

LINKING AGREEMENT  
BETWEEN  
THE CITY OF GLENDALE, ARIZONA  
AND  
ALL ABOUT PEOPLE, INC.

THIS LINKING AGREEMENT (this "Agreement") is entered into as of this <sup>17</sup> day of ~~November~~, 2015, between the City of Glendale, an Arizona municipal corporation (the "City"), and All About People, Inc., an Arizona corporation ("Contractor"), collectively, the "Parties."

RECITALS

- A. On March 25, 2013, under the Arizona State Purchasing Cooperative Agreement, the State of Arizona entered into a contract with Contractor to purchase the goods and services described in the Temporary Staffing Services Contract, Contract No. ADSPO13-043950 ("Cooperative Purchasing Agreement"), which is attached hereto as Exhibit A. The Cooperative Purchasing Agreement permits its cooperative use by other governmental agencies including the City.
- B. Section 2-149 of the City's Procurement Code permits the Materials Manager to procure goods and services by participating with other governmental units in cooperative purchasing agreements when the best interests of the City would be served.
- C. Section 2-149 also provides that the Materials Manager may enter into such cooperative agreements without meeting the formal or informal solicitation and bid requirements of Glendale City Code Sections 2-145 and 2-146.
- D. The City desires to contract with Contractor for supplies or services identical, or nearly identical, to the supplies or services Contractor is providing other units of government under the Cooperative Purchasing Agreement. Contractor consents to the City's utilization of the Cooperative Purchasing Agreement as the basis of this Agreement, and Contractor desires to enter into this Agreement to provide the supplies and services set forth in this Agreement.

AGREEMENT

NOW, THEREFORE, in consideration of the foregoing recitals, which are incorporated by reference, and the covenants and promises contained in this Linking Agreement, the parties agree as follows:

1. Term of Agreement. The City is purchasing the supplies and/or services from Contractor pursuant to Cooperative Purchasing Agreement. According to the Cooperative Purchasing Agreement award and rate sheet, which are attached hereto as part of Exhibit B, purchases can be made by governmental entities from the date of award, which was March 25, 2013, until the date the contract expires on April 1, 2016, unless the term of the Cooperative Purchasing Agreement is extended by the mutual agreement of the original contracting parties. The Cooperative Purchasing Agreement, however, may not be extended beyond March 31, 2018. The initial period of this Agreement, therefore, is the period from the

Effective Date of this Agreement until April 1, 2016. The City Manager or designee, however, may renew the term of this Agreement for two (2) one (1) year periods until the Cooperative Purchasing Agreement expires on March 31, 2018. Renewals are not automatic and shall only occur if the City gives the Contractor notice of its intent to renew. The City may give the Contractor notice of its intent to renew this Agreement 30 days prior to the anniversary of the Effective Date to effectuate such renewal.

2. Scope of Work; Terms, Conditions, and Specifications.

- A. Contractor shall provide City the supplies and/or services identified in the Scope of Work attached as Exhibit C.
- B. Contractor agrees to comply with all the terms, conditions and specifications of the Cooperative Purchasing Agreement. Such terms, conditions and specifications are specifically incorporated into and are an enforceable part of this Agreement.

3. Compensation.

- A. City shall pay Contractor compensation at the same rate and on the same schedule as the Cooperative Purchasing Agreement, unless the City and Contractor agree to a different schedule, as provided in Exhibit D.
- B. The total purchase price for the supplies and/or services purchased under this Agreement shall not exceed thirty thousand dollars (\$30,000) for the entire term of the Agreement.

4. Cancellation. This Agreement may be cancelled pursuant to A.R.S. § 38-511.

5. Non-discrimination. Contractor must not discriminate against any employee or applicant for employment on the basis of race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity or expression, genetic characteristics, familial status, U.S. military veteran status or any disability. Contractor will require any Sub-contractor to be bound to the same requirements as stated within this section. Contractor, and on behalf of any subcontractors, warrants compliance with this section.

6. Insurance Certificate. A certificate of insurance applying to this Agreement must be provided to the City prior to the Effective Date.

7. E-verify. Contractor complies with A.R.S. § 23-214 and agrees to comply with the requirements of A.R.S. § 41-4401.

8. Notices. Any notices that must be provided under this Agreement shall be sent to the Parties' respective authorized representatives at the address listed below:

City of Glendale  
c/o Don Rhoden  
5850 W. Glendale Ave  
Glendale, Arizona 85301  
623-930-2232

and

About About People, Inc.  
c/o Karen McEnroe  
2141 E. Camelback Rd. Suite 105  
Phoenix, AZ 85016

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date and year set forth above.

"City"

"Contractor"

City of Glendale, an Arizona  
municipal corporation

All About People, Inc.,  
an Arizona corporation

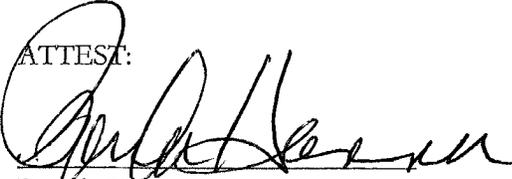
By:

  
Richard A. Bowers  
Acting City Manager

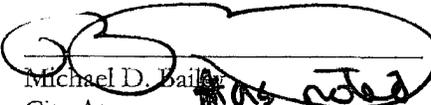
By:

  
Name: Karen McEnroe  
Title: Director of Sales & Operations

ATTEST:

  
Pamela Hanna (SEAL)  
City Clerk

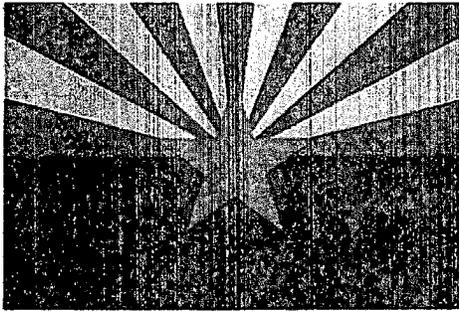
APPROVED AS TO FORM:

  
Michael D. Bailey  
City Attorney *was noted*

**LINKING AGREEMENT  
BETWEEN  
THE CITY OF GLENDALE, ARIZONA  
AND  
ALL ABOUT PEOPLE, INC.**

**EXHIBIT A**

Temporary Staffing Services Contract No. ADSPO13-043950



**STATE OF ARIZONA**

ADSP013-00002527

Proposal Response – All About People, Inc.

2013



•ALL•ABOUT•PEOPLE••

Minority Business Enterprise



•ALL•ABOUT•PEOPLE••



ADSP013-00002527  
Proposal Response – All About People, Inc.

ITEMS:

1. Method of Approach:

A. For all temporary staffing high-level categories, All About People's method of approach for providing temporary personnel services will be as follows:

Upon selection to provide contract staffing services to State of Arizona, All About People would immediately conduct initial round table meetings with the State of Arizona Transition Leadership Team and all employees who would be converting from State of Arizona's current staffing partners to All About People within one to two weeks of being awarded the contract. The purpose of the initial meeting would be to introduce as our Account Management personnel as well as other team members, go over our payroll process in detail and answer any questions as it relates to benefits, paid time off, etc. We would make sure State of Arizona was comfortable with any initial correspondence going out to the employees who will be impacted with this transition. We would host a similar round table meeting with all hiring managers to accomplish the same objectives. It is essential that everyone is comfortable with our processes and has the opportunity to meet the team who will be servicing their needs.

The next step would be meeting with hiring managers one-on-one to determine service procedures based on their specific hiring needs. We take great accountability in making sure that we understand what each hiring manager is looking for in a staffing partner and what type of talent works best in their department. We like to identify trends and common denominators of what has worked well in the past and what they prefer to avoid. We believe that our benchmarking process really is the difference between the "right" and "wrong" placement. If we understand what technical skills a particular position requires, in addition to the "soft" skills, chances are, we will make a perfect placement.

