

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

General Questions

Bidder Name Winston Support Services, 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	Winston Support Services, LLC
2	Address	122 East 42nd Street, Suite 320
3	City	New York
4	State	NY
5	County	New York
6	Zip Code	10168
7	Bidder Contact Name	Todd Kugler
8	Bidder Contact Telephone Number	212-557-5000 extension 423
9	Bidder Contact E-mail	tkaye@winstonstaffing.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):	same as above
11	Does Bidder have the required NYS 10 digit vendor ID number?	Yes
12	If yes, please provide	1100014899
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.	SUNY-DMC Contract Number TQ00041
18	If Bidder offers an additional discount for purchases made with the NYS Purchasing Card, enter it here (%):	
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% less than 15 days
21	Person to contact for questions relating to this Bid submission:	
	Name:	Charles Orandello
	Title:	Vice President - Medical Staffing
	Telephone Number:	212-557-5000 extension 424
	Toll Free Telephone Number:	800-4-WINSTON
	E-Mail Address:	corandello@winstonstaffing.com
22	Person to contact for Contract Administration issues:	
	Name:	Ray McCourt
	Title:	Senior Vice President
	Telephone Number:	212-557-5000 extension 460
	Toll Free Telephone Number:	800-4-WINSTON
	E-Mail Address:	rmccourt@winstonstaffing.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 9a-5p
	Name:	Todd Kugler
	Title:	President
	Telephone Number:	212-557-5000 extension 423
	Toll Free Telephone Number:	800-4-WINSTON
	E-Mail Address:	tkaye@wintonstaffing.com
24	Person to contact in the event of an emergency occurring after normal business hours or on weekend/holidays:	
	Name:	same as above
	Title:	
	Telephone Number:	
	Toll Free Telephone Number:	
	E-Mail Address:	
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	No
26	If yes, please indicate if the company is certified as Minority-Owned (MBE), Women-Owned (WBE), or Minority- and Women-Owned (MWBE).	
<p>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.</p> <p>"Small Business" means a business which:</p> <ul style="list-style-type: none"> (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:	110
29	Total number of people employed by your business in New York State:	100

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	Winston Support Services, LLC
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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.	Once a job order is received, the recruiters that specialize in the particular skill set would first search TKO, our internal database, for active candidates that fit the job's requirements. If no such candidate is available, our recruiters then utilize other sources such as job board searches, social media, referrals and placing ads on different websites pertinent to the skill set. Our sub-vendors are also notified of open positions. Once new candidates are identified, our recruiters set up appointments to screen the candidates in person. During the initial screening, our recruiters will have the candidate fill out our application packet, take a skills assessment test and then they go over their work history in detail. If the recruiter determines the candidate is a fit for the open position, the resume is submitted to the client.
2	What are your testing, training and orientation programs for temporary workers?	<p>Competency Assessment - Non-Clinical Our testing procedures for our non-clinical staff include software proficiency, data entry speed, clerical exams, typing speed and accuracy. Our unique in-house computerized skill evaluation system is called Pre-valuate.</p> <p>Competency Assessment - Clinical Our procedures for assessment of clinical staff consist of an in-depth interview, API Healthcare skills and competency exams, and passing of the "Winston Test" (We believe at the end of the day it's all about patient care. Our recruiters are asked if it were themselves or a loved one requiring medical attention, would they want this applicant showing up.) We utilize API Healthcare to provide more than 180 competency tests and skill assessments to ensure we can quickly qualify and place healthcare professionals.</p> <p>Primary Source Verification As a Healthcare Staffing Service, Winston is required to use Primary Sources for all verifications of certifications, educations and licenses. We document verification from an entity that issued a credential, such as a medical school or residency program, indicating that an individual's statement of possession of a credential is true. Verification is done directly by mail, fax, or electronically.</p> <p>References We obtain two written references from every candidate. At a minimum, we verify job title and dates of employment. We request information on attendance, punctuality, attitude, performance and quality / quantity of work.</p>
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.)?	<p>Criminal Checks: After a conditional offer of employment, background investigations will be conducted to determine if the Supplemental Staff has any felony or misdemeanor convictions within the county of residency and / or employment where the applicant has lived or worked in the past seven (7) years. The current status of pending felony and misdemeanor criminal charges will also be reviewed.</p>
4	Do you agree to perform the background checks as identified in the Solicitation as requested?	Yes.

