ATTACHMENT 5 - BIDDER INFORMATION QUESTIONNAIRE
Solicitation Specific Questions

Bidder Name:	LanceSoft 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.

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.	LanceSoft has developed a comprehensive vetting process that is followed for all its clients. However, if required, LanceSoft has the ability to customize its vetting process depending upon the specific requirements of the client. LanceSoft provides a customized vetting process including a two-level quality review process (Two-step resume qualification) for all shortlisted candidates at both Lead Recruiter and National Account Manager-level to provide the best-fit candidates to our clients. Some of the methods that the recruiters use for evaluating the technical and logical ability of the candidates are as follows: Written Tests: All candidates are required to take a written test to demonstrate their grasp on the basic knowledge required for a specified role. The test covers the fundamentals. LanceSoft also uses the same set of questions and methodology for all the candidates to be interviewed for a given position, which gives LanceSoft and the client a common objective performance baseline. Aptitude/Logical Tests: LanceSoft has designed a series of logical and aptitude tests in order to gauge the individual personality traits. These tests enable LanceSoft to assess the aptitude and skills of the short- listed candidates. LanceSoft conducts standardized tests in terms of their reliability and validity in order to provide correct results. Technical/Software Skills Test: Lancesoft is using eSkill, a platform designed to help to find the best qualified candidates using skills-based screening and interviewing tools. We will source the quality candidates within a short span of time based on the NYS requirements. Face-To-Face Discussions: LanceSoft conducts a thorough screening process to evaluate the technical and logical know-how of the candidates comprising of a face-to-face/web/video conferencing interview depending on client requirements. All applicants are assessed for competence and personal attributes including inter-personnel skills and communication skills. Our recruiters stringently test the domain knowledge and experience of clients in order to shortlist best candidates for our clients. Non-Directive Interview Process: At times, we also follow a non-directive interview process - generally, a less formal process to assess the candidate's skills and personality attributes. Behavioral Interviews: We conduct behavioral and situational based interviews as well, to evaluate candidates on their past behavior and experience and the candidate's judgment ability and knowledge that may be required for the job. In some cases, we also conduct group discussions to compare the soft skills of the short-listed candidates to make the best selection. Background Checks: LanceSoft's verification team conduct various checks that include but are not limited to: •Complete background verification •Previous employment checks •Education verification •Credit Reports •Driver's Report/DMV Checks •Social Security Trace/Validation •Reference checks •Drug Screening to test the candidates for the use of illicit/illegal drugs LanceSoft offers a 5 and 10 panel drug screening with additional panels available upon request to our customers •Work Permit Checks (Form I-9): To verify the active work permit status (Citizens, Green Card/EAD holders, H1B, etc.) of the candidates. An inherent component of LanceSoft's screening process is validating talent authorization to work in the U.S. This evaluation is conducted through a combination of I-9 forms, valid forms of identification (license, Social Security Number, passport, visa, birth certificate, etc.) and E-Verify. In the event we are unable to validate work authorization, LanceSoft will not allow the talent to begin the assignment until authorization is cleared. To ensure full compliance with the various federal and state regulations requiring E-Verify participation, LanceSoft has partnered with a certified E-Verify designated agent, ADP. Our partnership with ADP mitigates risk exposure for our clients by ensuring they are fully compliant in the wake of changing regulations, intensified immigration audits, and expanding E-Verify requirements for state and private businesses. In addition, ADP provides real-time I-9 tracking and reporting, which allows LanceSoft to track the work authorization status of all employees and receive automated reminders for re-verification. •Work eligibility verification •Criminal background checks LanceSoft follows best-in-class business processes that add value to the client program, thereby setting a benchmark for all other organizations. By implementing these unique approaches in delivering our staffing solutions to our clients, LanceSoft is being recognized consistently as a top performer across several client CW programs.
2	What are your testing, training and orientation programs for temporary workers?	Testing Process: To further assess technical skills, LanceSoft has engaged with eSkill platform. This partnership allows LanceSoft to analyze the range and depth of each candidate's abilities, ensuring an accurate, non-subjective skill profile. Thorough and documented skills assessments provide concrete proof that the candidate can perform all the tasks at the speed required. Further, we are able to customize a testing series based on the skills that are most important to NYS. A detailed overview of standard eSkill assessments can be found at https://www.eskill.com/ Office & Administrative skills Assessments: LanceSoft has developed proprietary tests that allow candidates to be evaluated for proficiency on over 50 available software packages, including the Microsoft Office Suite. We provide testing in multiple operating environments. Each candidate is then rated on a scale of 1-100 on their skill proficiencies. The ratings are then entered into our proprietary system, allowing us to quickly identify candidates with the right combination of skills for NYS. Healthcare Assessments: ☐TJC Certification: We are a Joint commission certified firm and this gives us credibility and brand recognition in the Healthcare talent pool as well as helps us improve our compliance / credentialing process. LanceSoft is using Prophecy, a skill Assess platform designed to find the best Healthcare & Clinical qualified candidates using skills-based screening and interviewing tools. With over 200 assessments, Prophecy offers validated, compliant testing that covers a comprehensive span of clinical and non-clinical subject areas. These assessment solutions improve selection and development at all levels, including Nurses, Physicians, Allied Health, Front Line Staff, Managers and Supervisors. It also provides a view into candidate's clinical knowledge, personality attributes, behavioral traits and clinician scorecards which is used to identify top-performing applicants and probe deeper into personalized results. Financial Assessments: For Accounting and Finance positions, LanceSoft uses the ProveIt! Accounting, Investment & Financial Knowledge test package to evaluate core accounting and finance competencies. Testing titles include, but are not limited to: Accounting Manager, Tax Manager, Investment Banker, Accounting Terminology, Cost Accounting, Accounts Payable Clerk, Financial Analysis, Tax Accounting, Accounts Receivable Clerk, Financial Management, Payroll Management, Advanced Accounting General Ledger Knowledge, QuickBooks Pro, Auditing, Bookkeeping, Corporate Tax Accounting etc. Tests include examples and illustrations from real-world accounting environments, and cover general job categories, such as Accounting and Bookkeeping, as well as numerous specialized accounting subjects, such as Cost Accounting and Taxation. These tests are designed to provide the most accurate picture of a candidate's knowledge, skills, and abilities, and have the appropriate knowledge and experience in their area of specialization. Our recruiters are trained not to only to look at a candidate's technical ability, however, we also conduct behavioural and situational based interviews as well, to evaluate candidates on their past behaviour and experience and the candidate's judgment ability and knowledge that may be required for the job. LanceSoft's screening techniques emphasizes scoring candidates on aptitude and soft skill areas, as defined in the KORU7 process such as their grit, ownership abilities, curiosity, polish, teamwork, rigor and impact. Training Programs: At LanceSoft, we believe that training improves various levels of competency and capability requirements of the employees through a continuous effort and planning done by the management. This further helps in the growth of employees, both professionally and personally. Employees are enrolled into training schedules as per their career and growth requirements. We offer the following training programs at LanceSoft to ensure staff development: CONTINUOUS EDUCATION PROGRAM •This program is designed to give the employees a learning experience in various other areas apart from their technical work area training. It consolidates the learning from the Induction Program and the project specific knowledge gained. The Program includes Mentoring, Leadership, Time Management, Performance Improvement, Counseling, and Risk Management, Problem Solving capabilities, Proposal Writing and Software estimations. All these courses would help the staff in taking up the kind of roles they are being assigned. PROJECT-SPECIFIC TRAINING •Based on the Project Pipeline, the training requirements of the projects planned for an upcoming period of one month are being identified. Trainings based on the specific software, technology, products and industry domain needs are being scheduled and offered on a just-in-time mode. KNOWLEDGE SHARING PROGRAMS AND SESSIONS •To cater to the current market requirements and technology trends, employees are encouraged to initiate and participate in conferences and seminars. Our employees have over 200 person-years of knowledge training experience that are based on different programs and technologies. Employees with expertise in their technology areas are encouraged to prepare and present papers and conduct tutorials. Trained employees are further encouraged to train. UPTECH TRAINING – In addition to our extensive database of top talent curated for close to 20 years and the extension of Crowd Sourcing, LanceSoft has made significant investments to further mitigate the opportunity/ skill gap by setting up a customized/ tailored training program, through our subsidiary, UPTECH

