

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

General Questions

Bidder Name Jennifer Temps, 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	Jennifer Temps, Inc.
2	Address	80 Maiden Lane - Suite 1402
3	City	New York
4	State	New York
5	County	New York
6	Zip Code	10038
7	Bidder Contact Name	Jennifer Singleton
8	Bidder Contact Telephone Number	212.964.8367
9	Bidder Contact E-mail	jsingleton@jennifertemps.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):	State of New York
11	Does Bidder have the required NYS 10 digit vendor ID number?	Yes
12	If yes, please provide	1000001334
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 (%):	0.50%
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%/15 Days
21	Person to contact for questions relating to this Bid submission:	
	Name:	Jennifer Singleton
	Title:	President
	Telephone Number:	212.964.8367
	Toll Free Telephone Number:	866.427.1352
	E-Mail Address:	jsingleton@jennifertemps.com
22	Person to contact for Contract Administration issues:	
	Name:	Jennifer Singleton
	Title:	President
	Telephone Number:	212.964.8367
	Toll Free Telephone Number:	866.427.1352
	E-Mail Address:	jsingleton@jennifertemps.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 8:00AM to 6:00PM
	Name:	Jennifer Singleton
	Title:	President

	Telephone Number:	212.964.8367
	Toll Free Telephone Number:	866.427.1352
	E-Mail Address:	rfq@jennifertemps.com
24	Person to contact in the event of an emergency occurring after normal business hours or on weekend/holidays:	
	Name:	Jennifer Singleton
	Title:	President
	Telephone Number:	212.964.8367
	Toll Free Telephone Number:	866.427.1352
	E-Mail Address:	jsingleton@jennifertemps.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).	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?	Yes
28	Total number of people employed by your business:	10 (Not including temporary employees)
29	Total number of people employed by your business in New York State:	5 (Not including temporary employees)

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	<i>Jennifer Temps, Inc.</i>
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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.	<p>The goal of Jennifer Temps selection process is to choose the most qualified candidate for our clients. Our objective is to have a superior workforce. Jennifer Temps selects candidates after receiving resumes from a variety of sources including our website, alumni (former employees), client referral, job fairs, recruiting websites, family and friends. Our successful employees have proven to be an excellent source for candidate recommendations. They understand the work ethic of Jennifer Temps. Candidates are selected for interviews based on the strength of their resumes, recommendations, work experience and education level. The absolute minimum requirement one must have is a high school diploma or its equivalent. Higher level positions require either an Associates or Bachelor's degree or its equivalent in work experience. Paralegals are selected for interviews based on their completion of an accredited program or completion of law school.</p> <p>SCREENING</p> <p>All of our positions require that our candidates have a strong skillset and meet a high level of professionalism. For this reason, Jennifer Temps screening process begins with the initial telephone call made to/from the prospective applicant. During the phone conversation, we discuss the candidate's background, skillset and preferred position, as well as their familiarity with the Microsoft Office Suite. If after the phone screen we determine the candidate should continue with the process, we invite the candidate to submit a resume. We require all applicants to have a resume which is reviewed for accuracy, continuity, work history, experience and education level.</p> <p>The next phase of Jennifer Temps' screening is the in-person office interview which begins at the receptionist desk. We look for candidates who are professional, well-spoken, pleasant and polite. Additionally, the applicant's work attire along with his or her attitude is very important. Screening then continues with the completion of an application and an employment eligibility review. As part of the application, prospective candidates must complete vocabulary, math, spelling and filing assessments. In-office screening continues with a typing test and then a hands-on computer test of the Microsoft Office Suite, particularly Word and Excel. Jennifer Temps' hands-on tests are not a set of automated questions; all applicants are asked to create an actual document which is designed to mimic the real expectations of our clients. This method, as opposed to answering automated computer generated questions, gives us a true assessment of a person's ability to sit in front of a blank computer screen and create a document. Basic, Intermediate and Advanced features are tested such as indents, paragraph settings, headers/footers, mail merge and general formatting.</p>

