ATTACHMENT 5 - BIDDER INFORMATION QUESTIONNAIRE

Solicitation Specific Questions

Bidder Name:	**Tryfacta, 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.	Tryfacta, Inc. has provided similar services for the last 25+ years to local, regional, state government, and commercial clients all across the United States. We support our clients in IT, Non-IT, Administrative, and Healthcare domains. Below, we have discussed our selection, screening, and hiring process in detail. Tryfacta has a rigorous process of selection, screening, validating, and qualifying candidates. We carefully evaluate and select suitable candidates for the Client's position. Multiple staff members interview each prospective candidate to ensure the best candidate we choose for our Client. Our recruiters conduct first-level screening by juxtaposing a job description with our exhaustive question bank to screen the candidate appropriately. Tryfacta's proprietary question bank includes thousands of questions across all kinds of technologies, skillsets, and domains. Our recruiter verifies the contents of a resume for authenticity by conducting reference checks and a thorough H.R. evaluation under an interview. Following this, our Recruitment Manager conducts an overview and candidate assessment. Depending on the skill set and level of experience, he calls upon the Screening or Subject Matter Experts to conduct a thorough interview of the candidates to understand a client's requirement. Once the Screening Experts clear a candidate, our Recruitment Manager works a final round of discussion with the candidate before forwarding his resume to the Account Manager. The Account Manager then conducts his assessment of the candidate's fitment vis-à-vis a client requirement, considering the feedback (documented in prescribed formats – at all levels) he receives from the Recruiter, Recruitment Manager, and the Technical Screening Expert. Only once the Account Manager is delighted with a resume is presented to the Client.
		Tryfacta currently partners with Criteriacorp [https://www.criteriacorp.com/], a leading online provider of web-based pre-employment testing services. Our testing partner is a leader in pre-employment Aptitude, Personality & Skills Tests. We have chosen this partner because besides providing computer and application tests in Computer Literacy and Internet Knowledge Test (CLIK), M.S. Excel, Word, PowerPoint, Access & Visio, they also offer competency tests for over 100 Job Classifications. Currently, for some of our clients, these tests are administered remotely. For other customers, they are distributed onsite in our Computer Laboratory under the presence of a Testing Proctor. We always validate that the candidate has the required skills and experience necessary for the position. Our recruiting team will do a deep dive into the candidate's expertise and deliverables and ask quick-fire questions related to their skillset. Ensuring the proper qualifications of prospective support team members is paramount. Tryfacta employs a meticulous screening process, combining our understanding of the environment, customer, and requirements with our staffing organizations' relevant experience. Our recruiting team has ample experience supporting government operations, ensuring we staff the needs with personnel who meet the stated requirements, bring the right experience and qualification requirements. Tryfacta utilizes a rigorous screening approach to ensure prospective employees have the proper qualifications. Prescreening oExecute a comprehensive prescreen that confirms motivation, salary, skill level, clearance, and potential. oTeam fit for client culture. oProvide Tryfacta overview and explain benefits. oEvaluate general aptitude.

		oTeam fit for client culture. oProvide Tryfacta overview aoTeam fit for client culture. oProvide Tryfacta overview and explain benefits. oEvaluate general aptitude. Skills Evaluation oCriteriacorp (Skill Proficiency Profile Testing) / Online Test. oInterview - Conduct detailed interviews based upon the Client's requirement. oCheck effective communication, creativity, analytical thinking, problem-solving, and leadership skills. oPrepare the feedback form by filling results of the interview. Target Interview Objectives Our critical objectives of the interview process are to find resources that match with the OGS' requirements and have the following competencies: oThe ability to quickly grasp the OGS's mission and culture. oExpertise with matching or exceeding100% of required skills. oBehavioral questions to gauge capabilities and also factors such as interpersonal skills, values, and team skills oTechnical Quickfire/ Gotcha questions related to the job duties to assess competency and knowledge oGood analytical and proven success in career
		oVerifies the information obtained through application form and tests. oHelps obtain additional information from the applicant otherwise not available. oGives the candidate necessary facts and information about the job and the organization. oHelps establish mutual understanding between the company and the candidate and build a mutual understanding. Our actual screening process is quite intense oEach submission has processes that authenticate the candidate's years of experience via documentation analyses and research on professional networking sites. oWe technically screen candidates via "Technical Quick Fires." These questions will be based on a specific role or area of the specialty of the resource. oEach candidate that will be submitted also goes through a Quality Control process; if there are any red flags or concerns, we take the candidate out of the pipeline. In this process, we will do a quick validation that all education and license, and certification requirements are completed
		Below are sample "Quick-Fire" questions that our Technical Recruiters use for vetting Electricians. Electrician [3+ Years' Experience] Technical "Quick-fire" performed by Tryfacta Technical Recruiter Questions 1.What safety procedures do you follow to protect yourself from electrical accidents? 2.What do fuses and breakers do, and how are they different from each other? 3.As an electrician, do you specialize in any particular area of this field? 4.While working on a team project, what would you do to solve a fellow electrician's disagreement 5.What electrical projects have you done in the past two years? Which ones have been your favorites? Why? We qualified candidates and submitted them to the account manager based on their experience, skills, certification, quick-fire questions, and other factors. The account manager does a final call with the candidate and submits the shortlisted candidate to the Client.

