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EXECUTIVE SUMMARY

Staff Today Inc.(STI) is submitting the following proposal for New Mexico Solicitation # 50-000-15-00058 for Temporary Employment Services for the State of New Mexico in conjunction with NASPO ValuePoint.

Our vision it to continue being the most respected organization in the staffing industry. Staff Today Inc. (STI) is a SBE Certified Company and was registered in 2011 and is a S Corporation. With the ever-changing market, STI saw an opportunity to look at other modalities in the healthcare arena. STI purchased Lead Staffing Corporation (LSC). As a result of this merger with Lead Staffing Corporation (LSC), STI has benefited from a legacy of successful medical staffing experience. Lead Staffing Corporation (LSC) had been registered since 2005.

At Staff Today Inc. (STI) we believe that successful organizations are a product of experienced and talented employees. Our goal is to sustain the outstanding reputation of providing employers access to the most qualified job-seekers in the staffing industry. Our expertise in staffing solutions has given way to the discovery and development of talented individuals, who meet any employers' needs, across a wide range of job categories that we serve.

STI is competitive and our mission is to function as a center and leader of the Staffing Industry. STI is a diversified staffing solutions organization, comprised of a cohesive team of innovative people, and dedicated to providing the highest quality situational staffing solutions with the greatest value. STI has management with a combined experience of over 30 years in the staffing industry. STI also has secured a Line of Credit and assets worth over \$5 million to adequately use in marketing, payroll, and research for development of our infrastructure.

Staff Today Inc. is committed to providing the necessary Employment Services as required by the Participating States, New Mexico the Lead State in conjunction with NASPO ValuePoint the RFP, NASPO ValuePoint master agreement and the Anticipated Contract. STI makes full acceptance of the requirements, terms and conditions described in this Request for Proposals and NASPO ValuePoint Master Agreement.

STI is excluding provision of Commercial/ industrial Workers from our proposal.

STI Qualification

Staff Today Inc. (STI) hereinafter referred to as STI has pioneered staffing methods and best practice strategies to help you achieve your dynamic staffing goals. By matching the thousands of candidates in our database with your needs and by tapping the knowledge and experience of our staffing experts, we can fill even the most difficult staffing positions. Our goal is to help you succeed in fulfilling your staffing needs by providing industry-leading resources, expertise and efficiency. Our world-class Database performs most of the work for us, and our management and staff compliments this Database. STI uses MindScope Cura software to run its day to day recruiting and order-filling functions, because this software allows us to place an order, track its status, confirm an employee, and so much more by a click of the mouse. This data base has a personnel skill matching capability with an excellent query. When a client calls us, it takes a moment for us to identify ideal candidates to the needs of our clients in our Database. STI also utilizes websites such as CareerBuilder, Indeed, Jobvertise, Ebuy Classifieds, Social media, and Monster, to complement our database and only give the highest graded candidate who match that specific order for placement. All our recruiting efforts and hiring policies are customized based on a client's scope of work, and the requirements of each project that STI undertakes.

Types of Services Provided:

STI is a comprehensive staffing services company with an extensive network of diverse medical professionals, Legal professionals, IT and clerical personnel. For example:-

- **Nursing Services Professionals:** Nurse Practitioner, Director of Nursing, Registered Nurse, Licensed Vocational Nurse, Certified Nurse Assistant, Licensed Practical Nurse, Certified Home Health Nurse Assistant, Medical Assistants
- **Mental Health Professionals:** Psychiatrists, Psychiatric Technicians, Licensed Clinical Social Workers, Psychologists, Social Worker (BSW), Social Worker (MSW)

- **Dental Services Professionals:** Dentists, Dental Hygienist, Dental Assistants
- **Food Services Professionals:** Registered Dieticians
- **Medical Services Professionals:** General Physicians, Physician Assistants
- **Rehabilitation Therapy Professionals:** Occupational, Physical, Speech and Respiratory Therapists/Assistants/Aids
- **Medical Imaging Professionals:** X-Ray Technician, CT-Scan Technician, MRI Technician, Radiology Technologists, Nuclear Medicine Technologists, Mammogram Technologists
- **Pharmaceutical Professionals:** Pharmacists, Pharmacy Technician
- **Laboratory Services Professionals:** Phlebotomist, Laboratory Medical Technologist, Clinical Laboratory Scientist
- **Administrative & Clerical:** Receptionist, Executive Assistant, Secretary, Administrative Assistant, Clerk, Data Entry, Store Clerk etc
- **Information Technology:** IT help desk, QP, Computer Operator, Network Administrator, SQL etc

Labor is one of the largest costs for most companies, and utilizing STI helps clients save costs on projects. Our “mark up,” includes all the expenses associated with hiring and employing a candidate on your payroll: such as statutory costs, Cost of recruiting, Cost of turnover - if you lose a candidate internally, all of the recruiting expenses increase exponentially vs. calling us and having a replacement ASAP.

Financial impact of needing a flexible workforce – for clients that have peaks and valleys in their labor usage, STI provides flexibility without them risking increased unemployment exposure.

Cost of making the wrong hire - Using STI allows the client to “try before they buy” making sure they have the right person for the job – avoiding costly hiring mistakes.

STI reports are customizable and the facility can create their own to meet their specific reporting needs. Reporting requirements are identified during the discovery phase of implementation. Our software also incorporates a unique report distribution service which can deliver reports to user's email at predetermined intervals of time. This fully automated capability makes reports available to users when they are most needed and effortlessly accessible through a simplified link thus saving money spent on postage to mail out reports and eliminating the need to travel for audits because everything is available electronically.

STI has established the best way to ensure the proposed resumes meet our clients' requests by performing job profiling and establishing guidelines that assist us in identifying the skill level required to succeed in specific work environments. STI continues to enjoy continued success because of our recruiting and matching processes. STI employs management practices designed to quickly recruit and hire skilled temporary workers for any position/profession.

STI utilizes factors such as environment, culture, structure and goals in obtaining the best qualified candidates who not only can meet the client's needs but have the strongest likelihood of success in the client's particular work environments.

Our recruiting efforts include identifying and screening potential, highly qualified temporary workers from the open market. We use database systems and online registration that allow us to maintain a vast pool of qualified candidates that are available instantly once a job order is received from the client.

STI's recruiting and matching system creates a database that allows STI to leverage specific core competencies for our clients, thus ensuring reliable, highly qualified resumes. Additionally, STI will ensure the proposed resume fits the clients request by utilizing the assessment tests mentioned earlier that establish job suitability and fit by assessing aptitude, attitude and skills. The background and reference checks also serve us a way to confirm truthfulness on resumes thus the proposed resume is sure to fit the client's request.

Insurance requirement addressed on **Page 4** with attached COI

- Lead State Terms addressed on **Page 5**.

The following documents are attached:

- Campaign Contribution Disclosure Form
- Letter of Transmittal

Campaign Contribution Disclosure Form

Pursuant to NMSA 1978, § 13-1-191.1 (2006), any person seeking to enter into a contract with any state agency or local public body for professional services, a design and build project delivery system, or the design and installation of measures the primary purpose of which is to conserve natural resources must file this form with that state agency or local public body. This form must be filed even if the contract qualifies as a small purchase or a sole source contract. The prospective contractor must disclose whether they, a family member or a representative of the prospective contractor has made a campaign contribution to an applicable public official of the state or a local public body during the two years prior to the date on which the contractor submits a proposal or, in the case of a sole source or small purchase contract, the two years prior to the date the contractor signs the contract, if the aggregate total of contributions given by the prospective contractor, a family member or a representative of the prospective contractor to the public official exceeds two hundred and fifty dollars (\$250) over the two year period.

Furthermore, the state agency or local public body shall void an executed contract or cancel a solicitation or proposed award for a proposed contract if: 1) a prospective contractor, a family member of the prospective contractor, or a representative of the prospective contractor gives a campaign contribution or other thing of value to an applicable public official or the applicable public official's employees during the pendency of the procurement process or 2) a prospective contractor fails to submit a fully completed disclosure statement pursuant to the law.

THIS FORM MUST BE FILED BY ANY PROSPECTIVE CONTRACTOR WHETHER OR NOT THEY, THEIR FAMILY MEMBER, OR THEIR REPRESENTATIVE HAS MADE ANY CONTRIBUTIONS SUBJECT TO DISCLOSURE.

The following definitions apply:

“Applicable public official” means a person elected to an office or a person appointed to complete a term of an elected office, who has the authority to award or influence the award of the contract for which the prospective contractor is submitting a competitive sealed proposal or who has the authority to negotiate a sole source or small purchase contract that may be awarded without submission of a sealed competitive proposal.

“Campaign Contribution” means a gift, subscription, loan, advance or deposit of money or other thing of value, including the estimated value of an in-kind contribution, that is made to or received by an applicable public official or any person authorized to raise, collect or expend contributions on that official's behalf for the purpose of electing the official to either statewide or local office. “Campaign Contribution” includes the payment of a debt incurred in an election campaign, but does not include the value of services provided without compensation or unreimbursed travel or other personal expenses of individuals who volunteer a portion or all of their time on behalf of a candidate or political committee, nor does it include the administrative or solicitation expenses of a political committee that are paid by an organization that sponsors the committee.

“Family member” means spouse, father, mother, child, father-in-law, mother-in-law, daughter-in-law or son-in-law.

“Pendency of the procurement process” means the time period commencing with the public notice of the request for proposals and ending with the award of the contract or the cancellation of the request for proposals.

“Person” means any corporation, partnership, individual, joint venture, association or any other private legal entity.

“Prospective contractor” means a person who is subject to the competitive sealed proposal process set forth in the Procurement Code or is not required to submit a competitive sealed proposal because that person qualifies for a sole source or a small purchase contract.

“Representative of a prospective contractor” means an officer or director of a corporation, a member or manager of a limited liability corporation, a partner of a partnership or a trustee of a trust of the prospective contractor.

DISCLOSURE OF CONTRIBUTIONS:

Contribution Made By: N/A

Relation to Prospective Contractor: N/A

Name of Applicable Public Official: N/A

Date Contribution(s) Made: N/A

Amount(s) of Contribution(s) N/A

Nature of Contribution(s) N/A

Purpose of Contribution(s) N/A

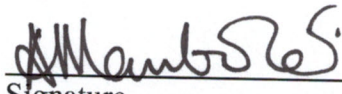
(Attach extra pages if necessary)

Signature
Title (position) C.E.O

 06/06/16
Date

—OR—

NO CONTRIBUTIONS IN THE AGGREGATE TOTAL OVER TWO HUNDRED FIFTY DOLLARS (\$250) WERE MADE to an applicable public official by me, a family member or representative.


Signature

06/06/2016
Date

CEO
Title (Position)

Letter of Transmittal Form

RFP#: 50-000-15-00058

Offeror Name: STAFF TODAY INC (STI)

FED ID#: 45-3679064

All Items must be completed in full. Failure to respond to all items WILL RESULT IN THE DISQUALIFICATION OF THE PROPOSAL!

1. Identity (Name) and Mailing Address of the submitting organization (Offeror name):

STAFF TODAY INC (STI), 212 E. ROWLAND AVE, #313, COVINA, CA 91723

2. Identify the person authorized by the organization to contractually obligate on behalf of this Offer:

Name: Aby Mamboleo

Title: CEO

E-Mail Address: Lilian@stafftodayinc.com

Telephone Number: 800-928-5561

3. Identify the person authorized by the organization to negotiate on behalf of this Offer:

Name: Aby Mamboleo

Title: CEO

E-Mail Address: Lilian@stafftodayinc.com

Telephone Number: 800-928-5561

4. Identify the person authorized by the organization to clarify/respond to queries regarding this Offer:

Name: Aby Mamboleo

Title: CEO

E-Mail Address: Lilian@stafftodayinc.com

Telephone Number: 800-928-5561

5. Identify the person responsible for providing the mandatory usage reports listed in Section 6.4:

Name: Maria Ibarra

Title:

E-Mail Address: Compliance@stafftodayinc.com

Telephone Number: 800-928-5561 ext. 103

6. Use of Sub-Contractors (Check one)

No sub-contractors will be used in the performance of any resultant contract OR

The following sub-contractors will be used in the performance of any resultant contract:

Click here to enter text.

(Attach extra sheets, as needed)

7. Please describe any relationship with any entity (other than Subcontractors listed in (5) above) which will be used in the performance of any resultant contract.

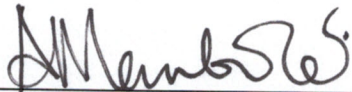
N/A

(Attach extra sheets, as needed)

Terms and Conditions of the RFP

Offeror must have read and understand all the terms and conditions shown in this RFP by checking the appropriate boxes provided.

8. On behalf of the submitting organization named in item #1 above, I accept the Conditions Governing the Procurement as required in Section 3.
9. I concur that submission of our proposal constitutes acceptance of the Evaluation Factors contained in Section 5 of this RFP.
10. I have read and understand all the terms and conditions as shown in the NASPO ValuePoint Master Agreement listed in Attachment A as required by Section 6.2.
11. I have read and understand all the terms and conditions as shown in the State of New Mexico's Additional Terms and Conditions listed in Attachment E as required by Section 6.5.
12. I have read and understand that failure to file the utilization reports and fees for both NASPO and the State of New Mexico on a timely basis shall constitute grounds for suspension of this Agreement or termination of this Agreement for cause.
13. I acknowledge receipt of any and all amendments to this RFP.



Authorized Signature

(Must be signed by the person identified in item #2, above.)

6/6/2016

Date

Administrative & Technical Response Requirements

NASPO Value Point Master Agreement Acceptance

STI agrees and understands that NASPO ValuePoint Master Agreement(s) resulting from this RFP will constitute the final agreement except for negotiated terms and conditions specific to a Participating States and participating addendums.

STI has read and understood the NASPO ValuePoint Standard Terms and conditions in Attachment A, the lead state specific terms and conditions required to execute a Master Agreement in Attachment E, the Scope of Work in Attachment B and the proposal. As such, STI acknowledges the letter of transmittal, Attachment E, Item 10, Question #10. Further as mentioned above we have read and understood all the terms and conditions as shown in the Master Agreement Attachment A.

Insurance

STI currently has insurance that meets the minimum requirement set forth in Section 21 of the NASPO ValuePoint Master Agreement. STI's professional liability insurance from an insurance carrier that is rated A+ and is licensed to conduct business nationwide in all the States. Our coverage is written on an occurrence basis and our limits are above the minimum requirement. Further, STI is willing to comply with any other additional insurance requirements.

STI will comply with all applicable State Workers Compensation or Employers Liability Insurance requirements.

Please see attached copy of our current insurance



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
1/14/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).


PRODUCER New Century Insurance Services 16 N. 2nd Street Alhambra, CA 91801		CONTACT NAME: New Century Ins Srv, Inc. PHONE (A/C, No, Ext): (626) 300-9000 FAX (A/C, No): (626) 570-0908 E-MAIL ADDRESS: info@usnci.com / License No. 0B07085																						
INSURED Staff Today Inc. (STI) 212 E Rowland Street #313 Covina CA 91723		<table border="1"> <tr> <th colspan="2">INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> <tr> <td>INSURER A:</td> <td>Zurch American Insurance</td> <td></td> </tr> <tr> <td>INSURER B:</td> <td></td> <td></td> </tr> <tr> <td>INSURER C:</td> <td></td> <td></td> </tr> <tr> <td>INSURER D:</td> <td></td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> <td></td> </tr> </table>		INSURER(S) AFFORDING COVERAGE		NAIC #	INSURER A:	Zurch American Insurance		INSURER B:			INSURER C:			INSURER D:			INSURER E:			INSURER F:		
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COVERAGES **CERTIFICATE NUMBER: ALL 16-17** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Deductible: \$10,000 GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC			PRA 5908050-03	1/17/2016	1/17/2017	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS			PRA 5908050-03	1/17/2016	1/17/2017	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			UMB 6513401-01	1/17/2016	1/17/2017	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y/N If yes, describe under DESCRIPTION OF OPERATIONS below		N/A				WC STATUTORY LIMITS OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	PROFESSIONAL LIABILITY Deductible \$10,000			PRA 5908050-03	01/17/2016	01/17/2017	Each "Claim" 2,000,000 Aggregate 4,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
CERTIFICATE HOLDER IS RESPECTED AS AN ADDITIONAL INSURED PER FORM CG20260704. THIS CERTIFICATE IS VALID ONLY IF THE CERTIFICATE HOLDER REQUIRES IN A WRITTEN CONTRACT TO BE NAMED AS ADDITIONAL INSURED. 10 DAYS NOTICE OF CANCELLATION FOR NON PAYMENT OF PREMIUM. 30 DAYS OTHERWISE PER POLICY PROVISIONS. AUTO AND PROFESSIONAL LIABILITY ARE FOR INFORMATION ONLY.

CERTIFICATE HOLDER STAFF TODAY INC. 212 E ROWLAND ST #313 COVINA, CA 91723	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Stephanie Chou/PEC 
------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

NASPO ValuePoint Administrative Fee and Reporting Requirements

STI agrees to pay the NASPO ValuePoint administrative fee as specified in Section 6 of the NASPO ValuePoint Master Agreement and Conditions.

STI has identified the people responsible for providing the mandatory usage reports in the letter of Transmittal, item 5. STI will keep this information current during the contract period and will provide reporting contact within 15 days of Master Agreement execution.

Lead State Terms & Conditions

STI has reviewed Attachment E for the Lead State Terms and Conditions that apply to the solicitation. Also, STI has indicated in our Letter of Transmittal, Attachment B, Item 10, Question#5 that we have read and understood all of the requirements shown in the Lead State Terms and Conditions.

Participating State Terms & Conditions

STI is in receipt of State Specific terms and condition included as Attachment J and we have reviewed them and understand that terms from other states will govern the particular State Participating Addendum. STI also understands that each state may have different requirements and request processes that will be defined in each state's participating addendum when executed.

BUSINESS REQUIREMENTS

Company Profile

- 1) **Company History**
 - a) **Year your company was founded**

Staff Today Inc. (STI) is a S Corporation founded in 2009 and registered in California in December 2011.

- b) **Describe your client retention rate for the past 3 years**

STI has maintained a client retention rate of nearly 100% due to our growth and retention rates of our employees and client focused values. STI had a 99% Client Retention for 2013, 2014 & 2015.

- c) **Describe your company's growth during the past three years?**

Staff Today Inc. (STI) has had a consistent 34% Growth during the past 3 years. This growth is due to our continued expanding client base.

- d) **What are your hours of operation and when are key account people available?**

Hours of operation is Monday to Friday from 8am to 5pm. We have an on call coordinator/recruiter available 24/7. The key account people are available at the office during regular business hours and at their cell phones at any time.

Business Profile

- 1) **Customer Service/Service Delivery Strategy**
 - a) **Describe how problem identification and resolution will be handled. How do you respond to client complaints and service issues?**

Problem resolution varies by job classification/profession. Client complaints and service issues are responded to immediately upon notification. STI will provide immediate follow-up and a specific time frame in which the client can expect action, as well as provide periodic status reports while working on the issue.

All performance and behavioral issues reported from customers are given top priority and investigated by STI. Through our established quality check system, we ensure that our temporary workers meet and exceed all our clients' requirements.