<p>Continuation of Question #1</p>	<p>In addition, our computer assessment involves email and Internet-use knowledge. Applicant screening then continues to the interview. During the interview phase, one of our recruiters speaks with the applicant. We assess their familiarity with positions most in demand – (Administrative Assistant, Computer Support Specialist, Executive Secretary, Data Entry.)</p> <p>The resume is only a snapshot of the candidate’s ability and as a result we listen and ask questions about their specific work history, experiences and goals as was done during the phone interview. Questions asked would be specific to job duties for each position listed on the resume and their reason for leaving the position. During this time, we explain that although a position is temporary, it should be viewed with the same respect and requirements of a permanent job.</p> <p>The interview process also involves a number of behavioral questions that are purely job related. Such questions will help in determining how an applicant will handle particular situations that may arise at the workplace. Former employers are contacted to verify work history and performance. Screening also involves a preliminary background check through the resources available such as NY DOCS and the Federal Bureau of Prisons website. Candidates who pass our screening process are entered into our database, which is updated on a daily basis. Screening for other positions such as Paralegals, Accountants and Hospitality positions require the same basic screening process with additional questions that are specific to their particular field. Many of our paralegals are law school graduates and all accountants must have degrees.</p> <p>HIRING</p> <p>After the phone screen, in-office application, testing, interview and background check, we determine which candidates will make the best employees. This determination is made by reviewing the following criteria: 1) Does the applicant possess the experience, skills, knowledge and abilities to perform the essential duties of the job? 2) Is the applicant the best match for the position? We hire according to an open job requisition. When there is an open temporary position, we search our database for the top candidates with the required skill level. Only candidates who have been determined to meet our high standards and those standards of our clients are entered into our database of available candidates. 3) Did the candidate pass the preliminary background checks? Preliminary background checks are always conducted as well as extensive background checks. Drug tests are conducted when requested.</p>
<p>Continuation of Question #1</p>	<p>Candidates are considered “hired” when they begin their first assignment. In many situations, clients conduct interviews and select their own employees.</p> <p>Jennifer Temps hiring practices consist of a complete orientation of our policies and procedures as well as our client’s policies and procedures. Topics discuss include: ●punctuality/absenteeism ●overview of timesheet submittal ●paycheck process ●information about our medical benefits ●documentation on sexual harassment ●proper use of technology (Internet protocol) ●what to do if the candidate encounters a problem/issue at the workplace ●appropriate work attire. Applicants/Candidates are clearly told what the expectations are from us and from our clients. Many Jennifer Temps employees have performed outstanding and have been offered permanent full-time positions with clients including New York City and New York State agencies over the years.</p> <p>The final step in the hiring process is the electronic wage memo and payroll information, which is emailed to the candidate prior to the start of the assignment. The wage memo, which must be signed and returned to our office consists of regular and overtime pay rates. It also includes information about payroll distribution and direct deposit.</p>

2	<p>What are your testing, training and orientation programs for temporary workers?</p>	<p>TESTING Jennifer Temps testing process begins with the application. Applicants are required to follow instructions by completing the application in its entirety and encouraged to ask questions for additional clarification. Testing continues with a vocabulary, spelling, math and filing evaluation. A workplace assessment is also given, which lists particular job or work scenarios. The candidate is asked to describe how they would handle each situation. This allows us to determine how they would handle a particular situation. Following the written evaluation is the hands-on computer test which begins with a 3-minute typing test. Applicants are given at least two opportunities to achieve their best typing speed. The Microsoft Office Suite assessment is the next part of our testing procedure. All applicants are required to demonstrate proficiency in the Microsoft Office Suite. We designed our own test to mirror documents our clients would use. Excel is tested similarly. Information is provided and candidates are asked to create a spreadsheet based on that information. Other software skills such as PowerPoint and Access are evaluated based on the job requirements.</p> <p>TRAINING Every individual may not have been able to avail themselves to the necessary skills which would make them marketable in the current job environment. Additionally, our current applicant pool may want to increase their skillset thereby becoming qualified for higher paying positions. We recognize this need and offer mini-workshops that cover computer skills, including training in Word and Excel. Applicants who do not excel in the tests we administer are offered support and guidance through a series of short tutorials, allowing them to increase their aptitude and then return to re-test to improve their scores, thus opening up further avenues of opportunities with our firm. We also encourage applicants to view instructional Internet videos. Also, when we are not interviewing we allow associates who would like to gain more instruction with their typing or MS Office skills to use our testing room. Remedials/Tutorials in the basics of Word and Excel are offered as a free benefit to our employees. We assist with resume building and preparation when necessary.</p> <p>ORIENTATION: Orientation provides a forum for prospective temporary employees to ask questions as well as for Jennifer Temps to give them the necessary information to successfully perform their work assignment. Orientation is given at the time of application and again at the time of hiring. Group orientations have been conducted when large numbers of employees were hired or transferred to our company.</p>
	<p>Continuation of Question #2</p>	<p>Jennifer Temps orientation consists of:</p> <ul style="list-style-type: none"> • Welcoming the employee to Jennifer Temps; • Policies, procedures, guidelines and conduct; • What to expect as a temporary employee; • Familiarization with the client company; • Sexual Harassment Policy; • Dress Code; • Attendance and Punctuality; • What is expected of Work Performance; • Assignment Completion – Length of assignment • Medical Benefits; • Payroll Procedure – Timesheet completion and submission, paychecks, direct deposit • Pay and Overtime; • Workplace Ethics; • Proper Use of Technology – Internet Protocols
3	<p>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.)?</p>	<p>An integral part of the recruitment process is the verification of a candidate before they can become a temporary employee of Jennifer Temps. We take this process very seriously and carry out our due diligence to ensure we thoroughly conduct background checks while considering a candidate. Jennifer Temps background checks are used, in accordance with the law, in making a suitability determination when matching candidates to potential open positions and are designed to achieve compliance. The following categories are checked: •criminal •employment • educational background •violence •criminal sexual misconduct •drug offenses •illegal use of firearms.</p> <p>We currently utilize a number of established methods to ensure that candidates are properly background checked before they are placed with our clients. Our goal is to conduct as many free cross referential checks (from employment eligibility and criminal checks to reference checks) prior to expenditures on fee based background checks, a cost savings to us and to our clients. Applicants can be eliminated at the early stages at no cost.</p> <p>The standard background checks Jennifer Temps conducts consist of:</p> <ul style="list-style-type: none"> • Federal, State and Local Criminal History Record Search – 7-10 Years and includes the NYS Office of Court Administration (NYSOCA) search. • National Background Search – Checks include a check for outstanding warrants, checks for pending felony and misdemeanor charges in all locations. • Social Security Verification - E-Verify • Social Trace – If a person fails to list all places lived within the last 10 years, the Social Trace will pick it up. • National Criminal History Check - State and County Criminal Checks using the NYS Office of Court Administration and other similar sites where the person has lived, worked or attended school in the past 5 years. • Federal Bureau of Prison website--(www.bop.gov)-Free Database • Employment Verification – Last 5 Years--National Background Search/ Fee Based • NYS and National Sex Offender Registry • Educational background (Verification of Degrees obtained--National Background Search) • US Citizenship or Legal Resident Status (Required Documents at time of Application) --E-Verify • Other checks requested by the Authorized User or Client as necessary