2	What are your testing, training and orientation programs for temporary workers?	We have gained 25+ years of capability in providing staffing services to all government and commercial clients. Our current team includes 12 Principals, 95 Direct Full Time Employees [HR, Sales, Marketing, Finance, Delivery & Recruiting, IT)/ Tryfacta Administrative Staff, and 967 Subcontractors on Client Engagements. Tryfacta has an established organizational structure specific to the OGS's Staffing Services. Tryfacta has served and continues to serve the various local, state, and commercial clients on contracts of similar size and scope as the OGS. Our Account Representatives have worked together extensively, providing contract/Account management support to many clients. This team has displayed excellent account management acumen in skillfully managing cross-functional teams, providing leadership to technical and business experts, and liaising with client representatives, all by keeping customer satisfaction top priority. To build a successful partnership with OGS, Tryfacta will assign an account management team comprising Arman Dhar as the Account Manager (Primary point of contact) and Adesh Tyagi as a Backup Account Manager Praveen Bandi as Recruitment Manager for this contract. Ratika, as the head of the PMO/CEO, will have overall authority on the contract and will remain connected with the OGS contracting officer and contract officer representative (CO/COR) through the Account Management Team. Under the Supportive Management Office, Yamina Rais will take the responsibility of Human Resource Manager. Deepak Kanyal, with his rich financial experience, will act as an Accounting Executive, and Manyu will be the Customer Support Representative for this contract. Thus, the OGS can rest assured that it will always have the fullest and most responsive attention from Tryfacta. Tryfacta's policy mandates that our Account Managers meet at least monthly with each hiring manager to ensure that expectations are being met proactively and ensure that potential risks are identified and dealt with before they become issues. They also ensure that a strong communication channel gets built so that the hiring manager feels comfortable reaching out to them at any time.
		Tryfacta is proposing the service of an alternate or backup account manager who will be responsible for working with the primary Account Manager on the OGS's requirement in case the primary Account Manager is unavailable (due to vacation, leave of absence, attendance at a conference, a day off, etc.), all the communication and management of the contract will be managed by the alternate Account Manager without any uninterrupted services. Based on the inflow of work, we can expand the human resources required to support the OGS and workflow as we utilize an agile-based Shared Support Services Model. Testing: Tryfacta currently partners with Criteriacorp [https://www.criteriacorp.com/], a leading online provider of web-based pre-employment testing services. Our testing partner is a leader in pre-employment Aptitude, Personality & Skills Tests. We have chosen this partner because besides providing computer and application tests in Computer Literacy and Internet Knowledge Test (CLIK), M.S. Excel, Word, PowerPoint, Access & Visio, they also offer competency tests for over 100 Job Classifications. Currently, for some of our clients, these tests are administered remotely. For other customers, they are distributed onsite in our Computer Laboratory under the presence of a Testing Proctor.
		Relevant medical license verification process: We utilize the State of New York two government agencies' websites to verify licensure and/or accreditation information per the position's requirements. These agencies are the New York State Education Department and New York State Department of Health websites. After visiting these websites, we can filter and search prospective candidate medical/ professional license information using the following filters. oSearch by name within a profession: oSearch by license number within a profession: oSearch for permits, by name: oSearch for Pharmacy Establishments, by Name or Registration number: oSearch for Professional Business Entity, by Name: http://www.op.nysed.gov/opsearches.htm#licno https://www.health.ny.gov/professionals/doctors/conduct/license_lookup.htm 1)Relevant professional credentials, certifications, and expertise of temporary staff candidates: At the time of candidate initial level screening, if the candidate looks a good match and have required medical/ professional license/ certificate for the Client requested position, our primary resume sourcing expert asks for the updated resume and checks below mentioned details: •Education Details: Years of passing, degree/ certifications, institution name, and passing country name, etc. •Employer Details: Client name, location, project start, and end date. If there is an employment gap, then the reason for that gap, etc.

		•References: We ask for a minimum of three references from previous companies, including direct reporting manager/ lead name, phone, and official email address. If our resumes sourcing expert finds missing information in the candidate's resume, immediately connect with the prospective qualified candidate, ask for the missing data, and update accordingly. After receiving all the information, our sourcing experts verify a candidate's claimed years of experience with education and previous employers' details. If satisfied with all the claims, including years of experience and education, then forward it to the second screening level. In second-level screening, the lead recruiter verifies all the relevant years of experience and medical licenses/ certificates and asks job-related questions according to the received answers. Prospective candidates either fail or pass. If they pass, move to the next round of profile screening. In the third level of candidate screening: The Account Manager checks all the details, and if he feels all the details are correct and the prospective candidate looks qualified for the Client requested position. The account manager schedules an in-person interview for local resources. If the candidate is non-local or unavailable for the in-person interview, ask for either telephonic or online interview mode (Skype/ Team meeting/ Google meeting, etc.). Based on the high level of interview questionnaires, if the account manager feels that the candidate is qualified and meets all qualifications, including years of experience, requested degrees/ certifications and, medical licenses needed to perform the duties. Then account manager submits the profile for client review.
		All the three-level screening mentioned above our team completes within the Client received deadline. After conducting complete screening, our team presents the most qualified and best match resumes for the client review and provides all kinds of coordination (responding to all the queries, interviews, etc.) Training: Tryfacta, Inc provides all kinds of the necessary training required to perform the daily work activities. To provide training to the employees. We follow the below-mentioned methods of training. oE-Learning oSimulation employee training oCoaching or mentoring oInstructor-led training. Following any of the above training methods, we provide training like Timesheet Management Training, Induction or Orientation Training, Job Training, Safety Training, Remedial Training, Refresher Training or Retraining, and Technical Skill Enhancement Training. Below, we have provided a general description of training and support we provide: •Timesheet Management Training: Tryfacta provides timesheet management training to its employees. We train our employees to maintain employee project timesheet; Daily task report project-wise; work status and comments on work; Track daily work time; Total working hours' calculations; Edit timesheet record; Monitors attendance and login time etc.
		•Induction or Orientation Training: Introducing a new employee to the organization's environment comprising of day-to-day functioning, products, services, rules, and regulations. Our purpose of such training is to reduce the nervousness of a new employee, by making them accustomed to the working environment. It also means giving a fair idea to the new employee about what he is supposed to do in the organization. •Job Training: This training is job-specific and is given to the employee who must perform that job. Under this training, the information about the tools and technology, the process, methods to be used, the safety measures to be undertaken, etc., are explained by Tryfacta. Through this training, our employee develops the confidence and the necessary skills that enable him/her to perform his job effectively and efficiently. •Safety Training: Safety training is given to the employees to minimize the number of accidents caused due to the handling of machines or other equipment. Under this training, the employees are given safety instructions on using machinery and other dangerous devices. •Refresher Training or Retraining: The retraining or refresher training is given to the old employees to improve their efficiencies. They are introduced to the new methods and technologies that would increase productivity and reduce the monotony of their daily work. •Remedial Training: This training is given to overcome the shortcomings in the behavior and performance of old employees. Due to the invention of technology, the employees may resist accepting the change and cause a disturbance in the organization. Therefore, such training is given to understand the importance of change and its necessity in its operations.

