Toll Free Telephone Number:	
	E-Mail Address:	tcrass@act-1.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).	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:	2000+
29	Total number of people employed by your business in New York State:	

	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	*AppleOne/ACT•1 Government Solutions*

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.	Technology has a key role in the success of ACT•1 Government Solutions/AppleOne's service offerings. AppleOne achieves the highest level of effectiveness and economy in delivering precisely targeted staffing solutions by integrating all staff member's experience and expertise with cutting-edge technological resources developed in-house by ACT•1 Government Solutions/AppleOne's staff. These tools include (see Figure 1). **JobCaster:** JobCaster is a powerful proprietary system which is utilized for enhancing the database of available candidates to fill job orders from OGS. JobCaster speeds the recruitment process by assisting with the writing and placing of advertisements. Once the job posting is composed it is broadcast to more than 75 of the most popular career sites on the World Wide Web. These websites include, but are not limited to, AppleOne.com, Monster, Career Builder, Alta Vista, AOL.com, America's Job Bank, EmployU.com, ProHire.com, Vault.com and GO Jobs. JobCaster can be customized to target specialized career web-sites most appropriate to the job classifications needed. **AppleXpress: On-line Registration.** ACT•1 Government Solutions/AppleOne uses an automated client/server tool, AppleXpress, to intake and store qualified applicant resumes. Relevant information on all potential candidates, including resumes and personal profiles gathered from each expertly structured candidate interviews, is entered into the AppleXpress system, where they can be filtered according to a customized pre-screening process. This process can include customized searches for applicants based on location, skills, education, salary range, experience, key words, and other qualifications OGS may request. AppleXpress even allows clients to search ACT•1 Government Solutions/AppleOne's pre-qualified candidate base from their own computers. As a further time saving measure, each applicant's information is received directly into ACT•1 Government Solutions/AppleOne's Office Automation database digitally, making their information instantly available to ACT•1 Government Solutions/AppleOne's clients, reducing the need to transcribe information into the system. As one of the proprietary systems at ACT•1 Government Solutions/AppleOne, AppleXpress is a revolutionary tool that allows clients the opportunity to identify candidates, schedule interviews and dispatch temporary associates in one comprehensive solution.

Continuation of Question #1	**Office Automation:** ACT•1 Government Solutions/AppleOne utilizes a software system called Office Automation (OA). This internal management software database allows our staff to index information on our temporary associates' and client companies, which in turn is shared on our network. Using this software, ACT•1 Government Solutions/AppleOne can easily track and match candidates, allowing our branch offices to quickly select a pool of temporary associates from our entire national network. Using Office Automation, ACT•1 Government Solutions/AppleOne fully services our clients, including large organizations with locations across the country. Office Automation also has the ability to download resumes from the Internet or via e-mail and generate client reports. In addition, all correspondence with both the client and the associate is documented in our database. All job orders are entered into the system once they are received. Afterwards, all assigned temporary associates' information can be input using Office Automation's Interview Screen, thus enabling this information to be reviewed. All relevant data is updated in the system on a continual basis, making the most current facts available for retrieval in a variety of different client reports. Another feature available through Office Automation is payroll, which can be processed for all temporary candidates. Each candidate's payroll information is entered at the branch level and then transmitted to our Corporate Office where it is processed and paychecks are issued. The payroll information is stored in the system and again is easily retrievable in many different forms. Universal Search: As an added value to our clients, ACT•1 Government Solutions/AppleOne offers our proprietary software, Universal Search. A recent addition to our proven Office Automation placement technology, Universal Search is a network portal which allows our recruiting professionals to respond to our clients' needs with unprecedented speed and precision by tapping into an exponentially larger candidate pool to capture more precise results with a faster delivery.
Continuation of Question #1	Universal Search ensures rapid, reliable, high-quality staffing solutions as this function expands the automated applicant sourcing process beyond simple names, resumes and contact details. This software scours through the nearly one million candidates in ACT•1 Government Solutions/AppleOne's database of detailed personnel profiles gathered from expertly structured associate interviews to include personalities, temperaments and strengths, as well as backgrounds and activity comments left by other ACT•1 Government Solutions/AppleOne account managers. Qualified candidates are quickly tracked and identified, staffing vacant positions more quickly and efficiently than ever before. This translates into an immediate, positive benefit, both operationally and financially for our clients. **Other Recruiting Resources** We also use "direct recruiting" which involves asking each person we contact to suggest other qualified candidates, and, as an incentive, we authorize an employee referral program. ACT•1 Government Solutions/AppleOne's commanding referral rate of nearly 60% distinguishes AppleOne from any other company in the staffing industry. Once ACT•1 Government Solutions/AppleOne's applicants see they can better achieve their goals through ACT•1 Government Solutions/AppleOne, they often refer an average of two more applicants of equal and exceeding caliber. Other recruiting techniques employed by ACT•1 Government Solutions/AppleOne include participation in career fairs and in college relation programs; human resources consortia; and state and local government recruiting forums. Key to ACT•1 Government Solutions/AppleOne's recruitment process is our progressive, employee-oriented compensation and benefits policies; opportunities for professional growth; and internal/external training programs in technology, management, and administration that ACT•1 Government Solutions/AppleOne provides. To ensure that ACT•1 Government Solutions/AppleOne places the precise personnel for the OGS' requirements, we offer a winning combination of very competitive compensation and fringe benefits designed to attract and retain highly qualified Administrative/Clerical personnel, as well as Accounting, Technical/IT and other job classifications, with the skills to successfully support a wide variety of environments. This directly benefits AppleOne's mission-oriented customers, such as OGS, because we are able to provide you with the best people. **Printed Postings** Additionally, ACT•1 Government Solutions/AppleOne advertises nationwide in Yellow Page ads, and for more targeted recruitment, posts advertisements in local newspapers, community newsletters, Chamber of Commerce publications and trade magazines.

