

**ATTACHMENT 5 - BIDDER INFORMATION  
QUESTIONNAIRE**  
**Solicitation Specific Questions**

**Bidder Name:**

**Integrated Staffing Corporation**

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.	<p>Integrated Staffing Corporation (ISC) administers a comprehensive candidate selection, screening, and hiring process as we aim to ensure a perfect fit to the project requirements as outlined by the State. During the evaluation phase all applicants are required to go through a detailed resume review, screening, testing, and interview process before assigned to any project or position as outlined below:</p> <p><b>Internal Review:</b> ISC reviews the job duties, the requested skill set, and job location, and then assigns the open position to a dedicated Talent Acquisition Specialist. The Talent Acquisition Specialist creates an open job that is set up in our TRMS system, AkkenCloud, which allows our entire Recruitment team to interact with each other to work on client's requirements, and to communicate with consultants and clients in real time. Once the job is set up in AkkenCloud, the job posting filters to the ISC website and our on-line sources. Integrated Staffing Corporation uses the following resources for recruitment: Indeed, Monster, ZipTalent Acquisition Specialist, the NY Job Bank, along with additional on-line programs as needed. Integrated Staffing Corporation has also developed relationships with several Veterans' Assistance Programs and Employment Assistance Programs, as well as Unemployment Offices in several counties.</p> <p>In addition to the on-line sources, the Talent Acquisition Specialist reviews the skills and experience requirements with current candidates already in our AkkenCloud system who may have previously interviewed for, or successfully completed, a similar position. ISC maintains a robust, company-wide proprietary candidate database, in its internal database system (AkkenCloud). For over 10-years, Integrated Staffing has been building a database of the most sought-after professionals from diverse backgrounds and domains, populating over 1,700 resumes.</p> <p><b>Resume Review &amp; Prescreening:</b> Resumes are reviewed for relevancy and experience utilizing the job parameters and skills requirements provided thereby reducing potential candidates to a short list. These candidates will have a brief telephone screening which then removes those candidates that are not serious contenders. In this screening, the Talent Acquisition Specialist confirms motivation, salary skill level, clearance, and potential team fit for the client culture. Share the key client and requirement information, as well provide a company overview, and explain benefits.</p> <p><b>Skills Evaluation:</b> The final group of candidates will have a more in-depth video interview and an additional on-site/in-person interview or through a video interview platform, Sparkhire.com, that indicates a specific set of questions for each position and a follow-up in person behavioral assessment interview if possible. During this process, the Talent Acquisition Specialist solidifies the candidate's qualification, as well as evaluates the candidate's soft skills (including effective communication, creativity, analytical thinking, problem solving, change-readiness, and leadership skills).</p> <p>Additionally, 5000 testing protocols through PROVE-IT and expertraining.com are available to all candidates. Through these testing protocols, ISC can further determine the technical and soft-skill experiences that may pertain to the position. It also allows ISC to eliminate candidates that may not be the best fit for the position. Integrated Staffing prefers to work with quality candidates, not quantity of candidates.</p> <p><b>Reference Check:</b> A minimum of 3-references are checked for each finalize before the resume is submitted to the hiring manager for review and selection for potential interviews either via on-line programs or in-person.</p>