		•Technical Skill Enhancement Training: Tryfacta is committed to providing its employees with professional training opportunities and access to the latest developments in technology. Every employee is equipped with a skill enhancement guideline based on the employee's stream of experience. The guide identifies: oConferences to attend. oOnline course of the undertaking. oCertification courses to undertake. oTimetable for offered In-house training oCustomized plan based on training required for a client project
		Orientation Introducing a new employee to the organization's environment comprising of day-to-day functioning, products, services, rules, and regulations. Our purpose of such training is to reduce the nervousness of a new employee, by making them accustomed to the working environment. It also means giving a fair idea to the new employee about what he is supposed to do in the organization. We share all the information we receive from solicitation documents, clients' meetings, login/ logout process, dress code of agency, timesheet filling, and other rules and regulations that the selected consultant needs to follow. We also provide detailed information about the standard holidays, 401 K plan, performance bonus, project completion bonus, free training in respected fields, and other benefits offered by Tryfacta. This information and our Handbook, Policies, and Procedures are shared during the onboarding process, which is done online. The employee must review each document and take a quick test to complete the onboarding process. Finally, we also maintain all the Policies, Guides, and handbooks on a SharePoint site so the employee can access them at any time.
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.)?	At Tryfacta, we have a well-defined and documented background investigations and criminal check policy. Under this policy, candidates are subjected to compulsory pre-employment background checks and criminal checks depending upon the Client's requirement. The candidate will be notified and required to sign a consent and authorization form. We will notify our Client in writing regarding the result of the background checking conducted for a candidate. The candidates are successfully clearing the background check to proceed to join the client project. Candidates can be screened pre-hire, pre-offer, pre-joining, post-offer, or post-joining. In addition to our thorough screening, we rely on third-party vendors like USAFact, HireRight, Karmacheck, Sterling, Intelius, and Cleves Research to perform checks against public databases. It starts when the candidate submits the duly filled background verification (BGV) form and supporting documents. The BGV form also contains the self-declaration, binding the candidate's employment in that organization subject to positive clearance of all the checks. •The candidate signs the Letter of Authority, empowering the Tryfacta to carry out relevant checks. In turn, Tryfacta itself or gives the criteria decided when signing the contractual obligation. LOA to the BGV agency to carry out the verification process. •Also, not necessary for all the checks to be done to the candidates. It varies on the Client requirement, the industry it pertains to, the candidate's profile, nature of work, etc. The BGC [Background Check] agency customizes BGC packages for our Client's requirements. They offer a wide range of verification services from employment, education, criminal, SSN validation to Drug tests and Identity checks, to name a few. The BGC process, from the time it is initiated to completion, takes around seven days (considering a basic package of 7 years employment, highest Education, Criminal history, etc.). The timeline may differ depending on the package being set up. Initiating a BGC is very simple; we have to enter the candidate's name and email address in the agency portal.
		A link is automatically sent to the candidate to fill in all the information and submit it. The BGC firm also collects the authorization to initiate the BGC from the candidate. The BGC firm will contact the candidate to collect any additional information/document required for the verification throughout the process. As soon as the candidate hits "Submit" after filling in the information, we can see the progress of the BGC in real-time and keep the Client updated. We get a notification every time a BGC is initiated and completed. We can download the report and share it with the Client when required. All the BGC reports are uploaded to our company's internal database system and can be produced at any time needed for a future date. A generic Background Screening package includes - Social Security Number (SSN) validation - Address history for the past seven (7) years - State & County Criminal History - National Criminal Background Check - Sex offender record check - Employment verification - Education verification - DMV Check - Credit Report (if needed).
4	Do you agree to perform the background checks as identified in the Solicitation as requested?	Yes, we have carefully reviewed all the background checks identified in the solicitation document "Attachment 11 background check," We perform all these background checks for our selected temporary employees.

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?	Our Account Manager gathers weekly, monthly, quarterly, and yearly feedback from the Client's point of contact. Based on the performance feedback and timely project completion. We provide performance appraisals to the employees in the form of hikes on the current hourly rates, free access to the training program, and many other benefits developed by the H.R. Department. In case if we are receiving any complaints about candidate behavior, performance, or any other. Our account manager
6	Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.	We use regular reporting mechanisms to ensure quality assurance, customer satisfaction, and performance measurement. It is a two-way flow of information for effective personnel management. The communication process will consist of weekly/monthly status reports, project status meetings, and periodic face-to-face project reviews. Our Account Manager regularly follows up with our consultants to obtain the required information. The performance will be measured at the individual, task, and project levels. Practices and performance levels are defined as either management – measures performed by the Account Manager to oversee and coordinate work – or measures performed by Tryfacta Staff. Tryfacta measures service quality using defined quantitative and qualitative methods established with and agreed to by the customer and monitored and managed using automated and manual tools that provide Tryfacta management real-time visibility into our processes and ongoing work. Tryfacta maintains its standards of excellence through a variety of reporting methodologies to measure the effectiveness of services, including: •Performance Surveys—The Client will have the opportunity to gauge Tryfacta on our performance concerning our responsiveness on job orders, the selection of contractor personnel relevant to the assignment, and communication levels between the Client and Tryfacta. •Service Reports—Results from various quality reviews will be compiled and presented to the Client, providing statistical information regarding job orders received versus job orders filled ratio and average response time. The data will be reflected in informative graphs and charts that display satisfaction and performance levels and other measured parameters. These reports can be provided weekly, monthly, or any other period that the Client may desire. •Employee Assignment Satisfaction Surveys—Measure the satisfaction level of our current working personnel at client work locations. This tool assists our Employee Monitoring Program to allow proactive measurement activities to minimize turnovers and our placements' overall quality.
		•Employee Exit Interview Surveys—Measure and probe the reasons behind assignment separations from the employee's perspective. This information is shared with customers to minimize the turnover and create assignment longevity from our personnel. Client Reviews & Feedback: Levels of Client satisfaction will be monitored and reviewed regularly to identify trends and opportunities for continuous improvement. Client satisfaction will be measured using the following processes: •The first-day calls are made to the Client on the first day of every new assignment for temporary contractors and on the start date of each placement to ensure that the Candidates have arrived punctually and are settling in. •End of week calls are made to the Client at the end of the first week of the assignment for temporary contractors, and once the first week of work has been completed by Candidates who have been placed to confirm performance is meeting the Client's expectations. These calls also enable Tryfacta to identify and resolve any issues at an early stage. •Ongoing communication with the Client to confirm that performance meets the anticipated standards. •The end of the probationary period calls to ensure that permanently placed Candidates continue to perform to the required standards and that they have completed their probationary period successfully. The above calls/visits will be logged on the company's database, and feedback obtained from this process will be recorded and reviewed on a Monthly/quarterly basis to support continuous improvement.