Shortly after we conduct our needs analysis with all of the hiring managers, we would conduct interviews for partner/sub-vendor firms in the event that we need to call out an order from time to time. We will be certain to communicate all of State of Arizona's expectations in addition to our own when selecting back-up vendor(s). This portion of the implementation phase is typically taking place during the fifth week of the implementation process.

By week six, we expect to be fully operational! Moving forward, we just encourage communication between all parties to make sure we are meeting or exceeding expectations. We will continue to evolve and embrace the change of State of Arizona's staffing needs and refine our processes as needed.

All About People takes great pride in truly adding value to the organizations that we serve. We believe there are only two ways you can truly differentiate yourself in this business: the level of service one provides and the quality of candidates that we source. Our unique strength is the emphasis we place on providing unsurpassed client service. We understand the value this brings to a business relationship through all aspects of communication, implementation and support.



Secondly, because our clients' needs are diverse, we take a consultative approach to fulfilling their staffing requirements. For our employees, and our client's potential work force, we strive to understand their goals and objectives in order to find assignments that match their skills and aspirations. For our clients, we make every effort to understand their unique business environment so that the candidates we present are not only technically skilled, but also possess the personal characteristics that will ensure their success within the company culture.

Lastly, our ability to provide successful, long-term placements ensures a cost-effective solution for our clients is a significant differentiator. Because of our unique consultative approach, our talent matches our clients' needs, creating a more productive and reliable workforce. This, in turn, helps us to reduce our clients' cost and time dedicated towards screening, re-training, and retaining new employees. Simply put, the most effective differentiation strategy that All About People embraces is sourcing and hiring the right talent on behalf of our clients to help them save money. We take tremendous pride in understanding your business, the culture, gaining a clear idea of the type of talent that works best versus talent who hasn't worked out well historically and why someone was ultimately a good fit or not. It is our desire as a firm to continue to raise the bar on behalf of our clients and identify the "right" talent as it relates to both soft and hard skills. Through our feasibility studies, we collectively identify trends and common denominators amongst the existing work force in effort to create a benchmark and profile of the ideal candidate. The purpose of this exercise is to ensure that we are in fact adding value and never compromising quality in our screening process. We recognize that it's our customers perception of quality that's most important, not our own. As professionals, we recognize that hiring the right people is a direct correlation with a healthy bottom line! In turn, this impacts the bottom line which is always a priority! Likewise, we take a vested interest in understanding current attrition rates and through our feasibility studies implement a detailed screening process to "weed out" some of the candidates who don't fit the overall company profile by skill set in effort to avoid the high probability of attrition with that particular candidate. Our intent is to assist our business partners with sourcing the right people for each position, increase productivity, decrease attrition and increase the bottom line! Lower attrition rates reduce client spend relative to re-hiring, re-training as well as new recruiting efforts. Studies conducted by the American Staffing Association suggests that training costs alone can range anywhere from \$8,000 to \$25,000 for each new employee. By receiving reliable, dependable and qualified candidates through our staffing services, our clients are savings millions of dollars a year in turnover related costs.

With respect to our services process, All About People's structured recruiting process addresses what we historically find our clients care about most, which is: speed, accuracy, high offer acceptance, longevity of placed talent, and credibility in the recruiting industry. Our six-step recruiting process includes the following:

1. **Identification:** All About People ensures a full understanding of each position specifications, and carefully gathers requirements with a "value" focus, results-oriented team of recruiters which effectively "sells" your company attributes so the most successful candidate is identified.
2. **Research:** All About People does appropriate planning for the most effective means for sourcing target candidates. Extensive integration of industry resources, virtual communities, job boards, magazines and proven cold calling approaches.
3. **Recruiting:** All About People's potential candidates are actively sourced from direct competitors, our extensive internal database, job boards, job fairs, referrals, various centers of influence and parallel industries located locally, regionally or nationally.



4. **Assessment:** All About People believes this to be one of the most important steps in the process! Combining our validated assessments with our situational and behavioral based interview method, clients are ensured that the candidates presented possess all necessary, as well as many desired skill sets, which will prove their value as an exceptional performer within the company.
5. **Interviewing:** All About People will provide complete and honest feedback coupled with tailored advice during the entire interview process thus ensuring a smooth and seamless hiring transition. We use a Situational / Behavioral based interview method.
6. **Acceptance:** All About People provides consultation and negotiation of all elements surrounding an employment offer. We provide "hands-on" involvement to ensure that the identified candidate gets hired and stays hired.

Our recruitment and screening process is extremely thorough. From the time we source a resume, conduct a phone screen, administer relevant assessments for the position we are recruiting for, meet with the candidate in person for a behavioral/situational based interview, and verify references, we have a good idea of who will be reliable and dependable versus those who might walk-off an assignment. We hire approximately one out of four candidates that we speak with. We are extremely selective with our hiring process and recognize that it's not our own, but our customers perception of quality that is important.

**B. Job Titles/Job Descriptions:**

See attachment "ADSP013-00002527 Attachment II 3a"

**C. Understanding of the Offer:**

a. All About People's response is complete and demonstrates our ability to provide the services specified in the Scope of Work.

**b. Policies and Training Procedures Personnel Receive Prior to Work Assignments:**

See Exhibit A - All About People - State of Arizona Staffing Associate Orientation Guide

**c. Skill Level of Personnel Determination & d. Assessment Tests for Hired Personnel:**

In regards to evaluating our candidates technical skills, we have over 1000 PhD validated assessments to choose from. We have hundreds of tests for clerical, software, industrial, healthcare, financial and technical job classifications. Our application tests allow the test taker to use the vast majority of short cut keys, so that applicants will not be adversely scored for using the most efficient means possible to answer questions. The software company that we purchase our license from each year to use this product has a thorough validation process that adheres to EEOC guidelines. In addition, we can offer Microsoft Office assessments in a variety of languages, including Spanish, French, and Italian. Our evaluations provide us with a baseline to determine each candidate's skill in the specified area which allows us to distinguish those candidates who meet or exceed the key requirements. Lastly, our screening and interviewing process further assists to determine actual skill and proficiency through in-depth questioning on past experience, functional ability to describe particular processes and technical ability as well as potential future scenarios in the workplace involving the skill. We believe this combined approach allows All About People to successfully measure and determine appropriate levels of skill for relevant positions.





## D. Workplace Preparedness: Process of Ensuring Workplace Readiness of Temporary

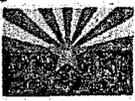
### Staff Personnel, Quality and Timeliness of Communication with Customer:

All About People ensures the workplace preparedness of temporary staff personnel through getting the basics right consistently: screening, assessing, interviewing, reference checking and placing high-quality, high-performing candidates to find the right fit for our customer's technical requirements and cultural distinctions. We then prepare them to be successful through a thorough explanation of our client's business, the work environment, performance as well as conduct expectations and their ongoing relationship with our firm as their employer of record during the assignment. Once a Staffing Associates has started the assignment, our Staffing Consultants are also required to continue close communication with our candidates and hiring managers (or designated liaison) on a regular basis to make sure all is well. Our Account Manager will regularly solicit feedback on our Staffing Associates' performance and our overall service delivery to ensure consistency of quality performance by both our placed Staffing Associates and our internal recruiters. In addition, Exhibit B - Staffing Associate Acknowledgement, provides our terms & conditions of employment that each Staffing Associate must sign acknowledging the relationship between All About People as the employer and the Staffing Associate as the employee.

To ensure the highest quality with our presentation of candidates and support services provided, we will meet with the various hiring managers to conduct a needs analysis prior to staffing for their department. This allows us to mirror their perceptions of quality and service. In the event that there is a performance issue, we would immediately counsel or terminate the assignment based on the hiring manager's preference. If the request was to terminate the Staffing Associate, we would begin our recruiting efforts immediately to replace the candidate who was having performance issues. If the same circumstances were true for a temporary-to-hire order, we would credit the hours worked towards the replacement candidate. Considering that the assignment could be temporary in nature, it would completely depend on the situation as each situation may require a different solution. The bottom line is that we will always do what is reasonable and equitable for the good of the group. As an organization, we firmly believe in always doing the "right thing."