(www.uptech.tech). This subsidiary provides the opportunity to Upskill/ Reskill technical talent for our clients and promote a diverse talent pool from the communities we support, encouraging more women into technology. This customized training model, that is specific to our client's project needs, allows for a steady pool of tailored technical talent to be fast tracked into our client's enterprise environment, at cost effective rates and also enhancing the "loyalty" retention factor, that is an indirect result of giving these individuals the opportunity they deserve

Our budgets for training vary per client assignment but on an average, we spend 700$ per person per year on training.

Orientation program:

LanceSoft firmly believes in the importance of training and providing orientation to its employees and that it is a critical step in integrating a new member into our Client's existing workforce. Training and Orientation activities at LanceSoft constitute a major HR development effort and forms an integral part of the employee's career development plan. LanceSofts' training program encompass technology skills, soft skills, presentation & communication skills, line of business / domain skills and specific client-related orientation regarding client specific policies, culture, terms & conditions, rules & regulations and work site familiarity.

Before joining a project with a client each LanceSoft employee undergoes an initial orientation training that provides information on LanceSofts' profile, Company Policies, Benefit Plans, Technologies used within LanceSoft, Training on Web based timesheet application, nature of the assignment, responsibilities, reporting processes and escalation process. LanceSoft also arranges for specific training for our professionals, as requested by our clients. Minimum induction for all the employees at LanceSoft includes, but is not limited to the following:

•Walk through of the client work environment, policies and protocols.

•Discuss joining details such as Work Address/Location, Driving Directions & Map, Reporting Manager Name, Date/Time of Reporting, Dress Codes, Contractor Badge/FOB/Security Desk formalities, Cafeteria/Lunchroom Access Details, Client Holiday Schedule etc.

•Discuss expectations of the position along with the detailed roles and responsibilities.

•Discuss and provide a complete knowledge transfer on the ongoing tasks if required.

•Include a review of the client history, a discussion of the client services, and a tour of the products.

•Discuss the significance of their position in relation to the current goals of the client.

•Discuss performance standards and work rules for the specific project.

•Provide other orientation and walkthrough required for the position.

•Discuss and sign off on client's security and IP protection policies.

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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.)?	We conduct the below background checks for screening temporary workers: 1-Social Security Verification: Validates the applicant's Social Security number, date of birth and former addresses. 2- Prior Employment Verification: Confirms applicant's employment with the listed companies, including dates of employment, position held and additional information available pertaining to performance rating, reason for departure and eligibility for rehire. This verification will be run on the past two employers or the previous five years, whichever comes first. 3- Personal and Professional References: LanceSoft recruiters thoroughly check with at least 2-3 references of the candidates being short-listed to verify their credibility. 4- Educational Verification: Confirms the applicant's claimed educational institution, including the years attended and the degree/diploma received. 5-Criminal History: Review of criminal convictions and probation including local, county, state, and federal records for a period of at least seven years. 6-Motor Vehicle Records: Provides a report on an individual's driving history in the state requested. This search will be run when driving is an essential requirement of the position 7-Credit History: Confirms candidate's credit history. 8-Drug Screening to test the candidates for the use of illicit/illegal drugs LanceSoft offers a 5 and 10 panel drug screening with additional panels available upon request to our customers. 9-Work Permit Checks (Form I-9): To verify the active work permit status (Citizens, Green Card/EAD holders, H1B, etc.) of the candidates to ensure they are legally authorized to work in the US 10-Work eligibility verification 11-Criminal background checks 12-Driver's Report/DMV Checks As LanceSoft provides a significant level of service support to the U.S. federal government, state and local departments, we fully understand the importance of conducting thorough background checks, ensuring workplace security, and protecting our clients' systems and data. For this opportunity, we will conduct a background check of each proposed candidate in accordance with the NYS specifications.
4	Do you agree to perform the background checks as identified in the Solicitation as requested?	Yes. We agree to perform the background checks as identified in the solicitation as requested
		Tracking Individual Resource Performance: We have a long-standing commitment to quality, both in our service and in our methods of doing business. LanceSoft will review the metrics to assess candidate performance and evaluates the quality and service of our employee on assignment via routine communication, periodic satisfaction surveys, regular talent performance reviews etc. Following is an overview of the processes that will continue to be used to measure the resources performance: • Daily check: Our on-site offices afford us the opportunity to check with hiring managers daily regarding the competency of our talent and to resolve any concerns on the spot. • Assignment and skills development feedback calls: These calls are made prior to corresponding follow-up calls to our talent. Our account team members will contact the hiring manager every two weeks to determine competency and level of ongoing satisfaction with our talent and any needs for skills development. • Regular talent performance evaluations: As a part of our standard quality process, LanceSoft conducts routine performance reviews. During this time, LanceSoft's account team meets with the talent and the hiring manager to assess competency, work performance, job satisfaction. Further, our account team provides both the talent and hiring manager with a performance scorecard to ensure expectations are met. • Quality surveys: We conduct 360-degree feedback which allows us to multiple responders such as supervisors, peers, direct reports, subordinates, and external responders (clients or vendors) to leave feedback on the employee. Our surveys derive quantitative and qualitative data that can be used to determine the employee's competency. In the event of talent performance challenges, LanceSoft will work with the clients to ensure our talent meet your requirements. • Periodic satisfaction surveys: As part of our continuous improvement initiative, LanceSoft solicits the feedback of client's hiring managers via surveys regarding employee competency at the end of every quarter and upon the completion of a talent's assignment. • Program performance monitoring: Recognizing that each client has unique business needs, we will meet with all hiring managers to fully understand their expectations and benchmark a matrix of critical KPIs. This benchmark will serve as our new starting point to develop specific SLA/KPI commitments. We then monitor our employee performance via custom reporting formats to ensure customer satisfaction. LanceSoft reward good job performance to our temporary workers: LanceSoft's successful business is based on its quality driven hiring process enabling attraction and retention of talent. LanceSoft stands by its belief to deliver employee satisfaction and motivation thereby consistently creating a high level of client satisfaction and company loyalty. We provide the employees with an amalgamated atmosphere of professionalism, fun and a positive work environment, which builds up a confidence for them to develop, grow and explore possibilities. With the opportunities to implement their intellect, innovation, and creativity, LanceSoft's employees are dedicated towards high commitment levels that also ensure a long-term relationship between the company and its employees. Some of the best in industry HR practices followed at LanceSoft to achieve a higher attraction and retention rate include the following: •Health and Welfare Plans: Offering a multitude of benefit plans: •Medical •Dental •Vision Coverage •401K Health Plan •Short and Long term disability Plans •Dependent Care Benefits •Rewards and Recognition Program: •Rewarding dedicated and hardworking employees with bonuses and performance-based pay structures •Special "Employee of the Month/Quarter" rewards