	Continuation of Question #3	<p>We acknowledge that the State of New York Office of General Services is requesting a state and county criminal check using the NYS Office of Court Administration. Jennifer Temps will comply with this request.</p> <p>Jennifer Temps will evaluate any adverse information about a candidate by considering any mitigating factors before making a suitability determination in accordance to the laws required by this RFP. In addition, all information obtained from background checks is included in an electronic Master File that is maintained for each employee.</p>
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?	<p>TRACK AND REWARD</p> <p>Individual resource performance is tracked using our staffing software called WebOASIS (OASIS). Oasis is a multi-faceted system that comprises tracking and payroll capabilities. It facilitates the ability to track employee performance, concerns, general HR information and client feedback. Our OASIS software allows us to track individuals' performance from the point of registration and continuing throughout their employment history. OASIS is web-based and as such, can be viewed by Jennifer Temps' staff from any computer with Internet access.</p> <p>In tracking an employee's performance, we first make sure they fully understand their job duties and what is expected of them.</p> <p>Employees are tracked at the start of an assignment for attendance and punctuality. Timesheets are reviewed on a weekly basis not only for accuracy but for any potential attendance and punctuality issues. If an issue is noticed, it is addressed immediately. All of this information is tracked in Jennifer Temps' Oasis system.</p> <p>Good job performance is rewarded with small monetary bonuses such as gift cards to Dunkin Donuts, AMC Movie Theaters and American Express. In addition, high performing employees will be given preference for future placements as a reward for good job performance.</p> <p>DISCIPLINARY ACTION</p> <p>Jennifer Temps has a zero-tolerance policy for behavioral and procedural issues. The policies and procedures issued by Jennifer Temps sets forth conditions that are not acceptable. Upon receiving an unsatisfactory review from a client, we reach out to the associate and have a one-on-one review with them. This review is followed up with an email containing specific information about the situation which prompted the disciplinary action. Jennifer Temps staff makes the associate knowledgeable of areas where they can improve and how the situation can be rectified. We communicate with the Authorized User/client during a "probation" period where the associate is given time to change their behavior. This probation period only occurs with the client's approval and when the client does not request immediate termination and an immediate replacement. Should the employee not make the necessary corrections, we terminate the employee and recruit another employee.</p>
	Continuation of Question #5	<p>Jennifer Temps understands the costs (whether it be in money and/or time) a client has invested in training. We therefore proactively address minor issues before they become major issues. With the Authorized User/client's approval, we will implement an action plan with follow-up schedules to clear up the issues. Discipline involves instant termination if the situation is grievous to the point of non-correction. Examples of issues mandating disciplinary action and/or immediate termination are:</p> <ul style="list-style-type: none"> ● Violation of client and/or Jennifer Temps policies, procedures and guidelines ● Repeated absenteeism or punctuality issues. ● Falsifying timesheets or reported time ● Crimes ● Drug use/Alcohol consumption at the workplace ● Any other activities for which the client has a Zero-Tolerance Policy <p>We often delve deeper to ascertain what is causing the disciplinary action. The root of the problem can, at times be discovered and addressed. Any information pertaining to disciplinary action becomes a part of the employee's electronic Master File and is tracked using our Oasis system.</p>