Timely communication with our clients is a key part of establishing a successful partnership. The initial point of contact for State of Arizona representatives will be the Account Manager, whose mobile and home contact information will be provided to State of Arizona commencement of the engagement. If for some reason the account manager cannot be reached, the State of Arizona representative will have the personal contact information of the All About People Staffing Consultant supporting the Account Manager as well as the local executive management team as additional points of contact. Our standard hours of operation are 7:30am - 6:00pm, Monday through Friday. A manager or member of our leadership team is always available for contact outside of our standard hours no matter the time or day. Phone calls to client order placers are returned as soon as they are received and searches for qualified candidates begin immediately. We set a general goal of responding to a client's order with a qualified candidate(s) within 24 hours of receiving the order. Updates on our recruitment efforts are provided daily to the client point of contact. In addition and as suggested earlier, each week our Account Management team will make quality control calls to appropriate State of Arizona representatives/personnel to receive feedback on Staffing Associate performance, culture fit, reliability, attendance and/or any other factors that affect the overall client experience.





**E. Communication: Describe How the Following are Addressed:**

- a. Professional Appearance;
- b. Reliability – Punctuality; Attendance;
- c. Recruitment Process:

Prior to the start of each Staffing Associate's assignment at State of Arizona, a thorough in-person orientation will take place where All About People's Account Relationship Associate assigned to State of Arizona will communicate all work assignment information including professional appearance, importance of punctuality, attendance and reliability, amongst other things. In addition, the recruitment process for any opportunity with the State of Arizona through All About People will be thoroughly communicated to potential work assignment candidates on the initial phone screen by the All About People Staffing Consultant assigned to State of Arizona. Lastly, an orientation guide specifically created to address work assignments specifically for State of Arizona (proactively named the *AZState@Work* program) will be provided to each Staff Associate on assignment at State of Arizona as illustrated in Exhibit A - State of Arizona Staffing Associate Orientation Guide.

**F. Temporary Staffing Services:**

- a. Accepting Temporary Placement Requests:

All About People utilizes a state of the art staffing solutions software/client relationship management system which allows us to track the status of all orders from the time they are entered into the system until they are placed on the assignment. The process below outlines the steps used to communicate job orders:

1. All new orders are entered into the system with a full job description, work schedule, etc., and emailed to the team. The lead recruiter for the order will be identified and they reach out to the client at that time.
2. All submissions are entered on the job and a notification is sent to lead recruiter. The lead recruiter will then submit candidates to the client along with resume and bios.
3. The lead recruiter will also give daily updates on all recruiting activity on orders which is documented through the system; on how many resume were sourced, how many resumes were called, how many interviews were booked for the current day, cancelled/no showed, submitted, how many interviews on the calendar for the next day.
4. The lead recruiter will follow up within 24 hours on all resumes submitted for job order.
5. The lead recruiter will coordinate all interviews between client and candidates which is confirmed and tracked through the system. Interview confirmations are sent to candidates with interview time, who they will be meeting with, client address, map, directions, and job description.
6. The lead recruiter will contact client within 3-4 hours after interviews have been conducted to follow up as well as the candidate.





7. The lead recruiter will coordinate start dates with client then contact candidates and make offers.
8. The lead recruiter will schedule background, drug screen if required and will keep the client updated on the status through completion.
9. Once background is cleared the lead recruiter will schedule candidate for NHO (New Hire Orientation).
10. The lead recruiter will notify the client that the candidate is cleared to start and confirm the start date and time.
11. The lead recruiter will contact client on the day candidate is scheduled to start to confirm a safe arrival.

At any time, All About People can pull up how many candidates have been submitted to the job, how many have been submitted to the client, scheduled for interviews, declined, made offers, and placed on the job.

We set a general goal of responding to a client's order with a qualified candidate(s) within 24 – 48 hours of receiving the order. However, during our needs analysis that we conduct with each hiring manager we like to get a clear understanding of what their expectations are and customize our approach accordingly as needs and expectations do vary. Our team does an exceptional job of updating the hiring managers consistently as it relates to our recruitment efforts on their behalf.

**b. Methods Used to Initially Screen Assignment Employees:**

State of Arizona can be assured that All About People does conduct a thorough interview with every prospective candidate. Every applicant will complete the prescreening and testing process and be benchmarked against minimum acceptable standards for each position. Basic disqualifying factors for candidates include poor job stability, low or unacceptable test scores and an inability to communicate effectively during the prescreening process. Our interview process further determines a candidate's eligibility for hire. Our Staffing Consultants are trained to screen and determine behavior patterns. Likewise, after conducting an in-depth needs analysis with hiring managers at State of Arizona, we would understand what your hiring managers are looking for and we certainly take that into great consideration when recruiting on their behalf. With our interviewing technique, we customize our questions specifically to the position we are recruiting for to encourage an applicant to discuss his/her behavior patterns. The Staffing Consultant is listening for details that will reveal how a candidate thinks and reasons through decision making processes, how they have handled situations, etc. By probing and listening, we are able to screen for critical success factors which vary by position. Negative or unacceptable traits, as determined through our needs analysis consultations with State of Arizona's end users and our industry experience, will then disqualify candidates at this stage of the hiring process.

**c. Success Ratio in Placing Assignment Employees:**

All About People's historical average success ratio in placing Staffing Associates on assignment is 88%. When our firm has been engaged exclusively by the client, the average success ratio increases to 100%.





**d. Sources of Obtaining Assignment Employees:**

All About People's primary means of recruiting candidates is through the use of local and national resume boards. We have long-term subscriptions for the job postings and resume search links available on Jobing.com, Monster.com, Careerbuilder.com and LinkedIn. As necessary, we invest in short-term usage of resume boards specific to a particular skill, trade or field. Also, we have developed relationships with many centers of influence throughout the Phoenix metropolitan community, including universities, community colleges, technical/trade schools, not-for-profits, churches, municipalities, state agencies and other local groups in an attempt to have access to a broad range of local talent. Lastly, our Staffing Associate referral network is a significant and welcomed tool for our recruiting efforts. Our recruiting efforts are local and national as our portfolio of clients has expanded the reach of our staffing and executive recruitment services to servicing the entire nation.

All About People has a database that manages our inventory of available applicants. A computerized search enables us to access all available and qualified personnel within minutes. This computerized search will only produce employees who meet the skills requested in your job specifications, preventing us from sending anyone who doesn't meet State of Arizona's requirements.

All About People currently has over 27,000 candidates in our database who are currently not working on assignments. Being that All About People is an equal opportunity employer, our candidates represent every category of age, national origin, religion, gender, sexual orientation, etc. Geographically, most of these candidates reside all over the Greater Phoenix Metro area.

**e. Turnover Rate of Assignment Employees:**

Historically, All About People has lowered attrition/turnover by an average of 47% for our overall client base. For one of our clients, we lowered attrition from 55% to 8% in just 8 months. Traditionally, all of our clients have experienced a significance reduction in turnover upon engagement with All About People and that attrition/turnover rate has been at 10% or less.

**f. Training Provided to Assignment Employees:**

All About People offers free software training tutorials for all of our employees which includes over 1000 assessment & tutorial titles. We offer training on Microsoft Access, Microsoft Excel, Internet Explorer, Microsoft Office Integration, Microsoft Office XP Integration, Microsoft Outlook, Microsoft PowerPoint, Microsoft Windows, Microsoft Windows XP, Microsoft Word, Peachtree Accounting, and QuickBooks Pro amongst many other software titles. In addition, we have the ability to customize training programs based on business need. We prefer to customize specific training programs and tools using DVD's as our form of communication. It tends to be more efficient and cost effective.