| 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? | •Special life events/occasion Rewards – Newborn, Birthday, Marriage, etc.
•Career Development Opportunities:
•Attracting career-minded, upwardly mobile employees interested in gaining experience quickly
•Providing additional responsibility and significant roles
•Regularly assessing the skills of the employees
•Identifying their training needs and sketching job/skill-specific training and certification programs
•Education tuition Reimbursement
•Employee Engagement:
•Dedicated to field employee relations and service
•Encouraging open-door policy
•Well-developed and communicated HR operations, policies, and procedures
•Reach-Out Programs:
•Conducting regional get-togethers for field employees
•One-on-One interaction with the immediate Management
•Monthly Company-wide newsletters
•Exhaustive exit interview conducted to gather employee feedback and maintaining relationship with the employee for any future engagements
•Well-Crafted Orientation Programs:
•Complete walk through to the employee to get him/her accustomed to the LanceSoft work environment, culture, policies, and processes
•Building a sense of belonging for all employees at LanceSoft
•Clearly communicating LanceSoft's organizational philosophy, mission, and vision
•Other Creative and strategic programs to retain the best employees:
•Conducting Up-to-date market surveys for compensation analysis
•Members of SHRM, AILA, and ACC
•Seamless partnerships with other Corporate Support Organizations
Our worldwide reputation for excellence and innovation attracts the most qualified and experienced professionals. LanceSoft recognizes that its workforce is its greatest asset and as such, the company invests heavily in the professional development of its employees. The company encourages employees to maintain a genuine balance between their professional and personal lives. Because of the loyalty and empowerment, LanceSoft provides its employees; the company enjoys a very high attraction and retention rate of corporate employees.
LanceSoft disciplinary actions:
LanceSoft has rarely faced any performance issues in the past. However, keeping in mind the possibility of events of non-performance due to issues such as unplanned/unapproved leaves/absence of contractor/tardiness, personality conflicts, or other employee relations issues or any other legal matter that leads to disruption of the project, LanceSoft has preset plans in place wherein it addresses the non-performance/project back-fill issues and responds appropriately in the manner described as follows:
We will work with the client to determine if there is opportunity to address and correct the employee issue. If we mutually agree the issue can be corrected, we will follow our standard process for performance improvement. In this process, when we first learn of a significant issue with one of our employees we will:
● Clearly identify the issue, the impact, and define how we expect the employee to correct his or her behavior or actions—delivered in the form of a verbal warning.
● Routinely follow up to update and monitor progress.
● Document results and progress and share this information with the State agency
If the issue persists and the State agency is supportive of additional performance improvement measures, LanceSoft will:
● Inform the employee via a second written warning that clearly states the issue we have identified, and the steps required to correct the behavior.
● Develop with the employee a performance improvement plan to define the goals and expectations for improving behavior
● Clearly communicate to the employee that any subsequent issues cited by the agency will result in Termination.
● Routinely follow-up to update and monitor progress
● Document results and progress and share this information with the agency
□ Further to the poor performance of the contractor causing major operational issues, we also inform the contractor that he/she has only a limited amount of time to rectify the matter before any sort of action is taken against him/her
□ In the event the client was to find the contractor's performance not at par with their expectations, LanceSoft will find a replacement within 48 hours at no additional charge. LanceSoft will also not charge for the hours clocked by the replaced contractor within the first two weeks of their work.
LanceSoft has a well-defined escalation process that is followed whenever a breach in SLA is reported or discovered:
LanceSoft schedules a client feedback session with all our clients on a regular basis to gauge the satisfaction levels of our clients on our deliverables. This feedback session will be conducted after every major deliverable made to the client. Being in constant touch with the pulse of the clients allows us to be updated on their problems and if there are any escalations, we sort them out in a very well-structured and effective manner. LanceSoft follows a well- designed escalation path for resolving client issues/SLA's breach in the shortest possible timeframe which is as follows:
•In an event wherein an issue is raised by the client, the first level of escalation is handled by the client dedicated National Account Manager who would strive towards resolving the issue within a timeframe of 24 - 48 hours.
•Beyond the 48 hours timeframe, if the issue has not been resolved, the next level of escalation is to the Sr.VP-Delivery & Operations who would be actively involved in issue resolution and target to resolve it within 48 - 96 hours.
•If the issue still remains unresolved for above 96 hours the issue will move on to the Executive level of Escalation, which is handled by the top management at LanceSoft. |
| 6 | Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe. | Quality Assurance:
LanceSoft has initiated and implemented several quality control metrics and processes internally over the past few years for achieving Performance, Operational excellence and attaining maximum client satisfaction. Our dedicated quality team is responsible for monitoring various quality parameters on a continual basis through metrics that are derived from LanceSoft's internal reporting mechanism. We make constant efforts at imbibing continuous enhancements in our processes and the tasks performed during the execution of any client project.
Our performance will be measured at the individual, task, and project levels. LanceSoft measures performance using defined quantitative and qualitative methods established with and agreed to our internal quality parameters and monitored and managed using automated and manual tools. At LanceSoft, we implement the following set of self-imposed Service Level Agreements (SLA) & Key Performing Indicators (KPI)that are internal to our operations while we service our clients:
Our key SLAs are:
•Account Issue Resolution and Tracking report
•Ratio of hires to terminations due to performance reasons
•Ratio of hires to no-starts/drop-outs/back-outs
•Contractor Problem Resolution metrics
•Performance reporting requirements
•Attrition/Retention Rate
•Onboarding and Offboarding compliance reports
•Quality of deliverables
Our Key KPI's are
•Time to Submit
•Ratio of requests to valid submittals
•Ratio of valid submittals to Interviews
•Ratio of interviews to hires
•Ratio of hires to starts
Our Quality Team will continuously in touch with the customers to track the levels of satisfaction and to gather regular feedback to improve our service performances. A schedule of regular check-ins will be established by our dedicated Account Manager and will execute in accordance with agreed specifications. LanceSoft will track the metrics by percentage, duration intervals, costs depending upon each metrics.
Customer Satisfaction:
We have a long-standing commitment to quality, both in our service offerings and in our method of doing business. Over the last few years, LanceSoft has consistently ranked among the top staffing companies according to Clearly Rated (Formerly Inavero's) Best of Staffing-Client Satisfaction. The key to achieving our quality goals is in fostering long-term relationships with our clients, and in using their feedback to continually improve our service. Recognizing that each client has unique business needs, we will meet with each manager to fully understand their expectations and benchmark a matrix of critical Key Performance Indicators (KPIs). This benchmark will serve as our starting point to develop specific commitments. We will then monitor our performance via custom reporting formats. LanceSoft will review the metrics to ensure parameters previously defined are being met. The following is an overview of the processes that will be used to measure and track customer satisfaction:
•Weekly/Fortnightly/Monthly feedback sessions with client point of contacts.
•Conduct regular client satisfaction reviews using survey forms through CPX.
•Generation of key performance statistics management (Average Response Time, Service Level, First Call Resolution, Customer Retention, Net Retention Rate etc.)
•Regular communication with hiring managers
•Web-based quality surveys
•Regular monitoring of the Client's service level commitments |