5	<p>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>	<p>Winston tracks individual resource performance by utilizing written Performance Evaluations. Initial PE's are completed by the end user as soon as reasonably practical following the commencement of each resources's assignment.</p> <p>Formal Performance Evaluations are conducted as reasonably practical following the earlier to occur: the completion of each employee's assignment or three months following the commencement of each employee's assignment.</p> <p>Additionally, we ask all of our clients to complete a "Client Satisfaction Questionnaire" on a bi-annual basis.</p> <p>Temporary Employees receiving favorable evaluations are regularly and continuously given new assignments and are given hourly pay increases at scheduled intervals.</p> <p>Temporary employees receiving negative evaluations are counseled by their respective staffing coordinators and given specific guidelines to follow in order to continue their employment with Winston.</p> <p>Those employees that continue to receive negative reviews are classified as "Ineligible for Assignment" and their employment is terminated.</p> <p>Please see attached to Winston's OGS RESPONSE: Winston Performance Evaluation and Winston Client Satisfaction Questionnaire</p>
6	<p>Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.</p>	<p>We currently have the following programs in place. Performance Evaluations: initial performance evaluations of Winston's employees will be conducted as soon as reasonably practicable following commencement of each such employee's assignment. Formal performance evaluations conducted as soon as reasonably practicable following the earlier to occur of: the completion of each such employee's assignment and six months following the commencement of such employee's assignment.</p>
7	<p>What process do you follow to ensure the proposed resumes meet your client's request?</p>	<p>Upon applicant inquiry, an extensive telephone interview is used for initial screening to determine eligibility for employment, i.e., current experience, credentials, and availability. Upon acceptance, an appointment for a personal interview is scheduled. All prospective employees are individually interviewed and tested. Our staff coordinators have been trained in behavioral interviewing techniques. Using these techniques along with observation, Winston coordinators determine the most suitable working environment for each candidate interviewed. Their references, work histories, diplomas, licenses and / or certificates are verified prior to being offered a temporary position. Interview procedures are designed to carefully identify the applicant's experience in detail. This includes the candidate's past levels of responsibility, depth and variety of job knowledge.</p> <p>Our total screening process helps identify a complete performance profile under various conditions. This detailed profile is matched to the specific job requirements. The result is consistency and quality of performance from our temporary employees.</p>

