

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

General Questions

Bidder Name: IIT Inc.

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	IIT Inc.
2	Address	560 Broadhollow Rd, Ste 301
3	City	Melville
4	State	NY
5	County	Suffolk
6	Zip Code	11747
7	Bidder Contact Name	Anu Kumar
8	Bidder Contact Telephone Number	631-254-8600 x 503
9	Bidder Contact E-mail	nystemps@iit-inc.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):	NY
11	Does Bidder have the required NYS 10 digit vendor ID number?	Yes
12	If yes, please provide	1000012173
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.	N/A
18	If Bidder offers an additional discount for purchases made with the NYS Purchasing Card, enter it here (%):	None
19	Does Bidder offer a prompt payment discount for payments made in less than 30 days after receipt of a proper invoice?	Yes
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):	0.25% / 5 days
21	Person to contact for questions relating to this Bid submission:	
	Name:	Anu Kumar
	Title:	Vice President
	Telephone Number:	631-254-8600 x 503
	Toll Free Telephone Number:	888-448-1292 x 503
	E-Mail Address:	nystemps@iit-inc.com
22	Person to contact for Contract Administration issues:	
	Name:	Anu Kumar
	Title:	Vice President
	Telephone Number:	631-254-8600 x 503
	Toll Free Telephone Number:	888-448-1292 x 503
	E-Mail Address:	nystemps@iit-inc.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-6pm
	Name:	Thomas Haughney
	Title:	Recruiter

	Telephone Number:	631-254-8600 x 211
	Toll Free Telephone Number:	888-448-1292 x 211
	E-Mail Address:	nystemps@iit-inc.com
24	Person to contact in the event of an emergency occurring after normal business hours or on weekend/holidays:	
	Name:	Robert Kelsey
	Title:	Vice President
	Telephone Number:	518-655-3700 x EXT 225
	Toll Free Telephone Number:	888-448-1292 x 225
	E-Mail Address:	nystemps@iit-inc.com
25	Is Bidder listed as a <u>certified</u> Minority- or Women-Owned Business Enterprise in the NYS Empire State Development Directory of Certified Minority- and Women-Owned Businesses located at: https://ny.newycontracts.com/frontend/vendorsearchpublic.asp	Yes
26	If yes, please indicate if the company is certified as Minority-Owned (MBE), Women-Owned (WBE), or Minority- and Women-Owned (MWBE).	MBE
	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?	Yes
28	Total number of people employed by your business:	40
29	Total number of people employed by your business in New York State:	39

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

IIT Inc.

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.	Interviews with recruiters. Skills Testing. Reference / Past Employment / Education Checks. Criminal Background Checks. Periodic post placement hiring manager performance surveys.
2	What are your testing, training and orientation programs for temporary workers?	Skills testing based on position requirements. Orientation includes ethics, sexual harassment, insurance coverages, workplace safety, attendance and time reporting procedures, and overview of various company and work site policies.
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.)?	Reference / Past Employment / Education / Criminal Background / Sex Offender Registry Check / Social Security # trace / DMV etc. depending on position and client contract requirements (typically last 5-7 years)
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?	As a standard process, we conduct post placement performance survey with worker's direct supervisor. Furthermore timesheets are monitored for lateness / absences etc. If any issues are identified, our account manager works with worker's supervisor to remedy the situation. If situation is not corrected within pre-identified period, a transition/replacement plan is discussed with the supervisor.
6	Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.	As a standard process, we conduct post placement performance survey with worker's direct supervisor. If any issues are identified, our account manager works with worker's supervisor to remedy the situation.
7	What process do you follow to ensure the proposed resumes meet your client's request?	Each of our recruiter is thoroughly trained to properly screen resumes and candidates. Additionally, candidates are tested for their skills.
8	How do you schedule engagements?	We work with clients to create schedule, and make sure presented candidates are amenable to following such schedules
9	Do you have an electronic system for scheduling? If yes, please describe.	Vast majority of our placements are white collar within 8am-6pm window, and do not require any shift scheduling.
10	What processes do you use to ensure seamless service by subcontractors to NYS?	We continually monitor performance of our subcontractors, many of whom we have worked with for several years.
11	How do you maintain and track unallowed and preferred candidate lists for your clients?	Yes, we use an ATS where all candidate history is stored in their Mast Record, including any past issues, and 'unallowed' status flags

12	What is your escalation and resolution policy (in case an issue or emergency arises)?	At the onset of IIT being awarded a contract, IIT will develop a webpage on its website dedicated to servicing this contract. This webpage will include information on Issue Escalation and Resolution as well as Emergency contact mechanism. Our standard process encourages direct and periodic communication between the authorized users and our account managers. This regular communication, combined with periodic surveys, addresses issues before they become any concerns. We feel that this proactive approach identifies any upcoming hurdles. The State will have access to email, office phone, and cellular phone contact information of assigned Account Manager as well as Senior Management. If an issue is identified, the State will communicate the same to the assigned Account Manager. Should the State be unable to resolve this issue in a timely fashion, authorized users will be encouraged to directly reach our senior management who will guarantee immediate attention to the issue at hand.
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 make a strong commitment to problem identification and problem resolution, and through proper communication with our staff and their supervisor, we address any concerns before they become an issue. In exceptional situations where the quality of work being performed by the candidate is not up-to the desired standards, or if the candidate leaves the project before completion, we make it our highest priority to identify and offer replacement candidates with equal or better skills at the same or lower rate. We typically can provide a replacement candidate within 4 hours (for generic work titles) to 2 business days (for unique skill set and work titles) of notification. During our 16 years of providing staffing services, we have consistently maintained over 95% staff retention rate, and therefore expect the same trend to continue.
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, our company has a formal published quality assurance program. While the program is extensive, and continually improved, its key ingredients are Quality in Recruitment Process, Quality in Client Communication, Performance Measurement and Management, Staff Retention, and Issue Escalation and Resolution. A brief synopsis of this program is attached.
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.	We are not submitting a bid for Health based occupations
16	What is your current fill ratio?	For the past 5 years when we were on NYS Administrative Contract, we were "Primary" vendor for various Regions/Titles, where our fill ratio was 100%.
17	What is your current turnover rate for your temporary workers?	It is less than 5%
18	What type of programs do you have to limit absenteeism and turnover?	As a standard process, we conduct post placement performance survey with worker's direct supervisor. Furthermore timesheets are monitored for lateness / absences etc. If any issues are identified, our account manager works with worker's supervisor to remedy the situation. If situation is not corrected within pre-identified period, a transition/replacement plan is discussed with the supervisor.
19	What is your current absenteeism rate for your temporary staff?	It is less than 5%
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	We utilize proper testing during interviews (technical skills and inter-personal skills). Post placement, we provide good service to our temp staff, paying them on a timely basis, maintaining regular proper communication and helping them resolve any work place issues.

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).	We utilize S/M/WBE subcontract firms (not independent contractors) to supplement our recruitment and screening efforts.
22	What are your recruitment policies?	Interviews with recruiters. Skills Testing. Reference / Past Employment / Education Checks. Criminal Background Checks. Periodic post placement hiring manager performance surveys.
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 have already been on this contract for the past 5 years, and have good knowledge of process / work loads / volumes etc. During this time, we have identified and worked with select subcontractor firms, who are also experienced in servicing NYS requirements.