#	Question	Response
7	What process do you follow to ensure the proposed resumes meet your client's request?	Lancesoft process is foolproof and ensures that we offer our clients the best candidates at any level, with the fastest turnaround time. We first study Client requirements in detail, undertake comprehensive research on the industry, and create interest around our company to attract the best talent. We identify through our tried-and-tested processes and will customize our talent search to client specific requirements so that we can shortlist the individuals or teams that are most capable of handling the unique challenges that they will face at the organization. At Lancesoft, we are keen to create the perfect employment matches for our clients. Our experience in temporary staffing services and the network of recruiting experts use client specific and consultative strategies to pick out just the right fit for client company's culture and business needs. Our systems also feature an automated search and match functionality, which provides a roster of talent who match a specific profile, based on these criteria, and links open orders with available talent, increasing speed and efficiency in the fulfillment process. From there, our team refines the evaluation even further through behavioral interviewing, skills testing and review of past performance. LanceSoft employs a wide array of recruiting strategies, and our most successful methods include our Proprietary Database, Job Boards and Traditional Advertising, Social Media Recruiting, Crowd Sourcing, Evergreen Harvesting, Effective networking, Employee Referral, Headhunting, Patent Recruitment Technology, Community Curators, Community Discussions, web-based recruitment portal, community outreach, educational institutions and government agencies/programs. When suitable candidates have been identified, they undergo a rigorous screening process that includes: •A thorough assessment of prior work history and education (through Aversafe & Sterling- Back check verification process). •Assess the candidate's skills and personality attributes. (Written Tests, Aptitude/Logical Tests, Face-To-Face Discussions, Non-Directive Interview Process). •A blended interview including both traditional and behavioral event questions. (Behavioral Interviews). •Technical skills assessments which cover hundreds of different skill types, with appropriate assessments selected by the recruitment manager based upon the skill requirements uncovered during the requirements meeting. (By using HackerRank Platform & TOSA Digital). •A minimum of three professional references. •Appropriate background screening, based on the MSP requirements (Education verification, Credit Reports, Driver's Report/DMV Checks, Social Security Trace/Validation, Reference checks, Drug Screening, Work Permit Checks, Work eligibility verification & Criminal background checks).
8	How do you schedule engagements?	LanceSoft uses its schedule engagement tool i.e., CPX which assigns work to be done and indicates due dates to complete the tasks and deliverables. The schedule engagements tool portrays: 1.Time (duration) estimates for all project tasks 2.Start and finish dates for the tasks 3.Names of staff resources assigned to complete the tasks 4.Sequence of tasks
9	Do you have an electronic system for scheduling? If yes, please describe.	Yes. LanceSoft uses electronic system i.e., CPX for scheduling. Our CPX Schedule system is a versatile, smart solution that streamlines scheduling and reporting processes. With an automated scheduling process in place and data at our fingertips, we're able to get the right people for the right jobs right away i.e., we can fill and backfill shifts faster and more strategically — saving the time and money. CPX schedule for managers CPX Schedule is a versatile, smart solution that streamlines scheduling and reporting processes. With an automated scheduling process in place and data at our fingertips, we're able to get the right people for the right jobs right away — and that means we can fill shifts faster and more strategically. In fact, at client sites where we have deployed CPX Schedule, we've reduced the amount of time spent communicating with talent via phone by 80 percent. This enables us to provide more value, in areas like recruiting great candidates and on-site talent engagement. CPX schedule for team members When an unexpected life event happens, it can be hard to communicate and arrange coverage with other team members in a timely fashion. But with CPX Schedule, we can manage and coordinate shift changes all in one place. Benefits for our clients: CPX Schedule helps our clients involved in shift-based work by delivering efficiencies and eliminating the difficulties that come with scheduling and rescheduling. With the help of CPX Schedule, our clients will •Automate complex employee scheduling •Reduce labor costs •Improve employee engagement •Improve employee communication •Ensure compliance Benefits include: • Centralized database increases matching opportunities • Provides more efficient requisition/match capabilities • Predefined queries allow agents to quickly determine the available resources with required skills in talent database • Web requisitioning allows clients to place orders for talent online directly • Provides access to thousands of talent nationwide • Integrated Contract Management Module to ensure your requirements are met
10	What processes do you use to ensure seamless service by subcontractors to NYS?	Lancesoft has a database of over 250 suppliers that have been interviewed, prequalified, vetted, and have a past performance record of having worked with our company in the past. These suppliers are categorized by their ability to support the general workforce in a vertical or a geography or specialize in talent is a scarcity. Our suppliers are qualified via a stringent RFP process. The final selection criteria is based on a round of in-person presentations and meeting where we go over their processes, compliance, past performance, references, their candidate vetting process, candidate compliance, immigration processes, benefits, and candidate welfare policies. As part of our due diligence process while selecting a vendor-partner we go over their compliance processes in the areas of HR, Legal, Documentation, benefits, and employee welfare. We only select vendors that have shown strong performances. We also conduct random audits that are mandatory. Our supplier compliance team that audits suppliers on their candidates' immigration and I-9 paperwork, employment and education verification, references, technical on-line tests review, Quarterly w2 audits, LinkedIn profile verification. Our contracts dept ensures COI compliance and back-to-back client flow downs. We delist suppliers that do not score consistently over 95%, these high scored are required by us for them to be able to continually support us and our clients. An optimal mix of sub vendors would include suppliers that 1) have an ability to service volume efficiently. 2) Have the ability to service Niche skills that our customers require. 3) Have a proven ability to service in the geographies that our clients operate in. 4) have the right number of suppliers on the program. The above points also demonstrate our strategy behind this optimal mix, A program requires every supplier to be productive, inclusive, profitable and a partner in the true sense for the program to succeed. This mix is based on the due diligence calls we have with the customer, critical stakeholders and hiring leaders. Based on these meetings we can determine what that ideal mix is. This usually consists of some high-volume suppliers, Niche skill suppliers, geography specialized suppliers and all-weather suppliers. The number of suppliers we bring to the program depends on the volume of the Contingent workforce needs. LanceSoft always encourages its subcontractors to participate in various certification or training programs to ensure seamless delivery of services. LanceSoft conducts mentoring program, which comprises of teaming the qualified diverse suppliers with our in-house executives to develop strategies that strengthen the subcontractor company capabilities by including an existing business relationship with us. It also further enhances knowledge on the current skills and capabilities, record of historical performance, financial viability etc. for both the parties about ourselves. At the same time, we strengthen our network of qualified suppliers that know our business practices. This program includes: •A kick-off meeting of all participating subcontractors and LanceSoft mentors. •Quarterly in-depth meetings between the mentors and the subcontractors. •LanceSoft conducts quarterly training symposia, where diverse suppliers are exposed to LanceSoft knowledge capital, learn how to apply it to their businesses and discuss topics ranging from sales and marketing to e-commerce and workforce development. LanceSoft believes in following an uncompromising quality of deliverables by understanding the quality needs of the client and the industry the client works on hence we never hesitate to go an extra mile whenever required to ensure timely delivery of client requirement with utmost efficiency.
11	How do you maintain and track unallowed and preferred candidate lists for your clients?	LanceSoft will work with NYS to ensure talent that are identified as a either a preferred candidate or "do not reassign" are noted in each candidate's file with NYS for cross-reference. Verifying hire eligibility may be added to our compliance module as part of our pre-screening requirements.
12	What is your escalation and resolution policy (in case an issue or emergency arises)?	LanceSoft schedules a client feedback session with all our clients on a regular basis to gauge the satisfaction levels of our clients on our deliverables. This feedback session will be conducted after every major deliverable made to the client. Being in constant touch with the pulse of the clients allows us to be updated on their problems and if there are any escalations, we sort them out in a very well-structured and effective manner. LanceSoft follows a well-designed escalation path for resolving client issues in the shortest possible timeframe which is as follows: ☐In an event wherein an issue is raised by the client, the first level of escalation is handled by the client dedicated National Account Manager who would strive towards resolving the issue within a timeframe of 24 - 48 hours. ☐Beyond the 48 hours timeframe, if the issue has not been resolved, the next level of escalation is to the Sr.VP-Delivery & Operations who would be actively involved in issue resolution and target to resolve it within 48 - 96 hours. ☐If the issue still remains unresolved for above 96 hours the issue will move on to the Executive level of Escalation, which is handled by the top management at LanceSoft.
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.	LanceSoft services are guaranteed to be of the highest level of professional quality. Achieving high client satisfaction constantly in the past, our satisfaction guarantee policy extends to the length of the contractor's assignment. In the event the client was to find the contractor's performance not at par with their expectations, LanceSoft will find a replacement within 48 hours at no additional charge. LanceSoft will also not charge for the hours clocked by the replaced contractor within the first two weeks of their work. Training plan for the new Temp: LanceSofts' training program encompass technology skills, soft skills, presentation & communication skills, line of business / domain skills and specific client related orientation including client specific policies, culture, terms & conditions, rules & regulations and work site familiarity. LanceSoft also arranges for specific training for our professionals, as requested by our clients.