2	What are your testing, training and orientation programs for temporary workers?	AppleOne is committed to providing high-quality people to OGS. AppleOne's New York Account Executives are aware of the general requirements for the job categories commonly used by OGS. In addition, AppleOne's Account Executives will meet with the appropriate OGS personnel to ensure that they are fully knowledgeable of OGS's requirements for the specific job descriptions. AppleOne's screening process will meet and exceed all of the requirements in the Scope of Services.

With OGS's needs in mind, AppleOne Account Executives will conduct an in-depth interview with each applicant using behavioral-evaluation techniques. We will also evaluate each potential candidate on his or her skill strengths, experience, and career objectives. AppleOne's evaluations of each candidate are based on propriety assessment systems and carried out by highly trained staff, which have extensive experience in screening potential candidates. Using the AppleCore Assessment Series, software evaluations, and rigorous background screening, we will quickly fill OGS's staffing orders with the best possible candidates. Following is a comprehensive outline of the testing/assessment and training programs that AppleOne offers to all employees.

THE APPLECORE ASSESSMENT SERIES
To enhance AppleOne's ability to find skilled, able and educated candidates for the public sector entities, AppleOne uses the AppleCore Assessment Series, a validated applicant classification system employing high-fidelity classification instruments that focus on customer service skills, aptitude and attitude assessment. The content underlying these tests was carefully studied and determined to be related to the job performance of AppleOne positions. All AppleOne tests have a proven track record of success, showing that those who take the tests have better performance on the job, significantly increasing their productivity. We already have in place assessment tests for all of the job categories that we are bidding. If needed, AppleOne's assessment series can be customized to meet OGS's specific requirements for job descriptions.

For administrative, clerical and customer service positions, situational judgment exercises are used to assess personal characteristics found to be important for the job. The development of these tools was as follows: |
| | Continuation of Question #2 | **Receptionist CD Simulation**
Development of the Receptionist job simulation included identifying critical work activities that contribute to success on the job. For receptionists, it was found that answering multiple-line telephones and routing calls are critical elements of the job. A computerized work sample was created to simulate a receptionist receiving and routing a call. Also, receptionists were found to be a direct link to visiting customers and clients. Thus, in conjunction with the job simulation, a situational-judgment exercise was created to determine an applicant's ability to respond to work situations effectively. The tool was developed using computerized CD Video technology to create a realistic portrayal of the work environment. Job incumbents, job experts, and AppleOne personnel were responsible for providing information to be used in the development of the assessment.
Customer Service Situations Video
A video-based situational judgment exercise was created for Customer Service Representatives and other personnel who interact with the public. Data collected during job analysis revealed that customer service representatives must respond to several different types of situations relating to interactions with internal and external customers. The video-based assessment provides an accurate depiction of actual situations faced on the job. Applicants are then asked to determine the most effective approach to resolve the work situation. Selecting a video-based testing platform adds a virtual element to the testing—thereby, making the testing process more accurate, as well as enhancing applicant interest.
Structured Interview Guide
The structured interview guide was designed to identify how well a candidate effectively performs as an AppleOne employee. The interview guide asks questions related to the applicant's work history, interpersonal and team skills, creative problem solving, professionalism, and communication skills. The applicant's responses help us assess how they have responded in past work situations. Questions are framed in this way because research has shown that past work behavior is one of the best predictors of future work behavior.

The expertise of AppleOne's Account Executives, combined with the consistency in evaluation standards provided by the structured interview guide, will ensure that all candidates not only have the skills requirements needed for positions, but the reasoning ability and work ethic to excel in those positions. One of the many advantages in working with AppleOne is our commitment and ability to accurately screen candidates for people-skills, mental sharpness and positive work attitudes. |