In addition, All About People will provide training for associates on co-employment, workplace harassment and business ethics. The first component of our training program consists of a thorough discussion regarding these issues and concerns during new Staffing Associate orientation. The All About People Account Relationship Associate will conduct an in-person First Day Orientation for each Staffing Associate prior to beginning an assignment at State of Arizona. This First Day Orientation is a thirty minute information session where orientation information is discussed in further detail and provides an opportunity to address any questions a Staffing Associate may have regarding processes, procedures and expectations related to their assignment. Training issues such as those mentioned above are explained, explored and discussed with each Staffing Associate during this orientation. In addition, All About People provides each Staffing Associate with literature





which specifically addresses the issues discussed during orientation and provides answers to frequently asked questions on the topic. In addition, we will provide associates with web access to information portals and tools to provide additional guidance around these issues. Lastly, All About People can periodically conduct seminars, in conjunction with the company's outside legal counsel, on the topic of these topics for an audience of State of Arizona personnel and Staffing Associates.

**g. Customer Satisfaction Measures and Reporting, Methods of Determining:**

Our Staffing Consultants will make periodic quality control calls to appropriate State of Arizona representatives/personnel to receive customer survey information based upon the overall evaluation rating. All About People will also customize reports for State of Arizona for ongoing assessments of performance and other staffing related data. We have the ability to track data such as staffing usage by department, expenditure data, refill ratios, response time as well as reporting information specifically requested by State of Arizona. In addition to periodic reporting, we also encourage and welcome monthly, quarterly and/or annual business reviews with appropriate State of Arizona representatives regarding our Staffing Associates' performance and quality of service. In the event that there was a need to address an issue or concern immediately, our Account Relationship Manager will be available daily to take care of the concern at hand. We have attached a sample Customer Satisfaction / Employee Performance Survey as Exhibit C.

**h. Ensuring Timely Payments to Temporary Staff:**

Payroll is processed on a weekly basis and payment is delivered via live check or direct deposit. Live checks are put in the regular mail once processed. However, a majority of our staffing associates are on direct deposit and they access their pay stub information electronically. The electronic pay stub eliminates the need for a paper check and the employees can access this electronic pay stub system from the internet at anytime. Most recently, All About People added a pay card for our Staffing Associates to provide additional flexibility how they are paid each week. Wages are automatically loaded to the Staffing Associates' individual pay cards each week offering easy and quick access to their funds.

**i. Standard Response Times to Telephone/Voice Mail Messages from Customer:**

All About People takes pride in responding to a client telephone/voice mail message order with a swift and prompt reply to your staffing requests or service needs. Phone calls to all client inquiries, requests or concerns are returned as soon as they are received and under worse case scenarios, within thirty minutes from the time the message was received. Our staff periodically checks voicemails of unoccupied desks or offices throughout the day to ensure that unchecked voicemails are heard and appropriately addressed.

**j. Standard Process/Timeframe in Reporting Temporary Staff Absences/Same-Day Replacement to Customer:**

All About People follows up with customers regarding Staffing Associate absences as soon as we receive notice from the Staffing Associate that they will be out of work. We then immediately begin searching for replacements should the customer make that request. Our Account Management staff arrives at 7am each day to check voicemails in case a Staffing Associate calls out for work or a client has a request prior to the workday beginning. Once it is established that our clients needs a same-day replacement, we immediately calling available candidates in our database to find appropriate a replacement Staffing Associate who is able to get to the client site within an hour of the initial call or as soon as possible. Throughout the day, our Account Management team will be in





constant communication with State of Arizona staff or the appropriate personnel at the customer site to make sure the replacement Staffing Associate is fulfilling the role as required and meeting the customer's expectations. In addition, we will be monitoring the status of the absent Staffing Associate to assess their timeframe for returning to the work assignment as well as make an assessment on whether or not we should replace that candidate in favor of a more reliable candidate, if reliability turns out to be a concern for the customer. Regardless of the scenario, our Account Management team will communicate often throughout the day with the customer to determine appropriate next steps for the following work day as it relates to both the absent Staffing Associate as well as the replacement Staffing Associate.

## **2. Capacity of Offeror: All About People's organizational capacity to support the State.**

### **A. Subcontractors:**

All About People does not intend to utilize subcontractors for the administration and providing of staffing services for this potential contract award. Should the need arise for a subcontractor firm, we will conduct an evaluative process to screen and select potential subcontractors and provide proper evidence of the organization's training, experience and performance supporting similar Customers prior to any engagement to perform work under the contract. We would also provide State of Arizona information on any such subcontractor's key personnel.

### **B. Offeror Organization:**

All About People is 100% locally owned and operated by Charles and Sherri Mitchell who reside in Scottsdale, Arizona. All About People's organizational chart, including management and all staff, is provided on Exhibit D - All About People Organizational Chart

### **C. Experience/Background:**

#### **a. Brief Organizational History; Evidence of Providing Relevant Services:**

Founded in 2002, All About People has become one of the fastest growing companies in the country as recently recognized by Inc. Magazine in it's 2011 Inc. 5000 list (No. 1511; 39<sup>th</sup> amongst human resources/recruitment firms). Throughout our firm's history, we have been well respected locally and nationally within the staffing industry and are proud of the 150 years of combined recruiting experience amongst our team. We have earned numerous awards including Grand Canyon Minority Development Council Supplier of Year Award for 2005 & 2007 and Arizona State University's W.P. Carey Spirit of Enterprise Center Award Finalist in 2010. All About People has also been recognized by DiversityBusiness.com as the 186<sup>th</sup> largest African American business in the United States and the 3<sup>rd</sup> largest Diversity Owned firm in Arizona. All About People has consistently been ranked among the top 10 staffing and recruitment firms in the state of Arizona. We provide subject matter expertise within a variety of functional areas including Administrative / Clerical, Accounting / Finance, HR, IT, Retail, Legal, Procurement and Sales, amongst others. We focus on staffing quality as intently as you focus on your core business. We help clients maximize the efficiency and productivity of their workforce, allowing businesses to achieve their vision.

All About People has relevant experience supporting the high-volume contingent labor and staff augmentation requirements of many clients. A few are illustrated below:





1. **Apollo Group, Inc.** Our engagement with UOP Online was established in 2002 and ramped up to over 200 contractors within the first 3 months. In 2005, those numbers reached 411 contractors by the end of that year. Within a six month period in 2006, All About People placed over 600 contractors in various functional roles at University of Phoenix's subsidiary Western International University. To date, All About People has recruited and placed over 8,000 contractors on assignment at Apollo Group.

**Total Billings during contract period:** approx. \$40,000,000  
**Contract Period:** 2002 - Present  
**Number of locations covered:** 57  
**Prime contractor:** yes

**Issue:** In order to service this \$17 billion organization across multiple worksites and department groups, All About People was charged with helping to reduce the attrition of over 50% for the organization as a whole. To meet this challenge, All About People's entire staff mastered our knowledge of the client's business model and industry, workplace culture (for each site/department), all skill sets and position categories and developed solid partnerships with executives, human resources/procurement leaders, hiring managers and line staff to effectively find, place and retain the appropriate Staffing Associate talent and reduce attrition to less than 10% across the organization's geographic footprint.

2. **Vangent, Inc., 2010 Census Project (subcontract for US Dept of State).** Providing contingent labor and recruitment support for a high volume staffing project to support data entry and call center functions supporting the 2010 Census. Provided recruitment and placement of 254 contractor positions with an accumulated pipeline of over 700 contractors generated and prepared for staff augmentation in a 6 week period.

**Total Billings during contract period:** approx. \$5,500,000  
**Contract Period:** 10/2009 - 9-2010  
**Number of locations covered:** 2  
**Prime contractor:** no

**Issue:** In order to fill the 254 contract positions awarded to All About People, our firm needed to identify, screen, interview, reference check as well as fingerprint and background check through the federal government clearance process over 700 contractors within 6 weeks. Our firm resolved the issue by dedicating a staff of 8 recruiters to process approximately 90 new Staffing Associates per recruiter to successfully fulfill all 254 positions on time for the proscribed start date.