<p>8</p>	<p>How do you schedule engagements?</p>	<p>Order Fulfillment At Winston, we are proud of our response time in filling our clients' immediate, planned short and long-term, as well as special projects' staffing needs. With the addition of our in-house 24 hour Service Center, we have expanded our capabilities which allows us to work on new orders, refills or special projects during non-traditional work hours, such as evenings, weekends and holidays. In addition to standard orders, we are sensitive to the likelihood of last minute and emergency orders. Once an order is placed with Winston, it is routed to the appropriate Recruitment Specialist, who then contacts the available list of qualified field employees.</p> <p>Proactive Staffing Winston has developed a program to assumptively schedule preferred employees into positions of need by anticipating the specific needs of the department based on the history of requests, i.e.: the staffing patterns. This system is a highly effective means of reserving Winston staff for a specific shift and departments, which have demonstrated consistency in their needs related to an FTE, LOA or high-need area or shift.</p> <p>Winston's recruitment specialists advise field employees to call in their availability status for the following 24 hour period by contacting our Service Center, either the evening before or the early morning hours of each day, commencing at 5:00 AM. Since a component of our business is daily or per diem staffing, our staffing specialists are primed to provide courteous, efficient, professional and timely responses.</p> <p>Placing Orders Clients may have same day, next day, future orders and peak projects. Evenings, weekends and holiday staffing services are provided by trained service coordinators in our Service Center. Following we have detailed our protocol in the processing of the different staffing needs the facilities may have.</p> <p>Same Day The Winston Coordinator will respond within 30 minutes of receiving the order to the ordering source / department on the status of a same day order. Every effort is made to staff same day orders within the first hour. Our goal is to have the temporary employee assigned arrive within two hours of the confirmation time.</p> <p>Next Day & Future Orders Winston will respond with an update within 2 hours of receiving the order. Coordinators will update the ordering source or department on an hourly basis until confirmation of an employee is made.</p>
	<p>Continuation of Question #8</p>	<p>Due to our 24 Hour Service Center, continued efforts will be made to secure and confirm personnel beyond general commerce hours. In the event that a request has been made for the following day, and by the end of business, no candidate has been identified or confirmed through the efforts of Winston or the sub-contracted vendors, the Winston Coordinator will request alternate means of contact / communication from the department for after general hospital business hours.</p> <p>Order Fulfillment At Winston, we are proud of our response time in filling our clients' immediate, planned short and long-term, as well as special projects' staffing needs. With the addition of our in-house 24 hour Service Center, we have expanded our capabilities which allows us to work on new orders, refills or special projects during non-traditional work hours, such as evenings, weekends and holidays. In addition to standard orders, we are sensitive to the likelihood of last minute and emergency orders. Once an order is placed with Winston, it is routed to the appropriate Recruitment Specialist, who then contacts the available list of qualified field employees.</p> <p>Proactive Staffing Winston has developed a program to assumptively schedule preferred employees into positions of need by anticipating the specific needs of the department based on the history of requests, i.e.: the staffing patterns. This system is a highly effective means of reserving Winston staff for a specific shift and departments, which have demonstrated consistency in their needs related to an FTE, LOA or high-need area or shift.</p> <p>Winston's recruitment specialists advise field employees to call in their availability status for the following 24 hour period by contacting our Service Center, either the evening before or the early morning hours of each day, commencing at 5:00 AM. This is requested for most of our staff that fill positions in reception, patient registration, clerks, nurses, nursing assistants, medical assistants as well as general and specialized radiology techs. Since a component of our business is daily or per diem staffing, our staffing specialists are primed to provide courteous, efficient, professional and timely responses.</p> <p>Placing Orders Facilities may have same day, next day, future orders and peak projects. Evenings, weekends and holiday staffing services are provided by trained service coordinators in our Service Center. Following we have detailed our protocol in the processing of the different staffing needs the facilities may have.</p>