Continuation of Question #2	**Software Evaluations** In addition to the AppleCore Assessment series, we extensively test candidates on their software proficiency—particularly important in today's high-tech work environment. Using the sophisticated evaluation and training system of Prove It!, AppleOne's branch staff ensures that candidates possess the necessary skills for exceptional performance. The Prove It! tests provide the highest quality performance-based testing on virtually all of today's top office software, so we may ascertain each candidate's level of proficiency on Windows as well as MacOS operating systems. As new software is introduced to the workplace, all AppleOne candidates are encouraged to enhance their skills using the Prove It! tutorial programs. Prior to assignment, AppleOne can test contractors on over 250 applications, with customized training and evaluation programs that simulate the work to be performed at locations within OGS. **Assessing Bilingual Skills** To determine language skills, a bilingual AppleOne Account Executive will meet one-on-one with candidates to assess their bilingual proficiency. Bilingual applicants are given an AppleOne safety test in the appropriate language. After evaluating an applicant's bilingual skill level, AppleOne's Account Executive makes detailed notes in the Office Automation system. Doing so allows us to provide candidates matched to OGS's specifications. **SPECIALIZED EVALUATIONS** As noted in AppleOne's company profile, AppleOne has dedicated divisions devoted to specialized staffing areas including, but not limited to, Accounting/Finance and Technical/Information Technology. **Accounting/Finance Knowledge Tests** For Accounting and Finance positions, AppleOne uses the ProveIt! Accounting and Financial Knowledge test package to evaluate core accounting and finance competencies, as well as proficiency with accounting software like Peachtree and Quickbooks. Tests include examples and illustrations from real-world accounting environments. Tests cover general job categories such as Accounting and Bookkeeping as well as numerous specialized accounting subjects such as Cost Accounting and Taxation. Customized test making is available.
Continuation of Question #2	These Knowledge and Accounting Office tests are designed to provide the most accurate picture of a job candidate's knowledge, skills and abilities and have the appropriate knowledge and experience in their area of specialization. **Technical/IT Evaluation and Screening** All AppleOne Technical/IT recruiters have the solid technical background needed to thoroughly qualify candidates, and proven interviewing methods to identify skill levels and assess a candidate's true capabilities. AppleOne's thorough screening process includes: in-depth interviews with trained Technical/IT consultants, technique and skills analyses, verification of degrees and reference checks. All potential Technical/IT AppleOne employees meet for one hour with an AppleOne Technical Recruiter and a specialized At-Tech Account Executive in a formal interview. The face-to-face interviews consist of candidates individually interviewing against the specific job requirements. The total two-hour interview process determines specific experience, expertise, and suitability to a specific job and organization. An Executive Summary is then generated for your review from the information collected from the candidate. AppleOne retains a large pool of highly motivated and qualified technical professionals for the full scope of Technical/IT/MIS fields, including, but not limited to: • Application Development; • Database Development & Administration; • Desktop and Server Systems; • Information Systems; • Network Analysis & Administration; • Programming & Software Engineering; • Project Management; • Software Testing & Quality Analysis; • Systems, Applications and Productions (SAP) Management; • Technical Support; • Web Development & Administration AppleOne's Technical/IT screening and evaluation process will ensure that all candidates referred to OGS will have the appropriate knowledge and experience in the specific area of specialization. With continuous communication throughout the course of the contract, AppleOne will identify the needs of OGS as the needs may evolve, and will enable AppleOne to provide a proactive approach to supporting OGS's overall mission. Furthermore, AppleOne can track historical spend against current and anticipated spending by OGS, in order to ensure that OGS remains within established funding per budgeted levels.

Continuation of Question #2	**ON-THE-JOB INSTRUCTION AND SUPERVISION** On-the-job instruction and supervision incorporates the performance of periodic reviews (with a timeline to be agreed upon by OGS) and weekly milestone/project level tracking through the use of phone calls, site visits and Office Automation (OA) to track all deliverables. **CONTINUOUS TRAINING** AppleOne strives to maintain positive relationships with its associates, encouraging them to hone their skills. Once temporary personnel are assigned to positions with OGS, AppleOne will provide them with continual training in all skill areas associated with each position. AppleOne has a wide variety of training tools. For example, we maintain a full library of cutting-edge educational programs that are targeted to enhance temporary associates' proficiency in a number of areas, including customer service, self assurance, computer programs, managerial skills, etc. These programs are available for review on video or cassette. Utilizing AppleOne's library has proven very effective in educating our temporary employee roster. Similarly, AppleOne's branch locations provide specific training on customer service techniques through our Interactive Computer-Based Training (CBT) for customer service candidates. This training presents the candidates with multiple simulated exercises, coaching, reviews, and feedback, and is ideal for candidates vying for positions where heavy phone traffic or public interaction is predicted. All AppleOne offices are equipped with AppleOne's AppLearn training system, a validated tutorial program that is updated as new software is released into the market. AppLearn can train temporary and direct hire personnel on a wide array of computer programs. In addition, AppleOne has the ability to update its AppLearn system to accommodate your specific software, enabling us to train for your exact needs. AppleOne can install the system as a complete Work Center at a OGS location(s), enabling you to conduct timely, targeted training and evaluation not only for AppleOne-sourced candidates, but for your own staff, as well.
Continuation of Question #2	**SAFETY TRAINING AND AWARENESS** AppleOne can also provide a safety-training program, relevant to the work involved, for all temporary employees. We can work with the appropriate OGS representative(s) to design a safety-training program tailored the needs of OGS and your various departments. At AppleOne, we are committed to providing peace of mind to clients with regard to our temporary associates' safety. The personal safety and health of each temporary associate is of primary importance. For this reason, at the time of registration, AppleOne requires all staff and temporary associates to successfully complete AppleOne's Injury and Illness Prevention Program, which consists of a safety video followed by a written test. In addition, AppleOne's Service Supervisors continually monitor employees' safety performance and workplace environment. Whenever any of the following situations occur, employees must be re-trained: • New materials, chemicals or substances in the workplace; • New job assignments for which the employee has not been trained; • New or updated procedures; • Previously unrecognized workplace hazards; • A need for improved employee performance Every temporary associate is responsible for their personal safety as well as the safety of others in the workplace. The objective of AppleOne Risk Management is to reduce the number of disabling injuries and illnesses to a minimum, not merely keeping with, but surpassing the best experience of other operations similar to ours. AppleOne's goal is "ZERO" occupational injuries and illnesses. **Employee Orientation** Once an associate is identified for placement for OGS, the Account Executive will assist in acclimating the associate to OGS working environment by conducting a thorough department-specific orientation and can provide the associate with an orientation brochure. The brochure will be kept on file at the branch location and shall be reviewed with each temporary associate prior to assignment. This orientation brochure covers, at a minimum, the following subjects: • Dress code; • Directions; • Working Hours; • Supervisor name; • Parking; • Dates of work; • Phone number; • Time card preparation AppleOne will also include any other information which OGS may determine to be important as a part of this Orientation Brochure.

