

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

General Questions

Bidder Name: Industrial Staffing services, 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	Industrial Staffing Services, Inc.
2	Address	25 Kennedy Blvd. Suite 200
3	City	East Brunswick
4	State	NJ
5	County	Middlesex
6	Zip Code	NJ
7	Bidder Contact Name	Linda Block
8	Bidder Contact Telephone Number	732-390-7100
9	Bidder Contact E-mail	linda@industrial-staffing.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 Jersey
11	Does Bidder have the required NYS 10 digit vendor ID number?	Yes
12	If yes, please provide	1100017561
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
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?	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):	1% / 7Days
21	Person to contact for questions relating to this Bid submission:	
	Name:	Jourdan Block
	Title:	Vice President
	Telephone Number:	732-390-7100
	Toll Free Telephone Number:	
	E-Mail Address:	Jourdan@staffing-the-universe.com
22	Person to contact for Contract Administration issues:	
	Name:	Jourdan Block
	Title:	Vice President
	Telephone Number:	732-390-7100
	Toll Free Telephone Number:	
	E-Mail Address:	Jourdan@staffing-the-universe.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 8:30am - 5:30pm
	Name:	Jourdan Block
	Title:	Vice President

	Telephone Number:	732-390-7100
	Toll Free Telephone Number:	
	E-Mail Address:	Jourdan@staffing-the-universe.com
24	Person to contact in the event of an emergency occurring after normal business hours or on weekend/holidays:	
	Name:	Jourdan Block
	Title:	Vice President
	Telephone Number:	732-390-7100
	Toll Free Telephone Number:	
	E-Mail Address:	Jourdan@staffing-the-universe.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.newnycontracts.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).	
	WBE	
	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:	
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.	
	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	Industrial Staffing Services Inc.
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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.	All potential candidates are screened for KPI (key performance indicators) and rated based on their technical skills, geographical location and desire, financial requirements and needs, and the percentage match to the client requirements. Each potential employee is tested, screened, validated, verified and researched, and then and only then the top performers are submitted to the client for review and evaluation. Through this process, we can ensure a properly suitable and validated candidate for our employees. If the candidate is qualified, the candidate is contacted and interviewed for the specific job. Whenever possible, we perform a lengthy in person face-to-face interview with our potential candidates. We also utilize Skype and video conferencing for out of town candidates. These personal interviews allow us to "read" the candidates and drill down to a level of interviewing that will ultimately bring us to an extremely high level of success. References are requested to verify past performance and organizational alliances.
2	What are your testing, training and orientation programs for temporary workers?	ISSI looks at the KSAO (knowledge, Skills, Abilities and Other characteristics) of each and every position. This allows us to appropriately determine the needed training for each candidate. ISSI utilizes a comprehensive testing service to see where employees need enhancements. We utilize a web based training system under our "Prove It" license to train, test and certify all of our applicants prior to assigning them to a facility, or to test them for possible upgrades. The testing can occur in our office, on site, or in their homes with a qualifier test for individual certification. There are over 800 types of tests we utilize in six different languages, and twenty different areas of expertise. After the skills tests are completed, we can recommend a variety of solutions and training techniques that can benefit the employee. Depending on the level of position, different training programs can be implemented to achieve any goal. One of the most important aspects of training is Safety. We believe that risk reduction avails one to a safe and productive work sight. Safety Manuals are distributed to our employees before commencement of work or is part of the reporting in orientation. During our orientation process, all employees, of all skill types are educated as to their responsibilities with respect to Safety, workers comp reporting and harassment and discrimination practices. In Addition to "Prove It" testing, ISSI also has training classes that are offered to its employees and some are company-subsidized programs. Seminars, webinars and weekend refreshers are constantly communicated to our staff. Certain programs carry CEU with them. Safety programs are constantly offered as well as Safety Manuals for the guidance and protection of all parties.