		<p>Orientation/Onboarding: Once a candidate has been interviewed and selected by the State, the candidate begins the onboarding and orientation process. Integrated Staffing offers several manual and automated solutions to assist with on-boarding that can be customized to each of your engagements for quality assurance in this phase. On-boarding procedures for all temporaries assigned to your locations will be coordinated by your dedicated Talent Acquisition Specialist. The following is an overview of a typical orientation process which will be customized to meet your needs:</p> <ul style="list-style-type: none"> <li>a) State summary information</li> <li>b) Overview of the State's workplace policies</li> <li>c) Safety training (if required)</li> <li>d) Assignment information, job description, work schedule</li> <li>e) Software training if applicable (submitting timecards, etc.)</li> <li>f) Security/badge access procedure review/assignment (if applicable)</li> <li>g) Establish regular series of check-in calls</li> <li>h) A review of wages and benefits</li> <li>i) Contract flow downs</li> <li>j) Completion/sign-off all required documents</li> <li>k) A company specific background check is requested on all finalists which includes employment and education verification</li> </ul> <p>Please note that upon completion of the orientation, our talent will be "ready" (according to the State's standards) to start their assignments.</p>
2	What are your testing, training and orientation programs for temporary workers?	<p>Integrated Staffing offers extensive (5000 +) testing and training programs through <i>Prove-It</i> and <i>Expertrating.com</i>. Integrated Staffing Corporation's Orientation process includes the following:</p> <ul style="list-style-type: none"> <li>• Review of job description along with the client's expectations as to performance, attendance, dress code, etc.</li> <li>• Integrated Staffing Corporation policies and procedures</li> <li>• ISC's non-disclosure agreement</li> <li>• Drug testing if identified by Client as a requirement</li> <li>• Job-specific safety training</li> <li>• A review of all federal and state policies and practices as required which includes the appropriate tax forms, wage form, I-9, harassment training/reporting, and any other form(s) required by the State</li> </ul> <p>During COVID protocols, interviews and many on-boarding processes may be strictly on-line or via telephone.</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>Integrated Staffing Corporation partners with <i>IntelliFi.com</i> for all background checks. Currently Integrated Staffing Corporation screens the following:</p> <ul style="list-style-type: none"> <li>• National criminal history check (10 yrs)</li> <li>• State and county criminal checks (10 yrs)</li> <li>• Sex offender registry</li> <li>• Verification of previous employment (10 yrs)</li> <li>• Verification of social security number and U.S. citizenship or legal resident status using <i>everify.com</i></li> <li>• Verification of education is available, if required</li> </ul>
4	Do you agree to perform the background checks as identified in the Solicitation as requested?	<p>Yes, Integrated Staffing agrees to perform the background checks as identified by NYS in the Solicitation. Our customized recruiting and screening process will incorporate requirements from NYS, as specified.</p>
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>The Talent Acquisition Specialist initially assigned to the open position, is the person who handles the interviews, the follow-up, and is the main contact with the Candidate and the Client. The Talent Acquisition Specialist is the Client's first call for any issues, as well as the main contact for the candidate and is responsible for addressing and/or documenting any issues with performance, attendance or other issues. Through this dedicated account management, our corporate staff maintains contact not only with our employees but with our client managers.</p> <p>In addition, ISC uses AkkenCloud software which can provide reports including: attendance, tardiness, performance reviews and retainer reports.</p> <p>Employee deficiencies are initially handled by the assigned Talent Acquisition Specialist who will review the issue with the employee, offer suggestions and options to correct any behaviors, and will further manage using verbal and written warnings, in-person meetings, and suggest additional actions up to, and including, removal from an assignment. For performance issues, Integrated Staffing Corporation defers to the client in regards to recourse.</p> <p>ISC recognizes and rewards good performance with quarterly and/or annual reviews, drawings for gift cards, personal notes and bonuses to name a few. We also encourage our clients to offer feedback on good performance which ISC will use in determining the employee recognition.</p>