<p>6</p>	<p>Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.</p>	<p>Jennifer Temps has implemented a quality assurance program that includes quality control procedures, performance measurements and customer satisfaction benchmarks, which we track via internal and external communications and our WebOASIS system. Jennifer Temps approach to gaining customer confidence and retaining loyalty begins with hiring key personnel and extends to the hiring, orientation, training, and management of our temporary employees. All employees are trained to understand that quality and customer service are the most important part of our business. Everyone in the organization is involved with clients, so everyone is trained in Total Quality Management. Our approach to Total Quality Management is based on: •Participation by Jennifer Temps internal and temporary employees; •Continually improving customer satisfaction; •Understanding our client's needs to become familiar with organization structure and environment, follow-up, on-site visits, emails, and more; •Direct and clear communication with our clients as well as with temporary staff; •Attention to detail; •Modification or elimination of business processes that do not contribute to continuous quality improvement.</p> <p>To ensure that we meet our quality control benchmarks, we review timesheets for attendance, punctuality and work performance as discussed with a supervisor. Adherence to company and client policies and procedures is extremely important. We are able to track the success of these procedures by using our WebOASIS system. Punctuality and attendance of the temporary employees is a critical area of importance to our customers.</p> <p>The WebOASIS system also provides easy access to all "Job Orders" associated with a single employee. This allows us to see quickly how long the employee stayed at specific assignments and whether the assignment was completed in a satisfactory manner. The "Requirements" tab on the "Job Order Record" page allows us to document efficiently what our customer is looking for, to ensure our employee meets the client's exact needs. We also keep notes in WebOASIS regarding customer feedback to further measure the performance of our employees. Through WebOASIS, we are able to set the status of an employee as either active, inactive, pending or DNU (Do Not Use), ensuring that we will only offer our customers the most suitable and available employee for their needs.</p>
	<p>Continuation of Question #6</p>	<p>Lastly, Jennifer Temps has the capability to sort employees by skills, certifications, or education via the "Qualifications" tab. This tab gives us the ability to better document skills, certifications, educational background, and licensing for the temporary employees. The "Qualifications" tab provides more efficient employee and job skill matching, helping to ensure the satisfaction of the customer. Jennifer Temps also understands that in today's highly competitive marketplace, competing for and retaining the most qualified employees is increasingly important. One of the most competitive advantages we provide our clients is that Jennifer Temps offers our temporary employees a comprehensive benefits package because when employees are healthy and happy, we have found them to perform more effectively. To that end, we offer an array of benefits, which aids in employee retention and productivity. These benefits include: • Medical Insurance • Dental Insurance • Term Life Insurance • Prescription Discount Card. All of these benefits are available at the beginning of the employee's first assignment. These benefits translate into employee retention and increased productivity and thus a higher quality of service to our clients.</p> <p>An additional customer satisfaction initiative that we have adopted is the option to use eBilling, saving our customers money via the reduction in paper costs, printing costs and storage costs. Going green is a benefit to all of us as it helps the environment for future generations and ours. Jennifer Temps has adopted a customer first policy. The customer – not internal activities – comes first. Jennifer Temps has been successful because customers have been satisfied with our level of service and the quality of our temporary staff.</p>