#	Question	Response
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.	Quality assurance program: Recognizing that NYS has unique business needs, our account team will meet with each manager during implementation to fully understand their expectations and benchmark a matrix of critical KPIs. This benchmark will serve as our starting point to develop specific SLA/KPI commitments. We then monitor our performance via custom reporting formats. LanceSoft reviews the metrics to ensure parameters previously defined are being met. To evaluate the effectiveness of our service, LanceSoft will track the metrics most crucial to NYS and provide regular reports and these reports will serve as an invaluable indicator of overall performance and ensure service levels are being met. Upon reviewing the reports, our account team will take corrective action, if necessary, in any areas that are sub-par to the agreed-upon service levels. Our goal is to exceed your expectations in all facets of the program. To exceed service level commitments and ensure NYS satisfaction, LanceSoft will leverage a solid continuous improvement initiative. We will establish a of strategic meetings customized and tailored to fit the needs of NYS to ensure service continuity, adherence to service level commitments, ongoing communication of program objectives, and to identify opportunities for efficiencies. Further, these business reviews will provide us with the opportunity to share ideas and exchange feedback and allow us to accurately measure the level of NYS satisfaction. 1-Measuring Retention: LanceSoft has designed a robust retention program in recognition of the value our talent bring to both our clients and our organization. We understand retention begins with making the right match, ensuring that not only NYS requirements are met, but that each assignment offers our talent the ability to enhance their career; this includes equitable compensation for the work they perform, a comprehensive benefits package, and professional treatment throughout the interview, selection, and onboarding process. We also demonstrate the value we hold in our talent through helping them understand the significance of their work, the results of their contribution and by offering them fair, candid feedback on their performance. Lastly, we create trust with our talent by building strong relationships with them and providing them access to the wide breadth of benefits available to members of our family. Our comprehensive retention program not only benefits our talent, it also benefits NYS by reducing turnover and providing a stable contingent workforce that contributes to the ongoing productivity and continuity of your business. However, to assist with increasing retention of the temporary workforce, LanceSoft recommends conducting a comprehensive benchmarking process to examine current pay rates and recommend any adjustments based on changing market conditions. Following is a high-level overview of our approach. 2-Job matching: Making the match is the policy we follow where LanceSoft aims for a superior match each time we place technology talent on assignment. We will work closely with the NYS to gain an in-depth understanding of your staffing and partnership requirements. Rather than simply collect a "laundry list" of requirements and skills, LanceSoft asks questions that allow us to build a functional job profile, including key success milestones and attributes that allow us to match not only skills and experience, but also subtle elements such as fit with managerial style, corporate culture, etc. With this knowledge, we develop a thorough candidate profile that forms the basis of our recruitment strategy. Our systems feature an automated search and match functionality, which provides a roster of talent who match a specific profile, based on these criteria, and links open orders with available talent, increasing speed and efficiency in the fulfillment process. 3-Performance of Temps on the job: We have a long-standing commitment to quality, both in our service and in our methods of doing business. LanceSoft will review the metrics to assess candidate performance and evaluates the quality and service of our employee on assignment via routine communication, periodic satisfaction surveys, regular talent performance reviews etc. Following is an overview of the processes that will continue to be used to measure the resources performance: • Daily check: Our on-site offices afford us the opportunity to check with hiring managers daily regarding the competency of our talent and to resolve any concerns on the spot. • Assignment and skills development feedback calls: These calls are made prior to corresponding follow-up calls to our talent. Our account team members will contact the hiring manager every two weeks to determine competency and level of ongoing satisfaction with our talent and any needs for skills development. • Regular talent performance evaluations: As a part of our standard quality process, LanceSoft conducts routine performance reviews. During this time, LanceSoft's account team meets with the talent and the hiring manager to assess competency, work performance, job satisfaction. Further, our account team provides both the talent and hiring manager with a performance scorecard to ensure expectations are met. • Quality surveys: We conduct 360-degree feedback which allows us to multiple responders such as supervisors, peers, direct reports, subordinates, and external responders (clients or vendors) to leave feedback on the employee. Our surveys derive quantitative and qualitative data that can be used to determine the employee's competency. In the event of talent performance challenges, LanceSoft will work with the clients to ensure our talent meet your requirements. • Periodic satisfaction surveys: As part of our continuous improvement initiative, LanceSoft solicits the feedback of client's hiring managers via surveys regarding employee competency at the end of every quarter and upon the completion of a talent's assignment. • Program performance monitoring: Recognizing that each client has unique business needs, we will meet with all hiring managers to fully understand their expectations and benchmark a matrix of critical KPIs. This benchmark will serve as our new starting point to develop specific SLA/KPI commitments. We then monitor our employee performance via custom reporting formats to ensure customer satisfaction.
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.	Each applicant working through LanceSoft completes an extensive internal credentialing process to obtain malpractice coverage. This credentialing process follows the recommendations of NCQA and Joint Commission and has been reviewed by credentialing experts. We are a Joint commission certified firm and this gives us credibility and brand recognition in the Healthcare talent pool as well as helps us improve our compliance / credentialing process.
16	What is your current fill ratio?	LanceSoft maintains an average fill rate of 95% of all requisitions received from our clients.
17	What is your current turnover rate for your temporary workers?	LanceSoft's current turnover rate for our temporary workers is less than 5%.
18	What type of programs do you have to limit absenteeism and turnover?	LanceSoft strongly believes that keeping track of employee absences is the first step to analyze employee discipline. LanceSoft uses its home-grown Applicant tracking System i.e., CPX to track employee attendance which will ensure that employees don't abuse their sick time or go over their allotted number of approved absences. In case of frequent absenteeism or other disciplinary issues, Lancesoft has its policy in place to derive a better solution. LanceSoft will work with the NYS to benchmark acceptable attendance and punctuality standards. These standards will be incorporated into our overall service strategy. After attendance records have been established, LanceSoft will document the attendance policy as part of our customized talent orientation to NYS. Talent will sign documentation that they have read and understand the policy. To promote adherence to NYS' attendance policy, we then create a recognition program based on the established attendance standards. LanceSoft will create a corrective action process based on attendance standards established with the NYS. Each violation of the policy is termed as an "occurrence." In the initial phase, LanceSoft will give verbal warning/counseling and for second occurrence we will give written warning/counseling and for the third occurrence, LanceSoft will de-select from the assignment. Our typical schedule will include: •Welcoming the employee back to work in case of long absence to work. •Updating the employee on anything they missed during their absence. •Asking about the employee's health and reason for absence/ behavioral complaints •Discussing any work-related or other issues that may have contributed to the absence/ behaviour •Explaining any consequences of the absence & behavioral impact, in line with the company policy •Discussing what measures can be taken to prevent future absences/ behavioral issues •Interviews are held in a private room. Personal data we collect as part of our records will be kept confidential, in line with the Data Protection Act.
19	What is your current absenteeism rate for your temporary staff?	LanceSoft's current absenteeism rate of our temporary staff is less than 2%
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	LanceSofts' successful business is based on its quality driven hiring process enabling attraction and retention of talent. We provide the employees with an amalgamated atmosphere of professionalism, fun and a positive work environment, which builds up a confidence for them to develop, grow and explore possibilities. With the opportunities to implement their intellect, innovation and creativity, LanceSofts' employees are dedicated towards high commitment levels that also ensure a long-term relationship between the company and its employees. Some of the best in industry HR practices followed at LanceSoft to achieve a higher attraction and retention rate include the following: HEALTH AND WELFARE PLANS: OFFERING A MULTITUDE OF BENEFIT PLANS: •Medical •Dental •Vision Coverage •401K Health Plan •Short and Long-term Disability Plans •Dependent Care Benefits REWARDS AND RECOGNITION PROGRAM: •Rewarding dedicated and hardworking employees with bonuses and performance-based pay structures • Special "Employee of the Month/Quarter" rewards • Special life events/occasion Rewards – Newborn, Birthday, Marriage, etc. CAREER DEVELOPMENT OPPORTUNITIES: •Attracting career-minded, upwardly mobile employees interested in gaining experience quickly •Providing additional responsibility and significant roles •Regularly assessing the skills of the employees •Identifying their training needs and sketching job/skill-specific training and certification programs •Education tuition Reimbursement HUMAN ASSET MANAGEMENT GROUP (HAMG): •Dedicated to field employee relations and service •Encouraging open-door policy •Well-developed and communicated HR operations, policies and procedures REACH-OUT PROGRAMS: •Conducting regional get-togethers for field employees •One-on-One interaction with the immediate Management •Monthly Company-wide newsletters •Exhaustive exit interview conducted to gather employee feedback and maintaining relationship with the employee for any future engagements •WELL-CRAFTED ORIENTATION PROGRAMS:

•Complete walk through to the employee to get him/her accustomed to the LanceSoft work environment, culture, policies and processes
•Building a sense of belonging for all employees at LanceSoft
•Clearly communicating LanceSofts' organizational philosophy, mission and vision
OTHER CREATIVE AND STRATEGIC PROGRAMS TO RETAIN THE BEST EMPLOYEES:
•Conducting Up-to-date market surveys for compensation analysis
•Seamless partnerships with other Corporate Support Organizations
•Our worldwide reputation for excellence and innovation attracts the most qualified and experienced business the company encourages employees to maintain a genuine balance between their professional and personal lives. Because of the loyalty and empowerment, LanceSoft provides its employees; the company enjoys a very high attraction and retention rate of corporate employees.
Additionally, Project start bonuses and Project completion bonuses have been excellent methods of retention strategies for Lancesoft.
HAMG (Human Asset Management Group) for effective retention:
LanceSoft was one of the first organizations to come up with the HAMG concept, 12 years ago. We understand the critical importance of Candidate Care, since these individuals are the "brand ambassadors" for LanceSoft. As a result, we have set well-defined processes and other internal methods in place to always remain engaged with the "pulse of its employees". Following are some of the measures that we follow to effectively communicate with our employees and ensure their expectation are met:
•LanceSoft assigns a dedicated Human Asset management Group (HAMG) executive to every Customer's Account. This HAMG executive communicates with the talent regularly through email, telephone or face-to-face meetings to gather their feedback/issues and ensures their speedy resolution
•LanceSoft also assigns a dedicated Technical Account Manager (TAM) who works closely with the HAMG executive to ensure that all talent issues are effectively taken care of in order to help them focus on their job duties. He also communicates with the contractors on a periodic basis through monthly meetings to evaluate and assess their performance.
•LanceSoft also conducts well-structured annual and bi-annual review sessions with the contractors to validate their performance and provide recommendations for further improvements.
LanceSoft's HAMG has a proven track record of resolving employees' queries/issues in less than 24 hours. This commitment to employees results in greater employee satisfaction.
In addition, LanceSoft has a comprehensive incentivel referral program, which also supports retention process. We reward our employees for referring a qualified candidate with a cash referral bonus depending on the experience of the qualified candidate. We recognize our referring employees as "champions" and makes them into positive examples and role models for other employees.