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.)?	Prior to sending an employee to work for OGS, ACT•1 Government Solutions/AppleOne's Albany account management team, in conjunction with the appropriate OGS representative(s), will evaluate what pre-employment background screening will be utilized. To assure that ACT•1 Government Solutions/AppleOne's clients receive the best temporary associates in an efficient manner, ACT•1 Government Solutions/AppleOne utilizes our sister company , A-Check Global, to conduct extensive pre-employment screening. In addition to references and education verification, pre-screening may include drug screens, criminal background checks, social security checks, and DMV verifications. A-Check's services are available for ACT•1 Government Solutions/AppleOne's temporary associates as well as OGS' permanent employees. Following is a description of the services that can be provided by A-Check Global: Criminal Felony/Misdemeanor – 7 years: This includes a one (1) County, one (1) name, criminal record search of felony records, and will include misdemeanor records when available. All information will be obtained at the courthouse by a dedicated City researcher unless direct connection to the courthouse is established. Five (5) and 10 year options are also available upon request. Criminal Search - National Federal – 7 years: This search includes a one (1) name federal criminal record search of federal records. All information will be obtained through the Federal Public Access to Court Electronic Records (PACER) system with on-line direct connection to records and dispositions. Five (5) and 10 year options are also available upon request. National Criminal Database Search – 7 years: This search includes one (1) name. A-Check Global's National Criminal Database search (NATCRIM) includes over 250 million criminal records from all fifty states, the District of Columbia and Puerto Rico. This database search perfectly complements county courthouse searches by increasing the chances of catching additional criminal data from places of work or residence not disclosed during the application process. Results are available within minutes when ordered via A-Check Direct™ and all information reported is FCRA compliant. Five (5) and 10 year options are also available upon request. National Sex Offender Registry: While convictions for sexual offenses will appear upon the criminal record in the county or state where the offense was committed, oftentimes sexual offenders will relocate where their criminal records will not reflect the offense. Information returned from sexual offender registry inquiries may include: name, AKA name, physical characteristics, date of birth, residential address, employer, county, state of conviction, date of conviction, and offense(s).
	Continuation of Answer #3	County Civil Records Search: This includes one county, one name search obtained by a court researcher at the county courthouse. Information obtained may include plaintiff and defendant's actions and case outcome. Compliance Link Search: Comprehensive list of Compliance searches available upon request. Motor Vehicle Records - Driver's Report: Depending on state law, this search will reveal a three (3) to five (5) year driving history. Reported information will include type of license, any violations, disciplinary actions, convictions, issue date, expiration date, revocations, suspensions, accidents, status and restrictions. Professional Reference: A-Check will verify a professional reference by seeking answers to predetermined questions including information on communication skills, work attitude, professionalism and punctuality. This information will be obtained through a phone interview with a former supervisor or personnel department. Employment Verification– Plus: Contact up to three (3) times daily, will be made for up to three (3) Days. Documentation will be requested from the applicant for any verifications of employment not obtained. A-Check will verify present or past employment to include position(s) held, dates of employment, salary, confirmation of specific job duties, reason for leaving, eligibility for re-hire, and overall job performance. Information will be obtained through phone interviews with former supervisor or personnel department. Pricing is per individual screened. Education Verification– Basic: Contact up to three times daily, will be made for up to three (3) Days. This search verifies Colleges/Universities attended with dates of enrollment, Major/Degrees obtained, Grade Point Average, and professional certification. Pricing is per individual screened. **Additional fee if transcripts are requested. Additional fee may apply if educational institution requires use of a records clearinghouse. Professional License Verification: This search verifies a professional license or professional certification. Additional fee if transcripts are requested or if educational institution/licensing body requires use of a records clearinghouse. Credit Report: This report provides information into a person's financial background. It also provides present and past addresses, current and past employers, and verifies and identifies users of the social security number provided. Social Security Trace: This search verifies the Social Security number provided is valid, the person/people associated with the number, current and past addresses, and current and past employers.
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?	AppleOne is committed to the belief that superior customer service requires anticipating and proactively solving potential concerns before they can become problems. AppleOne representatives have frequent, and often daily, interaction with clients to ensure customer satisfaction and quickly resolve any complaints. AppleOne Account Executives conduct quality-check calls with clients every Friday. In all of those interactions, AppleOne's goal has been, and continues to be, one of discovery. AppleOne's representatives have all been trained to be ever aware of how we might better serve your needs, and they are empowered to take immediate action to ensure your satisfaction. Beyond that informal method of customer satisfaction, AppleOne utilizes its Quality Assurance Survey. These periodic surveys allow AppleOne to quantify your satisfaction over time in the form of a Customer Expectations Index (CEI). Should we find the CEI dropping below acceptable levels, we are able to step in to actively work to improve those core measures. **BONUSES AND INCENTIVES** Our basic bonus program includes work quality, safety, attendance, and retention incentives. In addition, we provide incentive programs such as aggressive 401K plans, referral bonuses, AppleOne sponsored special events and activities, and employee recognition awards. AppleOne currently has incentive programs in place that are independent of our client companies. However, we are always open to discussion regarding specific recognition activities, events or awards OGS may want to employ in an attempt to motivate and retain associates who have displayed exemplary work in your facilities, AppleOne will work with OGS to customize an incentive program that highlights your goals and objectives. AppleOne strives to maintain a work environment that promotes well-being and satisfaction by providing opportunities for motivational bonus plans and incentive programs. Following are representative examples of bonus and incentive plans. Details of actual benefits and incentives utilized are determined during the contract/implementation phase. In an effort to help motivate temporary personnel and reinforce positive relationships, AppleOne will work with OGS to customize an incentive program that highlights your goals and objectives. AppleOne's incentive programs include:
	Continuation of Question #5	**Productivity Incentives** If your company has a special project or deadline for production, AppleOne can customize a Productivity Incentive to encourage morale and job efficiency. A Productivity Incentive may include a pizza party or a recognition award for those individuals who exceeded their production goals. AppleOne will coordinate with your company to customize an appropriate incentive that is most effective for your environment. **Safety Incentives** AppleOne applauds our clients and temporary personnel for complying with safety rules and regulations. In order to reinforce positive safety practices, AppleOne can implement a Safety Incentive Program to include recognition awards such as movie tickets, T-shirts or a monetary bonus. **Attendance Incentives** An Attendance Incentive Program is often the solution to retaining a workforce that is assigned long hours or required to work on weekends. AppleOne has customized several attendance incentives such as "Employee of the Month" awards and monthly prize drawings for perfect attendance. All of our incentive programs will be customized to work within your company culture and guidelines. **DISICPLINARY ACTIONS** Poor workplace performance is handled through a process of progressive discipline. Employees are coached and counseled on their performance on a continual basis. Additional training or instruction is provided when appropriate. Failure to meet or exceed AppleOne standards results in the employee's termination for non-performance. This information is noted in AppleOne's internal tracking system, which has a "no recall" function that is activated when necessary. AppleOne's Account Executives are empowered to make judgment calls regarding employee performance, enabling us to replace an unsatisfactory employee immediately. AppleOne does not have termination papers for temporary associates.
	Continuation of Question #5	**ISSUE RESOLUTION** When AppleOne is contacted by OGS regarding a service issue, the first step will be to immediately document the situation and obtain whatever information is needed to provide quick resolution to the issue. AppleOne will also add the information to its records in order to monitor complaint escalation and resolution and satisfaction trending over time. Once the problem is clearly understood, OGS's AppleOne Primary Point of Contact will provide immediate follow-up and a specific time frame in which the OGS can expect action, was well as provide periodic status reports while working on the issue. If a correction requires immediate replacement of a temporary employee, then the response time will be two (2) hours to provide OGS with a qualified replacement candidate. Upon issue resolution, we schedule a follow-up where we can review, confirm satisfaction and discover ways in which the process might be improved for the future.