7	<p>What process do you follow to ensure the proposed resumes meet your client's request?</p>	<p>Jennifer Temps' initial approach is to thoroughly understand the skill set, qualifications and critical performance areas required by our clients for each position requested. We speak directly to the hiring manager, requesting any information not provided by the written job specifications, which may include work environment and dress code.</p> <p>Using our OASIS tracking software and resources of screened and tested candidates, we match the job description to resumes that meet requirements. Since a resume is a primary tool used to recruit and screen candidates, it is imperative that it be just as carefully written as it will be reviewed. Resumes that are received at Jennifer Temps are first critiqued for accuracy, which includes correctness of grammar, chronological factuality of dates and appropriate formatting of paragraphs, sentences and punctuation.</p> <p>Once the initial critique is completed, a more in depth reading of the resume is conducted to ascertain if the employment experience, education and overall skillset that the resume details, is compatible with job specifications set forth by the client.</p> <p>The final step is to contact each appropriate candidate for the position and ask preliminary questions based on the job description to gauge their willingness and ability to perform the job. This also allows us to present additional questions and gives the candidate an opportunity to expound on their experience. After resumes are sent to clients, we follow-up via email to ensure they are satisfied.</p>
8	<p>How do you schedule engagements?</p>	<p>Once a candidate has been identified and accepted for an assignment, scheduling engagements is done by direct contact through phone calls, emails and text messages. Jennifer Temps Oasis system is instrumental in scheduling engagements. When appropriate, we have also used Facebook to contact an employee prior to scheduling.</p> <p>Microsoft Outlook is our communication tool for both candidates and clients. On the candidate end we send a Wage Memo via email detailing:</p> <ul style="list-style-type: none"> • Name and of the client company • Time and start date of employment • End date (when available) • Pay rate • Address of engagement • Contact or point person at the client company • Appropriate attire and job description <p>On the client side, we send an email with attached documents (Master File) detailing the names of candidates for each position along with start dates and times. As is required for the Office of General Services contract, the candidate's Master File will be attached. All emails are sent to point contacts on the client side and are copied internally at Jennifer Temps to allow for transparency within the organization.</p>
9	<p>Do you have an electronic system for scheduling? If yes, please describe.</p>	<p>Yes. Microsoft Outlook and the WebOASIS (OASIS) database are used for electronic scheduling. OASIS is used to track candidate's schedules for interviews, date of hire and assignments. Applicant's availability is tracked daily and weekly in the OASIS system which makes for ease of scheduling.</p>

10	<p>What processes do you use to ensure seamless service by subcontractors to NYS?</p>	<p>Jennifer Temps, historically, has not relied on the use of subcontractors to fill temporary staffing requests. In instances of large staffing requests, such as previously with Verizon and Caesar's Entertainment, we have hired on-site Consultants to assist with the recruitment, selection and screening of temporary staff. However, if we were in the situation where subcontractors were required to fill positions with New York State, we would offer the services of a single source provider through a subcontracting agreement, meaning there will be no differentiating between Jennifer Temps and the subcontractor. Our goal/mission would be to create a true partnership with the subcontractor. Jennifer Temps would take the lead and assume total responsibility to the client. The Client would not be able to distinguish between the processes and services of the main supplier and the subcontractor. This would be done by selecting a subcontractor whose business values, guidelines, polices and methodologies are in-line with Jennifer Temps. Subcontractors would be required to follow the same guidelines mandated by New York State that Jennifer Temps has to adhere to. Processes to ensure seamless service by subcontractors would include subcontractors submitting a Master File to Jennifer Temps for each candidate. All invoices would be sent to Authorized User/Client by Jennifer Temps as a Jennifer Temps invoice. Subcontractor would invoice Jennifer Temps and we would remit payment to subcontractor. All invoices would come from Jennifer Temps and be processed by Jennifer Temps. All follow-up calls to client would be done through one office. Jennifer Temps would contact client on behalf of Jennifer Temps' temporary staff and subcontractor's staff. We would ensure subcontractor follows Jennifer Temps payroll distribution guidelines for temporary staff. We would not want a situation where some temporary employees are paid weekly and others bi-weekly, or some paid on Mondays and others on Friday. The client would have one point of contact for all temporary staff. They would not have to determine which temporary employee is assigned to which staffing firm. Client would only have to contact Jennifer Temps for any and all information regarding temporary staff, invoices, incidents and any other information regarding services provided. This process would streamline the staffing process for clients.</p>
11	<p>How do you maintain and track unallowed and preferred candidate lists for your clients?</p>	<p>Jennifer Temps utilizes WebOASIS, a web-based comprehensive staffing and payroll software to manage the back-office operations. Powered over any high-speed Internet connection, this web-based solution allows us to capture and store pertinent information that is then available for a wide range of searching and reporting functions. We believe that the key to a fast, reliable and professional service is automation.</p> <p>The Jennifer Temps nomenclature for unallowed temporary associates is DNU; the acronym which simply means Do Not Use! The capturing and listing of the DNU information is taken very seriously at Jennifer Temps. Anytime a temporary associate is classified as a DNU, the name is uploaded to the OASIS system, along with the reason for this designation. An email is also sent to our general office email address. The system will issue an alert, if the name of a DNU is selected, because each employee is assigned a unique Employee Identifier. Social Security numbers are used to track employees so that another candidate with the same name would not be denied employment because of the name.</p> <p>Likewise, the Preferred Resource list and related information is entered in a similar manner. Any feedback received from a hiring manager is entered into OASIS and an email is also sent to our general office email address and is stored in the employee's Master File. We track incidences and occurrences as they happen. This database, because it is web-based, can be viewed at any time from any computer with an Internet connection. Therefore, information is readily available at a moment's notice for our internal staff and our clients. Our office in North Carolina has access to the same information at the same time our office in New York has access to. In the event they are doing initial phone screens for New York positions, they would be able to view and input information for company-wide review.</p>
12	<p>What is your escalation and resolution policy (in case an issue or emergency arises)?</p>	<p>In the event an issue arises or an emergency occurs, all clients would have access to a member of Jennifer Temps' management team. The President Jennifer Singleton, can be contacted at any time. With the aid of current technology, we are available via telephone (office and/or cell), email and/or text. Our policy is to immediately resolve all issues, whether it is medical, personal or other job-related matters. Jennifer Temps takes full responsibility for our temporary associates.</p>