		Candidate Feedback: Candidate feedback calls will reflect the Client calling/visit schedule detailed above for Clients to ensure that each candidate is settling into the new assignment/job successfully and that any problems or issues are identified and resolved quickly. Candidates are encouraged to visit the company's offices to build relationships with staff and provide constructive feedback and suggestions. Staff Feedback: Tryfacta will ensure that all staff are involved in the process of evaluation and planning for improvements based upon feedback from questionnaires, reviews, monitoring, complaints, and/or comments. Staff feedback will be secured through: •Weekly staff meeting to review the preceding week's performance and share relevant information and updates. •Monthly review meetings with Account Managers will follow an agreed schedule, including reviewing performance against set targets/objectives for the period, identifying any support required by staff members, and setting targets/objectives for the forthcoming period. •Formal annual appraisals are designed to provide an objective view of performance. These will include discussing training needs with the staff member and agreeing on measurable targets/objectives for the forthcoming year. Staff is encouraged to share their views and identify the support and training they require to achieve their targets and objectives and receive feedback from Line Managers. The above review process supports succession planning, talent management, and career development.
		Complaints Process: There may be occasions when a particular issue needs to be raised and handled formally. Formal complaints will be logged, recorded, and resolved using the formal complaints and escalation procedure. All formal complaints will be analyzed and reviewed every quarter to identify trends and inform the company's continuous improvement process. Tryfacta ensures to resolve any issue that may arise with the OGS. We focus on the below steps to resolve the issue that occurs during the process: 1.Identification: Issue and action item identification occurs throughout the project's life cycle. If there are any disagreements or issues with the requesting agencies, these can be identified in the meetings. 2.Validation and Prioritization: The Account Manager reviews the issue and checks the issue database to ensure the item does not already exist and provides the desired resolution or concern is worded. The manager will discuss the item's priority, confirm the assignment, and establish a due date. 3.Issue Analysis: The assigned staff member performs the required analysis to complete the issue. The assignee updates the issue database with periodic status. 4.Tracking and Reporting: The Account Manager monitors the issue database to document new issues and resolve items. Assignees are required to update the item's status in the issue database. 5.Escalation Process: The Escalation Process will be used to ensure critical issues are raised soon enough to prevent undesirable impacts. The concerned agencies and managers are informed and involved in critical decision-making. The Account always strives to make decisions and address issues at the lowest possible level.
		Quality Assurance Surveys Tryfacta maintains its standards of excellence through a variety of quality assurance surveys, including: •Performance Surveys—The OGS and hiring managers will have the opportunity to gauge Tryfacta on our performance concerning our responsiveness on job orders, the selection of contractor personnel relevant to the assignment, and communication levels between the OGS and Tryfacta. •Service Reports—Results from various quality reviews will be compiled and presented to the OGS to provide statistical information regarding job orders received versus job orders filled, replacement ratio, and average response time. The data will be reflected in informative graphs and charts that display satisfaction and performance levels and other measured parameters. These reports can be provided weekly, monthly, or any other period the OGS may desire. •Employee Assignment Satisfaction Surveys—Measure the satisfaction level of our current working personnel at client work locations. This tool assists our Employee Monitoring Program to allow proactive measurement activities to minimize turnovers and our placements' overall quality. •Employee Exit Interview Surveys—Measure and probe the reasons behind assignment separations from the employee's perspective. This information is shared with customers to minimize the turnover and create assignment longevity from our personnel.

7	What process do you follow to ensure the proposed resumes meet your client's request?	We follow the below-mentioned process for checking candidate qualifications for the client positions. Relevant professional credentials, certifications, and expertise of temporary staff candidates: At the time of candidate initial level screening, if the candidate looks a good match and have required certificates, years of experience on all the skills as requested by the Client position, our primary resume sourcing expert check those details and asks for the updated resume and checks below mentioned points: •Education Details: Years of passing, degree/ certifications, institution name, and passing country name, etc. •Employer Details: Client name, location, project start, and end date. If there is an employment gap, then the reason for that gap, etc. •References: We ask for a minimum of three references from previous companies, including direct reporting manager/ lead name, phone, and official email address. If our resumes sourcing expert finds missing information in the candidate's resume, immediately connect with the prospective qualified candidate, ask for the missing data, and update accordingly. After receiving all the information, our sourcing experts verify candidate claim years of experience with all the educations and previous employers' details. If satisfied with all the claims, including years of experience and education, then forward it to the second screening level.
		For medical position relevant license verification process: We utilize the State of New York two government agencies' websites to verify licensure and/or accreditation information per the position's requirements. These agencies are the New York State Education Department and New York State Department of Health websites. After visiting these websites, we can filter and search prospective candidate medical/ professional license information using the following filters. oSearch by name within a profession: oSearch by license number within a profession: oSearch for permits, by name: oSearch for Pharmacy Establishments, by Name or Registration number: oSearch for Professional Business Entity, by Name: http://www.op.nysed.gov/opsearches.htm#licno https://www.health.ny.gov/professionals/doctors/conduct/license_lookup.htm
		In second level screening: The lead recruiter verifies all the relevant years of experience, medical licenses and asks job-related questions according to the received answers. Prospective candidates either fail or pass. If they pass, move to the next round of profile screening. In the third level of candidate screening: The Account Manager checks all the details, and if he feels all the details are correct and the prospective candidate looks qualified for the Client requested position. The account manager schedules an in-person interview for local resources. If the candidate is non-local or unavailable for the in-person interview, ask for either telephonic or online interview mode (Skype/ Team meeting/ Google meeting, etc.). Based on the high level of interview questionnaires, if the account manager feels that the candidate is qualified and meets all qualifications, including years of experience, requested degrees/ certifications and, medical licenses needed to perform the duties. Then account manager submits the profile for client review. All the three-level screening mentioned above our team completes within the Client received deadline. After conducting complete screening, our team presents the most qualified and best match resumes for the client review and provides all kinds of coordination (responding to all the queries, interviews, etc.)

8	How do you schedule engagements?	Immediately upon award notification received from the OGS. Tryfacta will conduct an orientation briefing at a mutually agreeable date and time. The meeting's purpose is to introduce the key team members, explain their roles, review the communication ground rules, set expectations, and ensure a common understanding of the sub-task requirements and objectives. Our Account Manager (Arman Dhar) will address any questions; identify points of contact; review and identify any government-furnished equipment, material, or information required; and review our current Account management processes for any recommended changes or improvements. Specifically, we: •discuss our approach for managing the contract, generating related documentation, and achieving successful milestone exits, •discuss our approach to supporting compliance with the OGS's processes, and •discuss how effective account management will lead to attaining OGS to operate on schedule and within budget. Timeline: Day 1 Activities: Upon award, Tryfacta will conduct an orientation briefing at the OGS facility/online at a mutually agreeable date and time. •The meeting's purpose will be to introduce the key team members, explain their roles, review the communication ground rules, set expectations, and assure a common understanding of the sub-task requirements and objectives. •We will identify current and potential problems. •Our Account Manager addresses any questions; identifies contact points; reviews and recognizes any OGS furnished equipment, material, or information required; and reviews our current account management processes for any recommended changes or improvements.
		Specifically, we: oDiscuss our approach to managing the contract, generating related documentation, and achieving successful milestone exits. oDiscuss our approach to supporting compliance with the OGS's processes, and oDiscuss how effective account management will lead to achieving OGS to Operate on schedule and within budget. Responsibility: OGS and all stakeholders Result: •Develop goals for optimum execution of the contract. •Allow stakeholders to understand the milestones, risks, assumptions, and constraints of the project. •Create a well-connected relationship and communication among the team members, OGS, and stakeholders. •Remove any obstructions that might occur during the program's execution by making everything clear, explicit, and unambiguous. •Develop Approach and Compliance Timeline: Day 1-3 Or Upon request Activities: The work is initiated as soon as we get the staff requirement from the OGS. Along with sending the acknowledgment to the OGS, staffing requirements will be immediately entered into our Applicant Tracking System. •Immediately activate the recruitment team of at least 20+ recruiters to hire staff. •2 phase staff interviews on call and forward resume to the H.R. team.
		•Get ready on bench candidates for joining. •Set up and assigned 24X7 Response team. Responsibility: Account Manager, Recruitment Manager, Recruitment Team, and H.R. Team Result •Recruit staff. •Trained Staff and knowledge exchange •Start Program activities Timeline: Day 2 – 6 Activities: •E-On-boarding of candidates, no hard paperwork is required. •Provide training to the 24X7 response team. •Other Joining formalities Responsibility: Account Manager and H.R. Team Result: •Setup 24x7 response team •Online and immediate paperwork