6	Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.	Our service delivery performance measurements are devised based on our quality driven customer centric approach. Our efforts are focused on achieving the goal of Excellence in all aspects of service, and these including: • On-time availability of the candidate: After selection of the candidates, ACT•1 Government Solutions/AppleOne ensures timely availability of the candidates. They will start on the agreed to date and time. • Close monitoring of the services performed: We monitor the performance of the staff engagement on a continuous basis and in consultation with the designated client manager(s). • Performance evaluation of services delivered: ACT•1 Government Solutions/AppleOne reviews the performance of our services delivered on a quarterly basis. In this connection, OGS designated staff receives one-page performance evaluation document from ACT•1 Government Solutions/AppleOne. This evaluation helps ACT•1 Government Solutions/AppleOne to discuss where our performance is exceeding and the areas, which would need further efforts to develop. This feedback mechanism helps us and our candidates to improve their skills, knowledge and personality. • Replacement of candidate: In the rare case that there is a need for replacement of a candidate, ACT•1 Government Solutions/AppleOne ensures replacement is provided to the client within 5 days of such situations. The first week of the replaced candidate is not billed to the client. • Defect Prevention Program: This program, used across the board, is aimed at achieving quality improvements in all phases of ACT•1 Government Solutions/AppleOne service deliveries as defined above. This has been implemented by setting quality standards for How can we serve our customers better? One of the important measurements we have in place is – 'Continuous review of our business processes' for delivering value added services, quality and responsiveness, timeliness of deliverables, risk minimization and cost effectiveness. • Implementing Customer Feedback Evaluation Process: We believe such quality of service measures as customer feedback surveys play an essential role in cementing a satisfactory relationship between supplier and customer, as well as uncovering a potentially serious problem.
	Continuation of Question #6	• Conduct Benchmark Demonstrations: It is a continuous process of measuring our products, services and practices against industry leaders. We locate the best in class software professionals, identify why they are the best and use the results to plan for the future. This effort helps us to gauge how much we may need to improve and how to improve. The purpose is to: develop a profile of best practices currently used across the industry, discover opportunities and strategies for making significant improvements in operations, set targets based on data and proven performance, and learn from and build relationships with functional peers from leading companies. • Management Monitoring and TQM in our service delivery to our Clients: We believe in Total Quality Improvement Programs (TQIP), which is the cornerstone of ACT•1 Government Solutions/AppleOne's business strategy. It is a structured, planned approach to continuous quality improvement and establishes an ongoing quality management program in every aspect of our business. Its goal is to create a customer oriented quality culture committed to making quality improvement a permanent way of life for the company. Its major elements are: • Management commitment • Functional organization ownership in approach • Employee involvement at all levels • Practical measures to track progress • Recognition for team and individual performance • Ongoing training and communications. Our emphasis is on quality services and we continuously improve our business processes to support our service delivery model. This allows us to refine our function processes in each area of services (human resources, sales and marketing, contracts and client relationships) with the overall result providing us a capability to be highly responsive to client needs. We maintain a large database of qualified candidates who are available for projects.
7	What process do you follow to ensure the proposed resumes meet your client's request?	With AppleOne's myriad recruitment techniques, testing programs, and technological capabilities, AppleOne provides quality clerical and administrative candidates to its customers. AppleOne can recruit for virtually any position need. AppleOne's recruitment methods include a database with over 155,000 candidates who are ready to start assignment at a moment's notice. AppleOne's skills assessment program tests a variety of skill sets from Administrative/Clerical to Professional and Customer Service. AppleOne's technological capabilities allow clients to browse hundreds of resumes, so that they may choose the right candidate for their needs.