6	Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.	<p>Yes, Integrated Staffing Corporation has programs in place for quality assurance, customer satisfaction, and performance measurement. Integrated Staffing Corporation implements weekly meetings with our staff of Talent Acquisition Specialists to review open positions, length of time to fill job openings, quality of candidates for each position, and the success not only of the Talent Acquisition Specialist but of the employee placed in the open position (attendance, length of assignment, employee and Client feedback). Integrated Staffing conducts initial weekly, monthly and semi-annual calls to review employee performance with the client managers.</p> <p>ISC has the capabilities to execute formal quality assurance programs including customer satisfaction and performance measurement as requested by the client. These include e-campaigns, monthly or quarterly on-site reviews and mailing campaigns.</p>
7	What process do you follow to ensure the proposed resumes meet your client's request?	<p>Integrated Staffing Corporation utilizes various Boolean searches to actively recruit candidates based upon key words as requested in the RFQ. We understand that our clients do not want to review unqualified submittals and we are diligent in identifying candidates whose skills fully encompass the RFQ. In addition, ISC utilizes telephone interviews, on-line interviews, skill assessment tests if deemed necessary, employment reviews for relevancy, and reference checks. These preliminary reviews provide ISC the ability to assess the individual candidate and their ability to perform the job requirements. ISC prefers to work with quality candidates -- not quantity of candidates.</p>
8	How do you schedule engagements?	<p>Integrated Staffing Corporation creates a schedule for candidate review and interview times at the point of a requisition being placed. ISC will schedule the engagement per the directive of the NYS Authorized User. The start of the process begins with collaboration with the NYS Authorized User and what works best for that User's requirements and needs. Integrated Staffing Corporation has three locations, 2 satellite locations in Albany, NY and Glens Falls, NY and headquarters in Saratoga Springs, NY. 90% of our placements have had in-person interviews. ISC has the capability and space to interview up to 20 applicants per hour if necessary (i.e., when staffing over 800 employees for a 3-day assignment). Upon selection of qualified candidates from our in-person interviews, our standard process typically includes scheduling a face-to-face interview with qualified candidates within 48 hours of the initial requirement received. If the NYS Authorized User does not desire to interview, Integrated Staffing selects the best possible candidate and submits the candidate name and specifies for a start date the client's earliest desire. Finally, ISC uses AkkenCloud, a TRMS tool, which helps in end-to-end talent and database management at ISC for each engagement.</p>
9	Do you have an electronic system for scheduling? If yes, please describe.	<p>ISC's electronic system for scheduling is AkkenCloud (as mentioned above in question 8), which provides all ISC Talent Acquisition Specialists access to "who-what-when-where". Additionally, Microsoft Office programs are integrated into the scheduling process when needed. Email and DocuSign are other forms used for distribution of information (handbook updates, scheduling changes, etc.) and to confirm schedules, updates, and appointments, combined with telephone calls for person-to-person communications. These tools and strategies all integrate with our AkkenCloud system.</p>

10	What processes do you use to ensure seamless service by subcontractors to NYS?	<p>Integrated Staffing Corporation maintains the same standards and expectations for subcontractors as for our direct employees. ISC incorporates the same "dedicated Talent Acquisition Specialist" process to work with subcontractors and utilizes the same review and selection processes for candidates. Subcontractor candidates must undergo the same on-boarding processes and are held to the same obligations (non-disclosure agreements).</p> <p>Subcontractors are vetted similar to a candidate. If a local subcontractor has determined that it can perform all of the contract, the respondent must sign an affidavit and provide a statement explaining how the respondent intends to complete the contract with its own equipment, supplies, materials and/or employees submitted with the respondent's bid, proposal, offer, or other expression of interest. Qualified local contractors must agree to provide the following if requested by the System:</p> <ul style="list-style-type: none"> <li>•Evidence of existing staffing to meet contract objectives</li> <li>•Monthly payroll records showing company staff fully engaged in the contract</li> <li>•Onsite reviews of company headquarters or work site where services are to be performed and executed</li> <li>•Documentation proving employment of qualified personnel holding the necessary licenses and certificates required to perform the work</li> </ul> <p>In addition, subcontractors are paid promptly per the contracted terms to maintain cooperation and staffing.</p>
11	How do you maintain and track unallowed and preferred candidate lists for your clients?	<p>Integrated Staffing Corporation's AkkenCloud program maintains and tracks preferred candidates, as well as those candidates that may not be satisfactory candidates for a specific client. Performance and/or attendance issues are maintained in our database which provides the dedicated ISC Talent Acquisition Specialist with a snapshot for a candidates previous performance, thereby helping to eliminate unsatisfactory candidates, even those from several years past.</p>
12	What is your escalation and resolution policy (in case an issue or emergency arises)?	<p>ISC provides a hand-on approach when it comes to escalation and resolution (in case an issue or emergency arises). The designated Talent Acquisition Specialist is the preliminary contact; however, Integrated Staffing requires open communication among the Talent Acquisition Specialists and overseen by the President/Owner which allows immediate action should the initial/designated Talent Acquisition Specialist not be available. If the issue cannot be resolved at the initial level, it is immediately moved to a Triage Counsel which includes the Talent Acquisition Specialist, the VP of Sales, legal counsel (if required) and the President/Owner for further review. The hands-on approach by our Senior Management will ensure prompt resolution of all that might arise, and demonstrate Integrated Staffing's total commitment towards success of the contract.</p> <p>ISC maintains emergency contact information which is accessible to management remotely for after-hours issues, if needed.</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.	<p>Integrated Staffing Corporation typically interviews and recruits 5 candidates for each open position. Currently our applicant tracking system, <i>AkkenCloud</i>, holds over 3000 viable, active candidates. Upon request for replacement, ISC will offer additional candidates within three business days. A training plan for each candidate will be implemented based upon prior protocol and within 2 business days of hire. If necessary, ISC will initiate its standard recruiting processes, canvass previous employees, and start a fresh candidate search.</p>
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.	<p>Integrated Staffing Corporation customizes a Quality Assurance Plan to ensure receipt of a high caliber of service. Integrated Staffing Corporation provides Performance Surveys and Service Reports to enhance our responsiveness and ability to deliver effective results. Results from our various quality reviews will be compiled and presented to you on a regular basis. These service reports will provide statistical information regarding job orders received versus job orders filled, job order replacement ratio, and average response time. The data will be reflected in informative graphs and charts displaying satisfaction and performance levels as well as other measured parameters. These reports can be provided weekly, monthly, or for any other schedule your company may desire. See attachment 1 for the three examples of program documentation.</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	<p>Not applicable; Integrated Staffing Corporation does not place clinical health professionals.</p>
16	What is your current fill ratio?	<p>Integrated Staffing Corporation's current fill ratio is 91%.</p>
17	What is your current turnover rate for your temporary workers?	<p>Integrated Staffing Corporation's current turnover rate is approximately 22%.</p>