#	Question	Answer
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).	LanceSoft is fully capable to cater the services required in this RFP. We have very little dependency on sub-contracting firms and our current sub-contractor usage is less than 2%. LanceSoft's process for selecting the subcontractors/suppliers: Lancesoft has a database of over 250 suppliers that have been interviewed, prequalified, vetted, and have a past performance record of having worked with our company in the past. These suppliers are categorized by their ability to support the general workforce in a vertical or a geography or specialize in talent is a scarcity. Our suppliers are qualified via a stringent RFP process. The final selection criteria will be based on a round of in-person presentations and meeting where we go over their processes, compliance, past performance, references, their candidate vetting process, candidate compliance, immigration processes, benefits, and candidate welfare policies. Lancesoft does have an established process of tracking vendor performance. We use our workflow system, Acretix that tracks the following critical data point on a real-time basis. •Submission ratio •Shortlist ratio •Interview ratio •Offer ratio •Start Ratio •Early termination Since we track this on a real time basis, we are able to review and discuss candidate quality at any time a Subcontractor's performances fall below the mutually agreed SLA's.
		Making the match is the policy we follow where LanceSoft aims for a superior match each time we place technology talent on assignment. We will work closely with the NYS to gain an in-depth understanding of your staffing and partnership requirements. Rather than simply collect a "laundry list" of requirements and skills, LanceSoft asks questions that allow us to build a functional job profile, including key success milestones and attributes that allow us to match not only skills and experience, but also subtle elements such as fit with managerial style, corporate culture, etc. With this knowledge, we develop a thorough candidate profile that forms the basis of our recruitment strategy. Our recruiting methods fall into several categories, as outlined in the following: Careers Website: LanceSoft careers website is a central aspect of managing the recruiting processes. Our goal is to attract potential candidates to our company, build long-term relationships, assess candidate fit for open profiles, and finally capture and process candidate information in a structured way. With careers website best practices in place, we achieve a competitive edge in recruiting the most-qualified candidates quickly and gain financial benefits from direct and opportunity cost reductions. These practices automate recruiting activities that have a direct impact on the cost, reach, and breadth of candidate sourcing and processing. High quality and fit of hires translate into higher productivity and better work satisfaction, consequently producing higher retention rates. Job Board Processes: Our Recruiters have access to numerous external, national, and vertical job boards and use them only to supplement our customized recruitment mediums. This is unlike other firms who generally rely on subscription databases. A sampling of websites that we utilize regularly includes Job Diva, Dice, Monster, CareerBuilder, Twitter, LinkedIn Enterprise, Technology communities. Proactive Recruiting/Talent Pool: To stay ahead of competition in our recruiting, we have moved to a pro-active recruiting model instead of a reactive one (job boards-based recruiting). LanceSoft has been able to intelligently build an extensive database of over 15 Million qualified profiles of the candidates out of which 500,000+ candidate profiles that are relevant to NYS requirements are authorized to work in USA. This vast database has individuals who have worked with us or have been qualified by us in the past. This pool also comprises of a large base of precleared candidates that have demonstrated working experience in a diverse project environment and are highly qualified to best suit the requirements of NYS. We have Specialized Recruiting Teams for our clients that have the combined creative, technical, business and domain experience in the domain and hence are highly capable of screening the best-fit candidates for any Generic/Hard To find Skillset-Specific positions. Social Networks: According to CareerBuilder, 54% of candidates are using social media to apply and to research a company's brand, culture, and reputation. Accordingly, LanceSoft continues to develop innovative social media strategies in order to stay aligned with the ever-changing marketplace. New tools, services, and applications are revolutionizing the way we are able to market your jobs. Our inbound marketing strategy leverages our social media, search engine optimization, content marketing, and social listening efforts in a unified approach, increasing the effectiveness of each. For example, our new Facebook job search page allows candidates to search our openings directly through Facebook on any device, receive job alerts, and share details across any of their social networks. We have Twitter and Google+ feeds to send optimized job opening details targeting job-search oriented queries and new Twitter initiatives allowing us to target follow users openly inquiring about specific position types or availabilities. To complement this strategy, we are improving the search visibility of our local offices through optimized Google Local pages. Local Recruiting Mediums: As a highly visible local employer we are able to significantly augment our recruitment efforts through partnerships with the following local organizations: ☐Local Colleges, Universities, and Technical Schools ☐Local community outreach and networking events ☐Open house recruiting events

22	What are your recruitment policies?	

☐Open house recruiting events
☐Job fairs and trade shows
☐State & Local Employment Agencies
☐Local Workforce Boards & Workforce Councils
☐State & Local Labor Departments
☐Volunteer organizations

Patent Recruitment Technology (CPX) - Talent Community Building: LanceSoft constantly strives and invests in improving to be the best and stay ahead in this highly competitive process of talent identification and talent acquisition. We pride ourselves on our approach such as proactive pipelining, 24/7 sourcing and recruiting; one of our key differentiators is our in-house patented CPX technology. CPX empowers our delivery/recruitment team to identify passive candidates and build talent communities around them.

We have dedicated specialist that manage each community and build, manage and maintain these communities. The innovation initiative's objective is to keep up with disruptive innovations in the recruiting landscape and stay ahead of all our competitors. The Talent Community Solution reaches into various social networks and identifies potential candidates to become part of our community.
Our AI configured in-house patented CPX technology will make hiring process more efficient and simpler. It matches right candidates for the right job, automates candidate sourcing, gives insight into our hiring process, improves quality of hire and streamlines the administrative tasks. This technology provided the organization with online staff procurement, credentials capture, labor time tracking, and quality management. These system automated functions help streamline the staffing process:
☐Online job procurement from any location with a secure Internet connection, generating job requests only to contracted agencies.
☐Availability of contract terms and rates and individual staff information
☐Iinvoice and contract employee time tracking, including holiday and overtime pay.
☐Direct interface with contemporary accounts payable systems.
It gives our clients the ability to manage invoices and payments. Additionally, this system assures high levels of compliance with contract terms.
Effective Networking: Joining professional organizations related to the client industry or niche for a wealth of networking potentials.
Headhunting: Engage with hundreds of passive candidates every week on a headhunting model to further augment the latent resource base for the customer account.
Employee Referral: Tapping our employee networks and spread word-of mouth information about the position availability, or eventual availability, to each employee so they can constantly look for superior candidates in their networks of friends and associates.
Evergreen Harvesting: We have the ability to identify recurring requirements from our clients and set up evergreen harvesters, which work 24 X7 searching for new profiles that match the set criteria and download/ update our sourcing team whenever a matching profile is found.
Crowd Souring: LanceSoft has been working on a proprietary networking initiative, working on harnessing the power of the Crowd to source candidates. Currently LanceSoft's Crowd consists of over 1500 professionals including free-lance recruiters, skill specific, domain specific industry SME's who are carefully curated and engaged to ensure we have access to passive and hidden talent that can be delivered in the shortest amount of time with high success of deliverability. Our Crowd RPO / Talent community / referrals are one of the topmost sources of candidate employment followed by our exhaustive internal database where profiles have been harvested for over 21+ years, networking events and then job boards such as LinkedIn, Dice, CB, Indeed and Monster.
LanceSoft follows best-in-class business processes that add value to the client program, thereby setting a benchmark for all other organizations. By implementing these unique approaches in delivering our staffing solutions to our clients, LanceSoft is being recognized consistently as a top performer across several client CW program.
Community Curators: The CPX solution has the capability to build domain specific talent/skill/technology communities. It is the technology that slices and dices through the entire virtual database of working professionals in the US and offshore; using strategic client specific job market requirements/projections as data points through predictive algorithms to map trends, jobs, locations, career objectives, preferences, to the right cluster of resumes/candidates. The CPX solution allows Community curators to engage with these communities through our exclusive group of Community Curators to engage the job market for market intelligence, stay on top of trends, and harness the precise resources / skills required - all of this without going onto a single job board.
Community Discussions: Lancesoft believes that one of the best ways to find untapped talent is to delve into open-source code repositories. These sites host community discussions between qualified candidates from all over the world, including both professionals and self-taught enthusiasts. Our recruiters will engage with top talent on these sites to tap candidates. This creates a more authentic interaction and helps in finding the right candidate based on our client's requirements.