8	How do you schedule engagements?	AppleOne uses our AppleXpress, an on-line application which allows candidates to schedule interview appointments with local branch offices. There, candidates may also complete application information at their convenience before coming in for an interview. Candidate may also walk into local offices and complete their registrations at computers located in the office. AppleXpress is also used to intake and store qualified applicant resumes. Relevant information on all potential candidates, including resumes and personal profiles gathered from each expertly structured candidate interviews, is entered into the AppleXpress system, where they can be filtered according to a customized pre-screening process. This process can include customized searches for applicants based on location, skills, education, salary range, experience, key words, and other qualifications NYS may request. AppleXpress even allows clients to search AppleOne's pre-qualified candidate base from their own computers. As a further time saving measure, each applicant's information is received directly into AppleOne's Office Automation database digitally, making their information instantly available to AppleOne's clients, reducing the need to transcribe information into the system. As one of the proprietary systems at AppleOne, AppleXpress is a revolutionary tool that allows clients the opportunity to identify candidates, schedule interviews and dispatch temporary associates in one comprehensive solution.
9	Do you have an electronic system for scheduling? If yes, please describe.	Yes, Electronic Time Reporting Time reporting and payroll is consistently accurate because we use an electronic time reporting system which automatically feeds into our payroll system. We use a leading edge technology named AccelerationATS as our Recruiting and Payrolling System. This system tracks all of our job orders, candidates, and eventually placement information. Once a placement is made we also use our Electronic Time Reporting product to track all of the necessary time and billing information needed to seamlessly integrate with our back office and payroll provider, eliminating double entry and mistakes into our payroll system. Time Entry Process When a candidates starts on a new assignment, they are issued a user id and password and trained on how to use our electronic time reporting system. A time report "Approver" is set up in the system along with a back-up approver. The employee then has the option of entering their time in daily or at the end of each week. They can enter time by project codes providing detailed descriptions. Time Approval Process Once the final weekly timecard is submitted by the employee, the system then notifies the "Approver" to log into the system to review and approve or reject the timecard. If it is approved, the information is automatically fed into our invoicing and payrolling system.
10	What processes do you use to ensure seamless service by subcontractors to NYS?	AppleOne does not plan to use subcontractors
11	How do you maintain and track unallowed and preferred candidate lists for your clients?	AppleOne tracks unallowed resources through Office Automation (OA). Through Office Automation, we can easily track and match candidates, allowing AppleOne branch offices to quickly select a pool of temporary associates from an entire network. Providing more than simple names, resumes and contact details, it contains detailed personal profiles gathered from each expertly structured associate interview including personalities, temperaments and strengths.