3. **University of Phoenix's NE Region campus ramp-up.** Using a contingent labor staffing arrangement, University of Phoenix needed to hire Enrollment Advisors and various staff support positions at every campus between the Washington, D.C. metropolitan area D.C. and the greater New England area resulting in 205 contract-to-hire positions filled between 13 campuses.

**Total Billings during contract period:** approx. \$2,850,000  
**Contract Period:** 8/2007 - 6/2009  
**Number of locations covered:** 13  
**Prime contractor:** yes

**Issue:** As an Arizona based firm, All About People had no offices in the region areas requiring recruitment services. The issue was resolve through the development of a Remote/Virtual Recruitment model to provide contingent labor and staff augmentation services in all areas of





the country, including the Northeast region for this clients. This project led to our firm incorporating in 25 states and Canada with virtual offices in over 900 global locations. The Remote/Virtual Recruitment model was a huge success in attracting, placing and retaining the talent pool required to satisfy the client's staffing needs for the region as well as other areas of the country.

**b. Description of Similar Services/Scope Provided to Other Government Entities:**

**City of Phoenix, Arizona**

Temporary Staffing Services Contract

**Total Billings during contract period:** approx. \$1,986,000

**Contract Period:** 1/2007 - Current

**Number of locations covered:** All

**Prime contractor:** yes

Under the Temporary Staffing Services Contract with the City of Phoenix, Arizona, All About People provides staffing support services for all departments with the City of Phoenix (with the exception of Aviation) covering a broad range of positions and skill sets from Accounting to Administrative/Clerical to Data Entry to Marketing and a host of other categories and functions as required under the State of Arizona request for proposals.

**Vangent, Inc., 2010 Census Project (subcontract for US Dept of State).**

**Total Billings during contract period:** approx. \$5,500,000

**Contract Period:** 10/2009 - 9-2010

**Number of locations covered:** 2

**Prime contractor:** no

Under a contract award through Vangent and Lockheed Martin (Federal Government Prime contractors), All About People providing contingent labor and recruitment support for a high volume staffing project to support data entry and call center functions supporting the 2010 Census. Provided recruitment and placement of 254 contractor positions which offers relevant experience to call center and data entry functions as described under the State of Arizona request for proposals.

**D. Legal: Is Offeror involved in any legal proceedings, lawsuits, governmental regulatory actions taken or pending, and any contractual demands for assurance regarding the provision of similar services?**

NO.

**3. Price Submission.**

Submitted through proposal portal.



<b>ACCOUNTING - 3.1.1.</b>	<b>JOB DESCRIPTION</b>	<b>BILL RATE</b>
<b>Accounting Clerk 1</b>	Copying/coding numbers or other information and filling out forms, sorting and filing materials, counting materials, revising spreadsheets, editing and inserting data, basic knowledge of MS Office products. Knowledge of manual/automated filing systems, Ability to accurately input data into a computer.	\$13.86
<b>Accounting Clerk 2</b>	Additional duties and qualifications shall include Accounting Clerk 1 as well as the following at a minimum: Placing collection calls, data entry of invoices, vouchers, etc. Posting information to accounts (receivables, payables, general ledger) and comparing information to verify accuracy. Skill in performing simple mathematical calculations.	\$14.52
<b>Accounting Clerk 3</b>	Additional duties and qualifications shall include Accounting Clerk 1 & 2 as well as the following at a minimum: Issuing sales receipts/deposit slips, balancing/reconciling basic accounts, determining appropriate account classifications using chart of accounts. Will possess ability to prioritize work and follow instructions	\$15.18
<b>Accounts Payable Clerk</b>	Basic math, data entry and operating a variety of office machines (calculator, computer, copier, phones). Preparing and issuing invoices, monthly statements and audit confirmations. Reconcile records and reports. calculate expenses, cumulative charges, receipts or other fiscal data for daily and other periodic reports. Corrects computations if necessary; posts, records or inputs fiscal, budgetary or billing data to update and maintain records of transactions. Review fiscal documents. Knowledge of Word and Excel	\$20.25
<b>Accounts Receivable Clerk</b>	Sort invoices, post payments by recording cash, checks and credit card transactions and process invoices, vouchers, etc., based on departmental procedures and predefined authorization levels. Posting information to accounts, ie., receivables and general ledger. Compare information for accuracy. Resolves collections by examining customer payment plans, payment history and credit line. Knowledge of Word and Excel	\$20.25
<b>Bookkeeper</b>	Knowledge of spreadsheet software, ie; Excel, knowledge of various accounting functions such as payables, receivables and payroll. Enter and verify transactions in general ledger accounts and journals, balances books, completes reconciliations, familiar with all bookkeeping functions involved in maintaining company financial records including cost accounting, trial balances, and profit and loss statements.	\$26.40
<b>Accountant 1</b>	Knowledge of all accounting and bookkeeping procedures, including governmental/fund accounting knowledge. Ability to perform account and bank reconciliations. Prepare and post journal entries. Intermediate computer experience.	\$27.72
<b>Accountant 2</b>	Knowledge of all accounting and bookkeeping procedures, including governmental/fund accounting knowledge, prepares financial statements and other reports. May participate in audit schedules, closings and special projects. Advanced computer experience. Preparing financial reports through trial balance and identifying and correcting coding error. Knowledge of accounting systems, procedures and theory. Ability to communicate clearly and accurately.	\$29.04
<b>ADMINISTRATIVE / CLERICAL 3.1.2.</b>	<b>JOB DESCRIPTION</b>	<b>BILL RATE</b>
<b>Receptionist</b>	Operating a PBX / phone system and producing basic memos, letters, lists, reports, etc. Receiving complaints or service / repair calls, resolving customer problems on the phone with standard company responses, maintaining reports, logs or lists and providing information to callers regarding particular products / services. Skilled in formatting, editing, inputting and printing documents on a typewriter or PC. Basic knowledge of Word and Excel.	\$17.15
<b>File Clerk</b>	Filing documents both numerical and alphabetical.	\$13.00
<b>Data Entry Clerk</b>	Ability to enter data at a rate of 6,000 keystrokes per hour with an error rate not to exceed two percent (2%). Ability to run and work with scanning equipment. Possess a working knowledge of 10-key and/or reverse 10-key keyboards which includes typing skills. Contractor shall test each applicant for data entry skills prior to assignment and submit scores to DOR by the day of assignment.	\$13.53

