

ATTACHMENT 5 - BIDDER INFORMATION QUESTIONNAIRE

Solicitation Specific Questions

Bidder Name:

TempForce, LLC dba AccuStaff

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>AccuStaff uses a consistent, repeatable method to select candidates for employment. Starting with a telephone screen, we determine basic experience, availability and education qualifications (if applicable) for employment eligibility. Once qualified, the candidate is invited to complete an application online as well as sign the appropriate disclosure documents enabling us to conduct the required screenings. Once the application is completed, the applicant receives an interview consisting of both Behavioral and Traditional questions. AccuStaff obtains a minimum of two positive reference checks from previous employers. If satisfactory reference and evaluation results are achieved, the candidate is then extended a conditional offer of employment based on required employment screenings results. At this point the necessary documents to verify employment to work in the United States (utilizing e-Verify) are obtained and employment eligibility is verified. Once satisfactory results are received, the conditional status of employment is removed and the employee is eligible to be considered for assignments with an AccuStaff client.</p> <p>Resumes are first screened for meeting client specified employment requirements and job experience. Employment stability and geography are also evaluated for suitability for a position. Candidates who meet or exceed our expectations for your roles are then presented for consideration. AccuStaff will provide a brief summary of why we feel they are a viable candidate related to the position.</p> <p>If requested, interviews are arranged and confirmed.</p> <p><u>2017 Recipient of the Carey Gabay Excellence and Innovation Award</u></p>
2	What are your testing, training and orientation programs for temporary workers?	<p>AccuStaff conducts testing on a multitude of software including MS Word, Excel, PowerPoint along with others programs to evaluate customer service capabilities, legal and accounting knowledge. Our talent are trained on Workplace Harassment on a yearly basis. Our orientation includes AccuStaff's policies on workplace violence, drug and alcohol along with standard workplace conduct. Each of these policies are signed off by our talent.</p>
3	What type of background checks do you conduct for screening temporary workers (nature of the checks, kinds of records reviewed, number of years covered by the background check, etc.)?	<p>Criminal record checks uncover felony and misdemeanor convictions at the county, state, national and federal level. Criminal history searches often include sex offender registry searches, too. Criminal history requests search back 7 years. Criminal History Completed:</p> <ul style="list-style-type: none"> Federal Criminal History Multi-State Criminal History National Social Security Search OFAC OIG GSA
4	Do you agree to perform the background checks as identified in the Solicitation as requested?	Yes
5	How do you track individual resource performance? How does your firm reward good job performance by your temporary workers? Conversely, what types of disciplinary action does your firm use?	<p>AccuStaff conducts continuous talent performance appraisals using SMART goals. These are specific, measurable, achievable, realistic and timely. We do these through a series of events, including, but not limited to: monitoring time records, client and talent feedback, and site visits, when available. Talent who show excellent work history, attendance etc. are given preference for new opportunities once their current assignment is completed. Should disciplinary action be needed we use verbal, written, suspension, and lastly termination if we can not resolve the issue satisfactorily to all parties.</p>
6	Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.	<p>Yes, through site visits, client and talent feedback and audits we are able to monitor our performance as well as the talent we have provided. We work to resolve any issues within 24 hours to ensure satisfaction for all parties involved.</p>
7	What process do you follow to ensure the proposed resumes meet your client's request?	<p>AccuStaff reviews our client's open assignment request(s) and then uses a few procedures to qualify the candidate to be presented for consideration. We make sure that candidate resumes clearly represent their skills, job history and education, if applicable. AccuStaff Staffing Coordinators also look back at successful resumes submitted to use as a comparison to potential candidates to see if their resume is in line with what our clients are looking for in potential candidates.</p>
8	How do you schedule engagements?	<p>AccuStaff is in constant contact with our talent via in-person, telephone and email to schedule engagements for our clients. We place day before calls and emails for confirmation that the talent understands all details of engagements.</p>
9	Do you have an electronic system for scheduling? If yes, please describe.	<p>Yes, AccuStaff offers PeopleNet to manage procurement, assignment and time reporting. PeopleNet is web-enabled, accessed from any internet-enabled PC and are offered at no additional charge.</p>
10	What processes do you use to ensure seamless service by subcontractors to NYS?	N/A