13	<p>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.</p>	<p>We are able to provide our client with resumes for a replacement within two hours. If a client rejects a temporary associate, we will remove them immediately. Once removed, our recruiter will follow up with our client to discuss the details that led to the rejection. Concurrently, we tap into our OASIS database to immediately identify replacement candidates. As well, we begin the process to recruit new candidates. Although those candidates within our database have been screened, interviewed, skills tested and in some instances background checked, we will bring them in to repeat the process and to recheck their skills. In addition, we can provide a replacement temporary associate in some instance that same day and definitely by the next morning. During the recruitment process we always provide alternative resumes for a client to review. Therefore, the client would also have the opportunity to further review those resumes.</p> <p>A Jennifer Temps recruiter will follow up with the client the same day the new temporary associate begins to ensure they are satisfied. The recruiter will also speak with our employee to make sure they are fully engaged.</p> <p>In the unfortunate event that a temporary employee is removed on the same day as assigned, the client will not be charged. The client will not be billed for temporary employees rejected by the client within the first three days of employment. There will also be no additional cost to the State of NY for another background check. The state would be billed for one background check per position.</p>
14	<p>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.</p>	<p>Yes, Jennifer Temps has a published quality assurance program, which measures employee retention, employee and job matching, performance of employee on the job and more. All these criteria are tracked via WebOASIS, our comprehensive staffing and payroll software program, which provides us with reports based upon our firm's performance benchmarks. This information is contained in an employee file, which details employee demographic and contact information, past and current assignments, availability for work, attendance, performance details, personnel notes and qualifications. In order to measure employee retention, we can generate a report of all of our active employees as well as their current assignments to identify how many are still working as compared to the previous month, six months, year or longer. We also can generate reports for all inactive, pending and DNU (Do Not Use) employees so that we can ensure we are keeping our numbers of highly qualified and active employees at a satisfactory level. We generate availability reports of employees for internal use.</p> <p>To ensure appropriate employee and job matching, we use the "Qualifications" feature in WebOASIS (Figure 23). This feature gives us the ability to better document skills, educational background, and certifications for our temporary employees. Some of the information that we track in this area of the program include:</p> <ul style="list-style-type: none"> • job category grouping (i.e. office/clerical, office/professional, retail/service, etc.); • their job qualifications, such as File Clerk, Executive Secretary or Receptionist, etc.; • the description of their skills, such as data entry; • their experience level, whether basic, intermediate or advanced; • their years of experience. <p>The ability to track such a high level of qualifications and skills information ensures that we can match the right employee to the right job. The "Job Order" tab shows the skills that are required for the requested placement and ensures that we can exactly match the customer's requirements.</p> <p>The "Assignments" feature shows us the length of our employees' assignments and whether they have completed the jobs as assigned (Figure 6). This allows us to make sure that the jobs for which they were placed were a correct match for them. In addition, we can analyze trends regarding the jobs at which the employees excel.</p>
	<p>Continuation of Question #14</p>	<p>Jennifer Temps measures performance based on attendance, punctuality, work performance as rated by a supervisor, timesheet submittal, and adherence to company and client policies and procedures. Jennifer Temps is able to measure the punctuality of our temporary personnel through timesheet submittal. We also do this via client calls or email communications and evaluations of temporary staff by supervisors/managers and we track all of this in WebOASIS. We can generate a WebOASIS report that includes all of the notes in an employee's file. This includes any feedback from customers, supervisors, or internal staff, regarding current and previous job performance.</p> <p>In addition to the use of our WebOASIS system, we remain in constant contact with our clients to ensure that placements of temporary staff and our processes are superior. We are literally available to our clients around the clock. It is standard practice for our staff to communicate with our clients late at night, early in the morning and on weekends. Several of our temporary staff begin assignments at 7am (NYC Department of Education, NYS Veteran's Home). We have spoken to our clients by phone and sent emails at this time. Jennifer Temps is fully committed to ensuring that NYS receives the best service and candidates possible.</p>