STI expects quality work from its employees and expects them to conduct themselves in a professional manner. If discipline is necessary, it may take the form of an oral warning, a written warning, suspension, or discharge, at management's discretion. A negative performance evaluation counts as a written warning. STI believes in applying fair and consistent treatment for all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future. When an employee's work performance or behavior violates or falls below the company's standards, the employee's immediate supervisor, or designee, may initiate the appropriate disciplinary action in coordination with our Compliance Manager. A Disciplinary Action form is used to document warnings and is signed by the supervisor or their designee. The form is presented to the employee for signature though employee signature is not required and can be declined and noted. Employees are given the opportunity to provide their account of the offense to the immediate supervisor. STI may initiate corrective action to correct the problem and prevent recurrence. Should the situation require termination, the supervisor will work with the compliance manager to discuss a termination plan and initiate processing all appropriate termination notifications.

As mentioned above poor workplace performance is handled through a process of gradual discipline. Our temporary workers are continually counseled on their performance and training is provided whenever appropriate or as needed. Temporary workers that cannot meet our standards are terminated for non-performance. Formal procedures have been developed when a problem cannot be settled informally.

Reports of incompetence, negligent behavior, or misconduct detrimental to or endangering patient safety will result in suspension of an individual for the duration of the investigation. Should results of the investigation validate a claim, STI will report the individual to the appropriate agency if the incident is of a reportable nature.

A Complaint Report is given to the contract contact for review and investigation:

- ❖ During the investigation process, feedback will be sought from all parties involved. A written response to the concern/complaint will be requested of the individual named in the concern/complaint
- ❖ Healthcare professionals must be consulted on complaints of a clinical nature
- ❖ Counseling or Remediation may be indicated should investigation validate the need for disciplinary or corrective action
- ❖ Counseling (i.e. discussion of action, and/or behavior that led to perception of or actual wrong doing, completion of Employee Counseling Statement form)
- ❖ Remediation (In-services, CEUs)
- ❖ Terminate individual and report to appropriate agency should investigation validate the incident and it is of a reportable nature.

b) How will you service your clients' accounts? Describe in detail how your company profiles your clients' needs for temporary services.

STI Recruiters receives extensive training in order to identify experienced and qualified candidates to service our client accounts. Upon contract award, the Contract Manager will host an orientation with their Recruiters that is tailored to the staffing qualifications and contract terms for the awarded contract. Our Recruiters will become familiar with the specific requirements of the contract and the qualifications of the personnel needed to satisfy those requirements. These specifications and requirements will be used as a benchmark for recruiting experienced candidates.

After several years of staffing experience, STI has established and adopted a very thorough and effective approach in providing quality services to our clients. The Personnel ordering process is described below:

- 1) A personnel request order may be placed by the client via fax, telephone, or email.
- 2) It is then entered into our database system.
- 3) An acknowledgement is sent to the client to confirm order and collect any pertinent information regarding the position.
- 4) A search is made in our system to identify potential candidates that match the skills requested.
- 5) A report is generated listing the candidates found and contact with the employee is made by phone and a description of the work to be performed is given, including: pay, hours, facility location etc. If the employee is interested, we will request documentation that meets the minimum qualification and experience for the corresponding job titles in the classification system.
- 6) Depending on the duration and scope of the requested service, we will decide upon the appropriate action in regards to security clearance or any additional testing as needed.
- 7) Some of the candidates in the database have previously worked in other assignment hence have everything in file and may start work immediately if they match the skills requested and have completed application profiles in the database.

Once an order is placed and the potential candidate is found, contact with the employee is made by phone and a description of the work to be performed is given, including: pay, hours, facility location, and licensing requirements. Then, if the employee is interested we will request documentation that meets the minimum qualification and experience as are used for the corresponding job titles in the classification system. We will send in a copy of the current class specifications to be maintained on file. We also keep all pertinent information regarding competency skills and other documentations in a database for easy access and audits.

Orders received are then entered into our system and an acknowledgement is sent to the client/facility. This takes 1-2 hours depending on mode used-fax or email. Our firm will take 24 hours to deliver resumes of the requested temporary personnel. This is considering the confirmation period, calling back wait times, and other factors that affect immediate response to this timeline. As we continue recruiting for the same position we usually find shorter response times on the positions we recruit for. For example, if we call a candidate in our database and get a hold of them and they are interested the resume can be delivered within an hour because all pertinent information is already in our database thus after initial contact, we will submit them to the facility/client within 24hrs.

A Client could reasonably expect to conduct interviews within 48hrs. If drug testing is required prior to start of duty then an additional 24 - 48hrs because negative results are typically communicated the day after collection, while positive confirmations are typically communicated within 24 to 72 hours of the screening, with 40% reported the day after collection.

STI usually will review more than one person for the requested service so that in case the one who goes to work does not fit we can provide a replacement thus keep staff supplied to our clients.

STI is able to respond to emergencies and urgent requests as our clients are able to get a hold of a person 24hours 7days a week just by calling our after-hours phone. A live person will be able to respond and call someone to come in to work. Our normal response time for emergency calls is within 2hours for employees in our database. For those not in the database we can still provide services within the 2hours but all the screening may not be completed. For example, drug testing takes 24-72hours as mentioned above

c) Describe your company's national capabilities to satisfy clients' needs for temporary services and how you manage those accounts in various geographical areas

STI is currently servicing contracts in various States. Our database is nationwide and thus, we are capable of handling the needs that will arise as a result of this contract.

Staff Today Inc (STI) is able to meet the personnel and staffing needs by utilizing a unique multi-brand strategy and a variety of proven and effective recruitment methods, STI is able to attract the largest network administrative and clerical staff. This is done through regular attendance at nationwide and regional career fairs, ongoing and innovative direct mail, e-mail and advertising campaigns, technological marketing strategies such as video recruitment and webcasts and aggressive use of the Internet, STI has established a leading presence in the marketplace, putting a prominent face forward to best serve even the most critical clinical staffing needs of our clients. Internet Recruiting Strategies: STI has differentiated itself in the marketplace through aggressive use of technology as a recruitment strategy. By establishing a strong Internet presence with largely, famous web portal sites as well as our company brand sites, we have been able to recruit highly qualified professionals from across the nation and around the world.

STI is dedicated to continually working with its clients as a partner in providing quality and service meeting the standards of practice in which the client is held accountable to the public, community and accrediting bodies.

- ❖ Sourcing candidates Nationwide- Contacts with Residency & Fellowship programs, personal referrals, professional associations and Internet web-site activity.

- ❖ Marketing- ads in professional Journals & on Association web sites as well as on commercial internet web-site locations; and targeted direct mail.
- ❖ Initial Screenings- Conducting telephone interviews immediately upon receipt of inquiries relative to any posted opportunity to identify the potential candidates with the greatest probability of achieving a long-term relationship.
- ❖ Presentation- Providing an in depth exchange of information about the available opportunity and the advantages of associating with STI.

STI manages our clients in various geographical areas by assigning a recruiting manager who is in charge of a certain region and is given an orientation of the contract requirements for that area. She then relays the information to her recruiters who match candidates to fit the needs of the clients. For example, in Florida we found it necessary to set up an office to cater to the Orange County client. Thus setting up local offices is an option that we are open to exploring if it helps us service the client better.

d) Affirm that you can provide the services throughout the United States (including Alaska, Hawaii, and the District of Columbia)

STI affirms that we can provide services throughout the United States including Alaska, Hawaii & the District of Columbia. We have a nationwide database therefore we can access personnel to fill any needs.

e) Indicate where you offer services in the territories of the United States.

We currently have contracts services in the following territories of the United States:

- California
- Florida
- Texas
- Michigan
- Wisconsin
- Utah
- New Jersey
- Pennsylvania
- Nebraska
- New Mexico
- New York
- Kansas
- South Carolina
- Colorado

We are currently authorized to do business in the following states: -

- District of Columbia
- Washington
- North Carolina
- Arizona
- Illinois

f) How do you assess customer satisfaction? How do you measure customer satisfaction? What are your quality assurance measures and how are they handled in your organization?

STI assesses customer satisfaction through phone communication, soliciting information through surveys and by responding to customer complaints/issues immediately. We measure customer satisfaction through the continued use of our service, the number of complaints received, and the testimonials and referrals received.

The purpose of STI's Quality Control Program is to ensure that we provide our clients with the level of service they expect from an employment agency. Our program ensures the following: -

- Customer satisfaction: - by meeting and exceeding contract expectations when placing temporary workers.
- Quality Assurance: - by prescreening and complying with local, state and federal rules and regulation when screening and hiring temporary workers.
- Performance Measurement: - by performing quality checks on temporary workers' performance using client and temporary worker surveys and regular reviews by our quality management team of our QCP.

Quality Management & Assurance

Staff Today Inc. (STI) is fully committed and invested in delivering the highest quality services to its clients and suppliers. Through the synthesis of our people, process, and technologies Staff Today Inc. delivers a customized solution to meet the exacting needs of each client and their individual departments and users. At each step of the way quality is assessed, measured, and reported to our clients along with metrics and recommendations to support necessary change management for improved results.

The STI's technology systems allow our clients to clearly account for and report on quality measurements that matter to facilities. With configurable and customizable tracking features, Staff Today Inc. is able to implement an objective reporting tool with the flexibility to meet the ever changing needs of the healthcare industry and our clients.

In addition to quality service delivery Staff Today Inc. has a Quality Assurance Team dedicated to risk management and quality delivery of services and support. The QA Team, located in our Covina, CA office is responsible for audits on credentials, data management, and our survey processes. Every quarter our clients and/or suppliers are surveyed for their feedback and recommendations regarding our performance from the Program Management and support teams. These results are shared with the clients and, if necessary, changes are made to ensure the highest level of service delivery possible. Staff Today Inc. conducts regular Quality Business Reviews (QBR) for all clients. This review ensures that our programs continue to evolve and meet the needs of our clients and also validates our promised Key Performance Indicators (KPI).

Contract Labor Management Solutions

Staff Today Inc. adopts and continues to change our management solutions to cater to the changing technologies. STI operates from a simple premise: One size does not fit all. Our programs are customized to address the unique needs of each client, along with changing market conditions and other factors.

Executive Management Team:

The executive management team includes the CEO and CFO. As management they provide management and leadership oversight to STI. They establish policies and guidelines under which STI operates and establish certain performance standards for the organization. They are responsible for the operation of the organization. They identify membership of the quality management team and provide oversight to it.

Quality Management Team/Leadership:

The leadership team is responsible for the implementation of the quality management plan. The leadership meets quarterly. The leadership brainstorm, review processes, research alternatives and solutions. The team also monitors and tracks implementation and effectiveness of any new processes.

The Quality management team functions include:

- Screen, select and prioritize areas for improvement
- Re-prioritize issues in response to unusual events
- Establish time frames for progress reports on quality management activities
- Approve formats for the documentation of activities
- Provide training regarding tools and approaches to the quality management process to all staff involved
- Facilitate the development and implementation of corrective action plans when deficiencies arise

Accountability:

STI places accountability for implementation of the plan and related activities on all employees. Primary accountability is placed on the members of the leadership team.

Each member of the executive team and other management personnel has specific position responsibility regarding quality of care and administrative services matters.

Continuous Quality Improvement Methodology:

The quality management process is built around the key concepts of dedication to quality and customer value and fostering an environment of teamwork and cooperation. Quality is the central focus of the plan. Quality is defined in terms of the needs of STI's clients as expressed in their contract or mission statement. Customers are broadly defined to include our clients, staff and vendors.

Standards:

STI has incorporated standards for performance improvement and leadership of the Joint Commission throughout our quality management plan. The Joint Commission guidance focuses in part, *"...on improving organizational performance is effectively reducing factors that contribute to unanticipated adverse events and/or outcomes.... Reducing unanticipated adverse events and/or outcomes requires an environment in which clients and organizational staff and leaders can identify and manage actual and potential risks to safety."* The Joint Commissions relevant standards in the performance improvement area include:

- The organization collects data to monitor its performance
- Information for data analysis is used to make changes that improve performance and safety

Our talent pool is varied but at a minimum we require at least 1-2 years' experience depending on job title and client requirements. Staff Today Inc. services are dedicated to the highest standards and we are very selective in choosing our professionals. Each prospective candidate is required to meet the following qualifications as well as demonstrate their knowledge in each individual specialty. Overall on average our clerical pool has a minimum of 1-2 years' experience to 25 years of experience. Our standard professional requirements are as follows:

- One-two years of current experience
- Criminal Background checks are performed for all employees depending on contractual agreements
- Drug testing is performed for employees per request or according to contractual agreement.
- We verify all licenses and certificates to determine that they are valid and are in good standing.
- We verify eligibility to work in the U.S.

- Reference checks are performed for the last 2 years of employment. References will be completed before candidate is assigned.
- Rigorous attendance standards enforced
- Zero tolerance for no-call, no-shows.
- Attendance policy, policy & procedures and job description on file.
- Skills testing is performed

Organizational Communication:

Several avenues have been created for management to communicate with staff and for receiving and utilizing feedback for identifying opportunities for improvement.

The executive management team is responsible for facilitating two-way communication between the management, supervisory staff and others.

Department supervisors are required to conduct meetings with their staff in order to share information and provide staff with opportunity to participate as a team in quality management. Supervisors are required to have an open door policy at all times and also give the staff and clients opportunity to complete satisfaction surveys as another form of communication. Feedback from our field employees and clients is actively solicited through dialogue, complaints & grievance process and surveys/forms. This feedback is utilized for the improvement of services.

Quality Management Training:

Orientation is provided for all new employees. Supervisors provide on-going quality management training.

Back-up plan:

STI will utilize the services of consultants as a backup plan. We have two offsite consultants who serve as a contract specialists and we shall call upon them to assist if the need arises.

In the event the computer system fails we have established manual and alternative contingency systems that can be utilized. In the event the system fails partially or totally, there will be a backup system that can be brought into operation.

Our alternative contingency system includes a manual system (faxes, phones, mail, handwritten forms) or through a server that has a backup copy of our technology (through the external hard drive and sometimes USB flash drive), or a different use of technology (through the cloud or shared folders on dropbox, virtual desktop power place.

An example of our possible contingency systems includes the following:

- using stand-alone personal computers , or laptop computers with backup data if the computer network fails
- using paper documents that can be faxed or mailed by having a paper back up. We print documents and file them.
- using hand-held calculators if computerized spreadsheet systems fail
- using handwritten forms to replace on-screen data capture where computers fail (so that business can continue while the system is down—the data can be entered when the system is restored)
- mirroring computer systems on backup hardware with backup software, in case the main system fails
- ensuring alternative power supplies are available if the main power system fails
- using fax machines, telephones or couriers such as fedex, OnTrac, UPS to transmit documents
- having alternative equipment available on stand-by, so that it can be brought on-line at short notice such as tablets e.g. ipads and smart phones.

STI performs frequent backups to ensure recovery of the most current data version and to increase the likelihood of usable media. We use the flash drives for easy transfer of small files.

As part of our back up plan we have created a drive image that lets us restore the PC to a like-new but custom-configured state if things go awry with our system, or if disaster strikes. This is done by cloning (and restoring) our hard drive that is stored in the external hard drive. Full back ups are done once a week and data files back up are performed daily.

STI also has an internet backup that provides us with the highest security because the data is off site should things like fire or other natural disasters destroy our facilities.

As a part of our back up plan we have regular tests performed on our back up to ensure that they are still working as required. As outlined above our back up plan will ensure that the contract will continue to be serviced with temporary professional staff even if the computer system fails hence ensuring customer satisfaction.

g) Describe in detail what steps your company takes to understand the business needs of their customer

STI takes the time to learn the clients' corporate or organizational goals, plans, and culture and focus on finding highly qualified, solid candidates who match your precise requirements. The result is effective, innovative management for any company or organization. STI maintains excellence through our quality assurance evaluations including the following:-

- Performance Evaluation – Our clients have the opportunity to gauge us on our performance regarding our selection of personnel, communication and response to job orders.
- Employee/Associate Satisfaction Evaluations – this evaluation measures the satisfaction rate of our current temporary workers with our clients.
- Exit Interview – STI interviews the temporary worker to determine reasons behind separation. We share this information with our clients to minimize turnover and create assignment longevity.

Results, deliverables:

At Staff Today Inc. quality service is maintained by letting our clients give us opinions on how they think we are delivering service on all our deliverables. We use phone, fax, and online surveys to measure what we need to improve and what we need to sustain. We give our customers quality assurance in all our services and take their feedback with the highest concern. This has resulted in excellent results in all our deliverables and services to our clients.

STI is dedicated to the continued development and service performance improvement of its personnel. A principle measurement of an employee's performance is the performance evaluation. Performance evaluations will be conducted on all STI field employees every two years based on hire date or more frequently as indicated by facility contractual agreement. However, performance evaluation indicators are collected on a continuous basis.

STI also has the ability to provide reports and logs upon request. The daily log will be kept in the form of the timesheet. The invoices generally will include a monthly report, but will accommodate any processing requirements based on the client's need. STI believes in meeting deadlines, that is why we have high success in dealing with our incumbent government clients. Every client has a specific goal and deadline. We strive to meet such deadline and produce reports as per the needs, while customizing such reports to our client's requests. These reports will help both STI and department of personnel administration to better manage and meet the requirements of the requested deliverable

h) Describe your company's performance monitoring for the company.

The overall purpose of STI's Quality Control Program is to guarantee that STI provides its clients with the level of service they expect from a leader in the employment services industry. The Program ensures the following:

- STI meets and exceeds contract expectations when placing contractor personnel.
- STI complies with Local, State and Federal rules and regulations.

The goal of STI's Quality Control Program is to measure the STI service levels, as well as identify opportunities for improvement. By doing so, we enhance customer satisfaction and improve important operational efficiencies. Based on defined standards of excellence, STI's Quality Control Program includes quality checks on contractor performance using the Triple Check System, client and contractor personnel surveys and regular reviews by our Quality Management Committee. STI's Quality Control Program will ensure that we meet the highest standards regarding delivery of services, performance reviews, communication with and availability to State supervisors and managers and minimization of employee turnover. STI's Quality Control Program is based on defined standards – overall standards of excellence which guide all of the STI work -- and a Performance Baseline with specific Performance Objectives developed in conjunction with the appropriate State representative(s) for each individual contacted project. These Performance Objectives are routinely/periodically reviewed and compliance issues addressed in a formal monthly meeting, or as often as the desired by the client. STI ensures maintenance of the Quality Control Program through reviews and reports covering topics including

- a) task order and team management
- b) required deliverables
- c) task order schedule and cost control
- d) employee security compliance requirements
- e) contractor identification and in-processing procedures
- f) training and certification requirements
- g) staffing and retention issues.

These reviews incorporate findings from communication by the Project Manager and Recruiters with the appropriate State representative(s), as well as regular Quality Assurance Surveys. Any complaint or deficiency is immediately reviewed by the Project Manager, who is empowered to take swift corrective action.