		Timeline: Day 2-6 Activities •Training to the staff. •Regular follow-up with the staff. •Update training material (if required). •Staff Orientation & Background Check (if). Responsibility: Account Manager and H.R. Team Result: •Trained staff •Training Material •Verification of the staff Timeline: Day 6 – 7 Activities: Follow-up with the staff. •Replace if any staff is no more for the position. •Reconfirm staff training & orientation. •Confirm staff members for project activities. •Hire buffer staff for emergency Responsibility: Account Manager and H.R. Team Result: •100% of the staff is ready for the program implementation. •Backup staff available for replacement immediately.
9	Do you have an electronic system for scheduling? If yes, please describe.	Tryfacta, Inc has taken a subscription to CEIPAL ATS, and we have customized it as per our uses. It is handing candidate schedule engagement and taking care of the complete recruitment process, starting with receiving client requirements posting on our internals and externals portals integrated with it like Tryfacta career page, Dice, Monster, Career Builder, etc. We also track how many candidates our team has submitted internally against the client positions and how many candidates are qualified to submit and rejected with reason. We only submit those candidates to the end client who meets the Client's mandatory requirements, including all the licenses, certificates, and skills set as per the client requirement. After candidate submission, we enter that information for the candidate profile if we receive any feedback. If a candidate is selected, we do all kinds of background & drug checks as per the position and submit that report to the Client and attached with the candidate profile on CEIPAL ATS. After client review, once we receive candidate onboarding details, we do candidate orientation and discuss all the rules, regulations, policy, and other significant information needed to perform candidate duties, and per the scheduled date, we onboard the candidate on the contract. In this complete process, our account manager is constantly in touch with all the parties and ready to provide all kinds of support needed to provide the Client's services. Tryfacta agrees to accept orders through the OGS ordering system (if any).
10	What processes do you use to ensure seamless service by subcontractors to NYS?	We have identified Universal Staffing LLC as our SDVOB subcontracting partner. This company has gained more than 13 years of experience in providing similar services to local, state, and commercial clients all across the United States. We have discussed more details about the project, scope, and goal set by the OGS with Universal Staffing LLC, director MD All UZ Zaman. Upon award, our Account Manager (Arman Dhar) will connect with him and work collectively to provide services on time and within budget. Below, we have discussed our methodology in working on this contract. Once we receive the OGS requirement, our account manager will follow the below process: - oOur account manager will fetch and gather information about the requirements and check what information is required to deliver the project. oThe account manager will schedule a call with our local SDVOB partners and discuss client requirements. oOur local partner and their internal team will source and submit candidates to our Account Manager based on the discussion. oAfter receiving resumes from our partner, our Account Manager and Partner representative will discuss the candidate's qualification and matching ratio. oBased upon internal discussion, our team will submit candidates with all additional information to OGS. oOur Account manager will take care of any query, notification, interview coordination required for this project.

11	How do you maintain and track unallowed and preferred candidate lists for your clients?	Tryfacta, inc. has an in-house database of 5 million qualified professionals resumes from different domains and expertise across the United States. We have also subscribed to portal like Dice, Monster, Career Builder, indeed, etc. and subscribed to healthcare domain portals like NursingJobs.com, Nurse.com, medicalworkers.com, NurseRecruiter, CareerPharm, Glassdoor ZipRecruiter, CareerVitals, Care JobBoard, etc. NursingJobCafe.com, NursingCareerBoard.com, Indeed, HealthJobsNationwide.com, Health eCareers, and many more. As per client feedback, candidate history is stored in our ATS Record, including any past issues, 'unallowed' status flags, etc. Our team also searched and qualified resumes from both internal and external databases of resumes. At the same time, we visit the New York State Education Department and New York State Department of Health to check the professional license authenticity of candidates. Those licenses expire, are suspended, or are banned temporarily or permanently. We discard those profiles as marking unallowed red status flags and never present candidates' resumes to our clients. We only submit qualified candidates with all the licenses and certificates per agency requirements.
12	What is your escalation and resolution policy (in case an issue or emergency arises)?	Our account manager will be in touch with the OGS's point of contact regularly and provide all kinds of support & solutions per the OGS's needs. Apart from this, our account manager will schedule a monthly meeting with the OGS's point of contact to get feedback, suggestions, and other vital information to achieve professional services satisfaction. All the received data will be discussed with our concerned team to help ensure customer satisfaction is achieved. For Tryfacta, Inc., Client satisfaction is the priority. Therefore, we listen to the Client and their expectations carefully and perform all the activities with the motive of achieving the highest customer satisfaction possible. We have a well-organized structure for handling internal problem escalation. In this process, based on the problem encountered, the employee is advised to connect with the related Department like H.R. Department (Timesheet, Salary, leave, etc.), the Finance department related to invoicing, and at the same time keep in the loop the assigned Account Manager. If the problem is solved within 24 hours, there is no need to escalate to the next step. If the problem is not solved within 24 hours, it will be moved to the second stage; here, it will be solved under the President of Tryfacta within a 1 to 48 hours timeframe. If the issue is still not solved, it will move to the 3rd stage, and here it will solve by Tryfacta, CEO. At each step of the problem, our team will notify OGS about the problem's status and when it will be solved. Below, we have provided our authorized contact details to solve any internal or external issues. 1) Arman Dhar, Account Manager (Primary Point of contact) Phone:925-640-3641 Email: arman.dhar@tryfacta.ai
		2) Adesh Tyagi, President (Secondary Point of contact) Phone: 408-893-5500 Email: adesh.tyagi@tryfacta.ai 3) Ratika Tyagi, CEO (Emergency Point of contact) Phone: 925-683-7958 Email: ratika.tyagi@tryfacta.ai
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.	Tryfacta ensures that it would address procedures for the timely replacement of staff if there were a case of unsatisfactory work performance, disruptive behavior in the work environment, ill health, unsuitable work profile for the assigned tasks, and any other reasons involved terminate the assigned staff. Our Account Manager will manage a resume repository of qualified personnel with the appropriate experience, certifications, training, and security clearance to meet task order requirements. If there is a surge or replacement requirement, Tryfacta will ensure that domain knowledge is transferred without loss to continuity of operations. In case of replacements, the Tryfacta replacement process comprises of three policies that are: ● Buffer Policy: Tryfacta holds two or three additional members as a buffer for every project. If a current working member is on leave, then to avoid delays in the project, immediate temporary replacement is carried out from the buffer, should the need arise. ● Bench Policy: Tryfacta provides a substantial reserve of human resources by putting those employees on the required development who have completed their either projects or training and are waiting for some new assignments. ● A pool of Talents: We have access to many talented & skilled resources and are competent to provide immediate replacements.