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 have not placed people in positions which requires licenses. If we were to source candidates for these type of positions in the future, appropriate websites will be used to validate credentials.
16	What is your current fill ratio?	99%
17	What is your current turnover rate for your temporary workers?	Turnover rate for temporary staffing is best measured in the number of employees who leave their temporary assignment prior to completion. Many of our temporary employees have been employed in the same position in excess of one year. It is extremely rare that an associate is separated from their assignment prior to completion of the assignment. Thus, the turnover rate for Jennifer Temps is extremely low.
18	What type of programs do you have to limit absenteeism and turnover?	<p>During the screening and interviewing process, clear objectives are discussed regarding absenteeism. Expectations regarding work days and times are part of the written application. Jennifer Temps policy requires applicants to sign a document stating they will work the days and hours as the assignment requires. Work performance on current assignments, including attendance and punctuality determine the re-assignment of associates in new positions once an assignment ends. Any employee removed from a work schedule (job) due to attendance or punctuality are not placed in new assignments. Gift cards (AMC movie certificates, Dunkin Donuts, American Express Cards) are also distributed to rewarding employees. For example, this summer (2017) WNBA basketball tickets will be freely distributed to employees and their families. This fosters an environment of workplace cohesiveness which can in turn limit turnover.</p> <p>Limiting turnover begins at the placement stage. When assigning a candidate to a position, our placement staff thoroughly reviews the person's work history, educational background, desired length of employment and the exact specifications of the position. We use these factors to ensure a proper placement. For example, a candidate seeking a short-term assignment is not placed in a long-term position. This would definitely create a situation where turnover would occur. Also, we make every attempt to match a person's background/interest to the company/agency where they are placed. In recent years, we have placed individuals with a background or interest in law with the NYS Office of the Attorney General and the NYS Office of Court Administration. Those with an interest in healthcare are generally placed with agencies such as the NYS Department of Health or in other medical facilities such as NYS Office of Mental Health and/or NYS OPWDD. Such placements limit turnover because the interest between the person's background and the job align. Skillset is also important when seeking to limit turnover. Employees are not placed in positions where they are extremely over-qualified or under-qualified.</p> <p>Our medical benefits package is conducive to our employee's wellness. Good health translates into employee retention, limit absenteeism and increase productivity.</p> <p>Timesheets are reviewed weekly and if a pattern of lateness and absenteeism becomes evident, we immediately contact associates. Jennifer Temps has an Open-Door policy. We communicate with our staff through various means including phone, emails, text messages and other forms of technology. Our associates are encouraged to call or visit our office to discuss any issues pertaining to positions. We make every attempt to address situations if and when they occur so as to increase work performance and limit absenteeism and turnover.</p>
19	What is your current absenteeism rate for your temporary staff?	Based on a sample of hourly wage works from 2016 whose assignments spanned at least the entire year, the absentee rate is 3.22%. This rate was conducted by selecting a sample of workers and averaging the number of hours worked in 2016 and the amount of available work hours in that year.
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	<p>Jennifer Temps maintains high fill rates through our thorough and robust screening processes. We recruit, screen and interview daily thus allowing us to maintain an extensive database of diverse and highly qualified candidates. When orders are received we thoroughly review the request including work environment and skillset and look to place the individual whose abilities are a best fit with the open position. We also believe a direct correlation exists between services offered by Jennifer Temps and the retention of our temporary staff. Additionally, our medical program and incentives/gifts (Lunches, Gift Cards) aids in retention of staff.</p> <p>Understanding all of these factors aids Jennifer Temps in maintaining high fill rates and mitigating high turnover.</p>