	Continuation of Question #8	<p>Please see attached template - Request for Temporary Agency Personnel Form</p> <p>Same Day The Winston Coordinator will respond within 30 minutes of receiving the order to the ordering source / department on the status of a same day order. Every effort is made to staff same day orders within the first hour. Our goal is to have the temporary employee assigned arrive within two hours of the confirmation time.</p> <p>Next Day & Future Orders Winston will respond with an update within 2 hours of receiving the order. Coordinators will update the ordering source or department on an hourly basis until confirmation of an employee is made.</p> <p>Due to our 24 Hour Service Center, continued efforts will be made to secure and confirm personnel beyond general commerce hours. In the event that a request has been made for the following day, and by the end of business, no candidate has been identified or confirmed through the efforts of Winston or the sub-contracted vendors, the Winston Coordinator will request alternate means of contact / communication from the department for after general hospital business hours.</p>
9	Do you have an electronic system for scheduling? If yes, please describe.	<p>Winston does have a scheduling system built into our applicant tracking system:</p> <ol style="list-style-type: none"> 1. We have work Orders called Shift Based Work Orders that handle Shift Differential. This allows users to specify times when the work is to take place (Days, Evening, Nights) 2. When jobs are entered our system will ask what days (M/T/W/T/F/S/S) need to be filled and how many positions need to be filled, as well as the shifts 3. In addition, We have built a calendar in to our employees Files that can be maintained 3 ways <ol style="list-style-type: none"> a. You can add them to a job and it is automatically updated as working b. A coordinator sets the working hours directly into the calendar c. The Applicant updates the days they can work from the E-Office 4. Employees have access to the calendar as well as over the Web with drill down capability into Job specifications. (date, time, rates, etc) <p>SCREEN SHOTS of the Calendar/Job Specifications - such as the Job Number, Date, Time, Rates, etc. are included ON THE FLASH DRIVE with the Excel Spreadsheet.</p>
10	What processes do you use to ensure seamless service by subcontractors to NYS?	<p>At many of our large, high profile clients, our subcontractors have enabled us to fill all requests for supplemental staff with the most qualified employees, regardless of which staffing company actually fills the position. Over the years Winston has forged working relationships with many reputable medical and clerical / office support staffing firms and we have relied on them to help us meet our obligations to our clients.</p> <p>Once a staffing company has been selected by our client and Winston to become a subcontractor they are asked to sign a Winston Subcontractor Agreement that requires them to adhere to all of Winston's screening, testing, training and compliance standards for all clinical and non-clinical supplemental staff (i.e. OSHA training, annual physicals, and license / credential verification to insure that they are current and in good standing, etc.)</p> <p>The resulting benefit to our client is the knowledge and comfort of knowing that all of our subcontractors are adhering to Winston's and the client's rigid standards.</p> <p>It is never Winston's goal to fill all staffing requests with only Winston applicants! It is our goal to effectively fill all requests for supplemental staff with the most qualified applicants by relying on our subcontractors and making the process seamless for our client, while relieving the client of the administrative and reporting tasks involved in managing the supplemental staffing function.</p>
11	How do you maintain and track unallowed and preferred candidate lists for your clients?	<p>Unallowed candidates are deactivated in our employee database, making them unable to be booked and confirmed for an assignment. Preferred candidates are added to client specific "Hot Lists" giving them priority access to the candidate database.</p>
12	What is your escalation and resolution policy (in case an issue or emergency arises)?	<p>All issues are brought to the attention of the dedicated account manager. If the issue is not resolved at this level, it is then escalated to the VP of Operations. If there is still no resolution, it is escalated to the President.</p>

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.	Every contingent worker is contacted by their recruiter regarding the end of their assignment. The workers are instructed to turn in any equipment, keys, or ID they may have directly to us. They are reminded of the HIPAA and Confidentiality Agreements they signed upon hire. We notify clients security group and ask that they revoke work access to facility and computer system. Workers are evaluated to determine return / rehire eligibility based on their performance. Lastly, they are offered training so that they would be better suited for additional assignments.
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.	Although Winston does not have a formal published program, we can ensure the NYS receives the best service and candidates possible by utilizing employee performance evaluations and customer service surveys completed by the end users.
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.	As a Healthcare Staffing Service, Winston is required to use Primary Sources for all verifications of certifications, educations and licenses. We document verification from an entity that issued a credential, such as a medical school or residency program, indicating that an individual's statement of possession of a credential is true. Verification is done directly by mail, fax, or electronically.
16	What is your current fill ratio?	Fill rate Clerical – 98% Support – 99% Allied – 95%
17	What is your current turnover rate for your temporary workers?	Since the majority of assignments that we fill at high profile area hospitals are long term in nature, (defined as an assignment of three months or longer) we are very skilled and successful at filling lengthy assignments. Statistically, over the course of many years and thousands of long term assignments, we have filled and continue to fill over 90% of these orders with most going full term and many resulting in temporary to permanent conversions.
18	What type of programs do you have to limit absenteeism and turnover?	<p>WINSTON is able to recruit and maintain a supply of highly skilled and educated professional temporary employees through our incentive programs. Our key retention tools include:</p> <p>VACATION PAY - All temporary employees receive two days (14 hours) vacation pay for every 1,250 hours worked annually.</p> <p>COMPENSATION - Our employees are paid hourly based on factors including skill level, background work history and years with the company. Our employees are also compensated for overtime and shift differentials.</p> <p>DIRECT DEPOSIT - Direct deposit of payroll checks is available on a weekly basis, upon employee request, to the financial institution (bank) of their choice. This benefit is made available to groups of temporary and/or payroll transferred personnel on extended assignments within client facilities.</p> <p>401K PROGRAM - Temporary and / or payroll transferred personnel on extended assignments within client facilities may elect to participate in our 401K program managed by Great Western, Inc. via payroll deduction. Employees are offered a wide variety of high profile investment opportunities.</p> <p>HEALTHCARE PLAN</p> <p>Our temporary employees qualify for enrollment for individual or family health insurance. This program offers an outstanding product mix of disability, life, medical and dental coverage.</p> <p>AWARD PROGRAMS</p> <p>Winston utilizes several award initiatives to ensure our employees satisfaction including:</p> <p>Referral Bonuses - up to \$100 per temporary employee referred to Winston for work,</p> <p>Pay Raises for good job performance, punctuality and longevity and free Software Cross Training for long term employees.</p> <p>OSHA COMPLIANCE BENEFITS</p> <p>As a progressive employer of temporary personnel, WINSTON provides all healthcare workers with training in accordance with OSHA. These healthcare workers and those occupationally exposed to Blood Borne Pathogens are offered the hepatitis inoculation series free of charge. In addition, should they experience an exposure incident while on assignment with our agency, WINSTON provides full post exposure treatment free of charge.</p>