2) Candidate Qualification

- a) **Describe how your company identifies the most qualified candidate for your customers. Describe your company's performance monitoring for the candidates**

1) Selection

Hiring Policy & Philosophy:

- ❖ Within the context and framework of STI's mission, we continue to seek to employ the best-qualified personnel in all areas of our staffing operation. This philosophy is currently adhered to and will continue to serve as the basic guideline for all hiring practices. Initial employment screening, employment, employee compensation, training and development are extended to all persons regardless of race, color, national and ethnic origin, sex, age, or handicap. It is the policy of Staff Today Inc (STI) to provide equal opportunity in employment for all qualified persons, to prohibit discrimination in employment because of race, creed, color, sex, national origin, or disability, and to promote the full realization of equal employment opportunity through a positive and continuing program in all departments and facets of STI operation.
- ❖ All individuals seeking employment must complete application form. As part of the application, the individual will be requested to review the Staff Today Inc (STI) policy for hiring and to sign a form indicating that he/she understands the conditions upon which the application is accepted and the basis upon which the individual will be selected for hiring and training.

- ❖ If at any time of the application there are no positions available or open at STI that meet the qualifications of the individual, the application will be put on our database and the file will be kept at STI for a period of six months. It will be the responsibility of the applicant to renew or extend this six month period. If not extended the applicant will be required to submit all application materials and submit to all interview procedures. The applicant is further advised that it is the policy of STI to seek a wide range of applications for all job openings through advertisements and other means. All applicants resulting from said advertising and through other general sources will be treated as being equal with only the individual's qualifications and background being considered during the selection process.
- ❖ Individuals with apparent qualifications necessary to fill available positions will be interviewed. This interview will cover questions regarding past work experience, specific skills or educational qualifications, and the reason why the individual is seeking for employments.
- ❖ If a position is available that matches the qualifications of the individual applicant, a recommendation will be formulated by the supervisor or department head in charge with regard to the employment of this individual. The applicant will be given skills tests and the final decision on which applicant is accepted for further processing and training will be made by the HR Manager.
- ❖ The applicants not selected for employment will remain in the employment file in accord with the time limits established under point 2 above.
- ❖ If an applicant is made a conditional offer of employment by STI, the individual will be required to take a pre-employment background screening and in some cases a medical examination for which an appointment will be made by STI. At the same time that a pre-employment medical examination is done, the applicant will undergo a drug/alcohol test for which the applicant will be required to provide blood and/or urine specimens. STI will not hire any applicant who tests positive for illegal use of drugs or is not eligible to work in the U.S.

Engagements are scheduled online utilizing the web based software that merges with outlook and other calendar features.

- 1) Create a job order request
- 2) Receive authorization
- 3) Browse electronic resume presentation of qualified candidates
- 4) Select available candidate
- 5) Contact candidate to confirm availability
- 6) Schedule candidate to go to work

The above procedure is for candidates that have complete files in the database. For those that do not have complete files, STI has determined nine (9) steps that are proven to work in hiring and selecting quality personnel, increasing revenue, reducing the stress that comes from dealing with problem employees, and increasing client satisfaction. Below is a list of the 9 steps: -

- (1) Phone Screen
- (2) Application
- (3) Assessment
- (4) Interview
- (5) Criminal Background Check
- (6) Work References
- (7) Personal References
- (8) Drug Screen
- (9) Client Interview

After only the first three steps we can disqualify those applicants that don't meet our standards, saving time and money, and move forward with those applicants that meet our criteria or the clients' criteria.

STI Detailed Employee Screening Process is outlined below:

1. **Initial Telephone Screening:** During our initial phone Interview of a candidate, we ask questions relative to their motivation to make a job change, education, credentials and licensure, experience, and references. We also verify that the candidate has a minimum of the required employment experience.
2. **Employment Application:** A complete application, including education, work history, and references is required prior to candidate consideration.
3. **USCIS Employment Eligibility Verification, including E-Verify:** We verify work eligibility in accordance with INS regulations.
4. **Competency Testing:** To assess the skills and validate technical qualifications of qualified candidates
5. **Comprehensive Interview:** Our interviewing process includes a targeted, situational- and behavioral-based questionnaire to assist in determining character and work ethic.
6. **Background Check:** We conduct a comprehensive background check consisting of: 1) Social Security Match (Name, Number, Date-of-Birth, and Gender); 2) OIG/HHS - Excluded Individuals; 3) EPLS/GSA - Excluded Parties List System; 4) Criminal Records (both County and State); 5) Motor Vehicle Records; 6) State Sexual Predator/Abuse Registries; 7) Professional Licenses with Disciplinary History. This background check of professional credentials validates the certification or licensure is valid, within expiration, and reveals any disciplinary actions taken. Additional background check information is performed as a pre-placement requirement as requested by client facilities.
7. **As needed - 5-Panel Urine Drug Screen:** The test screens for standard drugs of abuse and more commonly abused prescription medications.
8. **Professional Reference Sourcing:** We perform one-on-one, direct sourcing of professional references, requiring at least one reference be obtained from a former Supervisor within the prior 2 years whenever possible.
9. **Employee Assignment Appraisals:** We request that the on-site Client Supervisor for each of our contract employees complete a formal Appraisal Form of the employee's suitability and performance at the close of each assignment. We use this information as ongoing validation of our initial professional reference sourcing, and in the decision to assign a contract employee to additional assignments with us. Appraisals are also required to be completed by the STI Compliance Manager at the close of each assignment – based upon the comprehensive performance of the employee during the assignment. This appraisal takes into account feedback received from the Client Supervisor during the course of the assignment, as well as their compliance with STI policies and procedures. Finally, we conduct an Annual Appraisal on all STI employees based on the performance feedback we have collected throughout the year.

Staff Today Inc. is a full-service staffing provider, offering medical and administrative staffing services to a broad range of healthcare facilities, corrections facilities, and government organizations across the country. In all of these areas, Staff Today Inc. is committed to maintaining and improving upon the quality of staff and services provided. STI's employee/client matching program supports the company's focus on recruiting, hiring, and training the best-possible employees to meet the needs of each individual client.

Individual resource performance is tracked through our database in conjunction with our management and staff who compliments this database. Our computer system allows us to follow our temporary employees from assignment to assignment and evaluate their on-the-job performance. STI's thorough evaluation process enables us to offer the client the best and most qualified contingent workforce in today's marketplace. All personnel reviews are stored in the software thus enabling us to track an individual's performance in every assignment.

Rewards:

STI rewards good job performance by creating various incentive programs that provide opportunities for motivational bonus plans and incentive programs. The rewards are in the form of awards, gifts and/or monetary bonuses. LSC coordinates some of our rewards programs with the client company to customize a reward according to the work

environment. For example, we offer Job efficiency incentives when the client has a project with a deadline for production and an individual delivers on time and exceeds the goals set by the task.

The following is some of the reward incentive awarded for good job performance:-

- **Monetary Bonus**:-Temporary workers who perform exceptionally well upon successful completion of an assignment receive a bonus pay.
- **Safety incentives**: STI applauds our temporary personnel for complying with safety rules and regulations. In order to reinforce positive safety practices. The safety incentive program may include recognition awards such as tickets, restaurant vouchers, gym memberships. Gift cards or a monetary bonus.
- **Attendance Incentives**: An attendance incentive program is often the solution to retaining a workforce that is assigned long hours or required to work on weekends, STI has customized several attendance incentives awards and prizes for perfect attendance.

Dedication to Employee Quality

STI knows that its ability to deliver quality staffing services is built upon the skill and experience of its employees.

Recruitment & Evaluations

Staff Today Inc. strives to hire professionals equipped with the skills to meet customer needs. Employees undergo a series of detailed background checks and work history evaluations, are interviewed by an experienced STI hiring manager, and complete competency and skills assessments. The goal of this thorough screening process is to enable customers to select from a pool of qualified candidates who are up-to-date on relevant healthcare practices and procedures.

As members of the STI team, employees are subject to receive routine evaluations from the time they begin working in a facility and at regular intervals thereafter. Continued evaluation helps to determine the best-possible fit between facility and employee.

To this end we have a quality control/assurance program to assist us in reaching this goal. The purpose of STI's Quality Control Program is to ensure that we provide our clients with the level of service they expect from an employment agency. Our program ensures the following: -

- **Customer satisfaction**: - by meeting and exceeding contract expectations when placing temporary workers.
- **Quality Assurance**: - by prescreening and complying with local, state and federal rules and regulation when screening and hiring temporary workers.
- **Performance Measurement**: - by performing quality checks on temporary workers' performance using client and temporary worker surveys and regular reviews by our quality management team of our QCP.

Quality Checks:

STI's quality checks helps us monitor the temporary workers' performance in the areas of attendance, communication skills (verbal, written & nonverbal), job attitude, productivity, job performance, job proficiency, working relationships, safety, following rules and policies etc. Our checks are done in the following ways:-

- 1) STI associate will call the supervisor or person who requested service to ensure the temporary worker is performing according to your expectation.
- 2) STI associate will periodically check with the client to ensure the performance and quality of the temporary worker is still according to the standards required.
- 3) When assignment is complete, STI will get an evaluation of the quality of the performance and productivity of the temporary worker. This is done over the phone or through an evaluation survey by email/fax. STI only retains workers that meet or exceed our standards.

STI's quality control program will ensure that we meet the highest standards regarding delivery of services, communication with the client, performance reviews all with the goal to minimize employee turnover. Below you will find a summary of our Quality Assurance Program or "QAP".

Our Quality Assurance Program Includes:

- Reference Verifications
- License Verifications
- Education Verifications
- Skills Evaluation
- Criminal Background Checks
- Drug Testing Upon Request
- Arrival Call Check
- Quality Control Checks During Assignment
 - ✓ First day follow-up (On the first day of the employee's assignment we will telephone you to ensure our employee arrived on time. That same day we will follow up with our employee at home to find out their experience with your company. Pertinent information will be shared with you.)
 - ✓ End-of-week follow-up (we will follow up with you again to determine if our employee's performance and attitude have satisfied your specifications.)
 - ✓ Weekly follow up calls are made to ensure productivity, dependability, and quality
 - ✓ Position modifications
 - ✓ Assignment completion
 - ✓ Evaluation of employee skills and work habits (When our employee completes his/her assignment, a short form will be sent to you to evaluate overall performance, skill and attitude)
 - ✓ Retention of performance-meeting employees
 - ✓ For longer term assignments, monthly follow up calls to our employees at home in the evening will also be completed.

In order for us to maintain a high level of customer service, it is necessary for us to gather data about customers, services, contracts, and to make periodic checks on our employees placed with our customers. This enables us to provide on-trend, anticipatory, proactive leadership in finding and placing high-quality workers with our clients. We don't wait for problems to occur. We act in anticipation of future changes in the staffing needs of our clients. We help the facilities/client control expected and unexpected hiring situations. Staff Today continually:

- Develops and implements new recruiting and placement solutions
- Hires top staffing agents and thoroughly trains each one in business, technology, professionalism and placement
- Develops new talent

Documentation

The following is the standard documentation required for most Professions: -

- ❖ Resume
- ❖ 3-References
- ❖ Professional License
- ❖ CPR and/or ACLS
- ❖ Skills Checklist
- ❖ Primary Source Verification (Done by STI)
- ❖ Pre-employment background check (Done by STI)

The above documents are needed for the first process. If a prospective candidate provides all the above and is screened and considered a good candidate in order to be hired the additional documents and screening will need to be performed

Screening/Verification

Licensure:

STI requires all applicants licensed in more than one state are to have each license verified as part of the hiring process. Current employees are to have all licenses re-verified at time of renewal.

Background checks/convictions:

STI utilizes a company to process local, state, and federal background checks. STI then has a policy for actions to be taken for any and all applicants that have any negative information on their background check.

Related certifications:

Depending on the professional and/or discipline, the applicant is required to maintain certain minimum certifications. STI requires a copy of the certification and, depending on the certification, STI does online verifications. Verifications are done when the applicant has applied and also for renewals. STI's operating system generates a report identifying any expiring certifications within a 30, 60, and 90-day period. The employee is then notified. An employee is not allowed to work with expired certifications and is blocked from being booked into shifts until resolved. STI has a set policy that describes which sponsored certifications are accepted.

References upon hire:

STI requires a minimum of two positive work references from the current and past work history of the applicant.

Core/specialty competencies (BLS/ACLS as applicable):

Evaluation of an applicant's competency is a process that encompasses multiple venues:

- Interviewing the applicant
- Reviewing recent work experience
- Current CPR card or advanced training card when working in a specialty area (ACLS, PALS, NRP)

Pre-employment health screening:

STI requires that upon hire all field employees will provide authorized documentation of their being in good physical and mental health, free from communicable disease, and the ability to perform the duties of a healthcare professional without physical limitations. Documentation of Tuberculosis screening within the past 12 months is specifically required at the time of hire and annually from the date administered thereafter. Proof of immune status for any specific communicable disease in addition to Tuberculosis will be necessary where indicated by state or facility contractual requirements.

Drug testing/screening and results:

STI is committed to a drug-free, safe and healthy work environment. A minimum 10 panel pre-employment drug screening is performed on applicants following a strict Chain of Custody procedure, as per facility request. Any non-negative result will constitute a violation of STI's Substance Abuse Policy and applicant will not be hired. STI will also require active employees to submit to drug screening in the event that facilities share concerns of reasonable suspicion at any time during employment.

HIPAA compliance:

STI complies with all provisions of the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and has in place operating policies which reflect HIPAA compliance. All new employees are required to complete a HIPAA In-service as part of their new hire orientation.

Time and attendance:

All employees are expected to honor shift commitments by arriving on time. In the event of an employee cancellation STI will make every effort to replace the employee with another qualified employee. STI employees will follow all requirements in regards to shifts hours, sign in procedures, and call in guidelines as defined by the facility.

Performance evaluations:

STI is dedicated to the continued development and service performance improvement of its personnel. A principle measurement of a healthcare professional's performance is the performance evaluation. Performance evaluations will be conducted on all STI field employees every two years based on hire date or more frequently as indicated by facility contractual agreement. However, performance evaluation indicators are collected on a continuous basis.

In-Services:

Based on individual clients and different contract requirements STI structures the in-service requirements upon hire and annually to meet any clients compliance, including:

Age Specific, Disaster Preparedness, Cultural Diversity, Environmental Safety, Fire Safety, Hazardous Chemicals, HIPAA, Infection Control/ Bloodborne Pathogens, Abuse, Domestic Violence, Ethics of Healthcare, National Patient Safety Goals, Pain Awareness, Patient Restraints, Patient Rights, Workplace Violence

TB screening (PPD):

Per clientele request TB screening (PPD or Tuberculosis Screening Record completed if history of positive PPD) will be completed.

b) Describe how your company verifies each candidate meets the customer's requirements necessary to perform the required duties

STI has established the best way to ensure the proposed resumes meet our clients' requests by performing job profiling and establishing guidelines that assist us in identifying the skill level required to succeed in specific work environments. STI continues to enjoy continued success because of our recruiting and matching processes. STI employs management practices designed to quickly recruit and hire skilled temporary workers for any position/profession.

STI utilizes factors such as environment, culture, structure and goals in obtaining the best qualified candidates who not only can meet the client's needs but have the strongest likelihood of success in the client's particular work environments.

Our recruiting efforts include identifying and screening potential, highly qualified temporary workers from the open market. We use database systems and online registration that allow us to maintain a vast pool of qualified candidates that are available instantly once a job order is received from the client.

STI's recruiting and matching system creates a database that allows STI to leverage specific core competencies for our clients, thus ensuring reliable, highly qualified resumes. Additionally, STI will ensure the proposed resume fits the clients request by utilizing the assessment tests mentioned earlier that establish job suitability and fit by assessing aptitude, attitude and skills. The background and reference checks also serve us a way to confirm truthfulness on resumes thus the proposed resume is sure to fit the client's request. Below is an explanation of our job order process that ensures the resumes will fit the client's request/need: -

Job Order Process

The clients' request starts the job ordering process. This process ensures that the proposed resumes will meet the client's request.

- 1) Job order is submitted to STI by fax, phone, email or electronically.
- 2) Acceptance of order and initial response: - STI accepts the order and enters it into the database and responds to client confirming receipt of order. If needed further job requirements such as skills and preferences may be requested from the client. (This ensures temporary worker resume fits needs)
- 3) Job Order Populated: - STI's recruiter maps out the job order in the software to generate the best candidates available that fit the client's needs and whether new recruits are needed.
- 4) Evaluation Process: - Once the best candidates are identified, STI completes an evaluation process based on the client's request/needs. This includes a review of job requirements and expectations with the candidate. If candidate meets all requirements of the request the resume is submitted. If not, the previous step is repeated until a qualified match is made.

- **Initial Telephone Screening:** During our initial phone Interview of a candidate, we ask questions relative to their motivation to make a job change, education, credentials and licensure, clinical experience, and references. We also verify that the candidate has a minimum of one year of clinical employment experience.
- **Employment Application:** A complete application, including education, work history, and references is required prior to candidate consideration.
- **USCIS Employment Eligibility Verification, including E-Verify:** We verify work eligibility in person in accordance with INS regulations.
- **Skills Proficiency Checklist –** The skills checklist, inclusive of The Joint Commission Age Specific Criteria proficiencies, must be completed by the candidate prior to consideration for any position. This list aids us in matching the candidates' skills with available position skill requirements.
- **Comprehensive Interview:** Our interviewing process includes a targeted, situational- and behavioral-based questionnaire to assist in determining character and work ethic.
- **Competency Testing:** To validate the clinical and technical qualifications of qualified candidates, STI provides online Competency Testing in their area of specialization. The competency test must be passed with a minimum score of 80%.
- **Background Check:** We conduct a comprehensive background check consisting of: 1) Social Security Match (Name, Number, Date-of-Birth, and Gender); 2) OIG/HHS - Excluded Individuals; 3) EPLS/GSA - Excluded Parties List System; 4) Criminal Records (both County and State); 5) Motor Vehicle Records; 6) State Sexual Predator/Abuse Registries; 7) Professional Licenses with Disciplinary History. This background check of professional credentials validates the certification or licensure is valid, within expiration, and reveals any disciplinary actions taken. Additional background check information is performed as a pre-placement requirement as requested by client facilities.
- **Summary of Professional Credentials:** We require a complete listing of all professional credentials from each employee – specifically those that qualify them for a specific position, which we then verify via our Background Check. Current CPR certification is a mandatory requirement for all healthcare professionals employed with STI. We track CPR certification dates and facilitate the certification process for employees to maintain its validity.
- **5-10-Panel Urine Drug Screen:** The test screens for standard drugs of abuse and more commonly abused prescription medications.
- **Immunity History Verification:** We verify each candidate's immunization history. Immunizations included in the history are Hepatitis B, Measles, Mumps, Rubella, and Varicella. In addition to a history check, we require TB skin testing on an annual basis, with all positive skin tests resolved by a negative chest x-ray and physician statement indicating symptom-free status. We provide, as a benefit to prospective employees, immunizations and/or antibody titer testing needed and TB skin testing annually.
- **STI Orientation Training Program:** Via the training guide, we provide extensive safety training to each new employee. Key guidelines are reviewed again with each employee prior to each assignment. The training topics include: General workplace safety and lifting guidelines; Hazardous Materials and Safety Data Materials Sheet guidance; Blood borne Pathogens training and the appropriate use of personal protective equipment to prevent exposure; Information about HIV, Hepatitis, and the importance of Hepatitis B immunization; Prevention and monitoring requirements for TB Exposure; and policies for reporting workplace hazards and/or personal injuries. Additional safety training and/or certification for radiation safety, restraint use, body mechanics, OSHA guidelines, and respiratory fit testing will be required as specified by client facilities.
- **Client Protocol Compliance:** We have established a pre-assignment qualification tracking system for identifying what we refer to as "special protocols" for each client facility. This alerts our placement personnel to specific requirements for assigned employees beyond what our standard qualification standards are nationwide. This may include blood antibody titer testing, drug testing within 14 days prior to assignment, in-service training programs, specific professional certifications for certain job positions,

respiratory fit testing, OSHA Safety Training certification, additional background check information (e.g., Division of Aging, specific criminal record search in state to be assigned), and in-service training programs (e.g., use of restraints, radiation safety, body mechanics).