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).	N/A
22	What are your recruitment policies?	<p>It is Jennifer Temps' policy to recruit a diverse, dynamic and qualified constituency of temporary personnel, thereby eliminating turnover and thus reducing costs for our clients. Recruiting is the staple of our business.</p> <p>Our strict recruitment policy states that every applicant is evaluated fairly and equally based on their resume, testing, interview and overall capabilities, adhering to all EEO mandates. Equal employment has been and continues to be both policy and practice at Jennifer Temps. We provide equal opportunity to all employees and applicants without regard to age, race, creed, color, religion, national origin, citizenship, sex, gender, disability, veteran status, military status, marital status, sexual orientation, genetic predisposition or any other protected status in accordance with applicable federal, state and local laws. This policy governs all areas of employment including recruiting, hiring, training, promotions, compensation, benefits, discipline and terminations.</p> <p>The Jennifer Temps recruitment policy ensures everyone is given the opportunity to be employed by our firm. We recruit, train, place and maintain in our database a very diverse employee pool who are prepared for placement. All Jennifer Temps internal personnel adhere to our policy of integrity and confidentiality in the recruiting process.</p> <p>Candidates interested in working for Jennifer Temps are encouraged to submit their resume prior to the interview, as a first step in the recruitment process.</p> <p>Candidates who qualify are contacted for registration and invited to come into the office for assessments and an interview. Every person invited for an interview will be given a fair interview.</p> <p>By adhering to our recruitment policy and utilizing various recruitment methods that include walk-ins, online resume submissions, Internet resources, client and associate referrals, job developers, ad postings and professional and personal contacts, we maintain our robust employee database.</p>
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.	<p>Jennifer Temps has long-term experience providing services to NYS, therefore any implementation or transition requirements would be quickly and efficiently handled. This experience would allow us to save NYS time and money during the implementation period while ensuring high-quality and dependable services. If awarded a new contract with NYS, our implementation plan would be as follows:</p> <ul style="list-style-type: none"> • We will meet with the Office of General Services staff, either by phone or in-person, and request an approximate number of potential job orders per job titles. Once the initial need is ascertained, we will immediately begin the recruitment process. • Our recruiters would identify suitable candidates for each job title awarded. Applicants would be, if they have not already been, screened, tested, selected and orientated. This process will allow zero down time from the initial request to resume submittal. • We will immediately begin the process of submitting resumes per job titles and open requisitions. • Client selected applicants, based on resumes, will be interviewed by the client. Once a selection is made, a thorough and more detailed background check will be performed. This process would allow for employees to be ready for immediate hire. <p>Jennifer Temps takes pride in our ability to recruit and fill large job requests in a short period time, as demonstrated with our fulfillment of positions for the NYC Department of Education, Bally's/Caesar's Atlantic City Hotels and Casinos, Verizon, the National Basketball Association and the PGA Golf Tournament. Supplying candidates for these positions included the full review of our client's staffing specifications, recruitment, application completion, interviews, testing and background checks. For several clients including Caesar's Entertainment and the PGA Golf Tournament, Jennifer Temps recruited, screened, selected, conducted orientation and hired over 150 people respectively in a very short period of time. We hired over 400 people for Verizon.</p>

<p>Continuation of Question #23</p>	<p>The on-boarding process is managed by reviewing the job requirements with all associates and reiterating our work place protocols, regarding punctuality, attendance, dress code adherence, Internet and telephone usage, submission of timesheets, paycheck pick-up and the process for addressing issues that may arise at the workplace. Once the job begins, constant follow up with the client and the temporary associates is paramount for success.</p> <p>To achieve the desired outcome of fulfilling the high-volume job orders, the Jennifer Temps process requires an “all hands-on deck” escalation where every member of the staffing team moves into high gear. For these staffing initiatives, we hold a staff meeting to review the job specifications and immediately designate specific responsibilities to each team member. When necessary, consultants have been brought in to assist with the process on-site.</p> <p>Throughout the high-volume recruitment process, we tap into our extensive data base. Someone is assigned to reach out to those candidates, while remaining staff are assigned to continue recruiting from our established contact lists that includes placing ads with online websites, reviewing resumes posted online and attending job fairs. We are also successful because of “word of mouth” referrals from our own temporary associates as well as our professional and personal affiliations.</p> <p>As the temporary associates are identified, they will be given specific appointments to come to the Jennifer Temps office, for both a repeat interview (if necessary) and skill sets confirmation (if necessary). For those identified as new candidates, they will have to go through the complete Jennifer Temps recruitment process that entails interviews, as well as background, qualifications, and application checks.</p> <p>As a current supplier of temporary staffing to the State of New York, we thoroughly understand the process of acquiring employees from another agency during the transition phase. With the necessary permissions, we will transfer employees by:</p> <ul style="list-style-type: none">• First contacting the staffing firm from which the employees are being transferred and giving them adequate notice.
<p>Continuation of Question #23</p>	<ul style="list-style-type: none">• Visiting the various work sites to obtain necessary information from applicants and orientate them on Jennifer Temps practices, policies, guidelines and procedures. This would be completed with as little interruption as possible to the client or their place of business. This task can also be performed after hours with compensation provided for employee’s time.• Allowing temporary workers on-site to complete necessary information on-line. The goal would be to provide a seamless transition for the client and the temporary employee. There would be no break in service or in employee payroll.• Ensuring that all necessary background checks have been completed on each employee as is required, whether they are new or transferred employees. Jennifer Temps will perform the due diligence required whether they are a new applicant or have been employed for a long period of time. <p>Transferring temporary staff has been successfully done by Jennifer Temps on a number of occasions. Transfer of service, including service levels and payroll processes, were seamless.</p>