	Continuation of Question #18	<p>PRE EMPLOYMENT PHYSICAL AND TOXICOLOGY SCREEN All temporary employees are offered this free of charge if it is a condition of employment at one of Winston's clients. PAID SICK DAYS TRANSIT CHECKS OFFERED PRE-TAX</p>
19	What is your current absenteeism rate for your temporary staff?	Less than one percent per week
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	<p>High fill rates are guaranteed by aggressive daily recruiting efforts of over 100 recruiting specialists. Turnover rates are mitigated by profiling each of our clients department as to soft skills and hard skills thus coming up with a complete profile of each department.</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).	Please see response to Question 10.
22	What are your recruitment policies?	<p>We have extensive experience managing and meeting our client's diversity spend goals. Many of our clients encourage or require diversity spending. A few of our government contracts go as far as dictating a minimum percentage of diversity usage. We utilize subcontractors to achieve this goal. Winston has sought out, recruited and mentored local small, disadvantaged, veteran, minority and woman owned business enterprises for inclusion into our subcontracting panel. Inclusion in our subcontracting panel provides an equal opportunity to participate in major contracts without the burden and cost of resources normally associated with large account management. . We would partner with your Office for Diversity to further your goals through staff information and education sessions covering topics such as gender and gender identification, ethnicities, religions and sexual orientations.</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>Should Winston be selected as an approved Vendor, we would immediately begin the implementation process by utilizing the logistical / geographical model we currently have in place with other New York area companies, insuring a smooth and seamless operational transition. This would include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Assignment of dedicated off-site staffing representative. <input type="checkbox"/> Dedication of exclusive phone and fax lines. <input type="checkbox"/> Establishing a dedicated email address exclusively for NY Office of General Services. <input type="checkbox"/> Increase recruitment efforts in geographical areas outlined in RFP. <input type="checkbox"/> Train Winston Service Center (after hours) representatives to NYOGS requirements. <p>Utilizing the wealth of placement support at our Manhattan office that effectively places qualified candidates throughout the five boroughs of New York, 24 hours a day, 7 days a week Winston has executed many implementation plans with high profile, large volume clients that have included transitioning candidates from other contractors to Winston. Once we are selected as the vendor and our client provides us with a list of employees to be transitioned to Winston, our transition team contacts each candidate to schedule an onboarding meeting to complete the requisite employment paperwork and to give instruction in payroll processes, benefits, etc.</p> <p>Our goal always is to accomplish this with little or no inconvenience to the candidate with no disruption to their work schedule.</p>