- **Professional Reference Sourcing:** We perform one-on-one, direct sourcing of professional references, requiring at least one reference be obtained from a former Supervisor within the prior 2 years whenever possible.
- **Employee Assignment Appraisals:** We request that the on-site Client Supervisor for each of our contract employees complete a formal Appraisal Form of the employee's suitability and performance at the close of each assignment. We use this information as ongoing validation of our initial professional reference sourcing, and in the decision to assign a contract employee to additional assignments with us. Appraisals are also required to be completed by the STI Compliance Manager at the close of each assignment – based upon the comprehensive performance of the employee during the assignment. This appraisal takes into account feedback received from the Client Supervisor during the course of the assignment, as well as their compliance with STI policies and procedures. Finally, we conduct an Annual Appraisal on all STI employees based on the performance feedback we have collected throughout the year.
- **Annual Training:** STI requires all contract employees to take a comprehensive set of annual training modules, inclusive of Infection and Exposure Control Plan, Hazardous Materials Communication, Workplace & Assignment Security, Fire, Oxygen, Electrical Safety, Patient Safety & Rights, Advance Directives, Patient Confidentiality, Diversity, Medication & Pain Management, Principles of Performance Improvement, Medicare Fraud & Waste, and Customer Service in Healthcare.
- **Performance Review Board:** We have established a formal committee to evaluate and make assessments relative to continued employment of contract employees who have had performance concerns identified on contract assignments. The Board is composed of a multi-disciplinary and multi-level group of individuals in the medical field.

c) What is your company's policy in regards to unsatisfactory candidates?

STI will replace an employee that is found to be unsatisfactory. Depending on the reason we classify our employee in our system as follows.

- DNU- Do Not Use (this pertains to someone who was just unsatisfactory to a particular facility-usually not a fit)
- DNR-Do Not Return (this pertains to someone that may not be utilized in any facility-usually gross misconduct)

STI offers a guarantee or free replacement on our employee for the first 4hrs after hire. We offer a four hour first day risk-free total Guarantee for our Staffing Services. We always strive for complete customer satisfaction and long-term relationships.

"If you are not happy – you don't pay."

This pertains to the first 4hrs of the first day guarantee – where we cancel all charges to any client who is not satisfied with our placement and replace the person absolutely free. (We go ahead and pay our employee out of our own pocket for the first 4 hours worked on the first day).

d) Describe how your company will obtain and assign temporary staffing under the contract. Policies and responses must include the following: skill testing and screening mechanisms, including a

description of reference and/or background checks solicited for each applicant and; the manner in which job assignments/job matching will be determined.

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1) Training/Orientation prior to placement

Once determination has been made that the applicant is a viable applicant it's now time to have them complete the Pre-Employment Assessment. This assessment includes three components:

- Personality and Behavior Assessment
- Cognitive Reasoning
- Attitudes Assessment

These three components have been proven to be the most effective predictors of job performance, job satisfaction and retention. The Personality and Behavior Assessment will prove to be extremely beneficial in matching the right

caregiver with the right client. The Attitudes Assessment has been proven to help companies evaluate whether an applicant may display inappropriate attitude and behavior with a client. As we all know, one bad hire can be the difference between a profitable case and a failure.

Training and Education

Staff Today Inc. customers deserve the level of service that only an organization dedicated to the education and training of its people can offer. STI provides orientation, compliance, clinical, and operations training for its workforce through a variety of settings followed by written competency examinations and online, Web-based courses.

STI's commitment to its employees' professional and personal development is evident by the range of courses made available. Employees are educated on our Code of Conduct, participate in Medical Compliance Training, and receive a comprehensive orientation package including material dedicated to patient safety, abuse and neglect, emergency management procedures, national patient safety goals, and incident reporting; in addition to HIPAA and OSHA training. Staff Today Inc. also encourages participation in a robust continuing education program designed to support the clinical and technical development of its employees.

As the skills required for success in the corporate world are changing faster than ever before, people need quick and easy access to training – when and where they need it. STI supports career development through access to a dynamic assortment of educational resources. For tuning up our employees there is online tutorial systems, training and development that provides the following:-

- access to more than 6,000+ online courses covering computer, business, leadership, and technical skills sought after in today's market. For example, Microsoft Access 2000 Tutorial, Microsoft Access 2002 Tutorial, Microsoft Access 2003 Tutorial, Microsoft Excel 2000 Tutorial, Microsoft Excel 2002 Tutorial, Microsoft Excel 2003 Tutorial, Microsoft Internet Explorer 5.0 Tutorial, Microsoft Office 2000 Integration Tutorial, Microsoft Office 2003 Integration Tutorial, Microsoft Office XP Integration Tutorial, Microsoft Outlook 2000 Tutorial, Microsoft Outlook 2002 Tutorial, Microsoft Outlook 2003 Tutorial, Microsoft PowerPoint 2000 Tutorial, Microsoft PowerPoint 2002 Tutorial, Microsoft PowerPoint 2003 Tutorial, Microsoft Windows 2000 Tutorial, Microsoft Windows XP Tutorial, Microsoft Word 2000 Tutorial, Microsoft Word 2002 - Advanced Documents Tutorial, Microsoft Word 2002 Tutorial, Microsoft Word 2003 Tutorial, Peachtree Accounting 2003 Tutorial, QuickBooks Pro 2000 Tutorial
- a convenient way for anyone to update and increase their skills online – 24 hours a day, every day of the year.
- free training and development for all STI associates, consultants, and employees.

For those personnel in need of a more traditional education, there's California National University (<http://www.cnuas.edu/>). CNU is a fully accredited distance learning school with a robust curriculum and an innovative approach that ensures personal contact with instructors while still allowing the freedom to learn at one's own pace and at one's chosen schedule.

In-Service Training Results & Qualifications

Staff Today Inc (STI) utilizes a software system to track wages, licenses, expiration dates, qualifications, experience, training results, and other pertinent information that are used to provide excellent finger-tips evaluation of candidates prior to submission to the client. This system is also used to evaluate and track performance of candidate's vs. client's needs, and print reports to help make our retention and customer service surpass other companies in the staffing industry.

In-Services

Based on individual clients and different contract requirements, Staff Today Inc structures the in-service requirements upon hire and annually thereafter to meet clients' compliance including: Age Specific, Disaster Preparedness, Cultural Diversity, Environmental Safety, Fire Safety, Hazardous Chemicals, HIPAA, Infection Control/ Blood-borne

Pathogens, Abuse, Domestic Violence, Ethics of Healthcare, National Patient Safety Goals, Pain Awareness, Patient Restraints, Patient Rights, and Workplace Violence.

Orientation:

Staff Today Inc. orientation process has three stages: The first stage is mainly performed by us. The other two stages vary depending on the client.

- A general orientation
- A departmental orientation, and
- A specific job orientation

The above stages are conducted by different parties and vary from client to client. The General Orientation is usually managed by Staff Today Inc. (STI). Our general orientation starts by making the worker feel at ease. We ensure that they have received and had enough time to read the employee manual ahead of orientation time.

At orientation we cover the following: -

- Dress code
- Working hours
- Parking
- Directions
- Supervisor name
- Dates of work
- Time card preparation
- Phone number (STI and Clients')

We also explain to the worker who Management is and help them get acquainted with the operation of our organization and that we are their employer. We try to allay their fears and doubts by covering subjects such as the difficulties new employees experience, about turnover figures, about how people assimilate better, about how they can turn to us for any difficulties they experience, be it regarding their rejection by existing staff, client staff employees or other matters. We always let our candidates know they can always turn to us for confidential advice. The upper management also always welcomes the new candidate as part of orientation and assures them of management's commitment to help them succeed.

At orientation we assure the candidates that they are part of our team and as such we welcome their observations, comments, and critiques. Last but not least, we share company goals with them and ask what their own personal and career goals are and try to mesh their own goals with the company goals.

This orientation strategy has proven to be highly successful and cuts down on turnover drastically, engenders trust, cooperation and motivation.

The departmental orientation is usually carried out by the client facility some actually have in class orientation and others just do a general orientation. This orientation is usually client specific and may or may not be applicable depending on the contract.

Clinical

Clinical assessments are done online by prophecy and it encompasses an extensive exam library. These clinical competency exams include OSHA and joint commission mandatory nursing and allied assessments, as well as clinical checklists.

Related certifications: Depending on the professional and/or discipline, the applicant is required to maintain certain minimum certifications. STI requires a copy of the certification and depending on the certification, STI does online verifications. Verifications are done when the applicant applies and also when it is time for renewals. STI's operating

system generates a report identifying any expiring certifications within a 30, 60, and 90-day period. The employee is then notified to submit renewed documents. An employee is not allowed to work with expired certifications and is blocked from being booked into shifts until all issues are resolved.

License verification: STI requires all applicants licensed in more than one state to have each license verified as part of the hiring process. Current employees have all licenses re-verified at time of renewal.

References upon hire: STI requires a minimum of two positive work references from the current and past work history of the applicant.

Core/specialty competencies (BLS/ACLS as applicable): Evaluation of an applicant's competency is a process that encompasses multiple venues: Interviewing the applicant, reviewing recent work experience, current CPR card or advanced training card when working in a specialty area (ACLS, PALS, NRP)

Pre-employment health screening: STI requires that upon hire all field employees will provide authorized documentation of their being in good physical and mental health, free from communicable disease, and the ability to perform the duties of a healthcare professional without physical limitations. Documentation of Tuberculosis screening within the past 12 months is specifically required at the time of hire and annually from the date administered thereafter. Proof of immunity status for any specific communicable disease in addition to Tuberculosis will be necessary where indicated by state or facility contractual requirements.

HIPAA compliance: STI complies with all provisions of the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and has in place operating policies which reflect HIPAA compliance

Time and attendance: All employees are expected to honor shift commitments by arriving on time. In the event of an employee cancellation, STI will make every effort to replace the employee with another qualified employee. STI employees will follow all requirements in regards to shifts hours, sign in procedures, and call in guidelines as defined by the client facility.

TB screening (PPD): TB screening (PPD or Tuberculosis Screening Record completed if history of positive PPD) will be completed.

In addition to the screening services above, STI does license verification with every board that certifies various professionals. For example, prior to sending a nurse to a facility we will ensure that the license is current and free of holds or disciplinary actions by checking with the State Board of Nursing. As stated, clinical assessments are done online by prophecy and it encompasses an extensive exam library. These clinical competency exams include OSHA and joint commission mandatory nursing and allied assessments, as well as clinical checklists as shown below:-

Our Complete Clinical Exam & Assessment List

<u>Nursing</u>	<u>Allied Health</u>
<u>Home Care</u>	<u>Joint Commission Mandatories</u>
<u>Skills Checklists</u>	

Nursing Exams

- Cardiac Cath Lab
- CCU Exam A
- CCU Exam B
- Clinic
- LPN/LVN Competency
- LPN/LVN Pharmacology
- Med-Surg/Tele Combo
- Medical-Surgical Exam A

- CNA Acute Care Exam A
- CNA Acute Care Exam B
- CNA Acute Care Exam C
- CNA-Dementia Care
- CNA-Disability Competency
- CNA-Hospice & Palliative Care
- CNA-LTC
- CNA-Sitter
- CVICU Exam A
- CVICU Exam B
- Corrections-RN/LPN
- Diabetes Knowledge Quiz for RN/LPN
- Dialysis
- Dysrhythmia Exam
- Endoscopy/GI Lab Exam A
- Endoscopy/GI Lab Exam B
- ER Exam A
- ER Exam B
- General ICU Exam A
- General ICU Exam B
- Geriatric LTC-Pharmacology
- Geriatric-LTC
- IV Push Medications
- IV Therapy/Infusion
- Labor & Delivery
- Medical-Surgical Exam B
- Neuro ICU Exam A
- Neuro ICU Exam B
- Neuro Progressive Care Exam A
- Neuro Progressive Care Exam B
- Newborn Nursery
- NICU Pharmacology
- NICU
- Oncology
- Operating Room
- PACU
- Pediatrics
- PEDS Pharmacology
- PICU
- Postpartum
- Psychiatric
- RN Pharmacology Exam A
- RN Pharmacology Exam B
- RN/LPN Case Manager
- RN/LPN-Dementia Care
- RN/LPN-Hospice & Palliative Care
- Surgical ICU Exam
- Telemetry
- Trauma ICU Exam

Allied Exams

- Certified Medication Aide
- Certified Occupational Therapy Assistant
- CT Scan Tech
- Dental Assistant
- Emergency Room Technician
- EMT (Emergency Medical Technician)
- Medical Assistant
- Medical Biller/Coder
- Occupational Therapy Exam A
- Occupational Therapy Exam B
- OR/Surgical Technologist
- Pharm Tech – Retail
- Physical Therapy Exam A
- Physical Therapy Exam B
- Psychiatric Technician/Behavioral Health Tech
- Rad Tech/X-Ray Tech
- Respiratory Therapist
- Speech Language Pathologist-Adults
- Speech Language Pathologist-PEDS
- Tele Tech/EKG Rhythms
- Ultrasound Technologist
- Physical Therapy Assistant
- Phlebotomy
- Pharmacy Tech – Non-Retail

Joint Commission & OSHA Annual Mandatory

- 2015 Core Mandatory Part I
- 2015 Core Mandatory Part II (Allied)
- 2015 Core Mandatory Part II (Non-Licensed)
- 2015 Core Mandatory Part II (Nursing)
- 2015 Core Mandatory Part III
- 2015 NPSG Mandatory(Allied)
- 2015 NPSG Mandatory(Non-Licensed Personnel)
- 2015 NPSG Mandatory(Nursing)
- Abuse Mandatory
- Advanced Care Planning Mandatory
- Age-Specific Mandatory
- Drugs in the Workplace Mandatory
- End of Life Care Mandatory Module
- Environmental Safety Mandatory
- Ethics Mandatory
- Falls Prevention Mandatory
- Fire Safety Mandatory
- Hazardous Chemicals Mandatory
- HIPAA Mandatory Exam
- Infant Abduction Mandatory
- Infection Control Mandatory
- Malignant Hyperthermia Module Mandatory

- Bio-Terrorism Mandatory
- Blood Glucose Monitoring Mandatory
- Body Mechanics/Ergonomics Mandatory
- Color Vision Mandatory Exam
- Cultural Diversity Mandatory
- Disaster Preparedness Mandatory
- Do Not Use Abbreviations Mandatory
- Domestic Violence Mandatory

- Moderate/Conscious Sedation Mandatory
- OSHA Mandatory Module
- Pain Mandatory Exam
- Patient Restraints Mandatory
- Patient Rights Mandatory
- Preventing Medication Errors Mandatory
- Sexual Harassment Mandatory
- Workplace Violence Mandatory

Home Care Exams

- HHC-Clinical
- HHC-Medication
- HHC-Nasal/Tracheal Suction Exam
- HHC-Pediatric Ventilator
- HHC-Ventilator Management
- HHC-Wound Care

Precision Skills Checklists

- Cardiac Cath Lab
- Cardiovascular Technician
- CAT SCAN Technologist
- CCU
- Certified Anesthesia Technician
- Certified Medication Aide
- Certified Occupational Therapist Assistant
- Certified Registered Nurse Anesthetist
- Chemist
- Clinic
- CNA
- CNA-Sitter
- Corporate Nurse
- Corrections RN/LPN
- Critical Care Technician
- CVICU
- Dental Hygienist/Assistant
- Dialysis
- Dietician
- Dosimetrist/Radiation Therapy
- Echo-Vascular Technician
- EMT (Emergency Medical Technician)
- Endoscopy
- Endoscopy/GI Lab
- ER
- General ICU
- Geriatric/LTC
- High Risk OB Technician
- Home Health
- Immunization Nurse
- IV Therapy
- Labor & Delivery
- Laboratory Technician
- LPN/LVN Competency
- Mammographer
- Med-Surg/Tele Combo
- Medical Assistant
- Newborn Nursery
- NICU
- Nuclear Medicine Technologist
- Nurse Practitioner
- Occupational Health Nurse
- Occupational Therapist
- Oncology
- Operating Room – Circulating
- Operating Room- Scrub
- OR/Surgical Technologist
- Orthopedic
- PACU
- Paramedic
- Patient Transport
- PCU
- PEDS
- Pharmacist
- Pharmacy Technician
- Phlebotomy
- Physical Therapist
- Physical Therapist Assistant
- Physician Assistant
- Physicist Proficiency
- PICU
- Polysomnographer (EEG) Technologist
- Post Partum
- Psych Technician/Behavioral Health Tech
- Psychiatric
- Radiation Therapy
- Respiratory Therapy
- RN/LPN Case Manager
- School Nurse-RN/LPN
- Speech Pathologist
- Sterile Processing Technologist
- Surgical ICU
- Trauma ICU
- Tele Tech/EKG

- Medical/Surgical
- MRI Technologist
- Neuro ICU
- Neuro Progressive Care Unit
- Telemetry
- Ultrasonographer
- X-Ray/Rad Tech

Validated Healthcare Assessments Following EEOC Guidelines

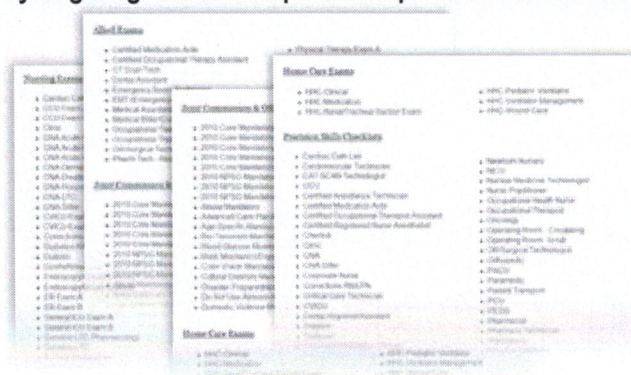
Prophecy assessments is also used as pre-screening tools to assess clinical skill and knowledge for new hires or current clinicians. Prophecy Healthcare is the BEST choice in providing a comprehensive and holistic approach to pre-employment screening. Prophecy is compliant with the Federal Uniform Guidelines on Employee Selection Procedures (1978), which require that validity and reliability methodologies and measurements be used to substantiate the use of such selection procedures. By using Prophecy's three aggregated assessments to measure skills, abilities, and other job relevant characteristics provides us with a solid, multidimensional basis for rendering important career and employment-related decisions while minimizing adverse impact. Healthcare Reform continues to mandate transparency and reimbursement based on quality of care and patient satisfaction.

Prophecy Healthcare uses content and/or criterion based validity to ensure that our assessments limit Disparate ("discriminatory") Impact against protected groups, which maintains compliance with EEOC standards. Our test plan development follows a similar methodology to that of the National Council for State Boards of Nursing's NCLEX® exam for RN licensure and other professional healthcare certification exams.

