

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

**General Questions**

**Bidder Name** IOS Acquisitions 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	IOS Acquisitions LLC
2	Address	555 Madison Ave 5th Floor
3	City	New York
4	State	NY
5	County	USA
6	Zip Code	10022
7	Bidder Contact Name	Susan Kennedy
8	Bidder Contact Telephone Number	212 430-1703
9	Bidder Contact E-mail	skennedy@iosstaffing.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	1100167972
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.	Yes, I have attached a copy of the contract with NYC Human Resource Administration.
18	If Bidder offers an additional discount for purchases made with the NYS Purchasing Card, enter it here (%):	N/A
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	<b>Person to contact for questions relating to this Bid submission:</b>	
	Name:	Susan Kennedy
	Title:	VP of National Proposals
	Telephone Number:	212 430-1703
	Toll Free Telephone Number:	877 335-8597
	E-Mail Address:	skennedy@iosstaffing.com
22	<b>Person to contact for Contract Administration issues:</b>	
	Name:	Susan Kennedy
	Title:	VP of National Proposals
	Telephone Number:	212 430-1703
	Toll Free Telephone Number:	877 335-8597
	E-Mail Address:	skennedy@iosstaffing.com
23	<b>Customer Service contact for New York State Contract Orders during normal business hours:</b>	
	List normal business hours (Specify M-F, Sat, Sun):	M-F
	Name:	Lateesha Thompson
	Title:	Recruiting Operations Specialist

	Telephone Number:	610 660-8300
	Toll Free Telephone Number:	
	E-Mail Address:	lthompson@iostaffing.com
24	<b>Person to contact in the event of an emergency occurring after normal business hours or on weekend/holidays:</b>	
	Name:	Susan Kennedy
	Title:	VP of National Proposals
	Telephone Number:	212 430-1703
	Toll Free Telephone Number:	877 335-8597
	E-Mail Address:	skennedy@iosstaffing.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: <a href="https://ny.newnycontracts.com/frontend/vendorsearchpublic.asp">https://ny.newnycontracts.com/frontend/vendorsearchpublic.asp</a>	No
26	If yes, please indicate if the company is certified as Minority-Owned (MBE), Women-Owned (WBE), or Minority- and Women-Owned (MWBE).	
	<b>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.</b> "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:	400 +
29	Total number of people employed by your business in New York State:	200+

<b>BIDDER/OFFERER DISCLOSURE OF PRIOR NON-RESPONSIBILITY DETERMINATIONS</b> <b>Pursuant to Procurement Lobbying Law (SFL § 139-j)</b>		
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**

<b>Bidder Name</b>	IOS Acquisitions 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 begin by searching our database of candidates that meet the skill set requirements, searching and posting on the job boards as well as working with local unemployment office resources. Once candidates are identified we begin the following process: 1. We start with a phone screen to decide if we have a viable candidate. 2. We bring the candidate into the office for an in person interview. 3. We test qualifications specific for the job function using Prove It Software. Also testing can be customized to be specific for NYS Office of General Services Using Agencies 4. Pre Employment Screens include: Criminal Background Check, Credit Checks, Employment Reference Checks, Education Verification, Drug Testing
2	What are your testing, training and orientation programs for temporary workers?	We test our applicants by using the "Prove It" Software System, we conduct thorough interviews and after conducting interviews and testing, we go over their qualifications and interests to place them in positions, which will benefit our clients and our employees. Should the using agency require any type of training we will comply with their needs. Once employees have been selected for a position we will conduct an orientation customized to the needs of each NYS Using Agency.
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 can perform the following background checks using e-verify and Nationwide Screening Services SSN Trace and Validation National Criminal Search (Includes Sex Offender Registry, Terrorist Watch List, Patriot Act Search, OFAC and Wants and Warrants) 7 Year County Criminal Search based upon address history 7 Year Federal Criminal Search based upon address history Drug Testing - 5 Panel / 10 Panel / 10 Panel w/expanded opiates
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?	IOS recently purchased the Bullhorn software, this software is used for front an back office. Good job performance is rewarded by acknowledgement and various programs put into place by the recruiters. Should disciplinary action need to be taken it is done at the level of the problem at hand. We will not tolerate any behavior or actions which may effect our clients.