		Once we receive notifications about a candidate replacement, we will follow the below-mentioned process. ● We will submit equal or more qualified resumes for OGS review for the replacement candidate. ● Once we receive feedback from the candidate, we will arrange an interview (if needed) ● After candidate selection, we will do a background check and submit results to OGS for approvals and start date. ● Once we receive the start date, we will onboard a new candidate and offboard a previously engaged candidate from the project. ● If needed by the OGS authority, we will provide knowledge transfer.
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.	Yes, we have a well-defined quality assurance program. It helps us measure retention, job matching, the performance of Temps on the job. We capture these details in the form of reporting. Below, we have provided detail of a few of the reports. Tryfacta comprehensive reporting capability includes, but is not limited to, ad-hoc reporting, extensive standard reporting, and monthly reporting on several program attributes. Report delivery is in real-time, online, and available 24/7. The reporting is open to the contract administrator, hiring manager, or other contract users. Data delivered is also filtered appropriately to user security permissions as configured by the OGS. Monthly reporting includes the OGS's required reports on all aspects of the contract, including but not limited to requisition management, usage, and personnel performance. Over the past many years, Tryfacta has created many custom quality assurance reports for automatic delivery to clients' users. Tryfacta provides many quality assurance reporting mechanisms that control costs and allow client management teams to focus on critical core business functions. Below, we have listed our Client's most frequently used reports for analysis and reporting of quality assurance programs. Client Report: These are the reports that we use to capture and help in improving our services accordingly. •Active Requisitions Report by Client- We capture the number of active requisitions as the Client's run date. •How many interviews were received with candidate submission: We capture the number of candidates submitted for the open position and how many interviews we have received. •Engagements by Client Report: This report captures the number of offers received and how many candidates joined the client project.
		•Invoice Summary by Client Report: It is used to validate the Tryfacta invoice for a specified Client. •PO Limit Audit Report: Tracks remaining spend on PO for a Client. •Spend by Client Report: Lists spent by PO for an agency for some time. •Timesheet Detail Report: Lists all timesheets for a specified week and highlights those still needing approval •Candidate retention: We track how many candidates we have retained on the contract and improve it. Trend reporting: We capture several other pointers to help provide better services to our clients. •Average Bill Rates: Tracks the bill rates. •Average Candidate Submittals: Tracks the number of submittals for the prior year, six months, and three months. •Average Time to Fill: Tracks the time it takes to fill a position from when it was sent. •Engagement - Candidate Statistics: Provides statistics on engaged candidates - when submitted, score, time to hire. •Length of Engagement: Tracks the tenure of engagements. •Account Management Reports: Description/usage •Active Requisitions Report: Lists all details of all active requisitions. •Candidate Evaluations: Summarizes evaluations entered for engaged candidates. •Chase Report – Detail: Shows active requisitions and candidates submitted. •Chase Report – Summary: Summarizes active requisitions, no candidate detail.
		•Roll Off Report: Lists candidates with engagements ending within 30 days. •Engaged Candidate Report: Lists current engaged candidates and engagement details. •Engagement Budgeted Hours: This shows the hours budgeted for engaged candidates •Engagement End Dates Based on Hours Remaining: Shows engagement end date based on remaining hours rather than the actual end date. Tryfacta keeps all temporary employee records and makes them available upon client request.

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.	We utilize the State of New York two government agencies' websites to verify licensure and/or accreditation information per the position's requirements. These agencies are the New York State Education Department and New York State Department of Health websites. After visiting these websites, we can filter and search prospective candidate medical/ professional license information using the following filters. oSearch by name within a profession: oSearch by license number within a profession: oSearch for permits, by name: oSearch for Pharmacy Establishments, by Name or Registration number: oSearch for Professional Business Entity, by Name: http://www.op.nysed.gov/opsearches.htm#licno https://www.health.ny.gov/professionals/doctors/conduct/license_lookup.htm
16	What is your current fill ratio?	95%
17	What is your current turnover rate for your temporary workers?	Our current turnover rate is 3 %.
18	What type of programs do you have to limit absenteeism and turnover?	We have a well-documented policy that helps us overcome absenteeism. Every employee associated with Tryfacta is mandated to follow this policy. If any employee plans to take leave for more than two days, they must notify their supervisor in two-week advance notice. So that employee's supervisor can manage and assign duties to the other resources. Suppose employees do not inform their supervisor and go on unplanned leave for more than two days without any information or without any solid reason. In that case, Tryfacta takes disciplinary action against the employee. If an employee is taking 1-2 days planned to leave, it is supposed to notify at least before one week in advance notice to their supervisor. Employees are allowed to take medical or any other emergency leave at any time with solid proof of medical and emergency to save from loss of payment and termination. We have overcome our unplanned/ emergency absenteeism and turnover by implementing this policy. We also reward the employees who have more presence onsite and follow all our rules and regulations by providing training/ certification opportunities, Annual Project completion bonus, and Employee Assistance Program. In addition to well-defined policies and expectations on leaves, we do regular check-ins with all our employees to make sure we have open communication channels and at every touchpoint and they understand the expectations.
19	What is your current absenteeism rate for your temporary staff?	4%
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	Tryfacta follows the below-mentioned methods that have proven most successful in maintaining high fill rates and mitigating high turnover rates for a qualified and stable workforce. Tryfacta has a team of 200+ recruiters to source, recruit and select the best available staff for OGS. Tryfacta has access to over 5 million resumes in our pre-vetted resume database, including over 25,000+ resources that are local to New York, which will enable us to meet the requirement. To augment the capability of our recruiters, we have premium accounts of all the popular job websites, such as Monster, Dice; indeed, CareerBuilder, Linked In, etc. Tryfacta will use the following methodology to engage the local staffing market. a)Postings to Internal and External Job Boards: Tryfacta's Applicant Tracking System (ATS) publishes requisitions in real-time on Tryfacta's career website, enabling jobs to be posted seamlessly on the internal job board. Tryfacta's over 3000+ employees can search internal requisitions. Depending on their current assignment term dates, apply online and refer qualified friends and associates for open positions through the employee referral gateway. ATS also helps make external job publishing more accessible and efficient by quickly cross-posting requisitions to internet job boards, driving them back to Tryfacta's corporate career site for applications and entry into the candidate database. ATS provides the ability to cross-post to the most popular third-party internet job search boards. b)Online Job Boards: Tryfacta uses all the standard job boards such as Monster, Dice, LinkedIn, Career Builder, Indeed.com, and Hot Jobs, as well as specialty job boards for niche or highly skilled positions. Our Career Builder account is cross-indexed with several newspapers throughout the nation so that both print and online advertising is created.