The assessments are created through a formal job analysis, with the assistance of subject matter experts from each professional specialty (e.g, General ICU, Med/Surg, Labor and Delivery, etc). The job analysis creates the framework for the test plan, identifying the knowledge, skills, abilities, and job duties required for a particular specialty. This detailed analysis is an absolute necessity for any organization using selection tools/procedures to assist in the hiring decisions and selection of candidates who are applying for open positions. Without the use of, and possession of supporting documentation for such job analyses, organizations are at risk for potential discriminatory hiring practices, as evidenced in federal court cases, such as Lewis v. City of Chicago 528 F.3d 488, 103 Fair Empl.Prac.Cas. (BNA) 705, 91 Empl. Prac. Dec. P43,214, and Ricci v. Destefano, No. 07-1428 (U.S. 6/29/2009) (2009); ExecutiveOrder 11246).

Measuring the candidate's skill level in their specialty is more important than ever. As a health care staffing company we need to ensure that the professionals we hire have the latest skills and knowledge, as well as the critical thinking capabilities required of their positions. The professionals we hire are representing us thus we utilize Prophecy Clinical Assessments. This is because they follow the Department of Labor Uniform Guidelines on Employee Selection Procedures and are approved for use as a pre-hire screening tool. We receive instant results that shows the candidate's score and national rank as well as their rank within a facility.

Prophecy Clinical Assessments identifies caregivers with sufficient job knowledge to perform successfully by targeting the most important aspects of each clinical specialty.



- **Nursing Assessments** ➔
- **Allied Assessments** ➔
- **Joint Commission Mandatories** ➔
- **OSHA Mandatories** ➔
- **Skills Checklists** ➔

Clinical Situational Assessments Measure Decision Making & Judgment

Now with Situational Assessments by Prophecy, we can measure the fit aspect of job applicants. Situational Assessments can help pinpoint, with 99% confidence, which clinicians will make the most effective decisions around the following performance dimensions:

- Verbal Communication
- Assertiveness
- Critical Thinking
- Problem Solving
- Calm and Competent Patient Care
- Report Transitioning
- Developing Patient Relationships
- Patient Customer Service

Situational Assessments are online, video-based assessments designed to replicate interpersonal situations common to the healthcare environment. After viewing each of the 21 web-based videos featuring real healthcare workers in challenging situations, the clinician selects the most and least effective responses to these real world scenarios. Paired against responses deemed correct by healthcare professionals -just like them- Situational Assessments paint a picture of how an applicant is likely to respond in tough situations. We receive instant results that show the clinician's ability to handle tough situations. Prophecy's Situational Assessments identify caregivers with soft-skills directly correlated to successful nursing practice.

Healthcare Behavioral Assessment Selects the Best Fit

Prophecy Behavioral Assessments identify clinicians with behavioral characteristics that predict high performance, such as integrity and conscientiousness, while flagging potential flaws such as hostility or substance abuse. Using four dimensions of behaviors –personality, attitudes, cognitive, and engagement– this assessment allows us to select the clinician that is best fit for our clients' organization. The Prophecy Behavioral Personality Assessment is built upon the well accepted "Big 5" concept of core personality traits and also includes a "Teamwork" scale as well as a "Good Impression" scale. Each specialty and department within a facility has a unique set of personality attributes that work best. With our job specific benchmarking, Prophecy allows us to determine which personality attributes are best suited for the specialty/job that we are hiring for.

Some available personality categories include:

- Advance Practice Nurse
- ER Nurse
- ICU Nurse
- MedSurg Nurse
- Nurse Practitioner
- Licensed Practical Nurse
- Medical Technician
- RN Supervisor

Attitudes

The Prophecy Behavioral Attitude Assessment measures six areas of potentially counterproductive behaviors by a self-descriptive inventory that taps six substantive areas of concern as well as a Good Impression (validity) scale.

- Conscientious (Dependability)
- Hostility (Aggression)
- Integrity (Honesty)
- Substance Abuse

Cognitive

There is little question among personnel psychologists that cognitive ability –the ability to process and retain information quickly– is a necessary skill that transcends most jobs. For most jobs there is a range of cognitive ability associated with on-the-job success; a higher level of cognitive ability is not necessarily associated with job success. What matters is the fit with the requirements of the job.

STI clerical assessments are also done online. Technical assessments have an average of 50 questions each; most other assessments have between 25 and 30 questions. Once the candidate has completed the assessment he or

she would not be able to re-enter that assessment. To complete an assessment, the candidate must answer all questions presented or choose to leave the assessment early. If the candidate is unable to complete the assessment due to loss of Internet service or other computer problems, he or she will be able to re-enter the assessment. In most cases, the candidate will be able to pick up where they left off. Due to the nature of some assessments (such as Typing or Data Entry), questions must be answered in one sitting and in a sequential order. For these types of assessments, the candidate will be able to re-enter the assessment but would have to begin again from the first question.

Our employment test portfolio includes aptitude, personality, and basic skills tests, and our TestMaker feature allows us to generate our own proprietary tests. Thus we can tailor our tests specifically according to the needs of our clients.

Clerical Testing

The following is a summary of some of our clerical employment tests:

- Accounting Titles - accounting terminology, accounts payable, accounts receivables, general accounting, general ledger knowledge etc.
- Call Center Titles – Call Center Listening Skills [audio], Call Center Outbound Sales Skills etc
- Financial Titles – Data entry 10key, Reconciliation, financial analysis etc
- TechTest Titles - .NET Framework, Access Basic 2.0, ACT! 2000 for Administrators
- Legal Titles – Paralegal skills, Legal filling skills, legal assistant etc
- Industrial Titles – AutoCAD, Micrometers and Calipers, OSHA etc
- Office/Professional Titles – numeric filing, alphabetical filing, typing, data entry, basic math etc
- Software Titles – Microsoft office(word, excel, access, PowerPoint, publisher), Adobe, filemaker pro, corel etc

Employment Aptitude Tests

Criteria Cognitive Aptitude Test (CCAT) A general aptitude test that measures a candidate's problem-solving ability, critical thinking, reasoning, and aptitude for learning and applying new information.

MiniCog Rapid Assessment Battery (MRAB) A nine-test aptitude battery created by Harvard University psychologists, the MRAB measures an individual's ability to process information, including specific cognitive functions such as attention, working memory, and reasoning ability.

Criteria Attention Skills Test (CAST) A four-test subset of the MRAB Battery, the CAST measures a person's concentration and ability to sustain focus on one or more tasks while avoiding distractions.

Wiesen Test of Mechanical Aptitude (WTMA) The WTMA measures an individual's mechanical aptitude, or ability to learn to operate, maintain, install and repair equipment and machinery.

Employment Personality Tests

Criteria Personality Inventory (CPI) A general personality inventory based on the most widely accepted personality model — the "Big Five" — which describes an individual's personality in terms of five psychological traits: Agreeableness, Conscientiousness, Extroversion, Stability/Neuroticism, and Openness.

Sales Achievement Predictor (SalesAP) A sales personality test that measures traits that have been shown to be critical to success in sales and sales-related jobs, including motivation, competitiveness, extroversion, goal orientation, and assertiveness. The SalesAP provides an overall recommendation on a candidate's suitability for sales positions.

Customer Service Aptitude Profile (CSAP) The companion test to the SalesAP, the CSAP is a customer service test that measures personality traits that are important for customer service and related positions. The CSAP provides an

overall recommendation on a candidate's suitability for customer service-related positions, based on traits such as cooperativeness, personal diplomacy, patience, and more.

Employee Personality Profile (EPP) The Employee Personality Profile is a general personality profile derived from the SalesAP test. It measures ten personality traits that are relevant to a person's suitability for a wide variety of jobs. These traits are: Achievement, Motivation, Competitiveness, Managerial, Assertiveness, Extroversion, Cooperativeness, Patience, Self-Confidence, and Conscientiousness.

Employment Skills Tests

Criteria Basic Skills Test (CBST) A test that measures the basic math and verbal skills that are required to succeed in a wide variety of entry-level jobs. Math and Verbal subscores are listed separately.

Typing Test A test that measures an individual's typing speed and accuracy. An adjusted words-per-minute (WPM) score is given, which reflects the total number of words typed correctly during the time allotted.

Ten Key Test The Ten Key Test measures an individual's ability to perform numerical data entry. The test provides both a speed and an accuracy score.

Microsoft Excel A test that measures an individual's proficiency with Microsoft Excel.

Microsoft Word A test that measures an individual's proficiency with Microsoft Word.

Computer Literacy and Internet Knowledge Test (CLIK) A test of basic computer literacy that measures an individual's proficiency with using Internet browsers and common desktop applications such as email and word processing programs. It is a test consisting of two task-oriented simulations followed by multiple choice questions

BACKGROUND CHECKS & DRUG TESTING

1) Background Checks

As part of the screening process, STI will conduct criminal background checks/security investigations, including fingerprinting, Municipal Police Background Checks, Selective Service Status, and Clerk of Courts by County of all temporary personnel upon request. Staff Today Inc. provides our clients a wide range and alternatives in the criminal history searches. This is performed based on the contractual agreement. The following are some of the background checks performed:

- ❖ **CRIMINAL HISTORY SEARCH** - This can be done on either a county level or, in some jurisdictions statewide search. The primary differences between the two searches are the time for return of product and the information contained in the report. Any search of an applicant who has been at their current residence for less than one year, begin at their prior residence.
 - **CORS** - This is our nationwide criminal history search tool and, as a screening tool, it is a wonderful addition to other products. This search includes hundreds of thousands of names of individuals charged with felonies and/or misdemeanor offenses; it touches every state, and includes a nationwide search of registered sexual offenders, departments of corrections, administrative office of courts, state repositories and county court records. In addition, some proprietary records are included from a variety of investigative sources. Because records from some of these sources, no matter who the provider is, may not be updated on a regular basis including some where the information is only updated on an annual basis. STI does not recommend this as the only search to be conducted for criminal history information. It is a wonderful tool to identify areas not disclosed by a candidate that might require additional research.

- County criminal history search – This information is obtained directly from the source-county. It should be noted that the only information available at this level is that which demonstrates incidents which took place in the one county. Incidents in a neighboring county will not be reported. The time period available from the courts will vary by jurisdiction. Generally, there will be a minimum of three years with the majority of courts providing at least seven years and some as many as 25 years or more. STI searches county courts throughout the United States. In some jurisdictions, only the county level courts can be searched. California is an example of this research level. All searches are conducted to meet the guidelines of the state and national FCRA requirements and limitations.
 - Statewide criminal history repository – These repositories are generally maintained by a state agency such as the police department or administrative office of courts. In each state where a repository is retained, every jurisdiction is supposed to report information regarding both arrests and dispositions. The fact of the matter is that not all data is necessarily transmitted to the repository. That being said, more information is recorded than is visible in a single county search. Unfortunately, as in California, there are some states where the complete repository is not publicly disseminated. In these areas the only research that can be conducted is at the county level. If a candidate has lived in surrounding states, then a statewide search may be conducted. Statewide repositories often times go back as much as 50 years and whatever information is recorded are also reported as long as it falls under Fair Credit Reporting Act compliance at the national and/or state level.
 - Federal court searches – Records of criminal offenses committed at the federal level, generally cases involving multiple jurisdictions, can be researched but are generally difficult to assure the identity of the person in question. Many of the cases will identify only the name of the subject with no other confirming identifiers. Unfortunately, this can lead to many “possible” records being found.
- ❖ **CREDIT/FRAUD REPORT** – This is a search of the prominent credit reporting agency for the applicant's residence. This will provide information relative to the financial stability of the applicant and the applicant's overall sense of responsibility as well as confirmation of biographical data.
 - ❖ **DRIVING RECORD (DMV)** – This is either a three or seven-year report of all violations filed against an individual's driving history. This report is also valuable in confirming the biographical information provided by the applicant.
 - ❖ **EMPLOYMENT VERIFICATION (TELEPHONIC)** - Contact is made with an applicant's previous and, if authorized, current employer to learn more than just the dates of employment, salary and position held by the applicant. Reporting includes a comparison of the original application to determine any contradictions as well as any derogatory information that may be provided.
 - ❖ **EMPLOYMENT VERIFICATION (GOVERNMENT RECORDS)** - A search of records provided to the Federal government of all FICA earnings reported by the applicant's employers. This information is obtained through the signing of a special release form and will divulge concealed employments. For example, one study utilizing this report, at a large financial institution, found omissions or significant exaggerations on 40% of their applicants to include the omission of from one to nineteen prior jobs in the past five years.
 - ❖ **REFERENCE/CHARACTER VERIFICATION** - Contact is made with both supplied and developed references to learn more about the character of the applicant. The interviewing of these persons is done in a manner to elicit information about the applicant's social habits.
 - ❖ **SOCIAL SECURITY NUMBER SEARCH AND VALIDATION (Identification Verification)** - This report contains the date and state in which the number was issued along with name and address history based on matches to the social security number submitted to a large number of public records and proprietary databases. The sources of this data may contain errors and omissions and thus cannot be used for employment decisions. It is used to corroborate names, addresses and associated dates that may or may not appear on the application and helps to provide a more comprehensive background investigation.
 - ❖ **MALPRACTICE HISTORY** – Research is conducted through a variety of sources to determine any history of these records. Obviously, during employment verification, this is a topic of concern and may or may not be responded to by a previous employer. Secondly, searches conducted through state licensing regulators may disclose reports of wrongdoing, and a final option would be through the Health and Human Services Office of the Inspector General of the Federal Government. This is a search of persons who have been

excluded by the government from receiving payment for any items or services involving a government transaction due to a violation of the law.

2) Drug Testing

- STI is committed to a drug-free, safe and healthy work environment. A minimum 5 panel pre-employment drug screen to include amphetamines, cocaine metabolites, marijuana metabolites, opiate metabolites and phencyclidine is performed on applicants following a strict chain of custody procedure as per facility request or contractual agreement. Any non-negative result will constitute a violation of STI's Substance Abuse Policy and applicant will not be hired. STI will also require active employees to submit to drug screening in the event that the client/facilities share concerns of reasonable suspicion at any time during employment. For positions that require drug testing, STI usually performs a minimum 5 panel pre-employment drug screening on applicants. We are also capable of performing 10 panel drug screen.
 - 1) A prospective employee would give a sample at a local clinic or vendor location.
 - 2) The drug screen results are reported directly to STI. Negative results are typically communicated the day after collection, while positive confirmations are typically communicated within 48 to 72 hours of the screening, with 40% reported the day after collection.

e) **What is your company's time frame for placements of candidates for new customers?**

STI's placement for new customers varies by professions/ job classifications.

Acknowledgement of order requests is sent within an hour. Delays in acknowledgement occurs with new customers when the request is sent to the wrong person/department. All order requests sent to Hrassociate@stafftodayinc.com will receive an acknowledgement within an hour. The response time of filling request is within 24 hours for personnel in our database.

Clerical Administrative positions placement is within 1-2days depending on screening requirements drug screening takes additional days

Healthcare positions placement for people in database takes 1-2 days.

Hard to fill positions or specialty positions placement time is 5-7days.

All the above timeframes may be extended depending on screening requirements. E.g. TB test needs to be read within 72hours after administering, drug screen adds 24-48hours, live scan etc

f) **Describe any benefits and incentive programs, as well as, skill enhancement opportunities which are available to assignable staff.**

STI rewards good job performance by creating various incentive programs that provide opportunities for motivational bonus plans and incentive programs. The rewards are in the form of awards, gifts and/or monetary bonuses. LSC coordinates some of our rewards programs with the client company to customize a reward according to the work environment. For example, we offer Job efficiency incentives when the client has a project with a deadline for production and an individual delivers on time and exceeds the goals set by the task.

The following is some of the reward incentive awarded for good job performance :-

- **Monetary Bonus**:-Temporary workers who perform exceptionally well upon successful completion of an assignment receive a bonus pay.

- **Safety incentives:** STI applauds our temporary personnel for complying with safety rules and regulations. In order to reinforce positive safety practices. The safety incentive program may include recognition awards such as tickets, restaurant vouchers, gym memberships. Gift cards or a monetary bonus.
- **Attendance Incentives:** An attendance incentive program is often the solution to retaining a workforce that is assigned long hours or required to work on weekends, STI has customized several attendance incentives awards and prizes for perfect attendance.

STI also offers the following benefits to our staff:-

- Medical/Health
- Dental insurance
- Vision Insurance
- Disability (depending on state)

All our staff have an opportunity to enhance their skills. STI's commitment to its employees' professional and personal development is evident by the range of courses made available. Employees are educated on our Code of Conduct, participate in Medical Compliance Training, and receive a comprehensive orientation package including material dedicated to patient safety, abuse and neglect, emergency management procedures, national patient safety goals, and incident reporting; in addition to HIPAA and OSHA training. Staff Today Inc. also encourages participation in a robust continuing education program designed to support the clinical and technical development of its employees.

As the skills required for success in the corporate world are changing faster than ever before, people need quick and easy access to training – when and where they need it. STI supports career development through access to a dynamic assortment of educational resources. For tuning up our employees there is online tutorial systems, training and development that provides the following:-

- access to more than 6,000+ online courses covering computer, business, leadership, and technical skills sought after in today's market. For example, Microsoft Access 2000 Tutorial, Microsoft Access 2002 Tutorial, Microsoft Access 2003 Tutorial, Microsoft Excel 2000 Tutorial, Microsoft Excel 2002 Tutorial, Microsoft Excel 2003 Tutorial, Microsoft Internet Explorer 5.0 Tutorial, Microsoft Office 2000 Integration Tutorial, Microsoft Office 2003 Integration Tutorial, Microsoft Office XP Integration Tutorial, Microsoft Outlook 2000 Tutorial, Microsoft Outlook 2002 Tutorial, Microsoft Outlook 2003 Tutorial, Microsoft PowerPoint 2000 Tutorial, Microsoft PowerPoint 2002 Tutorial, Microsoft PowerPoint 2003 Tutorial, Microsoft Windows 2000 Tutorial, Microsoft Windows XP Tutorial, Microsoft Word 2000 Tutorial, Microsoft Word 2002 - Advanced Documents Tutorial, Microsoft Word 2002 Tutorial, Microsoft Word 2003 Tutorial, Peachtree Accounting 2003 Tutorial, QuickBooks Pro 2000 Tutorial
- a convenient way for anyone to update and increase their skills online – 24 hours a day, every day of the year.
- free training and development for all STI associates, consultants, and employees.

For those personnel in need of a more traditional education, there's California National University (<http://www.cnuas.edu/>). CNU is a fully accredited distance learning school with a robust curriculum and an innovative approach that ensures personal contact with instructors while still allowing the freedom to learn at one's own pace and at one's chosen schedule.