12	What is your escalation and resolution policy (in case an issue or emergency arises)?	Should an issue or emergency arise, AppleOne's primary point of contact for the contract will contact the appropriate manager via telephone and email. If NYS notifies AppleOne of an issue or emergency, NYS's AppleOne Primary Point of Contact will provide immediate follow-up and a specific time frame in which NYS can expect action, was well as provide periodic status reports while working on the issue. If the Primary Point of Contact is not available, or is unable to resolve the issue, the Regional Manager and Vice President of Operations and Government Support will be notified and will assist in providing a resolution to whatever issue may arise.
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.	If a correction requires immediate replacement of a temporary employee, then the response time will be two (2) hours to provide NYS with a qualified replacement candidate. AppleOne trains all temporary personnel in the same manner. Please refer to the detailed response to question 2 of this sheet.
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.	Yes, AppleOne has a published Quality Assurance Program. The overall purpose of AppleOne's Quality Control Program is to guarantee that AppleOne provides its clients, such as NYS, with the level of service they expect from a leader in the employment services industry. The Program ensures the following: • AppleOne meets and exceeds contract expectations when placing contractor personnel. • AppleOne complies with Local, State and Federal rules and regulations. The goal of AppleOne's Quality Control Program is to measure the AppleOne service levels, as well as identify opportunities for improvement. By doing so, we enhance customer satisfaction and improve important operational efficiencies. Based on defined standards of excellence, AppleOne's Quality Control Program includes the weekly quality checks on contractor performance using the Triple Check System, client and contractor personnel surveys and regular reviews by our Quality Management Committee. AppleOne's Quality Control Program will ensure that we meet the highest standards regarding delivery of services, performance reviews, communication with and availability to State supervisors and managers and minimization of employee turnover. AppleOne's Quality Control Program is based on defined standards – overall standards of excellence which guide all of the AppleOne work -- and a Performance Baseline with specific Performance Objectives developed in conjunction with the appropriate State representative(s) for each individual contacted project. These Performance Objectives are routinely/periodically reviewed and compliance issues addressed in a formal monthly meeting, or as often as the desired by NYS.
	Continuation of Question #14	AppleOne ensures maintenance of the Quality Control Program through Monthly/Bi-weekly reviews and reports covering topics including (a) task order and team management, (b) required deliverables, (c) task order schedule and cost control, (d) employee security compliance requirements, (e) contractor identification and in-processing procedures, (f) training and certification requirements (g) staffing and retention issues. These reviews incorporate findings from personal contacts by the Project Manager and Account Executives with the appropriate State representative(s), as well as regular Quality Assurance Surveys. Any complaint or deficiency is immediately reviewed by the Project Manager, who is empowered to take swift corrective action.

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.	No. We bring a thorough and comprehensive approach to the medical compliance and credentialing process. Following guidelines established by The Joint Commission guidelines, our Medical Compliance process maintains strict standards of excellence in recruiting, identifying the best possible candidates whose skills, knowledge and ability meet or exceed the requirements of the position. We use the Prophecy clinical competency exams – the only validated, compliant testing for ability and skill matching utilized by The Joint Commission – for all nursing specialties, allied health and home health positions. Health screenings and background checks are administered through A-Check Global, part of the Act-1 Group of companies. A-Check Global provides a streamlined screening solution tailored to meet client specific needs on a national scale. A-Check Global ensures health assessments are performed promptly, typically identifying medical clinics within a ten-mile radius of the candidate's physical address. This process ensures health assessments and screenings are completed efficiently and in a time effective manner. We validates all licensures, certifications and education by utilizing a number of nationally recognized and trusted verification sources. For candidates already on assignment, their compliance is monitored regularly to verify health records and background documentation is current, and guarantee ongoing compliance with performance standards.
16	What is your current fill ratio?	AppleOne maintains an overall fill rate ("Fill Rate") of 90%. However, the following information reflects our average fill rate by labor type (within 3 days of order request): · Administrative and Clerical (96%) · Call Center (91%) · Technical (85%) · Professional (86%) · Light Industrial (93%)
17	What is your current turnover rate for your temporary workers?	Over 81% of our associates successfully complete their assignments with AppleOne. Approximately 11% leave their assignment for a better opportunity (more compensation or upward mobility) and 8% are typically dismissed from their assignment. (Turnover rate at approximately 19%, but also depends job category i.e. Call Center, Customer Service has higher turnover)
18	What type of programs do you have to limit absenteeism and turnover?	In addition to offering competitive salaries, AppleOne provides comprehensive benefits, client-specific assignment bonuses, recognition, skill enhancement programs, associate exit interviews and on-going training.
19	What is your current absenteeism rate for your temporary staff?	This rate varies by client and job classification, but an average of less than 12%.