18	What type of programs do you have to limit absenteeism and turnover?	<p>Integrated Staffing Corporation understands that employee recognition is not just about making people feel good. It has a significant impact on key business metrics, including engagement, retention, and productivity. Data indicates that "lack of recognition" is the third most common reason employees leave their job, and 26 percent of employees feel that being undervalued and underappreciated is the highest barrier to engagement. Integrated Staffing carefully tailors our recognition efforts to make them meaningful to our consultants to help limit absenteeism and turnover. We have established recognition policies including quarterly, annually, and on-the-spot awards. We solicit regular feedback from customers and communicate with their respective Human Resources department to recognize significant accomplishments. We continually review award criteria to make sure they are still relevant and conduct annual surveys with employees to get feedback on our programs and for improvements.</p> <p>Additionally, Integrated Staffing provides a competitive compensation and benefits package. Our salary data is consistently updated based on industry surveys and U.S. Department of Labor Wage Reports. We provide health benefits to our employees to help meet their overall health and medical needs. Our family-friendly policies and programs help balance their personal and professional lives. Integrated Staffing is well-aware of the fact that employees play a vital role in the success of any business, and we have policies to keep them motivated and retain qualified employees. We adhere to staff development policies that are focused on providing employees the essential services they need to succeed, including virtual assistants, talent transformation sabbaticals, and expert guidance for fast-track growth. Below highlights key employee benefits:</p> <ul style="list-style-type: none"> <li>•Healthcare (Medical, Dental, and Vision)</li> <li>•401K Savings Plan</li> <li>•Training</li> <li>•Team Building Functions</li> <li>•Paid Sick Time</li> <li>•Attendance Bonus Policy and Program</li> <li>•Employee Assistance Program</li> <li>•Telehealth Program Option (for consultant and family)</li> </ul>
19	What is your current absenteeism rate for your temporary staff?	<p>Integrated Staffing Corporation's current absenteeism rate is 9%.</p>
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	<p>Integrated Staffing Corporation utilizes a 4 person team for every 50 fills. Typically two Talent Acquisition Specialists are partnered with two Human Resource Representatives implementing the following procedures:</p> <ul style="list-style-type: none"> <li>•Target specific associates for certain positions</li> <li>•Organize schedules, track employee performance</li> <li>•Use text and e-mail alerts for recruitment and bonuses</li> <li>•Use Akken.com as time and attendance system to check compliance of schedules on a weekly basis</li> <li>•Use website to make organization wide announcements</li> <li>•Provide adequate training and orientation prior to start</li> <li>•Offer referral bonuses and on-line training programs to boost employee engagement</li> <li>•Conduct exit interviews for all candidates looking for any areas of improvement</li> </ul>
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>While Integrated Staffing Corporation is a NYS Certified Woman Owned Business, a program is in place for subcontracting. The process for subcontractor selection and seamless service includes the following:</p> <ul style="list-style-type: none"> <li>•Determine qualified local subcontractors to supplement staff</li> <li>•If a local subcontractor has determined that it can perform all of the contract, the respondent must sign an affidavit and provide a statement explaining how the respondent intends to complete the contract with its own equipment, supplies, materials and/or employees submitted with the respondent's bid, proposal, offer, or other expression of interest</li> <li>•Qualified local contractor must agree to provide onsite reviews of company headquarters or work site where services are to be performed, and documentation proving recruitment processes of qualified and screened personnel</li> <li>•If possible, preference is given to those subcontractors that are certified MWBE, or Service-Disabled Veteran-Owned Business (SDVOB), and utilize the Empire State Development's website with a preference given to those subcontractors based in NYS</li> <li>•ISC also maintains a year-round presence at networking events sponsored by, or supporting, MWBE/SDVOB to develop and/or maintain current relationships.</li> </ul>