See attached benefits enrollment forms

Enrollment Form

Client ID: **10785** Staff Today

SECTION 1: Employee Information

Employee Name: _____ Date of Hire: _____
 Date of Birth: _____ Social Security Number: _____ Phone: _____
 Home Address: _____
 Marital Status: Single Married Gender: Male Female

SECTION 2: Coverage Election

Minimum Essential Coverage (MEC)

- EE \$63.43 / month
- EE + Spouse \$82.48 / month
- EE + Child(ren) \$95.43 / month
- Family \$114.47 / month
- Decline Coverage

OR

Minimum Value Plan (MVP)

- EE \$314.65 / month
- EE + Spouse \$572.21 / month
- EE + Child(ren) \$494.94 / month
- Family \$778.26 / month
- Decline Coverage

Voluntary Benefits

- | | | |
|-------------------------------------------|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> EE | <input type="checkbox"/> LOW | <input type="checkbox"/> HIGH |
| <input type="checkbox"/> EE + Spouse | \$32 / month | \$58 / month |
| <input type="checkbox"/> EE + Child(ren) | \$60 / month | \$102 / month |
| <input type="checkbox"/> Family | \$52 / month | \$82 / month |
| <input type="checkbox"/> Decline Coverage | \$70 / month | \$114 / month |

Voluntary Benefit Package Includes (LOW / HIGH):

- Discount Dental and Vision (Included)
- Life Insurance (\$10,000 / \$25,000)
- Accident Insurance (Included)
- Hospital Confinement Indemnity (Included)
- Critical Illness (Included in HIGH plan only)

Rates shown do not reflect the employer contribution, if any.

Please read carefully before signing: I certify that the information on this enrollment form is true and complete. All dependents listed are my dependents as defined in the Plan Document. I authorize my employer to make the necessary payroll deductions. I authorize any health care provider to release all information pertaining to care provided to me or my dependents. A photocopy of this authorization shall be valid as the original. I also understand that if there are any changes to my family status or coverage status, I have 30 days to notify Human Resources or otherwise accept any penalty that may incur as a result in my failure to notify Human Resources. I acknowledge that I have been offered a Minimum Value Plan.

X _____ Date: _____

Dependent's Name (Last, First, MI)	Gender	Relationship	Date of Birth	Social Security Number

SECTION 3: Coverage Waiver - Please review and sign below if you wish to decline coverage.

By signing below, I certify that I have been given an opportunity to apply for coverage for myself and my eligible dependents, if any. I am declining enrollment as indicated above. I understand that I am declining enrollment for myself and/or my eligible dependents (including my spouse) because of other health insurance or group health plan coverage. I may be able to enroll myself and my eligible dependents in this plan if I lose, or my eligible dependents lose, eligibility for that other coverage (or if the employer stops contributing towards my or my eligible dependents' other coverage).

X _____ Date: _____

For Official Use Only: Tall Tree HRP Temp ID Card Effective Date: _____ HR Rep: _____



Employee Enrollment

Instructions

Enrollment is easy, and all premiums are handled through payroll deduction. Please follow these few simple steps to begin coverage or waive your opportunity until the next open enrollment period:

- 1. Review the benefit outlines with your HR or benefits representative.**
- 2. Complete your enrollment form in its entirety then sign and date at the bottom.**
 - A. If you are enrolling please mark the box next to the plan(s) you are electing.**
 - B. The price for each plan is listed as a weekly amount and will be deducted 48 weeks throughout the year (there will be 4 months where the fifth paycheck will not have any deduction).**
 - C. Please include all dependent and beneficiary information as those details are necessary to ensure you and your family are covered correctly.**
 - D. If electing the voluntary package then please mark your answer to each question on the form.**
 - E. If you are waiving coverage then please sign on the waiver line and provide your reason in the space beside (please note that this answer is required under the Affordable Care Act for healthcare reporting purposes).**
- 3. Submit your completed form to your HR or benefits representative as instructed.**
- 4. If you chose to participate in the MEC or MVP plans then you will receive your ID Card on average within two weeks of enrollment.**
- 5. If you chose to participate in the Voluntary Package then you will receive your policy and fulfillment information on average within two to three weeks of enrollment.**
- 6. Payroll deductions will begin with the first paycheck nearest your effective date of coverage.**
- 7. Coverage begins on the first day of the month specified according to your eligibility and ends on the last day of the month following termination of benefits.**

AEC Schedule of Benefits

Additional Preventive Services for Adults - All Benefits Covered at 100% In-Network

Abdominal Aortic Aneurysm one-time screening for men of specified ages who have ever smoked

Alcohol Misuse screening and counseling

Aspirin use for men and women of certain ages

Blood Pressure screening for all adults

Cholesterol screening for adults of certain ages or at higher risk

Colorectal Cancer screening for adults over 50

Cervical cancer screening for adults

Diabetes screening for adults with high blood pressure

Dental counseling for adults at higher risk for chronic disease

DVT screening for all adults at higher risk

Immunization vaccines for adults - doses, recommended ages, and recommended populations vary: Hepatitis A, Hepatitis B, Herpes Zoster, Human Papillomavirus, Influenza (A and B), Measles, Mumps, Rubella, Meningococcal, Pneumococcal, Tetanus, Diphtheria, Pertussis, Varicella

Obesity screening and counseling for all adults

Sexually Transmitted Infection (STI) prevention counseling for adults at higher risk

Tobacco Use screening for all adults and cessation interventions for tobacco users

Syphilis screening for all adults at higher risk

AEC Schedule of Benefits (continued)

Covered Preventive Services for Women, Including Pregnant Women – All Benefits Covered at 100% In-Network

anemia screening on a routine basis for pregnant women

gonorrhea, chlamydia, urinary tract or other infection screening for pregnant women

RCA counseling about genetic testing for women at higher risk

breast Cancer Mammography screenings every 1 to 2 years for women over 40

breast Cancer Chemoprevention counseling for women at higher risk

breastfeeding comprehensive support and counseling from trained providers, as well as access to breastfeeding supplies, for pregnant and nursing women

cervical Cancer screening for sexually active women

chlamydia Infection screening for younger women and other women at higher risk

contraception: Food and Drug Administration approved contraceptive methods, sterilization procedures, and patient education counseling, not including abortifacient drugs

Domestic and Interpersonal Violence screening and counseling for all women

Folic Acid supplements for women who may become pregnant

AEC Schedule of Benefits (continued)



ered Preventive Services for Women, Including Pregnant Women (continued) – All Benefits Covered at 100% In-Network

Gestational Diabetes screening for women 24 to 28 weeks pregnant and those at high risk of developing gestational diabetes
Gonorrhea screening for all women at higher risk

Hepatitis B screening for pregnant women at their first prenatal visit

Human Immunodeficiency Virus (HIV) screening and counseling for sexually active women

Human Papillomavirus (HPV) DNA Test: high risk HPV DNA testing every three years for women with normal cytology results w
30 or older

Osteoporosis screening for women over age 60 depending on risk factors

Rh Incompatibility screening for all pregnant women and follow-up testing for women at higher risk

Tobacco Use screening and interventions for all women, and expanded counseling for pregnant tobacco users

Sexually Transmitted Infections (STI) counseling for sexually active women

Syphilis screening for all pregnant women or other women at increased risk

Well-woman visits to obtain recommended preventive services

MEC Schedule of Benefits (continued)

Additional Preventive Services for Children – All Benefits Covered at 100% In-Network

Alcohol and Drug Use assessments for adolescents

Autism screening for children at 18 and 24 months

Behavioral assessments for children of all ages

Ages: 0 to 11 months, 1 to 4 years, 5 to 10 years, 11 to 14 years, 15 to 17 years

Blood Pressure screening for children

Ages: 0 to 11 months, 1 to 4 years, 5 to 10 years, 11 to 14 years, 15 to 17 years

Cervical Dysplasia screening for sexually active females

Congenital Hypothyroidism screening for newborns

Depression screening for adolescents

Developmental screening for children under age 3, and surveillance throughout childhood

Dyslipidemia screening for children at higher risk of lipid disorders

Ages: 1 to 4 years, 5 to 10 years, 11 to 14 years, 15 to 17 years.

Fluoride Chemoprevention supplements for children without fluoride in their water source

Gonorrhea preventive medication for the eyes of all newborns

Hearing screening for all newborns

Height, Weight and Body Mass Index measurements for children

Ages: 0 to 11 months, 1 to 4 years, 5 to 10 years, 11 to 14 years, 15 to 17 years

AEC Schedule of Benefits (continued)



Preventive Services for Children (continued) – All Benefits Covered at 100% In-Network

ematocrit or Hemoglobin screening for children

emoglobinopathies or sickle cell screening for newborns

IV screening for adolescents at higher risk

immunization vaccines for children from birth to age 18 - doses, recommended ages, and recommended populations vary: Diphtheria, Tetanus, Pertussis, Haemophilus influenzae type b, Hepatitis A, Hepatitis B, Human Papillomavirus, Inactivated Poliovirus, Influenza (Flu Shot), Measles, Mumps, Rubella, Meningococcal, Pneumococcal, Rotavirus, Varicella

iron supplements for children ages 6 to 12 months at risk for anemia

lead screening for children at risk of exposure

Medical History for all children throughout development.

Ages: 0 to 11 months, 1 to 4 years, 5 to 10 years, 11 to 14 years, 15 to 17 years.

obesity screening and counseling

Oral Health risk assessment for young children

Ages: 0 to 11 months, 1 to 4 years, 5 to 10 years.

Phenylketonuria (PKU) screening for this genetic disorder in newborns

Sexually Transmitted Infection (STI) prevention counseling and screening for adolescents at higher risk.

Tuberculin testing for children at higher risk of tuberculosis.

Ages: 0 to 11 months, 1 to 4 years, 5 to 10 years, 11 to 14 years, 15 to 17 years.

Vision screening for all children

Schedule of Benefits and Plan Document are also posted on the Tall Tree Website at www.talltreehealth.com



Minimum Essential Coverage (MEC)

Our MEC (Minimum Essential Coverage) provides coverage that satisfies the individual mandate under the Affordable Care Act and includes wellness benefits with no copay, telemedicine for acute care through Stat Doctors and a pharmacy discount card.

MEC		
Network: PHCS/Multiplan		
Benefits	Network	Non-Network
15 Preventative Services for Adults	100%	40%
22 Preventative Services for Women	100%	40%
26 preventative Services for Children	100%	40%
Rx and Other Services	Network	Non-Network
Covered Prescription Drugs	Generic Birth Control Pills and select prescriptions as identified by CMS	No Benefit Discounts available for all non-covered prescriptions when using Catamaran Pharmacy Discount Card
Telemedicine - StatDocs	Included	Included

Coverage Type	Monthly Premium	Weekly Premium
Employee Only	\$63.43	\$15.86
Employee and Spouse	\$96.87	\$24.22
Employee and Child(ren)	\$114.64	\$28.66
Family	\$139.90	\$34.98

Products administered by Tall Tree Administrators, Salt Lake City, UT
Reinsurance provided by Sirius America, an A.M. Best "A" rated carrier

****Weekly premiums reflect 48 weekly payroll deductions per calendar year****

Tall Tree MV Plan Schedule of Benefits



MVP

PPO Network: PHCS/Multiplan

Maximum Value Benefits	Network	Non-Network
Individual Deductible	Individual None	Individual \$500
Preventive Services under	100%	40%
Pocket Max	Individual \$2,000 Family \$13,200	Individual Unlimited Family Unlimited
Visits - Primary Care (exams / consultations) / Specialist	\$20 Co-pay / \$40 Co-pay	Deductible Plan pays 60% of allowed amount
Emergency Room Services	\$400 Co-pay * Plan covers cost at 150% of Medicare	\$400 Co-pay * Plan covers cost at 150% of Medicare
Maternal - Inpatient Services	\$400 Co-pay * Plan covers cost at 150% of Medicare	\$400 Co-pay * Plan covers cost at 150% of Medicare
Hospital - Outpatient Services	No Benefit	No Benefit
Imaging (CT, PET scans, MRIs)	No Benefit	No Benefit
Outpatient Laboratory and Diagnostic Services	\$50 Co-pay	Deductible Plan pays 60% of allowed amount
Imaging and Diagnostic Tests	\$50 Co-pay	Deductible Plan pays 60% of allowed amount
Preventive Care / Immunization / Screening by MEC	100%	Deductible Plan pays 60% of allowed amount
Urgent Care & 24 hour centers	\$50 Co-pay	Deductible Plan pays 60% of allowed amount
Rx and Other Services	Network	Non-Network
Prescription Drugs / Over-the-counter	Generic-lesser of cost or \$40 co-pay; Brand Drugs—No Benefit	No Benefit
Telemedicine - StatDocs	Included	Included

This plan provides Minimal Value Coverage for Medical Care. If the service is not listed on this schedule of benefits the service is not covered.

Schedule of Benefits and Plan Document are also posted on the Tall Tree Website at www.talltreehealth.com



Minimum Value Plan With Hospitalization (MVP)

Our MVP (Minimum Value Plan) more closely resembles a traditional major medical plan providing coverage that includes full inpatient hospitalization benefits in addition to standard benefits such as primary care and specialist visits, urgent care and emergency room visits, laboratory services and a pharmacy plan utilizing a comprehensive national PPO network.

MVP

PPO Network: PHCS/Multiplan

Minimum Value Benefits	Network	Non-Network
Annual Deductible	Individual None	Individual \$500
63 Preventative Services under MEC	100%	40%
Out of Pocket Max	Individual \$2,000 Family \$13,200	Individual Unlimited Family Unlimited
Office Visits - Primary Care (exams or consultations) / Specialist	\$20 Co-pay / \$40 Co-pay	Deductible Plan pays 60% of allowed amount
Emergency Room Services	\$400 Co-pay * Plan covers cost at 150% of Medicare	\$400 Co-pay * Plan covers cost at 150% of Medicare
Hospital - Inpatient Services	\$400 Co-pay * Plan covers cost at 150% of Medicare	\$400 Co-pay * Plan covers cost at 150% of Medicare
**Hospital - Outpatient Services	No Benefit	No Benefit
**Imaging (CT, PET scans, MRIs)	No Benefit	No Benefit
Laboratory Outpatient and Professional Services	\$50 Co-pay	Deductible Plan pays 60% of allowed amount
X-Rays and Diagnostic Tests	\$50 Co-pay	Deductible Plan pays 60% of allowed amount
Preventative Care Screening / Immunization Paid for by MEC	100%	Deductible Plan pays 60% of allowed amount
Urgent Care & 24 hour centers	\$50 Co-pay	Deductible Plan pays 60% of allowed amount
Rx and Other Services	Network	Non-Network
Covered Prescription Drugs Catamaran	Generic-lesser of cost or \$40 co-pay; Brand Drugs—No Benefit	No Benefit
Telemedicine - StatDocs	Included	Included
Coverage Type	Monthly Premium	Weekly Premium
Employee Only	\$299.98	\$75.00
Employee and Spouse	\$536.21	\$134.05
Employee and Child(ren)	\$465.34	\$116.34
Family	\$725.20	\$181.30

Products administered by Tall Tree Administrators, Salt Lake City, UT

Reinsurance provided by Sirius America, an A.M. Best "A" rated carrier

Weekly premiums reflect 48 weekly payroll deductions per calendar year

Voluntary Buy-Up Package Benefits



\$10,000 Term Life Insurance through Lincoln Financial Group (Employee only)
Accident Advance plan through Transamerica that provides cash directly to the employee and their family when treated for a covered accident

Hospital Select plan through Transamerica that provides cash directly to the employee and their family when hospitalized as a result of a covered accident or sickness

Discount Dental network through Optum Health Allies that provides discounts of 10%-35% at over 72,000 providers nationwide

Discount Vision network through Outlook Vision Services that provides discounts of 10%-50% at over 10,500 providers nationwide

Please refer to individual product brochures for benefit details



Voluntary Benefits Package

Our voluntary benefits package brings together several programs to provide you with more comprehensive coverage at one affordable price. Life insurance to cover final expenses, an accident plan that pays cash benefits directly to you in the event you seek treatment for an accident, a hospital plan that pays cash benefits directly to you in the event of a hospital stay, a discount dental network and a discount vision network, emergency medical transport and family resources including will preparation and other key services.

- ⇒ **\$10,000 Employee Only Term Life Insurance through Lincoln Financial Group**
*Includes Travel Connect travel assistance services and LifeKeys family resource program
- ⇒ **Accident Advance through Transamerica**
*Sample benefits include \$150 Accident Emergency Treatment, \$240 Major Diagnostic Exam, Up to \$6,000 for Fractures, \$150 per day for Hospitalization and \$450 per day for ICU as well as benefits for Transportation and Family Lodging
- ⇒ **Hospital Select through Transamerica**
*Initial Hospitalization benefit of \$750 limited to one per year and a \$50 per day Hospitalization benefit to a maximum of \$5,000 per calendar
- ⇒ **Discount Dental Network through Optum Health Allies**
*Nationwide network of providers with discounts ranging from 10-35% on everything from general dentistry through cosmetic dentistry
- ⇒ **Discount Vision Network through Outlook Vision Services**
*Nationwide network of providers with discounts ranging from 10-50% on eyewear and accessories

Coverage Type	Monthly Premium	Weekly Premium
Employee Only	\$32.00	\$8.00
Employee and Spouse	\$50.00	\$12.50
Employee and Child(ren)	\$40.00	\$10.00
Family	\$56.00	\$14.00

****Weekly premiums reflect 48 weekly payroll deductions per calendar year****

PO Network



PPO Network Physician Services Only

PHCS Specific Services – Nationwide

Avoid Non PPO Providers! Non Network providers have no agreement and will bill retail price and the Plan will allow what the network would have allowed had you used a network provider. The difference is an out of pocket cost to you.

Website available to confirm your providers are in network, always ask the physician if they are participating with PHCS as you make appointments for care.

Visit www.talltreehealth.com – click on providers, choose PHCS and follow the prompts to PHCS Specific Services.

For the MVP Plan, members can use any hospital – claims will be paid at 150% of Medicare allowed amounts. Members may be balance billed if the provider does not accept the allowed amount. You may want to confirm the hospital will accept this reimbursement rate prior to admission.

MEMBER: Always ask your provider of service if they are participating in the network and accepting your benefits as you make appointments and receive care!

etail Pharmacy Benefits

Catamaran is the service provider for pharmacy claims

ID card – unique ID number – update your pharmacy with the information on the card

Pharmacy Information listed on the Schedule of Benefits

Website has temp ID card containing the Pharmacy information

New ID Card and Welcome Packet



Identification Cards will be mailed to your employees' homes for MEC and MVP plans

one card for a single participant and two cards for family coverage

Identification Cards (ID Cards) will be available to print from the website following input of your employees' enrollments if they are needed prior to receiving the actual cards

Have your employees review the ID Card and make sure we have their name spelled correctly and the card represents the election they made

Should they need additional cards, please have them contact Tall Tree Administrators

Have them share information with their spouse and children, especially those living outside of their home

Have them contact their providers and let them know they have a new billing address and claims administrator for claims incurred after their effective date

Instruct your employees to begin using the new card upon receipt

Claims incurred prior to August 1, 2015 will be processed by Essential Staff Care



ALL TREE
ADMINISTRATORS

Tall Tree Website Instructions



Instructions for Accessing the Tall Tree Administrators Website

Go to www.talltreehealth.com

Click on Plan Participants

Your user name is your social security number (no dashes or spaces) or your unique ID number on the Tall Tree ID card. The password is your birthday, using the 2 digit month, 2 digit day and 4 digit year of your birth. For example, January 1, 1980 would be entered 01011980.

For continued privacy, we strongly recommend that you customize your password after your initial setup into our website.

Instructions for Printing Temporary ID Cards

Once you are logged in, click on the Person Info link.