<b>General Clerical</b>	Perform functions such as mail opening, disassembling and reassembling documents, filing and file retrieval. Assure that all mail containing payments is handled appropriately. Separate, sort and arrange documents and cash receipts and quality control documents to determine their computer process ability. Operate a variety of outgoing mail equipment such as trimmers, bursters, inserters, postage meters as well as incoming mail equipment such as envelope openers. Hand sterilize documents and prepare forms for bulk mailing. Operate microfilm cameras and answer telephones. Ability to make quick decisions on the proper disposition of documents.	\$13.11
<b>Error Resolution and Document Processing</b>	Sort and/or edit income, corporate, sales and withholding tax documents or resolve a variety of errors which may include utilizing a PC or interpreting computer output. Ability to communicate verbally and in writing with taxpayers. Skill at solving problems relative to tax documents.	\$14.60
<b>Remittance Processing</b>	Shall be able to enter data at a rate of 8,000 keystrokes per hour with an error rate not to exceed two percent (2%). Process and/or enter various tax documents and encode checks utilizing electronic keying equipment. Ability to operate a 10-key data keyboard by touch with speed and accuracy. Possess average math and accounting skills. Contractor shall test each applicant for 10-key skills prior to assignment and submit scores to DOR by the day of assignment.	\$14.28
<b>Taxpayer Information and Assistance Agent</b>	Provide information and assistance to taxpayers by telephone, in person, or via correspondence relative to the preparation of numerous tax returns and the resolution of billing questions. Knowledge of Arizona Tax Forms, statutes and rules. Ability to research a problem or question in a timely manner. Skill in oral and written communication, math and accounting, and in the use of computer terminal, telephone and office equipment.	\$15.02
<b>Blended Remittance Processing</b>	Shall be able to enter data at a rate of 10,000 keystrokes per hour with an error rate not to exceed two percent (2%). Process and/or enter various tax documents and encode checks utilizing electronic keying equipment. Shall be able to work with a limited amount of supervision. Ability to run and work with scanning equipment, Ability to operate a 10-key keyboard by touch with speed and accuracy. Shall possess a working knowledge of 10-key and/or reverse 10-key keyboards which includes typing skills. Possess average math and accounting skills. Contractor shall test each applicant for 10-key skills prior to assignment and submit scores to DOR by the day of assignment.	\$15.15
<b>Administrative Assistant</b>	Handling administrative detail, producing statistical/numerical material, planning/scheduling meetings and composing letters/memos, etc. Preparing reports, developing charts, tables, etc., following and creating special formats to meet document requirements. Ability to adapt quickly to changing conditions and interact with all levels of management. Working knowledge of Word, Excel and Outlook.	\$19.70
<b>Executive Administrative Assistant</b>	Duties and qualifications shall include Administrative Assistant as well as the following at a minimum: Taking minutes at meetings, coordinate travel arrangements, handling meeting arrangements, agendas, notifications, etc. Sorting and filing material using software (automated filing systems) and knowledge of Word, Excel, Outlook and PowerPoint. Able to work in a professional manner with executives from a variety of business and social backgrounds.	\$22.09
<b>Legal Assistant</b>	Highly proficient skills in oral and written communication, in extracting and utilizing information from statutes, court decisions, legal documents, and records, in analytical and critical thinking. Abilities to apply standards of review, to review a legal record of proceedings and analyze the information contained therein. Excellent research and writing skills with the ability to proofread legal documents. Skills in preparation and typing of various legal forms and documents. Skill in interviewing and interpreting information in a legal investigation.	\$19.50
<b>Records Management Clerk</b>	Preparing documents for microfilm/fiche, inspecting microfilm/fiche for readability (quality control), operating microfilm/fiche reader/printer, counting documents/materials and grouping them into batches. Tabulating batch totals, assigning numeric, alpha and color codes to materials.	\$13.93

<b>Sr. Records Management Clerk</b>	Duties and qualifications shall include Records Management Clerk as well as the following at a minimum: Gathering and proofreading data to be included in reports, reviewing content of documents to determine correct filing and checking manual files for duplicate, missing or misfiled items. Setting up manual filing systems, preparing filed materials for storage, destroying documents according to guidelines and ability to work on more than one task at a time.	\$15.09
<b>Clerk</b>	Determining postage requirements and placing labels and postage on outgoing mail. Delivering and collecting incoming or outgoing mail and messages. Retrieving materials from files and checking files for duplicate, missing or misfiled items. Ability to perform repetitive work. Unpack, sort and route incoming materials and check for proper quantities or defects.	\$13.38
<b>CALL CENTER 3.1.3</b>	<b>JOB DESCRIPTION</b>	<b>BILL RATE</b>
<b>Customer Service Rep - Inbound</b>	Receiving customer inquiries about a product or service. Providing information to callers regarding a product or service. Recording and confirming customer orders, complaints or service information and direct calls for further problem resolution. Skill in inputting and accessing information on paper, PC or CRT. Handle large accounts or more difficult issues. First level problem resolution.	\$17.82
<b>Customer Service Rep - Outbound 1</b>	Place outbound calls to gather account status information and complaint information. Direct calls for further problem resolution.	\$15.98
<b>Customer Service Rep - Outbound 2</b>	Duties and qualifications shall include Customer Service Outbound 1 as well as the following at a minimum: Place large volume daily calls to handle more difficult situations. Guide and motivate teams	\$16.76
<b>Market Research Inbound</b>	Receive incoming calls resulting from mass mailings or product demonstrations. Gather information about caller's experience and/or opinion of product or service.	\$16.43
<b>Market Research Outbound</b>	Place calls to inquire for opinions using master list to survey, interview or gather feedback related to specific topic.	\$16.70
<b>Sales Inbound 1</b>	Receive incoming calls in order to schedule appointments and sell a product or service. Ability to work in a goal oriented environment and up sell as appropriate. Responsible for specific accounts or geographic areas.	\$17.53
<b>Sales Inbound 2</b>	Duties and qualifications shall include Sales Inbound 1 as well as the following at a minimum: Receive calls from large accounts or difficult geographic regions. Lead, teach, guide and/or motivate teams.	\$18.50
<b>Sales Outbound 1</b>	Place calls to schedule appointments and/or sell a product or service. Perform with respect to quotas or sales goals. Up sell as appropriate.	\$17.19
<b>Sales Outbound 2</b>	Duties and qualifications shall include Sales Outbound 1 as well as the following at a minimum: Work with larger accounts or difficult geographic regions. Lead, teach, guide and/or motivate teams.	\$20.21
<b>Help Desk Analyst</b>	Receive and screen incoming calls. Service requests, create problem reports, troubleshoot for problem identification and provide recommendations/solutions to complex issues.	\$22.86
<b>Team Lead</b>	Possess two years plus supervisory experience with working knowledge of benefits enrollment. Proficiency in advanced phone system and computer software. Organize reports and manage team goals. Handle varied inquiries with regard to company policies, procedures and products.	\$19.23
<b>Collector 1</b>	Make outbound calls in order to collect on past due accounts. Ability to document and track results in a Windows based system.	\$18.50
<b>Collector 2</b>	Knowledge of comprehensive collection and skip tracing procedures and methods of collection tactics and telephone techniques of guidelines governing investigations. Research and collection documentation. Skilled making independent decisions relating to taxpayers accounts and collection actions in the operation of a multi-faceted automated collection system.	\$20.32
<b>DATA ENTRY 3.1.4.</b>	<b>JOB DESCRIPTION</b>	<b>BILL RATE</b>
<b>Operator 1</b>	Entering data up to 25% of the time. Approximately 5,000-7,000 keystrokes per hour.	\$13.57
<b>Operator 2</b>	Entering data more than 25% of the time, Approximately 7,000-9,000 keystrokes per hour	\$14.55
<b>Operator 3</b>	Production data entry, Entering data more than 50% of the time, Approximately 10,000-15,000 keystrokes per hour.	\$15.58

Data Entry	Records information and filling out forms, obtaining specific knowledge from technical material. Prioritize and batching material for data entry. Identifying and correcting coding and data entry errors. Approximately 10,000+ keystrokes per hour.	\$15.24
<b>EDUCATION 3.1.5.</b>	<b>JOB DESCRIPTION</b>	<b>BILL RATE</b>
NO BID		
<b>INSURANCE 3.1.6.</b>	<b>JOB DESCRIPTION</b>	<b>BILL RATE</b>
Claims Specialist	Considerable knowledge of multi-line insurance claims adjudication practice and procedures and Arizona insurance laws and of the State's self-insurance program operations. Ability to investigate, research, analyze, and draw logical conclusions. Ability to interpret and apply complex rules, regulations and policies. Establish and maintain effective working relationships with those contacted in the course of business. One year of multi-line insurance claims processing experience or two years of administrative level experience in insurance claims administration required.	\$26.40
Workers Compensation Specialist	Two years of experience processing Workers' Compensation Insurance claims. Knowledge of Workers' Compensation Insurance laws, rules, regulations and EDP claims management systems. Knowledge of applicable Court of Appeals rulings and labor market publications and journals. Knowledge of Loss-of-Earning Capacity (LEC) to make appropriate awards.	\$26.40
Claims Adjuster 1	Knowledge of state government structure and functions, Federal/State statutes, practices and agency standards, policies and procedures applicable to insurance workers' compensation, contracts, Court of Appeal rulings and legal practices. Knowledge of civil procedure in both Federal and State court. Knowledge and understanding of insurance contracts and related law. Experience with workers' compensation claims management practices, early return-to-Work Programs, EDP claims management system, claims investigation methods and litigation management. Ability to process subrogation.	\$28.38
Claims Adjuster 2	Duties and qualifications shall include Claims Adjuster 1 as well as the following at a minimum: Knowledge of vocational rehabilitation, structured settlements and annuities. Knowledge of Americans with Disability Act and disability management and physical requirements for an extensive number of occupations. Knowledge of professional medical standards of care required of hospitals, physicians and other medical personnel. Understanding of industrial manufacturing and building standards. Experience with litigation management to control substantial and highly complex liability and/or workers' compensation claims and/or lawsuits. Skill in preserving field evidence, conduction inspections, investigating, securing, documenting, analyzing and evaluating facts surrounding claims. Ability to prepare narrative, statistical report with conclusions and/or recommendations relating to property, liability, and workers' compensation claims. Ability to learn the Risk Management Envision system.	\$29.70
<b>LEGAL 3.1.7.</b>	<b>JOB DESCRIPTION</b>	<b>BILL RATE</b>
Legal Secretary 1	Handling legal administrative detail and compiling legal documents. Following and creating special formats to meet legal documentation requirements. Using single software to perform intermediate word processing functions. Provide administrative support in a legal environment and adapt quickly to terminology and legal environment demands.	\$20.58
Legal Secretary 2	Duties and qualifications shall include Legal Secretary 1 as well as the following: Creating legal materials and documentation. Prepare papers and correspondence of a legal nature such as petitions, briefs, summonses, complaints, motions and subpoenas. Administrative support in a legal environment using multiple software to perform intermediate to advanced word processing and/or spreadsheet functions. Experience in supporting a legal environment, handling meeting arrangements, agendas, notifications and deadlines. Ability to transcribe from Dictaphone equipment.	\$23.91