6	Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.	IOS is committed to the concept of a mutually beneficial partnership with our clients. We are able to accomplish this by working towards a business relationship that is honest and in the best interest of all parties; this includes the employees and the clients. We understand the ever-changing staffing needs that effect our clients and our employees we remain flexible to accommodate these changes. We strive to stay on top of changes, advances in the staffing industry, and share with our partners any updates that can enhance our services. We value our contingent workforce and treat our employees as a partner as well. They are an extension of our organization and represent our organization at our clients location. We believe communication is the foundation to these partnerships and strive to communicate to all.
7	What process do you follow to ensure the proposed resumes meet your client's request?	Matching candidates to our clients' needs is relationship management; the beginning of the process is evaluating a candidate's resume, and then matching their skills to our client's needs. This is the first step to turning a candidate into an employee. The cornerstone of successful candidate management is to consider a candidates credentials as well as how he or she will excel in their given work environment and most importantly satisfy our clients overall requirements. Through the process of reviewing the resume, conducting the reference and background checks and the in-person interview this has proven to be our best way to know the candidate is a perfect fit for satisfying our clients staffing needs.
8	How do you schedule engagements?	All engagements are scheduled between the Account Manager and the Using Agency Supervisor usually through email, The engagements can also be set put through Bullhorn.
9	Do you have an electronic system for scheduling? If yes, please describe.	Yes, Bullhorn.
10	What processes do you use to ensure seamless service by subcontractors to NYS?	IOS will not be using subcontractors.
11	How do you maintain and track unallowed and preferred candidate lists for your clients?	Do Not Recruit lists would be distributed by the Account Manager to Recruiters providing staffing support to NYS Office of General Services Using Agencies. The same for preferred candidate list, will be maintained by the Account Manager shared to the recruiters. This information is maintained in Bullhorn.
12	What is your escalation and resolution policy (in case an issue or emergency arises)?	IOS escalation and resolution policy is on a case by case basis. As each issue which may arise must be handled immediately with professionalism. Once an issue is reported the Account Rep will contact the using agency supervisor and employee in order to gather as much information as possible, assess the situation and take the appropriate measures to address and correct the situation.
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.	Should an employee be rejected by the client we will send a replacement immediately. We take a proactive approach to recruiting to maintain a readily available pool of candidates within the lots and regions IOS is submitting a bid for to meet your needs. As requested within the Bid, we will have a replacement ready within 24 hours, upon the using agencies decision to wait on the background check. The temp will be tested and given the orientation needed to begin the assignment.
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.	IOS does not have a formal published quality assurance program, however we do have guidelines and a SOW which are followed throughout the company. The software, Bullhorn measures quality assurance, performs job matching and the performance of employees is inputted into the system. Once the job parameters (job description, rate, location, years of experience etc.) have been entered into the system, the Bullhorn program goes out and searches numerous, predefined job boards (Monster, Indeed, CareerBuilder etc.) and delivers the resumes of qualified candidates the recruiter. The Recruiter can then review the resumes, contact, interview the chosen candidates, and submit the qualified candidates to our clients. In addition, the resumes are automatically loaded into IOS's database for future use. It is our intent to initiate this process before the contract begins and keep it active for the life of the contract. This will assure from the start that there is always a Pipeline of candidates available and that the time from Agency request and Agency hire will be greatly reduced.

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?	The current fill ratio is 95%.
17	What is your current turnover rate for your temporary workers?	IOS turnover rate is very low due to assignments are long term except those assignments which are seasonal.
18	What type of programs do you have to limit absenteeism and turnover?	As most employees are temporary employees and are not paid if they are absent from work which does tend to limit absenteeism. Most assignments are longer term this is an attractive aspect of the assignments and tend to limit turnover.
19	What is your current absenteeism rate for your temporary staff?	The current absenteeism rate is 15%.
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	Hiring the right people from the start, is the single best way to reduce employee turnover. Interview and vet candidates carefully, not just to ensure they have the right skills but also that they fit well with the company culture, managers and co-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, we do not use a subcontractor.
22	What are your recruitment policies?	<p>IOS Recruitment Strategy Personnel: Since our current staff has had prior experience servicing NYS Office of General Services and similar contracts, we understand what is involved and what it takes to fulfill the needs of the Authorized Agencies. If selected as one of the vendors, IOS would hire additional staff as necessary to assist with fulfilling your requirements.</p> <p>Recruitment Tools: IOS has recently purchased a new software, Bullhorn. Among its many attributes, Bullhorn is a state-of-the-art recruiting and applicant tracking tool and end-to-end talent management system.</p> <p>How it works: Once the job parameters (job description, rate, location, years of experience etc.) have been entered into the system, the Bullhorn program goes out and searches numerous, predefined job boards (Monster, Indeed, CareerBuilder etc.) and delivers the resumes of qualified candidates the recruiter. The</p> <p>Recruiter can then review the resumes, contact, interview the chosen candidates, and submit the qualified candidates to our clients. In addition, the resumes are automatically loaded into IOS's database for future use. It is our intent to initiate this process before the contract begins and keep it active for the life of the contract. This will assure from the start that there is always a pipeline of candidates available and that the time from Agency request and Agency hire will be greatly reduced. Advertising: Since not all potential candidates automatically post their resumes to the various job sites, IOS also utilizes both internet and print advertising to attract potential candidates. We have the ability to post ads on Monster, Indeed, CareerBuilder, Zip Recruiter, Beyond.com as well as Craig's List and numerous user groups. Additionally we post the jobs to our website, advertise with the unemployment offices, attend trade shows and job fairs and use print media when necessary.</p>

23	<p>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.</p>	<p>Susan Kennedy who has over twenty years of experience in the staffing industry and as the VP of National Proposal's would lead in the transition process. Having worked with NYS Office of General Services for many years and taken a significant roll in the rollovers in the past would proceed the same way. We could have a team go to the agency or have the employees come to us, we will work with the using agency as to which serves them best. We would come in to explain to the employees what has taken place we will then begin the rollover process completing the necessary paper work, (the same paperwork can be completed on line as well) and conducting an orientation designed to each using agencies specified needs. Our local New York office has qualified and experienced staff. We have a large pool of qualified personnel whom posses experience in diversified fields. Our database has several hundred qualified personnel. These personnel are contacted periodically to ensure availability and review their certifications, licensure, interests and goals.</p>
----	--	--