Click "show" next to the Employee Coverage Information section.

Find the coverage type you need (medical, dental, or vision) and click on the link to the right that says "Print Temp Card."

Questions: Call Customer Service at 877-453-4201

Qualified Life Events



Any time you have a life event in your family, you have 30 days to notify Human Resources and make a change to your enrollment

If you fail to make this update you must wait until the next open enrollment period to make the change

Qualified Events include:

- Newborn baby or adoption

- Marriage or divorce

- Child is on their own plan or over age 26 and is no longer considered a dependent

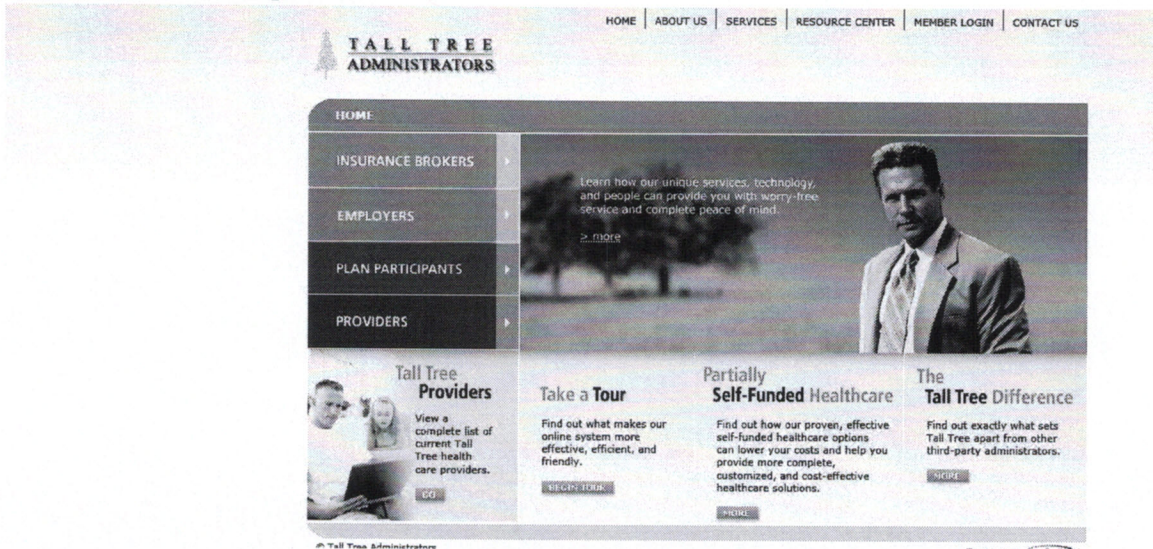
Qualified Events **must** be made within 30 days

This is an IRS mandate – no exceptions

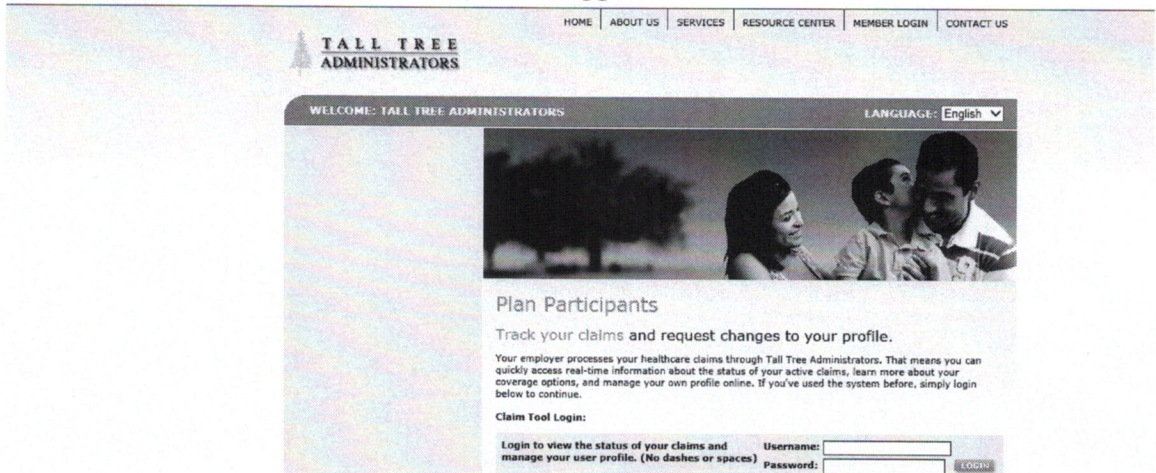
NOTE: You cannot change elections from MEC to MVP without a Qualified Event

How to print a temporary ID card

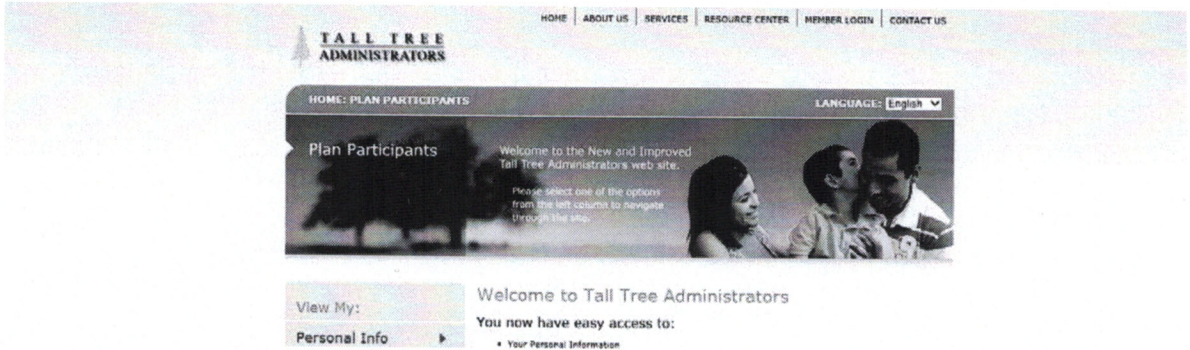
1. Go to www.talltreehealth.com.
2. Click on Plan Participants.



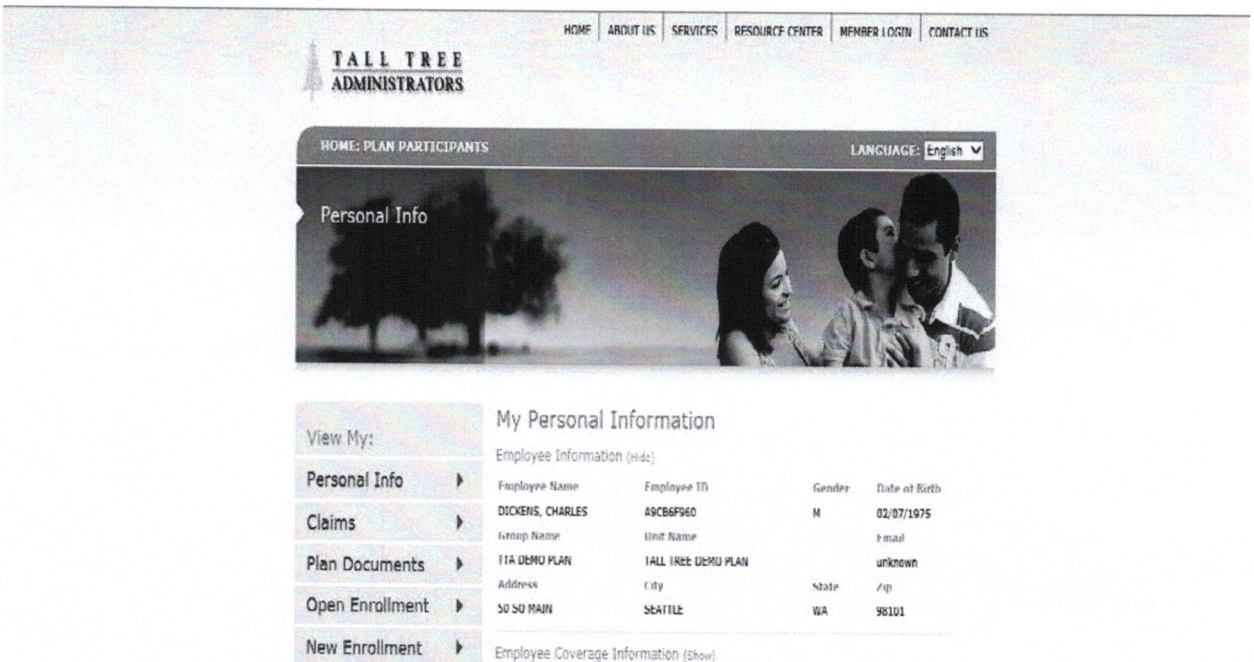
3. Enter your username and password.
 - a. Your username will be your social security number.
 - b. Your password will be your date of birth (mmddyyyy). You will be able to change your password once you're logged in.



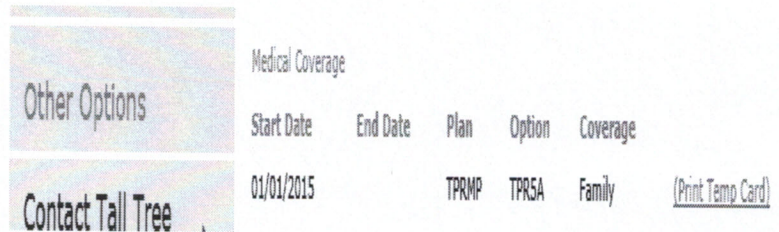
4. Click on Personal information.



5. Click on the word (show).



6. Click on (Print Temp Card).



7. To print your ID card, right click and choose print.

Remember

- Have your employees review their enrollment options and turn in their completed enrollment forms as required.
- Have your employees inform their family and update physicians and pharmacists of their new coverage and where to send claims.
- Tall Tree Administrators – 1-877-453-4201
Monday – Friday 7:00 am to 6:00 pm MST
- Spanish Customer Service Representative available.
- Website and email available 24/7 www.talltreehealth.com

Tall Tree Administrators welcomes you to our administration and we look forward to working with you and providing customer service to you for your health care needs!

Vensure Contact Information

Marge Gray | Benefits Administrator
email: benefits@vensure.com Attention: Marge
: 480.993.2650 x 1385 | F: 480.993.2653

Kris Hansberger | Director of Human Resources and Employee Benefits
email: benefits@vensure.com Attention: Kris
: 480.993.2650 x 3815 | F: 480.993.2653

Anna Hoebing | ACA Compliance Analyst
email: benefits@vensure.com Attention: Anna
: 480.993.2650 x 6226 | F: 480.993.2653

3) Government Relations

- a) Describe the experience your company has with regards to placements of candidates within government entities.

98% of our business is with government facilities such as States, Cities, Counties etc, STI currently holds GSA -TAP contracts and has associates working in different governmental institutions all over the state of Texas, Nebraska, New York, Florida, New Jersey, Wisconsin, Michigan and California, within city, state, and county operated facilities. Some of our prior and current clients include the following: -

- Orange County, Florida Temporary Labor-Nursing Services 2015-Present
- Escambia County Jail Nursing Services 2015 - Present
- California Department of Corrections Nursing and Allied services– 2004 – Present
- Nebraska Department of Corrections Nursing and Allied Services 2014-Present
- Federal Bureau of Prisons (Texas, California, New Jersey) – 2006 – Present
- Wayne County, Michigan (Detention Jail) Medical Staffing March 2016-
- Wisconsin Department of Corrections – 2014 – Present
- State University of New York, Upstate Medical University Nursing services 2014-Present
- California State Hospitals – 2005 – Present
- ITH Staffing Nursing and Clerical services 2010-2017
- Utah School for the Deaf and Blind-Provide LPN services June 2009-June 2010
- Harris County Sheriff's Department & Hospitals Nursing Services 2009-Present
- Tarrant County, Texas Annual Contract Healthcare Personnel (Nursing, Phlebotomist, CMA) services- 2014- Present
- State of New York Administrative Services Contract- 2012-Present
- Office of the U.S. Trustee Administrative Services 2009-2010
- County of Los Angeles- Internal Services Department Clerical/Administrative – 2003 – Present
- County of Los Angeles-Sheriff's Department (Temporary Personnel Services)
- Department of Navy-Port Hueneme clerical – September 2011 – August 2012

- b) **Describe your company's minimum pre-employment screening process. This may be negotiated with Awarded Offeror(s) to ensure consistency at entry level positions; additional requirements will be at the Procuring Agency's discretion.**

STI screens prospective employees through interviewing, skills testing and background checks. For all temporary workers, Staff Today Inc. (STI) utilizes only the best in background checks and personnel screening process. We provide our clients with comprehensive background screening services that include pre-employment verifications. This comprehensive employee screening services directly addresses employment problems of workplace violence, employee theft, falsified employment applications, drug use, turnover and negligent hiring liability. Our screening service provides us with accurately prepared reports that reveal any past criminal history, fraudulent Social Security numbers, falsified employment applications and untruthful resumes.

We utilize a national company to perform employment drug testing and physical exams. This is because they have a nationwide network of thousands of collection sites and occupational health clinics, secure online reporting and consolidated billing. This enables us to have all our prospective employees tested regardless of their location. We also include Form I-9 employment verification (E-Verify) services that enable us to reduce errors and verify employees' legal right to work in the U.S.

As mentioned above our pre-employment screening services, legal compliance expertise is very comprehensive thus helps us reduce hiring risks, increase efficiency and hire with confidence.

STI has determined nine (9) steps that are proven to work in hiring and selecting quality personnel, increasing revenue, reducing the stress that comes from dealing with problem employees, and increasing client satisfaction. Below is a list of the 9 steps:-

- (1) Phone Screen
- (2) Application
- (3) Assessment
- (4) Interview
- (5) Criminal Background Check
- (6) Work References
- (7) Personal References
- (8) Drug Screen (as needed)
- (9) Client Interview

After only the first three steps we can disqualify those applicants that don't meet our standards, saving time and money, and move forward with those applicants that meet our criteria or the clients' criteria.

- c) **Describe your company's experience providing services in states where preferences exist for agencies that employ a minimum percentage of persons with disabilities.**

We do not have any experience working with a State where preference exist for agencies that employ a minimum percentage of persons with disabilities.

We are an equal opportunity employer.

Protection of Sensitive Information

- a) **What measures do you take to protect sensitive customer (procuring agency) information?**

STI is committed to making sure that sensitive information stays confidential. Thus, managing the confidentiality of sensitive information is of the utmost importance. STI's often works with information that, if leaked, could jeopardize or harm an employee or the company. For example, Social Security numbers, if released, could lead to identity theft. Performance reviews and pay levels, if seen by other coworkers, could lead to dissatisfaction or even litigation, Clients' sensitive information etc. As Such STI has established procedures to safeguard all of this information and more. These procedures include the following:

- Locked cabinets to store paper copies of documents containing any sensitive information. Keys to these cabinets are personally carried by the HR manager at all times.
- High security, password-protected databases for digital files.
- A thorough orientation process for new staff on confidentiality procedures.
- Confidentiality training for all office and field staff throughout the year.
- Non-disclosure agreements for employees, contractors, and vendors, to protect the company's information.
- A detailed process for taking action should any breach of private information occur, including notifying the affected parties.

- b) **Describe how your company trains and ensures that candidates placed with a procuring agency adhere to all HIPPA requirements regarding confidential information as defined in Section 1.3 Definitions.**

Training

Staff Today Inc. customers deserve the level of service that only an organization dedicated to the education and training of its people can offer. STI provides orientation, compliance, clinical, and operations training for its workforce through online instruction followed by competency examinations.

STI's commitment to its employees' professional and personal development is evident by the range of courses made available. Employees are educated on STI's Code of Conduct, participate in Medical Compliance Training,

and a receive a comprehensive orientation package including material dedicated to patient safety, abuse and neglect, emergency management procedures, national patient safety goals, and incident reporting; in addition to HIPAA and OSHA training. Staff Today Inc. (STI) also encourages participation in a robust continuing education program designed to support the clinical and technical development of its employees.

As a condition of assignment all our employees are required to sign a confidentiality agreement prior to starting an assignment. The agreement requires them not to disclose, or in any way reveal or disseminate to unauthorized parties any information they gain through contact with materials or documents that are made available through their assignment at Client or that they learn about during an assignment. The agreement further requires them not to disclose or in any way reveal or disseminate any information pertaining to Client or its operating methods and procedures that comes to their attention as a result of their assignment. Under no circumstances are the assigned employee remove copies or documents from the premises of Client.

STI also provides them a summary of HIPAA Privacy Rules for Temporary Personnel to read and understand then sign to indicate their adherence. Not only are they required to abide by the provided HIPAA Privacy Rules they are also required to abide with any privacy rules that are provided by the client. The obligation of the signed agreement remains in effect even after the employment with our agency ends.

c) Describe how your company trains and ensures that the candidates placed with a procuring agency adhere to all privacy and confidential State specific confidentiality requirements regarding confidential information as defined in Section 1.3 Definitions

Staff Today Inc. customers deserve the level of service that only an organization dedicated to the education and training of its people can offer. STI provides orientation, compliance, confidential, safety, and operations training for its workforce through online instruction followed by competency examinations.

STI requires all employees sign a non-disclosure agreement (or NDA). Non-disclosure agreements are an effective way to make sure the procuring agency is protected from anyone who becomes privy to sensitive information as part of their work with the company, whether as a full-time employee or a temporary contractor.

We ensure that all employees fully understand the agreement prior to signing it. Signing the non-disclosure agreement is the first step, because in this day and age of social media, tweeting, and blogs, it's easier than ever for employees to slip up and share a private piece of information about the company without even meaning to. Therefore, to safeguard against this we offer training and reminders that help employees understand the intricacies of confidentiality, and not only how to avoid accidentally sharing the sensitive information, but also about how the we handle their own private information. The more informed they are, the more they will come to appreciate the need for confidentiality and respect it thus ensuring adherence to all privacy and confidential information.

Technical Requirements

1. Temporary Employment Services

- 1.1. STI will notify the Procuring Agency on availability within four (4) hours after a request is made for services that will commence within five (5) working days following the request.
- 1.2. STI will notify the Procuring Agency on availability within two (2) days after a request is made for services that will commence later than five (5) working days following the request
- 1.3. STI will confirm with the Procuring Agency the arrival of our candidate by telephone within one-half (1/2) hour after scheduled arrival time
- 1.4. STI will bear the responsibility of communicating with the procuring agency and our candidate regarding the hours of work, duration, location, expectations, dress code and other information concerning the assignments.

- 1.5. All assigned STI individuals will be appropriately dressed for the assignment and shall maintain a professional demeanor. STI is aware that dress code policy will be established by the individual agencies. STI's temporary candidate will dress according to the requirements of the Procuring Agency requesting the assignment.
- 1.6. STI's temporary assigned individual will be available for the entire length of the assignment; however, if a replacement is required, a qualified replacement will be provided within twenty-four (24) hours of notification, including weekends and holidays.
- 1.7. STI understands that the Procuring Agency reserves the right to reduce the length of the temporary assignment and will provide us with as much notification as possible.

