

**ATTACHMENT 5 - BIDDER INFORMATION QUESTIONNAIRE**

**Solicitation Specific Questions**

**Bidder Name:**

**Cell Staff 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.

**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.	Each Cell Staff temporary employee goes through a rigorous and thorough vetting process. All candidates must have a minimum 1-year of experience in their profession, unless otherwise documented by the client or contract. Candidates are screened and interviewed according to each client's job description/specifications by a Cell Staff Recruiter. This includes verbal interviews, reference checks, and review of the candidate's application and professional documents by the Recruiter. Once approved, it will be sent to the designated Cell Staff Account Manager for further review and screening prior to submission to the client for consideration. After the client's internal interview and review process, if a candidate is selected for hire, Cell Staff will complete the entire credentialing and hiring process. Once complete, the Quality Assurance department reviews each employee's file to ensure it meets the contract specific standards of the specific client. Completed employee file is then stored internally and also sent to the client as required or requested.
2	What are your testing, training and orientation programs for temporary workers?	Cell Staff utilizes two vendors, Symplr and Relias, for third party competency testing and skills checklists specific to medical professionals. These competency tests are profession and specialty specific for the various healthcare fields, including nursing, allied and locum tenens. Both vendors are Joint Commission certified and regularly review their professional competency tests and skills checklists through their review boards for each profession. For online training, Cell Staff has partnerships with RN.com, Mineral, Paychex and Coverys. These vendors provide a wide variety of both clinical and safety topics to meet CEU requirements. Regarding onsite training and orientations, Cell Staff ensures that all our temporary personnel go through all required training and orientations offered by the client for temporary personnel. Cell Staff also encourages our temporary employees to participate in an elective training offered by our clients.
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.)?	Cell Staff utilizes a large, nation-wide background company called AccurateNow for our background checks. These background checks are able to meet the requirements below, going back 5, 7 or 10 years, based on our requests. Cell Staff always runs background screenings in line with contractual standards and client expectations. i. Undertaking a criminal history record check including a) a national criminal history check, and b) state and county criminal checks using the NYS Office of Court Administration (NYSOCA) and comparable searches of states where the person lived, worked or attended school during the past five (5) years. In the alternative, a Contractor may elect to obtain the record of convictions from NYSOCA directly and from their equivalents from other states where the person lived, worked or attended school during the past five (5) years; ii. For positions in which the Candidate may be working directly or indirectly with minors, the elderly, or incapacitated individuals, determine if the Candidate is listed on the NYS Sex Offender Registry. The Authorized User is responsible for communicating these circumstances to the Contractor; iii. Verification of previous employment for the past five years; iv. Verification of educational background; v. Verification of social security number and U.S. citizenship or legal resident status; and, vi. For Lot 10 job titles where driving a vehicle may be a job requirement, review of the NYS Department of Motor Vehicles driving records.
4	Do you agree to perform the background checks as identified in the Solicitation as requested?	Yes, Cell Staff performs background checks as identified in solicitation # 23246.