	A Diploma/Certification/Degree in paralegal studies from an institutionally accredited program in Arizona with American Bar Association approval; OR a law degree from an accredited law school; OR three years of verifiable full time paralegal experience; and a Notary Public Commission (If qualifying with law degree, the individual must never have been licensed attorney in any jurisdiction). Knowledge of concepts, terminology (terms of art), principles and procedures of law. Knowledge of methods and techniques of legal research and the use of statutes, codes, legal encyclopedias, reporters and other primary and secondary sources. Knowledge of the complete civil litigation process, domestic relation's law and of criminal procedure. Conduct investigations and statistical, documentary and legal research. Draft legal documents, correspondence and pleadings. Summarize depositions, interrogatories and testimony. Locate and interview witnesses. Review and analyzes case files; determines appropriate legal actions to be initiated.	\$32.40
<b>Paralegal</b>		
<b>LIGHT INDUSTRIAL 3.1.8.</b>	<b>JOB DESCRIPTION</b>	<b>BILL RATE</b>
<b>NO BID</b>		
<b>MARKETING 3.1.9.</b>	<b>JOB DESCRIPTION</b>	<b>BILL RATE</b>
	Arranging products according to a plan-o-gram, rotating stock, replacing damaged equipment, maintaining stock and supplies, as well as monitoring conditions and pricing of merchandise. Ability to count materials / items, Ability to identify flaws in objects	\$14.38
<b>Detailing Representative 1</b>		
	Duties and qualifications shall include Detailing Representative 1 as well as the following at a minimum: Working with detailed plan-o-grams (e.g., 15 ft. plan-o-grams vs. 3 ft. plan-o-grams). Setting up merchandise displays, evaluating product display effectiveness in attracting shoppers' attention, performing simple record keeping, and ability to record information.	\$16.26
<b>Detailing Representative 2</b>		
	Distributing samples of a product or coupon. Describing product benefits, counting materials / items.	\$12.99
<b>Samplers</b>		
	Assuming the role of customer and "shopping the competition" for a company to learn about sales trends, customer preferences, products, prices and services while following prepared guidelines. Purchasing merchandise, checking on products, services or prices. Ability to work with little supervision	\$14.86
<b>Comparison Shopper 1</b>		
	Duties and qualifications shall include Comparison Shopper 1 as well as the following at a minimum: Evaluating a product or service based on specific / detailed guidelines provided by the customer and requiring specialized training. Ability to follow specific instructions.	\$16.11
<b>Comparison Shopper 2</b>		
	Providing directions and general product information, distributing flyers, product and service information. Ability to learn company's products or services.	\$13.07
<b>Host / Hostess 1</b>		
	Duties and qualifications shall include Host/Hostess 1 as well as the following at a minimum: Registering people at conventions, seminars or other events, accepting registration fees, performing simple record keeping, preparing name badges and checking rosters.	\$15.80
<b>Host / Hostess 2</b>		
	Receiving and posting messages for attendees of conventions, trade shows or seminars. Greeting, screening and directing visitors using rosters / program schedules to keep track of people's locations so they can be contacted. Ability to work on more than one task at a time.	\$13.67
<b>Booth Attendant 1</b>		
	Duties and qualification shall include Booth Attendant 1 as well as the following at a minimum: Answering non-technical questions concerning a product or service, directing giveaway programs or contests. Greeting, directing and guiding visitors through one or more exhibits. Ability to learn company's products or services. Ability to effectively communicate to an audience.	\$16.02
<b>Booth Attendant 2</b>		
<b>MEDICAL / HEALTHCARE 3.1.10.</b>	<b>JOB DESCRIPTION</b>	<b>BILL RATE</b>
	Processing participant and provider information from claims. Prepare documentation for mailing and Prepare document files. Skill in using mainframe, spreadsheet, database of other single software. Knowledge of manual/automated filing systems. Ability to accurately access/input data into a computer. Knowledge of medical terminology required.	\$15.20
<b>Medical Biller 1</b>		

<b>Medical Biller 2</b>	Duties and qualifications shall include Medical Biller 1 as well as the following at a minimum: Prepare claims documentation utilizing ICD-9 and CPT coding, 1500 and Ubs. Process/verify documentation for accuracy. Compile medical documentation files, place/receive phone calls and obtain insurance authorizations. Intermediate to advanced knowledge of multiple software. Experience with medical coding and insurance authorization procedures, Knowledge of medical terminology required.	\$17.73
<b>Medical Records Clerk 1</b>	File, retrieve, transfer and maintain medical records and reports. Utilize records tracking protocols. Knowledge of alphabetical and numeric file systems. Ability to access and input data utilizing single software. Knowledge of medical terminology required.	\$14.57
<b>Medical Record Clerk 2</b>	Duties and responsibilities shall include Medical Records Clerk 1 as well as the following at a minimum: File, maintain and review medical records for completeness. Knowledge of alpha, numeric and terminal digit file systems. Intermediate to advanced knowledge of multiple softwares. Experience in medical records processing and maintenance. Knowledge of medical terminology required.	\$15.71
<b>Medical Secretary 1</b>	Handling medical administrative detail and compiling medical documents. Following and creating special formats and meet medical documentation requirements. Using single software to perform intermediate word processing functions	\$18.26
<b>Medical Secretary 2</b>	Duties and qualifications shall include Medical Secretary 1 as well as the following at a minimum: Creating medical materials and documentation. Experience with administrative support in a medical environment and using multiple software to perform intermediate to advanced word processing and/or spreadsheet functions. Handling meeting arrangements, agendas, notifications and deadlines. Ability to transcribe from Dictaphone equipment.	\$19.80
<b>Medical Analyst</b>	The Senior Analyst is responsible for managing data informatics and statistical analysis to compile, manipulate, analyze, and report data for internal and external purposes. This position will also conduct analysis and generate reports that demonstrate client program progress in an effort to continually increase customer satisfaction and deepen client relationships. Responsibilities include; Client assessment/goal progress reports – daily, weekly, monthly, ad hoc. Representative as 'go-to person' for assistance/direction/support. Identify, report and participate with data issues and validation. Knowledgeable of database structures and experienced with data query tools	\$35.62
<b>SPECIAL EXPERTISE 3.1.11</b>	<b>JOB DESCRIPTION</b>	<b>BILL RATE</b>
<b>Writing Expert (Grant, Policy, Technical, Processes and Procedures)</b>	This position actively identifies new grant and foundation funding opportunities, writes grants as requested and secures new grants by collaborating with team members. Stays current with program changes and assists in creation of outcome tracking system. Completes grant reports as needed by funder deadlines. Creates and maintains tracking and trending documents as needed. Ensures ongoing cultivation with existing grant makers through a collaborative effort. Provides support for networking within the community to ensure consistent messaging and expanded support. Assists in the logistics and development of related campaign materials, special events and creation of Power Point presentations. Composes donor correspondence as needed.	\$31.25

**ATTACHMENTS I - III**



# Attachment II

State of Arizona  
State Procurement Office  
100 N.15th Ave., Suite 201  
Phoenix, AZ 85007

Solicitation No.: RFP ADSPO13-00002527

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Description: Temporary Staffing Services

OF  
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## OFFEROR'S KEY PERSONNEL

Answer all questions thoroughly. This Attachment shall be completed for all key personnel in the administration of any resultant contract under this solicitation. A separate resume may be attached as supplemental information, but shall not take the place of this attachment. **Answers such as "See attached Resume" will not be accepted.** If resumes are included please also reference the position on the resume.