		c)Local Employment Posting Papers and Websites: We will be advertising the job positions via local employment posting papers and websites. We understand that many candidates review free employment-related websites (e.g., Craigslist) and papers found in local establishments and many support organizations, missions, and restaurants, and we post on these sources. d)Local Community Colleges & Universities: Many skilled personnel is trained through local community colleges and trade schools. We find that advertising and working with internal employment offices can be an excellent source of applicants who are looking for employment opportunities e)Local Job Fairs: In addition to selected advertising in local media, Tryfacta's recruiting/management team sponsors and participates in regular job fares, hosts recruiting open houses, saturates local markets with recruiting and referral fliers, and works closely with state and local job assistance agencies to ensure every possible sourcing option is pursued. Additional examples include multi-lingual job postings and diversity-based referral bonus programs. f)Social Networking Sites: As social and professional networking sites continue to gain popularity, Tryfacta's proactive recruiting strategy maximizes the use of social networking sites such as LinkedIn, Facebook, and Twitter to connect with untapped pools of potential candidates. This medium is also successful in generating referrals.
		g)Local Employee Referrals: One of our best sources of exceptional talent is employee referrals. These are often passive candidates who cannot be found on job boards (have not posted their resume or qualifications). Our employee referral program offers employees a cash reward for referring their friends and associates for a suitable position and eventually placed in. h)Exceptional Support Local Public Employment Organizations: Tryfacta works with organizations that assist special needs personnel. We find hiring special-needs individuals is very beneficial as these candidates tend to be local and dependable. We identify only those appropriate positions and work closely with the organizations to carefully qualify these individuals before submitting them to Tryfacta. We have proven most successful in attracting and retaining a qualified and stable workforce. These policies address various compensation components. Technical and professional training is one crucial element that ensures a stable and talented workforce. Our Training programs allow our staff to enhance skills and obtain multiple professional certifications.
		When combined with a level of pay and benefits offered by Tryfacta, these staff development programs have contributed to a stable workforce with an employee turnover rate significantly less than the industry average. The method of recruiting and retaining such a workforce combines competitive salaries, benefits, and individual recognition to contribute to mission success. The following is a list of the other primary methods employed to retain staff members, followed by a brief description of each item. Our management focuses on these areas to promote overall staff retention: •We are providing supportive management, Individual career development Plans. •Timesheet Management Training, Induction or Orientation Training, Job Training, Safety Training, Refresher Training or Retraining, Remedial Training, Technical Skill Enhancement Training •Competitive salaries, Competitive benefits package •Quarterly Employee Newsletter, State-of-the-artwork environment, etc. We have tried and tested the approach to retain resources by providing the below-mentioned benefits. •Best salary as per the market demand. •Medical, Dental, and Vision Insurance
		•401k plan •Opportunities for personal & professional growth. Our training partners provide continuous professional training and discounts for coursework and certifications [Edureka.com]. •Employee recognition programs. •Individual development plans. •Frequent status meetings and regular check-ins to understand/resolve issues. •Quarterly Employee Newsletter. •10 Standard Annual Holydays •Sick leave •Maternity Benefits •Parental Leave •Retention bonus. •Annual Project completion bonus. •Employee Assistance Program

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).	Tryfacta, Inc. has gained expertise in providing similar services to local, regional, and state governments organization in more than 35 states across the United States. We have a qualified team of 200+ recruiters, screening experts, Hr, Finance executives, and account managers. These team members help in providing on-time resources to our clients. As per the client goals set for the project, we have worked with multiple subcontracting partners. Below, we have discussed our approach in selecting these partners. •According to the Client subcontracting partners' directories, we reach out to the subcontracting partners via emails. As per the responses received by these companies, we check their years of experience in providing similar services, ask for capability statements and a few project details that are similar to the scope of work, and copy of diversity certificates as per the Client. •We do a detailed discussion about the clients, scope of work, period of performance, location of work, etc. Based on all the meetings, we signed a contract as per the contract goals set by the clients. •Once we receive the contract award notice, we complete all the documentation and notify our subcontracting partner about it. •Once we receive the client position, we check their candidate availability if the subcontracting partner agrees to provide services on those positions. At the same time, we find resumes for the jobs. If we received any resumes from our partners, we collectively discussed all the candidates, and as per that, we submitted the most qualified resumes for client consideration. •Our account manager takes care of all kinds of coordination needed to complete the project and coordination with all the parties.
		•We have identified Universal Staffing LLC as our SDVOB subcontracting partner for this project. This company has gained more than 13 years of experience in providing similar services to local, state, and commercial clients all across the United States. We have discussed more details about the project, scope, and goal set by the OGS with Universal Staffing LLC, director MD All UZ Zaman. Upon award, our Account Manager (Arman Dhar) will connect with him and work collectively to provide services on time and within budget.
22	What are your recruitment policies?	Tryfacta is an equal opportunity employer and makes employment decisions based on merit. We want to have the best available person in every job. Tryfacta policy prohibits unlawful discrimination based on race, color, creed, gender, religion, marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state, or local laws. This policy also prohibits unlawful discrimination based on the perception that anyone has those characteristics or is associated with a person who has or is perceived as having those characteristics. All such discrimination is unlawful. Tryfacta is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in company operations and prohibits unlawful discrimination by any employee of Tryfacta, including supervisors and coworkers. We appointed an account manager to every Client, a single point of contact to coordinate with all services. On this contract, we have assigned Arman Dhar to work as Account Manager and provide services within the given timeframe to OGS. Below, we have discussed the approach and policies. •Initiate: The work is commenced as soon as we get any staffing requirement from the Client. Along with sending the acknowledgment to the Client, the staffing requirement is immediately entered into our Applicant Tracking System (Ceipal). •Assign: Based upon the staffing request received from the Client, our Account Manager understands the job requirements. It includes understanding the project requirements, SOW, environment, qualification, experience, mandatory and desirable skill set requirements. The Account Manager drafts a requisition about the needs and submits the requirement in Ceipal. The Account Manager and Recruitment manager assign this requirement to the dedicated recruitment team for the Client.