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>Individual performance of temporary staff is monitored by the assigned Cell Staff Recruiter, who serves as the employee's day-to-day contact for Cell Staff. The Cell Staff Account Manager serves as the client's day-to-day contact, and consistently requests feedback from our clients regarding our temporary employees working onsite. The Recruiters meet weekly with the Cell Staff Account Managers, discussing new open positions, and the performance of our temporary employees currently working onsite. Job performance is then monitored and recorded in our Applicant Tracking System (ATS) / Client Resource Manager (CRM) software called Salesforce. Serious infractions are not only recorded in Salesforce, but also in our Payroll/Timekeeping system, as it adds an additional check prior to employees being re-hired. Employees with good job performance are rewarded with spot bonuses, raffle-drawings for prizes, and other monetary incentives. Employees with good performance over long-term assignments are eligible for compensation increases based on the bill rates. Cell Staff Recruiters typically issue verbal or text-message warnings for first time, or low severity performance issues. However, for severe or frequent performance issues, written warning may be issued. Clients typically reserve the right contractually to terminate Cell Staff's temporary employees at any time, with or without cause. However, Cell Staff prefers feedback on our temporary staff's terminations to help us determine if they will be eligible for an assignment with another client, or if their employment will be terminated by Cell Staff as well.</p>
6	<p>Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.</p>	<p>Cell Staff has a dedicated Quality Assurance Department that is responsible for reviewing candidate/employee compliances files and ensuring the meet both Cell Staff and client contractual standards. The QA Department also does first-week and 90-day QA calls with all new or re-hired employees to see how their experience working with Cell Staff, their Recruiter and the client has been. We use the feedback to not only improve the company and our Recruiters performance, but to also help our clients improve their processes as well. Any positive QA calls are referred to various website to leave employee reviews (Google, Indeed, etc). Our QA team does not typically engage with clients, but we can implement this for this NYS contract. If not, our Recruitment Directors or VP's follow up with clients regularly during the roll-out phase of any contract, and then quarterly thereafter to ensure Cell Staff is meeting client expectations. Additionally, our clients are always presented with the points of contact to circumvent their Account Manager and bring issues to the attention of middle and upper management. We typically measure client success by evaluating total placements against open placements, and Cell Staff annual revenue against total contract expenditure among all vendors. This not only tells us how well we are doing in terms of placement ratios, but it also lets us benchmark our performance against our competitors.</p>
7	<p>What process do you follow to ensure the proposed resumes meet your client's request?</p>	<p>Each Cell Staff temporary employee goes through a rigorous and thorough vetting process. All candidates must have a minimum 1-year of experience in their profession, unless otherwise documented by the client or contract. Candidates are screened and interviewed according to each client's job description/specifications by a Cell Staff Recruiter. This includes verbal interviews, reference checks, and review of the candidate's application and professional documents by the Recruiter. Once approved, it will be sent to the designated Cell Staff Account Manager for further review and screening prior to submission to the client for consideration. After the client's internal interview and review process, if a candidate is selected for hire, Cell Staff will the complete the entire credentialing and hiring process. Once complete, the Quality Assurance department review each employee's file to ensure it meets the contract specific standards of the specific client. Completed employee file is then stored internally and also sent to the client as required or requested.</p>
8	<p>How do you schedule engagements?</p>	<p>Cell Staff typically schedules engagements (interviews) between our clients and our candidates over the phone or in-person. Depending on the technology available to the client and candidate, Cell Staff can also accommodate conference calls, or video-calls between our candidates and all parties involved in the interview and vetting process.</p>
9	<p>Do you have an electronic system for scheduling? If yes, please describe.</p>	<p>Cell Staff can offer multiple electronic scheduling systems to our clients. The most common method utilized by our clients, is a cloud-based calendar or spreadsheet shared through Google Workspace (essentially Google's Microsoft teams). This allows real-time updates with varying access levels, so clients and employees can view the schedule, add notes, add shifts, and make other adjustments as needed. If our clients do not wish to utilize the cloud-based sharing of document, we can offer scheduling solutions through our payroll/invoicing software.</p>
10	<p>What processes do you use to ensure seamless service by subcontractors to NYS?</p>	<p>Cell Staff's dedicated Account Manager for this contract will maintain regular communication with any subcontractors regarding open positions. Historically, Cell Staff likes to create emails groups that include subcontractors to ensure all parties are kept up to date on new job, candidates in process, and closed positions.</p>

11	How do you maintain and track unallowed and preferred candidate lists for your clients?	The unallowed (Do No Use) list and preferred candidate list is officially maintained in Salesforce, the software mentioned above. However, the Account Manager's typically manage their own lists since they are the primary contact for the client. Additionally, our payroll/billing software has a "block" feature that makes it impossible to pair an employee to a client for a shift without administrator over-ride.
12	What is your escalation and resolution policy (in case an issue or emergency arises)?	For temporary employees, issues start with the assigned Recruiter, then escalate to the Team Lead/Account Manager, then to the Recruitment Manager/Director, all the way up to the Vice President. Employees can also write formal written complaints to corporateHR@cellstaff.com per our employee handbook policy. For client complaints, the process would start with the assigned Account Manager, then to the Recruitment Director, then to the Vice President. Clients can also email team@cellstaff.com or contracts@cellstaff.com. For emergencies, the State can also call the emergency contacts listed on "general questions" tab of attachment 5, as these phone numbers call both their direct office numbers and cell phones.
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.	For large-statewide contracts such as these, Cell Staff maintains large scale job advertising campaigns near all major cities, and high-usage facilities. These recruitment campaigns coupled with our Recruitment Team's ability to directly source candidates via Indeed, Zip-Recruiter, LinkedIn, referrals and social media, typically allows us to replace temporary employees in 3-7 business days, depending on the area's population density.
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.	Cell Staff is currently developing a formal written QA program for our clients. However, we benchmark our success with our clients in several ways, using both Salesforce. For recruitment resources, we track number of applicants, interviews, and hires from each resource (Indeed job postings, Indeed Resume Database, etc), and divide our total spend by each category. This allows quickly establishes how much it costs us to recruit a candidate at each stage of the process. For our clients, Cell Staff typically evaluates total hires against total open positions for that client, in addition to total revenue billed against total contract spend among all vendors. This allows us to see how well we are performing on the positions we are given, and also tells us how well we are doing in terms of market share for this contract.
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.	The standard practice for Cell Staff is to verify the license through the appropriate state and/or national board of the applicable profession prior to the start of any assignment to ensure it is active and in good standing. Cell Staff also uses Nursys.com consistently for Registered Nurses, as this site can pull a multi-state check. Cell Staff credentials all our staff based off the contract of the client but can add additional checks as requested. Common examples include the Dru Sjodin National Sex Offender Database, Federal OIG Exclusion Database, National Provider Number, Abuse and Neglect, etc. Cell Staff encourages the most robust background screening process as possible, to help control risk and prevent future claims or litigation from employees conducting themselves as bad actors.
16	What is your current fill ratio?	This is a difficult question to answer, because it depends on how you want to define "fill ratio." For our large government clients, Cell Staff is typical fill ratio between 25-80% of all open positions, as government contracts are the primary focus of our agency. Please keep in mind, we often compete against other agencies on contracts like this one, so if we are filling 1 of 4 open positions, the other 3 positions are not necessarily "unfilled," the client has simply chosen a candidate from another agency.
17	What is your current turnover rate for your temporary workers?	This fluctuates considerable, depending on if the client uses 13-week, 26-week, or ongoing assignments. However, on average our employee tenure is around 9-months, but we consistently have around 50-100 temporary employees stay with us between 12-18 months, with our longest running temporary employees currently at 4-5 year of continues tenure.
18	What type of programs do you have to limit absenteeism and turnover?	Cell Staff typically has multiple employees working at one facility, allowing us to work with clients to move schedules and accommodate unplanned absences. Additionally, Cell Staff has offered spot bonus and or other incentives to compel our other staff to fill unplanned absences. If an employee has continued unplanned absences or late-arrivals, Cell Staff will follow the verbal and written warning process to deter the employee. If the problem persists, termination and replacement of the employee will be the best resolution.
19	What is your current absenteeism rate for your temporary staff?	Current absentee rate is very low for most clients. The majority of our business is for "contract" positions with pre-determined schedules. Additionally, we typically have multiple employees working at each client location, so adjusting schedules of our staff's employees in conjunction with our client's staff alleviate most absences.