2. Work Hours

- 2.1. STI understand that the exact work hours for temporarily assigned personnel will be determined by the Procuring Agency. Generally, work hours begin 8:00am and end 5:00pm. Monday through Friday excluding officially observed holidays by the Procuring Agency. Temporarily assigned personnel will work no more that eight (8) hours per day, excluding one (1) hour for lunch; or a total of forty (40) hours per week.
- 2.2. STI understands that assigned individuals will not be paid for their lunch hour
- 2.3. STI accepts that agencies have the right to request temporarily assigned individuals for holiday, evening/night, weekend or shift work.
- 2.4. STI understands that hours may vary per Procuring Agency
- 2.5. STI accepts that the Procuring Agency reserves the right to request a replacement of any individual. If for any reason a replacement is required within the first eight (8) hours of service, there will be no charge to the procuring agency. Any time beyond the initial eight (8) hours of service, the temporarily assigned individual is determined to be unsatisfactory; STI agrees to issue a credit invoice to the Procuring Agency for the total charges from the point the Procuring Agency notifies us of the replacement request.
- 2.6. STI agrees to replace an unsatisfactory individual within one (1) business day; however, the Procuring Agency has the option to contact a different awarded offeror for the service.
- 2.7. STI understands that the Procuring Agency shall be the sole judge as to whether a temporarily assigned individual is satisfactory and is fulfilling the Procuring Agency's requirements.

3. Listing of Position Classification & Pay Rate

STI is aware that each Procuring Agency will provide a listing of position classifications to us; however, the listing is not meant to be all-inclusive. Individual states or agencies may request other temporary positions by way of providing STI with the employee pay rate, position classification/title and description of duties.

In the event there is additional positions requested by procuring agency we capture it the same way as listed position in the onboarding process. Order request process, selecting and hiring. The only thing that varies is if negotiation is required for the position it may have to be done after a candidate is identified. This only applies if the position is very specialized.

4. Placements

STI

- 4.1. STI is aware that agencies may refer a candidate to be hired to us to sign up to perform specific services needed or may request that STI recruit and provide the temporary Candidate. STI affirms that the Procuring Agency will not pay a placement or conversion fee for individuals who are a direct referral from the Procuring Agency.
- 4.2. Upon a request for service from the Procuring Agency, STI will provide expedient temporary employment services. An e-mail, facsimile, or telephone call from the Procuring Agency will constitute a request for service.
- 4.3. STI is aware that the Procuring Agency reserves the right to interview the candidate to determine their qualifications for the required position (but this does not negate STI's responsibility of qualifying candidate(s)).

- 4.4. STI understands that the Procuring Agency may reject and/or remove any candidate who does not meet the requested experience or is deficient in the performance of the assignment.
- 4.5. STI understands that Procuring Agencies may select Awarded Offeror(s) within their geographic region based on the preference of the Procuring Agency.
- 4.6. STI understands that multiple awarded offerors may be contacted to fill the same position.

5. Contractor's Responsibilities

- 5.1. STI understands that if awarded the contract we are responsible to obtain the information as described in the Scope of Work and any other information necessary to determine what job category satisfies the service request.
- 5.2. STI agrees that we will inform the Procuring Agency point of contact of the proposed job classification and applicable rate to obtain authorization to proceed with the service request.
- 5.3. STI understands that placing candidates out of applicable job classification is considered an abuse of the contract. Periodic checks of requests and assignments will be performed by the Procuring Agency to ensure this does not occur.
- 5.4. STI affirms that we will be responsible for conducting appropriate background and reference checks on potential candidates prior to any assignments and also we will be prepared to conduct more extensive background investigations when required by the Procuring Agency. STI will send notification to the Procuring Agencies of the compliance of the background and reference checks. STI further understands that the failure to provide notification of compliance will be considered a violation of the contract and may result in rejection of the candidate and possibly jeopardize future placements.
- 5.5. STI understands that these services are as needed and upon request from State agencies and political subdivisions. STI will be responsible for liability insurance, federal and state payroll requirements including but not limited to insurance coverage for any candidate sent to the Procuring Agency, payroll taxes, payroll reports, workers' compensation, benefits, hiring and firing etc., for the candidates.
- 5.6. STI will conduct periodic quality assurance checks with the Procuring Agency's point of contact to verify that the Procuring Agency's requirements are being fulfilled by the candidate. At a minimum, these checks will be completed at the end of the first week of any assignment. Procuring Agencies may request quality assurance checks at any interval during the term of the candidate's placement.
- 5.7. STI is aware that candidates may be hired as a permanent employee of the State or Procuring Agency if, the Procuring Agencies and hiring processes have been complied with and if the candidate elects to accept employment with the State or Procuring Agency. Such occurrence will create no further obligation (financial or otherwise) on the part of the Procuring Agency.
- 5.8. STI understands that the Procuring Agency will not be responsible for any of our candidate who voluntarily leaves STI's employment or engages in employment with another company.
- 5.9. STI agrees to ensure candidates agree to be bound by the Participating State's security regulations, policies, and standards as required by the Procuring Agency (e.g., Department of Corrections). This will vary based on the individual Procuring Agency's requirements.
- 5.10. STI will ensure adequate backup documentation (such as Candidate timesheets) are attached to invoice or billing requests. The timesheet will include the following:
 - a. Name of the Procuring Agency;
 - b. Name of the temporarily assigned individual;
 - c. Dates worked;
 - d. Beginning and ending time;
 - e. Number of regular hours worked each day; and
 - f. If applicable, number of overtime hours worked each day
 - g. The Awarded Offeror is responsible and may be held financially liable for the negligent acts of its Candidates.

6. Bonding

- 6.1. The Awarded Offeror shall have the ability to bond candidates as directed by the Procuring Agency.
- 6.2. The fee for this service will be borne by the Procuring Agency.
- 6.3. Selection of the bonding insurer is at the Awarded Offeror's discretion; however, each insurance policy shall be:
 - 6.3.1. Issued by insurance companies authorized to do business in the Participating State or eligible surplus lines insurers acceptable to and having agents in the State upon whom service of process may be made.

7. Travel

- 7.1. In the event a candidate's duties require travel, the reimbursable travel costs shall follow the Procuring Agencies travel reimbursement policies. Travel authorizations must be given before travel occurs per Procuring Agency's internal policies.
- 7.2. Travel expenses submitted for reimbursement must follow Procuring Agency's internal policies.
- 7.3. Valid travel reimbursements will be reimbursed at the Procuring Agencies current travel rate.
- 7.4. The candidate and the Procuring Agency's contact person must sign the travel expense form.
- 7.5. The form must be submitted with the Awarded Offeror's invoice for services with the travel expense as a separate line item on the invoice in order to be reimbursed by the Procuring Agency.
- 7.6. The type of position requiring travel will vary based on the individual Procuring Agency's requirements.

8. Equipment, Property and Damages

- 8.1. STI will be responsible for the proper maintenance and custody of any personal tangible property owned and real property furnished by the Procuring Agency for the use in connection with the performance of the contract.
- 8.2. STI will reimburse the Procuring Agency for such property's loss or damage caused by STI's assigned individual, with the exception of normal wear and tear.
- 8.3. STI understands that the equipment used may include computers, copy machines, phones, printers, etc. Equipment may vary depending on the Candidate assignments.

9. Background checks

- 9.1. STI understands that the Procuring Agency is responsible for requesting additional background investigations beyond normal references prior to the temporary assignment.
- 9.2. STI agrees that in the event an additional background check is required due to the nature of the assignment, the Procuring Agency may be responsible for the cost of the additional checks.
- 9.3. STI agrees that it is reasonable to expect employment eligibility and references will be required for all candidates; background checks for referrals by the Procuring Agency will be at the discretion of the Procuring Agency. As such, our cost proposal is all inclusive.
- 9.4. STI affirms that standard checks which would include employment eligibility and reference checks shall be at our cost and not the participating agency.
- 9.5. STI understands that other background checks will be at the discretion of each requesting Procuring Agency.
- 9.6. STI understands that the procuring Agencies reserve the right to request and conduct pre-employment background checks and drug testing prior to the potential candidates starting date.
- 9.7. STI agrees that the Procuring Agencies will limit their background checks and drug testing requirements to the same as required of their own permanent full-time employees holding the same or similar positions to be filled by the candidate.

Attachment B: Scope of Work

This RFP is soliciting proposals from Temporary Employment Companies to provide services relating to Administrative Support (Including Office and Clerical), Commercial/Industrial Workers, and Healthcare Staffing Services, Information Technology Professional Services, and Professional Services as defined within the scope of this RFP. Awarded Offerors shall be independent contractors and not employees of the State of New Mexico or Participating Entities. The Awarded Offeror's staff, including temporary assigned individuals shall also not be considered employees of the Participating Entities.

These services are as needed and upon request from State agencies and political subdivisions. Contractor(s) will be responsible for hiring, firing, taxes, workers' compensation, benefits, etc., for the candidates who are **not** employees of the individual participating entities. Candidates will not be provided employee benefits from the State agencies or political subdivisions.

The State will not guarantee any minimum level of usage for any resulting contract(s) under this RFP.

Offerors Instructions

Offerors shall respond in the form of a **detailed narrative** describing how your company meets or exceeds each specification 1 -10, unless otherwise instructed. Marketing materials, links and statement of concurrence will not be accepted as a response to the requirements and may be rejected.

1. Temporary Employment Services

- 1.1. Awarded Offeror will notify the Procuring Agency on availability within four (4) hours after a request is made for services that will commence within five (5) working days following the request;
- 1.2. Awarded Offeror will notify the Procuring Agency on availability within two (2) days after a request is made for services that will commence later than five (5) working days following the request;
- 1.3. Awarded Offeror will confirm with the Procuring Agency the arrival of its Candidate by telephone within one-half (1/2) hour after scheduled arrival time.
- 1.4. Awarded Offeror is responsible to communicate with its Candidate the Procuring Agency's requirements regarding hours of work, duration, location, expectations, dress code and other information concerning the assignment.
- 1.5. All temporarily assigned individuals will be appropriately dressed for the assignment and shall maintain a professional demeanor. Dress code policy is established by the individual agencies. Temporary Candidate must dress according to the requirements of the Procuring Agency requesting the assignment.
- 1.6. Temporarily assigned individuals should be available for the entire length of the assignment; however, if a replacement is required, a qualified replacement must be provided within twenty-four (24) hours of notification, including weekends and holidays.
- 1.7. The Procuring Agency reserves the right to reduce the length of the temporary

assignment and will provide the Awarded Offeror with as much notification as possible.

2. Work Hours

- 2.1. The exact work hours for temporarily assigned personnel will be determined by the Procuring Agency. Generally, work hours begin at 8:00 a.m. and end at 5:00 p.m. Monday through Friday excluding officially observed holidays by the Procuring Agency. Temporarily assigned personnel will work no more than eight (8) hours per day, excluding one (1) hour for lunch; or a total of forty (40) hours per week.
- 2.2. Temporarily assigned individuals will not be paid for their lunch hour.
- 2.3. Agencies have the right to request temporarily assigned individuals for holiday, evening/night, weekend or shift work.
- 2.4. Hours may vary per Procuring Agency.
- 2.5. The Procuring Agency reserves the right to request a replacement of any individual. If for any reason a replacement is required within the first eight (8) hours of service, there will be no charge to the Procuring Agency. Any time beyond the initial eight (8) hours of service, the temporarily assigned individual is determined to be unsatisfactory; the Awarded Offeror agrees to issue a credit invoice to the Procuring Agency for the total charges from the point the Procuring Agency notifies the Awarded Offeror to request a replacement.
- 2.6. The Awarded Offeror agrees to replace an unsatisfactory individual within one (1) business day; however, the Procuring Agency has the option to contact a different Awarded Offeror for the service.
- 2.7. The Procuring Agency shall be the sole judge as to whether a temporarily assigned individual is satisfactory and is fulfilling the Procuring Agency's requirements.

3. Listing of Position Classifications & Pay Rate

Each Procuring Agency will provide a listing of position classifications to the Awarded Offeror; however, the listing is not meant to be all-inclusive. Individual states or agencies may request other temporary positions by way of providing the Awarded Offeror(s) with the employee pay rate, position classification/title and description of duties. Describe how your company captures and provides additional positions requested by the Procuring Agencies.

4. Placement

Offeror shall describe how their company will provide assistance for Procuring Agencies with the placement of any candidate(s). At a minimum, include problem (conflict) and resolutions and the following items below:

- 4.1. Agencies may refer a candidate to be hired to the Awarded Offeror to sign up to perform specific services needed or may request the Awarded Offeror to recruit and provide the temporary Candidate. The Procuring Agency will not pay a placement or conversion fee for individuals who are a direct referral from the Procuring Agency.
- 4.2. Upon a request for service from the Procuring Agency, the Awarded Offeror will provide expedient temporary employment services. An e-mail, facsimile, or telephone call from the Procuring Agency will constitute a request for service.
- 4.3. The Procuring Agency reserves the right to interview the candidate to determine their

qualifications for the required position (but this does not negate the Awarded Offeror's responsibility of qualifying candidate(s)).

- 4.4. The Procuring Agency may reject and/or remove any candidate who does not meet the requested experience or is deficient in the performance of the assignment.
- 4.5. Procuring Agencies may select Awarded Offeror(s) within their geographic region based on the preference of the Procuring Agency.
- 4.6. Multiple Awarded Offerors may be contacted to fill the same position.

5. Contractor's Responsibilities

- 5.1. The Awarded Offeror is responsible to obtain the information as described in the Scope of Work and any other information necessary to determine what job category satisfies the service request.
- 5.2. The Awarded Offeror will inform the Procuring Agency point of contact of the proposed job classification and applicable rate to obtain authorization to proceed with the service request.
- 5.3. Placing candidates out of applicable job classification is considered an abuse of the contract. Periodic checks of requests and assignments will be performed by the Procuring Agency to ensure this does not occur.
- 5.4. The Awarded Offeror is responsible for conducting appropriate background and reference checks on potential candidates prior to any assignments and should be prepared to conduct more extensive background investigations when required by the Procuring Agency. Awarded Offeror must send notification to the Procuring Agencies of the compliance of the background and reference checks. Failure to provide notification of compliance will be considered a violation of the contract and may result in rejection of the candidate and possibly jeopardize future placements by offending Awarded Offeror.
- 5.5. These services are as needed and upon request from State agencies and political subdivisions. Awarded Offeror will be responsible for liability insurance, federal and state payroll requirements including but not limited to insurance coverage for any candidate sent to the Procuring Agency, payroll taxes, payroll reports, workers' compensation, benefits, hiring and firing etc., for the candidates .
- 5.6. The Awarded Offeror is responsible for conducting periodic quality assurance checks with the Procuring Agency's point of contact to verify that the Procuring Agency's requirements are being fulfilled by the candidate. At a minimum, these checks should be completed at the end of the first week of any assignment. Procuring Agencies may request quality assurance checks at any interval during the term of the candidate's placement.
- 5.7. Candidates may be hired as a permanent employee of the State or Procuring Agency if, the Procuring Agencies and hiring processes have been complied with and if the candidate elects to accept employment with the State or Procuring Agency. Such occurrence will create no further obligation (financial or otherwise) on the part of the Procuring Agency.
- 5.8. The Procuring Agency will not be responsible for the Awarded Offeror's candidate who voluntarily leaves the Awarded Offeror's employment or engages in employment with another company.

- 5.9. The Awarded Offeror agrees to ensure candidates agree to be bound by the Participating State's security regulations, policies, and standards as required by the Procuring Agency (e.g., Department of Corrections). This will vary based on the individual Procuring Agency's requirements.
- 5.10. Awarded Offeror shall ensure adequate backup documentation (such as Candidate timesheets) are attached to invoice or billing requests. The timesheet should include the following:
- a. Name of the Procuring Agency;
 - b. Name of the temporarily assigned individual;
 - c. Dates worked;
 - d. Beginning and ending time;
 - e. Number of regular hours worked each day; and
 - f. If applicable, number of overtime hours worked each day
- 5.11. The Awarded Offeror is responsible and may be held financially liable for the negligent acts of its Candidates.

6. Bonding

- 6.1. The Awarded Offeror shall have the ability to bond candidates as directed by the Procuring Agency.
- 6.2. The fee for this service will be borne by the Procuring Agency.
- 6.3. Selection of the bonding insurer is at the Awarded Offeror's discretion; however, each insurance policy shall be:
- 6.3.1. Issued by insurance companies authorized to do business in the Participating State or eligible surplus lines insurers acceptable to and having agents in the State upon whom service of process may be made.

7. Travel

- 7.1. In the event a candidate's duties require travel, the reimbursable travel costs shall follow the Procuring Agencies travel reimbursement policies. Travel authorizations must be given before travel occurs per Procuring Agency's internal policies.
- 7.2. Travel expenses submitted for reimbursement must follow Procuring Agency's internal policies.
- 7.3. Valid travel reimbursements will be reimbursed at the Procuring Agencies current travel rate.
- 7.4. The candidate and the Procuring Agency's contact person must sign the travel expense form.
- 7.5. The form must be submitted with the Awarded Offeror's invoice for services with the travel expense as a separate line item on the invoice in order to be reimbursed by the Procuring Agency.
- 7.6. The type of position requiring travel will vary based on the individual Procuring Agency's requirements.

8. Equipment, Property and Damages

- 8.1. The Awarded Offeror shall be responsible for the proper maintenance and custody of any personal tangible property owned and real property furnished by the Procuring Agency for the use in connection with the performance of the contract.
- 8.2. The Awarded Offeror will reimburse the Procuring Agency for such property's loss or damage caused by the Awarded Offeror's assigned individual, with the exception of normal wear and tear.
- 8.3. The equipment used may include computers, copy machines, phones, printers, etc. Equipment may vary depending on the Candidate assignments.

9. Procuring Agency's Responsibilities

- 9.1. Prior to contacting the Awarded Offeror (s), the Procuring Agency is responsible to define details of the request to include, but not be limited to:
 - 9.1.1. Number of individuals needed;
 - 9.1.2. Job duties;
 - 9.1.3. Equipment to be used;
 - 9.1.4. Knowledge, skills and education and/or experience;
 - 9.1.5. Computer software to be used;
 - 9.1.6. Hours of work;
 - 9.1.7. Expected length of assignment;
 - 9.1.8. Job related attire;
 - 9.1.9. Position location;
 - 9.1.10. Procuring Agency contact person; and
 - 9.1.11. Other pertinent job-related information.
- 9.2. Depending on the amount of detail required, it is recommended the Procuring Agency submit this information in writing via e-mail or facsimile to reduce the possibility of an inappropriate temporary assignment.

10. Background checks

- 10.1. The Procuring Agency is responsible for requesting additional background investigations beyond normal references prior to the temporary assignment.
- 10.2. Should an additional background check be required due to the nature of the assignment, the Procuring Agency may be responsible for the cost of the additional checks.
- 10.3. It is reasonable to expect employment eligibility and references will be required for all candidates; background checks for referrals by the Procuring Agency will be at the discretion of the Procuring Agency.
- 10.4. Standard checks which would include employment eligibility and reference checks shall be at the cost of the Awarded Offeror (s).
- 10.5. Other background checks will be at the discretion of each requesting Procuring Agency.
- 10.6. Procuring Agencies reserve the right to request and conduct pre-employment background checks and drug testing prior to the potential candidates starting date.

- 10.7. Procuring Agencies will limit their background checks and drug testing requirements to the same as required of their own permanent full-time employees holding the same or similar positions to be filled by the candidate.