20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	AppleOne's staffing strategies follow a specialized approach to mitigate turnover and identify candidates that are uniquely qualified to succeed in your company's environment. **Volume Recruiting** AppleOne employs volume recruiting strategies to bring in groups of candidates at a time. In a group setting, the candidates are educated on open positions, company policies and expectations prior to the interview. Volume recruiting gives candidates the ability to apply to multiple positions at their convenience, selecting their preferred job type and location. This solution continuously recruits candidates that have selected the jobs best suited for them, while reducing cost and minimizing staffing burdens. **Pre-Screen Focus** Pre-screening for required skills and competencies for contingent staff can reduce first-year turnover by as much as 50%. AppleOne utilizes extended behavioral interviews, aptitude and skill screening, hard skill assessments and two reference checks up front, so that we can maximize job satisfaction, ensure a good fit and reduce turnover. **On-Site Recruiting** AppleOne can establish either temporary or permanent on-site recruitment operation at any client facility. The presence of an On-site Recruiter will enable us to effectively source, screen and on-board all candidates for your company facility. This centralizes the management of all contingent staff and enables our professionals to serve as an extension of CLIENT NAME's human resources division. On-Site recruiting allows the candidate pool to observe and integrate within the business environment before the assignment begins. **University Recruiting** AppleOne has developed a University Recruiting Program to seek contingent staff that can learn and adapt quickly and are able to multitask. As entry level positions, the student body of nearby colleges creates an ideal resource for such candidates. Our university recruiting and internship programs serve to link your organization to the incoming next generation workforce whose choices are becoming limitless.
	Continuation of Question #20	Referrals AppleOne understands that engaging relationships from the current workforce increases the number of candidates applying for open positions. By encouraging or incenting your company's current Call Center workforce to refer candidates of similar work ethic, referrals can generate up to 50% of the Call Center candidate pool. Similar to AppleOne's commanding referral success rate, our applicants see they can better achieve their goals through AppleOne and often refer two more applicants of equal caliber. Additionally, AppleOne provides comprehensive benefits, client-specific assignment bonuses, recognition, skill enhancement programs, associate exit interviews and on-going training.
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).	While AppleOne does not plan to subcontract for this effort, we do from time to time use subcontractors on other contracts. This is why AppleOne established a vendor community as part of our staffing plan. On average, AppleOne partners with sub-vendors to supply contingent staffing for large-enterprise clients 10-15% of the time. We have 47 years of experience in the staffing industry and our business model has always accounted for affiliation with a sub-vendor community to assist us in fulfilling a cohesive VMS plan, fill orders for hard to find positions, or supply candidates in regions where our footprint is not ideal. Keys to partnering with subcontractors: To create a trusted community of sub-vendors that is broad in scope, ensuring that each sub-vendor we enter into a relationship with will in some form improve upon our ability to deliver a comprehensive staffing solution to satisfy the diverse needs of our client base. To this end, we have created and continue to expand upon our sub-vendor network to include staffing agencies across the country that complement our business model and have the ability to provide the technical knowledge and expertise to meet our clients' needs. Selection Process – AppleOne utilizes the following criteria: • Geographic match – agency's location in respect to those of our client companies • Insurance – do they possess the necessary insurance to partner with AppleOne? • M/WBE – AppleOne has a formal Mentor-Protégé Program to aid and assist M/WBE organizations so we are constantly searching for new opportunities to partner with M/WBE certified staffing agencies • Core Competency – does agency's area of specialty enhance or in any way diversify AppleOne's ability to staff large-enterprise accounts? • Reputation/Past History – AppleOne verifies agency references to ensure successful past performance Monitoring Performance – AppleOne uses customer satisfaction surveys to monitor the performance of our sub-vendor community. We survey our client companies and their hiring managers, as well as our own Dedicated Account Management Teams to evaluate the sub-vendors delivery of service. We also conduct exit interviews of our temporary associates after every assignment to evaluate their satisfaction of both their assignment and their interaction with AppleOne and the sub-vendor staffing agency who recruited them.

22	What are your recruitment policies?	One of the reasons for AppleOne's continued success in quickly supplying high-quality staff is our recruiting and matching processes. AppleOne will use its proven recruiting practices and implement a staffing and recruiting plan that reflect industry trends in technology, skill demands, and compensation structures. AppleOne employs management practices designed to quickly recruit and hire skilled professionals for any position, which has been critical to our business success.

Factors such as environment, structure, culture, tasks and goals are all important considerations for obtaining the best qualified candidates. Through department needs analysis and benchmarking, we are able to recruit candidates who not only meet the needs of the State, but identify candidates with the strongest likelihood to succeed in your particular working environments. Hence, we can proactively recruit, hire, train and retain quality personnel for the State.

Recruiting efforts will include identifying and screening potential, highly qualified personnel from the open market. We use proprietary systems, such as JobCaster, which assists AppleOne's recruiting professionals in writing and placing employment advertisements. We also employ on-line registration and database systems that allow us to aggregate and maintain a vast pool of qualified candidates - giving branches instant access to the right people at the right time. |
| 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. | As a current OGS contractor, AppleOne's implementation phase will be minimal. Over the past forty-seven (47) years, AppleOne has implemented literally thousands of programs for clients. AppleOne's implementation and training teams are comprised of our most experienced professionals each promoted from within the organization and recognized for their abilities to provide exceptional results. AppleOne's implementation plan will ensure that OGS is smoothly and rapidly integrated with the job order filling process.

Implementation/Transition Overview
AppleOne realizes the importance of ensuring that OGS receives quick responses to the OGS's job order requests from the beginning of your contract with us. AppleOne's project personnel will meet with the appropriate OGS representative(s) to design an Implementation Plan with material that is specific to OGS. If necessary, the Implementation Plan will include a Transition Plan from existing vendors that will be most efficient, ensuring no down time. Meetings will be set up in advance and outside of normal productive hours so that events scheduled for the implementation/transition period will flow smoothly without affecting current work. Elements of your Implementation Plan will include, but are not limited to the following:

• Meet with your department managers to build department profiles.
• Create a customized recruiting program to build a database of candidates meeting each department's needs.
• Customize an orientation brochure (We have included a sample orientation brochure for your review).
• Send a letter of introduction to the non-awarded incumbent vendor(s) and existing associates (if transitioning existing associates).
• Conduct orientation meetings with existing temporary associates (distribute AppleOne material, registration materials, benefit information, timelines, etc.)
• Meet with existing sub-vendors to determine if a continued partnership in vendor community is possible/necessary. |