Implementation plan:
LanceSoft has clearly defined the tasks to work closely with the NYS and dedicate an Account Management Team (AMT) to provide undivided attention and care to NYS relationship. LanceSoft follows the below mentioned implementation plan for all its client engagement:
STEP 1: On contract sign-off, LanceSoft will immediately assign a dedicated Account Management Team (AMT) to identify the anticipated volume of requirements and to be able to respond to 100% of the entire NYS staffing requirements.
STEP 2: Within one (1) week of contract sign-off, LanceSoft will initiate a kick-off and a team introduction session between the client's program/hiring managers and point of contacts along with LanceSoft delivery team members. Program goals and initiatives will be discussed in detail to help better understand the NYS staffing services program and needs. LanceSoft's AMT will try to understand various elements, key drivers, and success factors for this relationship. Some of the key NYS elements that would be studied include:
☐H.R. policy regarding temporary labor
☐Travel policy for temporary labor
☐Region-wise Rate structure that has been agreed & signed off during the contract
☐Concentration of requirements and type of requirements
☐Typical hard to find skills for the client
☐Typical Time taken for manager feedback
☐Internal Benchmarks for hiring of temporary labor
☐Accounting & Billing contacts
☐Accounting & Billing policies
☐Rules (Do's and Don'ts) for all aspects - H.R., Finance, Sales, Admin etc.
☐Points of contact for various issues
☐Escalation structure
☐Addresses Contact names and Phone numbers of regional offices and respective relevant managers
☐List of client Holidays
☐Service level agreements to be followed
☐Response time for acknowledgement, Response time for resumes and time to fill parameters decided mutually
☐Email ids, usernames, passwords and Website addresses for process requirements
☐Escalation procedure and contacts for various issues including H.R., Legal, Administrative, Accounting & Finance and Marketing
☐General culture & work environment
☐Dress code
STEP3: A document called the "Client Delivery Process Framework" is prepared which captures all details pertaining to the client.
STEP 4: The client dedicated National Account Manager will also initiate the mapping of all the client's on-boarding requirements. This will create the entire backbone of the client specific process in compliance with their needs. At a minimum, the onboarding requirements will include:
☐The NYS related specific policies
☐Relevant contractual terms & conditions
☐Rules & Regulations - site specific & client specific

| 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. | ☐Rules & Regulations - site specific & client specific
☐General culture & work environment
☐Dress code
☐The NYS employee - LanceSoft consultant issues
☐Escalation procedures
☐Work site familiarity (at most times a site visit on the day of start of the project is arranged).
Transition Plan Implementation:
LanceSoft's implementation of transition plan is always designed with a focus on client objectives (both operational and financial). Our well-defined planning and experience will ensure a smooth and seamless transition for the NYS's current workforce and the user community (i.e., management team). We employ a structured approach to transition planning which mitigates the potential areas of performance risk (i.e., assignment disruption). A typical program implementation takes approximately four to six weeks based on the complexity of the program. Upon contract award, we will work with NYS to determine a detailed implementation timeline. We have outlined our process for transitioning talent, as follows.
Talent transition:
Step-1: Conduct Initial Planning/Expectation Meeting
During the initial meeting, LanceSoft team collaborates with the client to define the desired workforce state – by functional area, skills, knowledge, and abilities. This roadmap, along with findings gathered through in-depth job analysis performed within each function, helps LanceSoft to determine how best to facilitate the transition of each position.
Step-2: Establish Timeline
As a measure of integrity, LanceSoft Team complies with the ASA Code of Ethics, which is a due diligence period during which no changes are made regarding the incumbent talent. This period serves several purposes:
• Avoids a disruption in service to the client by ensuring there is adequate staff to continue operations.
• Fosters a trusting relationship with the client, incumbent provider, and existing workers
• Allows LanceSoft time to evaluate each worker to determine whether or not the promise of future employment is appropriate given the new workforce model.
• Provides a format for selecting the best of the existing workforce, and insight on how to plan and deploy the workforce to ensure the highest level of operational continuity.
Step-3: Define Communication Strategy
We believe that the comprehensive communication strategy that underscores accuracy, timeliness and consistency is critical to achieving a problem-free transition. LanceSoft employs standardized templates to help communicate the new partnership internally and externally to the incumbent provider.
Step-4: Conduct Transition meetings
Transition meetings will be conducted by LanceSoft with the incumbent provider to confirm what, how and when of transition, and to ensure a contingency staffing plan is in place so as not to negatively impact the client's operation. following this meeting, the LanceSoft site team conducts multiple talent transition meetings to reach all shifts. The purpose of this meeting is two-fold:
•To ensure that the current workforce understands that their job is not in jeopardy and review the LanceSoft transition plan to ensure a smooth change for everyone.
•To emphasize the benefits of working for LanceSoft.
Step-5: Evaluate Performance of the talent
LanceSoft hiring decisions will be based on performance results supplied by managers/supervisors and talent "fit" for the new pool composition – based on quality, availability, and flexibility.
Step-6: Determine Staffing Supply and demand
LanceSoft works diligently to implement a targeted recruiting plan to fill any gaps left in staffing.
Step-7: Onboard Transition Talent
LanceSoft believes that onboarding is a key focal point and provides clear expectations, work schedules and performance standards to optimize the success of the workforce.
The time saved by executing our procedures and processes outlined in the transition plan minimizes error with both the client and talent and guarantees the achievement of benefits. Our successful transition will lay the foundation to move into the fundamentals of execution of the prescribed workforce transition through a seamless and logical process.
Step-8: Training
LanceSoft firmly believes in the importance of training and orientation to its employees. Training activities at LanceSoft constitute a major human resources development effort and forms an integral part of the employee's career development plan. LanceSoft's training program encompass technology skills, soft skills, presentation & communication skills, line of business / domain skills and specific client-related orientation regarding client specific policies, culture, terms & conditions, rules & regulations, and work site familiarity. |