		•Selection: During the selection phase, the dedicated recruitment team utilizes different sources like Ceipal, an internal pool of staff, proprietary pre-vetted resume database, Diversity portals like (Diversity.com, Jopwell, RecruitMillitary, and iHispano), Resumes shopping portals (Dice, Monster, CareerBuilder, ZipRecruiter, and Indeed), tie-up with Local Employment Agencies and Universities, referrals of the internal employee, and different job portals to find qualified candidates. After sourcing candidates, our account management team and an expert will perform screening and interview coordination with the Client. After getting the Client's approval, Tryfacta will start the background check process and share the reports and other pre-employment documents. •E-On-Boarding: E-On-boarding of candidates is managed by Applicant Tracking System owned by Tryfacta. We will share the candidates' documents with the Client during this phase and coordinate the start date, security check, and other formalities with the Client and candidate. We will also conduct a new hire orientation, ethics training and interact with the employees to educate them about our work culture and benefits during this phase. •Monitor and Control: Our Project Monitoring and Controlling Process group includes the processes to ensure that the project is managed and executed according to the Project Plan. Our dedicated account management team will work with the Client and temporary staff to fill timesheets timely and generate error-free invoices. The team will conduct a regular meeting with the Client to check our proposed employees' performance and different types of feedback. Project Monitoring and Controlling includes tracking, reviewing, and managing the progress and implementation of the project, along with managing changes when required. The Project manager will provide a regular status report to the Client. •Close: Tryfacta closing process includes the formal acceptance of requirement(s) and ending. We archive all activities and document lessons learned. This phase consists of finalizing all activities across all process groups to close the requirement formally. Complete and settle each requirement (including resolving open items and invoices).
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.	Immediately upon award notification received from the OGS. Tryfacta will conduct an orientation briefing at a mutually agreeable date and time. The meeting's purpose is to introduce the key team members, explain their roles, review the communication ground rules, set expectations, and ensure a common understanding of the sub-task requirements and objectives. Our Account Manager (Arman Dhar) will address any questions; identify points of contact; review and identify any government-furnished equipment, material, or information required; and review our current Account management processes for any recommended changes or improvements. Specifically, we: •discuss our approach for managing the contract, generating related documentation, and achieving successful milestone exits, •discuss our approach to supporting compliance with the OGS's processes, and •discuss how effective account management will lead to attaining OGS to operate on schedule and within budget. Timeline: Day 1 Activities: Upon award, Tryfacta will conduct an orientation briefing at the OGS facility/online at a mutually agreeable date and time. •The meeting's purpose will be to introduce the key team members, explain their roles, review the communication ground rules, set expectations, and assure a common understanding of the sub-task requirements and objectives. •We will identify current and potential problems. •Our Account Manager addresses any questions; identifies contact points; reviews and recognizes any OGS furnished equipment, material, or information required; and reviews our current program management processes for any recommended changes or improvements.

		Specifically, we: oDiscuss our approach to managing the contract, generating related documentation, and achieving successful milestone exits. oDiscuss our approach to supporting compliance with the OGS's processes, and oDiscuss how effective account management will lead to achieving OGS to Operate on schedule and within budget. Responsibility: OGS and all stakeholders Result: •Develop goals for optimum execution of the contract. •Allow stakeholders to understand the milestones, risks, assumptions, and constraints of the project. •Create a well-connected relationship and communication among the team members, OGS, and stakeholders. •Remove any obstructions that might occur during the program's execution by making everything clear, explicit, and unambiguous. •Develop Approach and Compliance Timeline: Day 1-3 Or Upon request Activities: The work is initiated as soon as we get the staff requirement from the OGS. Along with sending the acknowledgment to the OGS, staffing requirements will be immediately entered into our Applicant Tracking System. •Immediately activate the recruitment team of at least 20+ recruiters to hire staff. •2 phase staff interviews on call and forward resume to the H.R. team. •Get ready on bench candidates for joining. •Set up and assigned 24X7 Response team.
		Responsibility: Account Manager, Recruitment Manager, Recruitment Team, and H.R. Team Result •Recruit staff. •Trained Staff and knowledge exchange •Start Program activities Timeline: Day 2 – 6 Activities: •E-On-boarding of candidates, no hard paperwork is required. •Provide training to the 24X7 response team. •Other Joining formalities Responsibility: Account Manager and H.R. Team Result: •Setup 24x7 response team •Online and immediate paperwork Timeline: Day 2-6 Activities •Training to the staff. •Regular follow-up with the staff. •Update training material (if required). •Staff Orientation & Background Check (if). Responsibility: Account Manager and H.R. Team
		Result: •Trained staff •Training Material •Verification of the staff Timeline: Day 6 – 7 Activities: Follow-up with the staff. •Replace if any staff is no more for the position. •Reconfirm staff training & orientation. •Confirm staff members for project activities. •Hire buffer staff for emergency Responsibility: Account Manager and H.R. Team Result: •100% of the staff is ready for the program implementation. •Backup staff available for replacement immediately. Our transition plan: If it is required to transition or onboard existing temporary employees from previous vendors, Tryfacta has a tried and tested process for this. The transition goal is to avoid any potential disruption to service and enable the hiring organization's continuity of operations. At project Kickoff, the assumption is that the OGS will provide a list of all resources to transition to the new contract/previous vendor. Tryfacta will create a document to track the transitions' progress and present status updates to the OGS every week. A critical factor of a successful change is successful data migration. Our goal is to minimize risk through effective planning and scoping.

		A one-time load of certain required data is completed for each temporary worker's deployment (i.e., "go-live"). This consists of migrating current data from a legacy source, or multiple sources, to the new Tryfacta onboarding application and database. This data migration is also the standard data load that will occur regularly during a steady state. Below is a plan that displays all primary tasks and deliverables required for transitioning employees to Tryfacta. Task/Deliverable #1: List of Employees to be Transitioned: Original Project Start Date, Pay Cycle, Contact Information [Phone, Personal & Work Email], Work Location, Details if Special Accommodations, Work Schedule & List of Assets Allocated by the OGS to the Employee], Vacations/Sick Days [If applicable] Type: Data File Responsible Party: OGS. Task/Deliverable #2: Determine on Transition Date [Gradual or Date Specific] Type: Decision Responsible Party: OGS & Tryfacta, Inc. Task/Deliverable #3: Finalize Master List of Employee Transition List Type: Decision Responsible Party: OGS & Tryfacta, Inc.
		Task/Deliverable #4: Draft Install Communication for Transition Employees [Introduce Tryfacta & their Point of Contact, Timeline & Task/Forms that need to be completed] Type: Email Responsible Party: Tryfacta, Inc. Task/Deliverable #5: Audit ADP Employee Data Sheet: Contact Info, Mailing Address, Gender, Date of Birth, Social Security Number, Bank Account Information if Direct Deposit Type: Document Responsible Party: Tryfacta, Inc. Task/Deliverable #6: Create Employee Onboarding Packet which will consist of but not limited to 1) ADP Employee Data Sheet 2) W4 & I 9 Verification, 3) Tryfacta Policy's, 4) Task Checklist, 5) What Changes and What stays the same document Type: Email Responsible Party: Tryfacta, Inc. Task/Deliverable #7: Create an Onboarding Presentation Type: Presentation Responsible Party: Tryfacta, Inc.
		Task/Deliverable #8: Schedule Onboarding Sessions with Employees [In-Person/Batches] Type: Scheduling Responsible Party: Tryfacta, Inc. Task/Deliverable #9: Email Onboarding Packet to Employees Type: Email Responsible Party: Tryfacta, Inc. Task/Deliverable #10: Confirm Receipt by Employee of On-Boarding & Welcome Type: Email / Phone Responsible Party: Tryfacta, Inc. Task/Deliverable #11: Track Progress of Onboardings vs. Master List Type: Data File Responsible Party: Tryfacta, Inc.

		Task/Deliverable #12: Audit all Documents after On-boarding is complete Type: Analysis Responsible Party: Tryfacta, Inc. Task/Deliverable #13: Upload all Data and Files Type: Data upload Responsible Party: Tryfacta, Inc. Task/Deliverable #14: Quality Assurance - Audit all Data Type: Analysis Responsible Party: Tryfacta, Inc. Task/Deliverable #15: Review Master List & Open Items for any pending items Type: Analysis Responsible Party: Tryfacta, Inc.