22	What are your recruitment policies?	<p>Integrated Staffing Corporation will conduct a recruiting/screening process that is fair and equitable, as well as to recruit the most competent candidate for all positions set forth by New York State. It is the policy of Integrated Staffing Corporation to prohibit discrimination and to ensure equal employment opportunity for all applicants and employees without regard to race, color, religion, sex, sexual orientation and genetic information, national origin, age or disability.</p> <p>Recruiting Procedures &amp; Policies include the following:</p> <ol style="list-style-type: none"> <li>1.It is the responsibility of each applicant to demonstrate that s/he/they meets the requirements of the RFQ set forth by the State. A minimum of 2 and a maximum of 6 applicants will be interviewed for any one position</li> <li>2.Each interview team will consist of a minimum of three persons. The composition of this team will depend on the position being filled</li> <li>3.Applicants who meet the basic requirements of the position as determined through a preliminary telephone interview will be invited to an interview where they will be evaluated on their response to a preset list of topics and educational and experiential criteria</li> <li>4.Second interviews will be held when several candidates demonstrate equal abilities. When COVID protocols are in effect, these interviews may be on-line</li> <li>5.Once a slate of final candidates has been determined, resumes are forwarded to the hiring manager for selection and interviews</li> <li>6.During this process, ISC will continue to recruit and scan additional candidates to maintain a pipeline of potential candidates</li> <li>7.Following receipt of approval to hire from the designated NYS Representative, a verbal offer can be made to the candidate</li> <li>8.Once a candidate accepts the position, an orientation/onboarding meeting will be held to prepare them for the position outlining the details of the assignment, agreed upon pay rate and start date, policies, practices and performance expectations</li> </ol>
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>Integrated Staffing Corporation's Implementation Process includes the following:</p> <ul style="list-style-type: none"> <li>•Define two key associates: Team Lead and Implementation Architect to chart plan for large scale hire</li> <li>•Use current recruitment programs including those listed above, job fairs and University partnerships</li> <li>•Work with the SBA programs, Firstgov.com and Gsa.gov, Onvia.com and Subcontract.com to address government subcontracting specifically and staffing subcontracting specifically. Onvia.com is the leading B2G (business to government) exchange and Subcontract.com is the leading B2B (business to business) staffing exchange. The partnership allows Onvia.com's 28,000 government contracting vendors to use Subcontract.com's engine to subcontract to each other and to Subcontract.com's 5,600 staffing and consulting vendors</li> <li>•Build Integrated Staffing Corporation's partnership network of vendors</li> <li>•Define opportunities to create business value for the sponsoring organization</li> <li>•Identify and define job requirements</li> <li>•Define the business solutions and structures needed to realize these opportunities</li> <li>•Work with the other Implementation Architects to explore specific solutions and define the scope of the project</li> <li>•Determine the project approach, staffing, responsibilities, and schedule</li> <li>•Develop and/or review estimates and estimating assumptions for the project's schedule</li> <li>•Define team member roles and expectations, and help confirm timely feedback</li> <li>•Help define the performance goals and metrics for the proposed solution</li> <li>•Review prototypes and project scope to confirm that the needs of the NYS OGS are being met</li> <li>•Design specific software configuration and procedures required meet the business process design and product requirements</li> <li>•Use the business process requirements to drive out job requirements and metrics</li> </ul>