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.)?	All checks are client specific, but usually include a full background check (7 years), reference checking, drug testing, and job related testing. ISSI can support a variety of screening requirements across the United States. Background investigation, education verification, validation, and certification is processed and testing is performed and evaluated, as per the client's request. All employees must comply with a stringent qualification process, which includes health screenings, competency testing, skills checklists, mandatory in-service programs, orientation programs, credential verifications, performance review, continuing education, and any specific client requirements.
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?	ISSI utilizes many performance appraisal metrics to help assess the success of candidates. Among the many forms we engage in, ISSI uses surveys, manager reviews, quarterly and annual reviews, 360 degree appraisals, and anchored rating scales. ISSI is flexible as to forms we use and can implement most any method based on client demand. This allows ISSI to obtain feedback and performance scores to increase productivity and focus training needs. All of the performance milestones are tracked in an internal Applicant Tracking System, and a variety of rewards are implemented, based on results and clients. Disciplinary action is always handled under the most strict observance of all labor codes and regulations. These investigations involve our human resource and legal team, and is always managed by upper management to ensure compliance with all regulations. Additionally all disciplinary action is tracked and documented in the employees file, and followed up on.
6	Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.	Industrial Staffing utilizes a variety of client surveys and feedback methods. To show our commitment, Industrial engages the Inavero survey, and in 2016 was named "The Best of Staffing", meaning we ranked among our employees and clients in the top 2% of all staffing firms across the country. This is measured through an independent third party. All clients have C Level management intervention, quarterly business reviews, and constant involvement to ensure 100% satisfaction and quality assurance.
7	What process do you follow to ensure the proposed resumes meet your client's request?	ISSI believes in using a Project Manager for each client, who is responsible for day to day interactions with the client and is constantly available to support any need. The Project Manager is in control of the reliability and responsiveness of all employees. Based on the volume, we assign lead representatives or site managers to administrate our teams. Each project manager has access to staffing specialists and a full onboarding team. This entire process is always overseen by the CEO, Linda Block, who believes in a hands on management approach. Each resume submitted by our staffing team goes to the Project Manager or gatekeeper for buy off to ensure a good match with the client.
8	How do you schedule engagements?	All engagements are scheduled through our Applicant Tracking System, which uses technology to coordinate between the hiring manager and the contractor.
9	Do you have an electronic system for scheduling? If yes, please describe.	Yes. The Applicant Tracking System has a robust scheduling tool to ensure total coverage for all openings.
10	What processes do you use to ensure seamless service by subcontractors to NYS?	ISSI has a full subcontractor team to ensure full compliance with subcontractors. If subcontractors are required, a compliance team reviews all compliance documentation, and a project team continually reviews KPIs with the subcontractor to ensure standards are adhered to at all times.
11	How do you maintain and track unallowed and preferred candidate lists for your clients?	All contractors are tracked internally through our Applicant Tracking System, where candidates are tracked to ensure they're not utilized if not requested.
12	What is your escalation and resolution policy (in case an issue or emergency arises)?	ISSI understands that the most important aspect of the industry is Customer Service. In order to provide the most comprehensive service to our clients, we have a very stringent response time policy. Our dedicated phone lines are twinned to cell phones and we utilize a dedicated cell phone for off hour call ins, which gives us 24/7 coverage. Our telephones are always answered by a live person and each call is handled with the utmost care. By having this procedure in place, we can ensure an immediate response time to any 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.	Replacements are addressed very quickly, usually within 48 hours, or sooner. If an employee has a problem and notice is received that there is an insolvable issue, we can have a replacement in that position in as soon as 24 hours. Typically, the replacement time will not exceed 48 hours, but the geographical, technical, and logistic principles may affect this timeframe. On the esoteric and more sophisticated positions that are requested, the timeframe may have to be expanded a bit.