11	How do you maintain and track unhallowed and preferred candidate lists for your clients?	<i>AccuStaff documents personnel history notes in its PeopleSoft driven database to ensure that all internal Staffing Coordinators has access to talent work history including talent that are deemed Do Not Use. Our database that houses our talents personnel record includes assignment history and assignment performance. AccuStaff Staffing Coordinators use an availability list with candidates that includes excellent performance reviews by clients. The Staffing Coordinators are well connected to our talent and their representation working on AccuStaff assignments.</i>
12	What is your escalation and resolution policy (in case an issue or emergency arises)?	<i>Heather Rafferty, AccuStaff Franchise Owner, is available 24/7 for any issue or emergency that may arise. Heather is available via office telephone, personal cell and or via email. Typically, if an issue arises an internal Staffing Coordinator is made aware of the matter if Heather is not contacted 1st. Heather is immediately made aware of any matters that are escalated. Depending on the issue at hand, AccuStaff will address that matter directly with our NYS contact and discuss a plan of action including coaching and counseling up to termination.</i>
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.	<i>AccuStaff is committed to successfully placing talent with NYS agencies every time, however, if an AccuStaff employee is deemed unsatisfactory, AccuStaff will provide coaching and counseling at the request of NYS and upon recommendation by AccuStaff. If coaching and counseling is not an option, then AccuStaff will replace our talent within 24 hours or such a date deemed satisfactory to NYS.</i>
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.	<i>We do not have a published quality assurance program, however, to ensure that all of our clients get the best service and candidates available, we keep an open line of communication with managers and site supervisors. We use our internal audits to monitor attendance and feedback to provide performance evaluations. We address any issues in a timely manner to ensure all parties are satisfied. Providing the highest level of client and talent satisfaction is our prime goal.</i>
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.	NA
16	What is your current fill ratio?	<i>AccuStaff's current fill ratio is 92%</i>
17	What is your current turnover rate for your temporary workers?	12-20%
18	What type of programs do you have to limit absenteeism and turnover?	<i>AccuStaff expects its talent to commit to the scheduled hours stated upon acceptance of the job offer. We encourage our talent to keep time off to a minimum and schedule appointments outside of working hours. We offer our talent flexibility with hours/days, when available.</i>
19	What is your current absenteeism rate for your temporary staff?	<i>Approximately 3% excused absences</i>
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	<i>AccuStaff takes the time ensure that our talent's interest in available positions is concrete so that they can do the job tasks and more importantly enjoy their job to mitigate them looking elsewhere. We include in our discussions what is expected, geographic area, office setting i.e.; lunch room onsite, vending on site, office cubicles, open work room etc. Ensuring that they will commit to their assignment barring any circumstances out of their/our control. AccuStaff has had great success in placing long-term talent at NYS assignments!</i>
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).	<i>AccuStaff has never had to engage in partnering with a sub-contractor thus far in it's 23+ years working with NYS to fulfill it's temporary staffing needs. AccuStaff does have in its SDVOB Utilization Plan 2 subcontractors that, when needed, we partner with. AccuStaff has a seasoned internal staff that is knowledgeable and experienced in filling any awarded RFQ's.. Our most senior staff members have more than 75 years of combined staffing experience.</i>
22	What are your recruitment policies?	<i>We recognize that each client has unique elements to each role. We strive to tailor our staffing model on an ongoing basis to the needs of our clients. Our strategy incorporates advertising in a wide array of online job boards, obtaining referrals from AccuStaff talent using our Referral Bonus program, as well as, sourcing from outside resources. AccuStaff has invested in new recruiting technology elements such as Logic Melon which allows us to advertise roles in more places, drawing a wider net of candidates. Logic Melon allows AccuStaff to post to National job boards (CareerBuilder, Monster, Indeed and Zip Recruiter) as well as select regional job boards (more quickly and efficiently) to maximize our recruiting voice. This increased exposure, connected to our convenient online application system, will allow us to capture an ongoing pool of candidates for your positions, in addition to sourcing candidates outside of postings.</i>
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.	<i>AccuStaff has been servicing NYS procurement contracts since 1998. Prior to the current contract, AccuStaff was the Primary Vendor of the Administrative Services Contract. At that time, AccuStaff transitioned 80-100 temporary employees from various vendors to AccuStaff. AccuStaff is primarily electronic which enables us to get temps transitioned quickly and easily. Our internal staff is equipped to guide any transitioning employees that may have any questions and or concerns. We work overtime to ensure the transition is comfortable for all parties.</i>