20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	<p>Cell Staff actively spends 2-4% of our total revenue on recruitment resources and software. These large-scale recruitment campaigns across multiple platforms (Indeed, ZipRecruiter, LinkedIn) coupled with the technology necessary to streamline and simplify the candidate onboarding experience, helps to ensure we can recruit, attract and retain staff to scale for our clients. Additionally, our Recruiters have personalized weekly performance metrics they are held to based on tenure and performance to make sure client's positions are being filled. We break our metrics down by activities (calls, emails texts), candidate applications to job (apps), candidate submissions to clients for review (subs), candidates offered the position (offers) and candidates who accept offers and go to work at the client (starts).</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).	<p>Cell Staff does not subcontract at this time.</p>
22	What are your recruitment policies?	<p>Cell Staff recruits based on the contract/RFP, and scope of work for each position provided by the client. If this is not provided by the client, our standard policy is a minimum 1 year of experience in the profession for that position, preferably in the same or similar settings. Employee licenses must be current and in good standing. Employees must be able to pass client background screening and credentialing processes, in addition to Cell Staff minimum compliance. Minimum compliance includes active and in good standing professional license, Current BLS (for most positions), negative PPD or clear chest x-ray, and pre-employment physical within 1 year, 7-year National, State and County background check using social security number trace, and 10 panel drug screens.</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>For incumbent candidates, Cell Staff will roll-out a simplified onboarding checklist specified to each State agency (as applicable) and assign these incumbents to a designated Recruiter. If the State can provide contact information, Cell Staff will reach out directly to these candidates initiate the hiring process. If the State cannot provide contact information, Cell Staff will be able to redirect incumbent staff to our website job postings, which sends applications directly to our Recruitment Team for review with contact information. Regarding the initial roll-out phase with high-volume job orders, Cell Staff will increase spending with all our job site (Indeed, ZipRecruiter, LinkedIn, etc.) to maximize online exposure for these positions. Cell Staff will also purchase additional Indeed Resume Database emails to actively recruit qualified candidates we can screen pre-screen for the numerous positions. All the open NYS job order will also be added to our company website, which is pushed out to Google Jobs and multiple other free job-site platforms, further increasing exposure. As previously described, Cell Staff evaluates is "cost-per-hire" for all our recruitment resources to ensure we are staying on budget with the proposed rates. Cell Staff prefers to assign Recruiters based on region of New York, rather than Agencies/Departments, to ensure our Recruitment Team is not recruiting the same candidate for different State positions. If awarded, Cell Staff will attempt to subcontract with any SDVOB and WMBE vendors not awarded as prime contractors. We understand that all the SDVOB and WMBE business will have to subcontract with all prime vendors, and therefore need to make our proposal as attractive as possible to compel them to work with Cell Staff. Cell Staff can sub-contract out as necessary with non-SDVOB/WMBE vendors to meet the needs of NYS.</p>