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. All internal Service Level Agreements are monitored and maintained through Managing Director level staff in our internal Q/A division. Items addressed are staffing level ratios, as well as responsiveness, contractor support, talent levels, compliance, and client satisfaction. As shared, Industrial Staffing Services received the designation of 'Best in Staffing for 2016', meaning we are in the top 2% of staffing companies in the country. This is directly due to our high attention to detail, client support, and employee focused organization. There are several levels of compliance built in to our internal process to ensure quality assurance. From our staffing protocols, to manager approval on all submittals, to stringent onboarding requirements, Q/A review, Talent Engagement Protocols, and final approval/sign off, the entire hiring process is closely managed to ensure quality assurance.
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.	Yes - this will vary by client and position being offered. All licenses and accreditation is validated, reviewed, and vetted by internal and external compliance teams (depending on source). More details can be shared around this if needed.
16	What is your current fill ratio?	5:6 (submittal to hire)
17	What is your current turnover rate for your temporary workers?	ISSI has a very low turnover rate, which is a testament to our strategy and support. About 3% of contractors turnover.
18	What type of programs do you have to limit absenteeism and turnover?	When speaking with candidates about possible placements, ISSI discloses a RPJ (Realistic Job Preview), so the candidate fully understands all aspects of the job, including time requirements. ISSI has found this technique to have the highest success rates among candidates to limit absenteeism and turnover. We understand emergencies happen, and in those cases, we look to work with the client to reschedule. Our focus is to always be a value added partner with the client and provide the highest level of service. If this happens, we will provide other possible candidates and will be sure to not use the no-show in the future. We incentive our contractors to stay engaged throughout the assignment through a variety of programs and retention plans.
19	What is your current absenteeism rate for your temporary staff?	On a weekly basis, less than 2% of our staff are absent.
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	The strategy around reducing turnover and ensuring high fill rates come from a time tested recruiting methodology. This is a foundational item that has made Industrial Staffing Services Inc. successful over the years. We refer to this as our 'secret sauce' and is something that has made ISSI a trusted partner to clients for many years.
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. Industrial Staffing Services has a very large internal recruiting team that can support the needs of this contract without issue.
22	What are your recruitment policies?	ISSI has documented standard operating procedures as it relates to each item, especially recruitment policies. All staffing team members acknowledge these policies and sign off through the onboarding process. This ensures our clients that our internal staff are professional and continually abide by best in class and industry standard processes. All policies are monitored by our internal Q/A team. Each step of the recruitment policy has specific Service Level Agreements that our management team require are met and adhered to all times.

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.	ISSI has a very well defined transition program that has a proven methodology applicable for any size population. These programs are built with communication plans, escalations policies, timeframes, project plans, flow charts, best practice, onsite support, etc. The programs are time tested and have been utilized successfully many times. Being flexible is a key to a quality transition plan, and the ISSI team can be agile and responsive to all client needs. These programs can be rapidly deployed (2-3 weeks) or done in a phased approach over a longer period. Given ISSI's management team and their industry experience, transition programs run smoothly and seamlessly. IMPLEMENTATION METHODOLOGY AND BEST PRACTICE Industrial has a documented and tested transition and payroll service program, which involves many facets of our organization. When we implement the program, it is a seamless transition. The transition program is a multi-level process that includes validation, verification, accreditation, transition, control, quality assurance, quality control, and most importantly a seamless progression. We have successfully rolled out a single person payroll service program as well as transitioned, built up and maintained annual employees numbering more than 1,000 people. Effective change management is paramount in a program. This is established through effective communication plans, which is pushed in each phase of an implementation. The ISSI team will share templates with our clients and best practice protocols during each step of the implementation. Once fully operational, our team reviews the program on an ongoing basis, and shares potential enhancements to promote efficiency.
	Continuation of Question #23	The ISSI team will review the key goals of the program, and create the program to be in line with the goals of the program sponsorship. 1. Design – Speak with program sponsors and program managers to identify key initiatives, then work through goals utilizing best practice to create a customized fit. Our team will share communication strategies for change management, and will be with your team each step of the way. Typically, programs are setup with 2 implementations (new hires and transitioning employees). We will analyze the population mix and establish the most efficient way to proceed. 2. Implement - ISSI can remotely onboard contractors, or if they are grouped in locations we can meet groups in person. Depending on the setup, our team can conduct manager trainings if needed on the program protocols and how to enroll a new contractor in the program. ISSI management utilizes project plans and implementation diagrams to ensure milestones are hit and communication is clear. 3. Distribute – Using quality control / sanity checks, ISSI will schedule regular checks to ensure the team stays on task per the project plan, and will ensure the implementation is deployed per the identified plan. 4. Maintenance - Once the program is fully deployed and in a steady state, our team will review for process efficiencies and ensure ongoing support. These steps are crucial to develop a successful program that's not only adopted by stakeholders, but fits into the culture of the client. Our Executive Management team has been involved with payroll service and staffing projects for a combined total of 200+ years of experience. They have experience supporting the private, commercial and governmental sectors with contract and permanent staffing and payroll services. ISSI believes in C-Level (CEO, CPO, CIO, and CFO) interaction with every account.