Account Manager

Karen McEnroe

**Position**

**Employee Name**

### Current Information

<b>Position Currently Held in Firm:</b>	Sr. Account Executive
<b>Years With Firm:</b>	7 years
<b>Years in Current Position:</b>	6 years
<b>Years' Experience in Role:</b>	19 years
<b>Percentage of Employee's Time Dedicated to This Contract:</b>	50%

### Related Experience

<b>Project Name</b> City of Phoenix		
<b>Job Title</b> Account Manager	<b>Project Begin Date</b> 1/2007	<b>Project Ending Date</b> current
<b>Duties Performed Related to Proposed Position</b> Account/Service Management. Coordinate with client administrative and hiring personnel; provide performance feedback and quality assurance. Work with manager to forecast work orders and project needs and assign designate recruiters to each position. Facilitated badging process and running of reports upon request. Liaison between hiring managers and internal Recruiters. Provide additional services as required by client.		
<b>Project Name</b> 2010 US Census		
<b>Job Title</b> Account Manager	<b>Project Begin Date</b> 10/2009	<b>Project Ending Date</b> 9/2010
<b>Duties Performed Related to Proposed Position</b> Account/Service Management. Coordinate with client administrative and hiring personnel; provide performance feedback and quality assurance. Work with manager to forecast work orders and project needs and assign designate recruiters to each position. Managed badging process with internal Census staff. Liaison between hiring managers and internal Recruiters. Provide additional services as required by client.		

Identify the primary function(s) of the candidate in performing the services required by this solicitation. Indicate the corresponding solicitation/response page and paragraph number(s) within the description.

In addition to the duties above, will also be responsible for managing the expectation of the State of Arizona for the duration of the contract. Will be responsible for setting up internal processes as stated in "Methods of Approach" (page 2) and "Temporary Staffing Services" sub category a. 1-11 (pages 6 and 7).



# Attachment II

Solicitation No.: RFP ADSP013-00002527

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38

Description: Temporary Staffing Services

OF  
44

State of Arizona  
State Procurement Office  
100 N.15th Ave., Suite 201  
Phoenix, AZ 85007

## OFFEROR'S KEY PERSONNEL

Answer all questions thoroughly. This Attachment shall be completed for all key personnel in the administration of any resultant contract under this solicitation. A separate resume may be attached as supplemental information, but shall not take the place of this attachment. **Answers such as "See attached Resume" will not be accepted.** If resumes are included please also reference the position on the resume.

Recruiter

Toni Schindler

**Position**

**Employee Name**

### Current Information

<b>Position Currently Held in Firm:</b>	Senior Staffing Consultant
<b>Years With Firm:</b>	1 year
<b>Years in Current Position:</b>	1 year
<b>Years Experience in Role:</b>	19 years
<b>Percentage of Employee's Time Dedicated to This Contract:</b>	25%

### Related Experience

<b>Project Name</b> State of Arizona (Previous employer)		
<b>Job Title</b> Recruiter	<b>Project Begin Date</b> 6/2005	<b>Project Ending Date</b> 10/2011
<b>Duties Performed Related to Proposed Position</b> Take inbound calls from managers gathering job specifications and confirming appropriate bill rates. Enter data into internal computer system and sourcing for qualified talent. Ensure that required assessments were completed prior to submittal, coordinate interviews and make job offers. Upon selection would coordinate background checks and fingerprinted as required. Conducted arrival checks and followed with managers and candidates to ensure performance standards were being met. Performed customer satisfaction surveys and quarterly site visits.		
<b>Project Name</b> City of Mesa (with All About People and previous employer)		
<b>Job Title</b> Recruiter	<b>Project Begin Date</b> 2004	<b>Project Ending Date</b> 2011
<b>Duties Performed Related to Proposed Position</b> Take inbound calls from managers gathering job specifications and confirming appropriate bill rates. Enter data into internal computer system and sourcing for qualified talent. Ensured that all candidates were interviewed by 2 recruiters and that required assessments were completed prior to submittal, coordinate interviews and make job offers. Upon selection would coordinate references, background checks and fingerprinted as required. Performed new hire orientations with candidates. Conducted arrival checks and followed with managers and candidates to ensure performance standards were being met. This was a high volume account with over 200 temporary employees per day.		

Identify the primary function(s) of the candidate in performing the services required by this solicitation. Indicate the corresponding solicitation/response page and paragraph number(s) within the description.

In addition to the duties above, will be responsible for page 3 last paragraph and beginning of page 4 up to job descriptions. Also responsible for "Understanding the Offer" sub category c (page 4), "Workplace Preparedness" (Page 5), "Communication" sub category c (page 6) and "Temporary Staffing Services" sub category a, b, d, f, g, i and j (page 6-10)



# Attachment II

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Phoenix, AZ 85007

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## OFFEROR'S KEY PERSONNEL

Answer all questions thoroughly. This Attachment shall be completed for all key personnel in the administration of any resultant contract under this solicitation. A separate resume may be attached as supplemental information, but shall not take the place of this attachment. **Answers such as "See attached Resume" will not be accepted.** If resumes are included please also reference the position on the resume.

Recruiter

Gena Johnson

**Position**

**Employee Name**

### Current Information

<b>Position Currently Held in Firm:</b>	Staffing Consultant
<b>Years With Firm:</b>	1 year 3 months
<b>Years in Current Position:</b>	1 year 3 months
<b>Years Experience in Role:</b>	1 year 3 months
<b>Percentage of Employee's Time Dedicated to This Contract:</b>	50%

### Related Experience

<b>Project Name</b> City of Phoenix		
<b>Job Title</b> Recruiter	<b>Project Begin Date</b> 10/2011	<b>Project Ending Date</b> Current
<b>Duties Performed Related to Proposed Position</b> Take inbound calls from managers gathering job specifications and confirming appropriate bill rates. Enter data into internal computer system and sourcing for qualified talent. Ensured that all candidates were screened and interviewed and that required assessments were completed prior to submittal, coordinate interviews with hiring managers and make job offers. Upon selection would coordinate references, background checks and fingerprinted as required. Performed new hire orientations with candidates. Conducted arrival checks and followed with managers and candidates to ensure performance standards were being met.		
<b>Project Name</b>		
<b>Job Title</b>	<b>Project Begin Date</b>	<b>Project Ending Date</b>
<b>Duties Performed Related to Proposed Position</b>		

Identify the primary function(s) of the candidate in performing the services required by this solicitation. Indicate the corresponding solicitation/response page and paragraph number(s) within the description.

In addition to the duties above, will be responsible for page 3 last paragraph and beginning of page 4 up to job descriptions. Also responsible for "Understanding the Offer" sub category c (page 4), "Workplace Preparedness" (Page 5), "Communication" sub category c. (page 6), "Temporary Staffing Services" sub category a, b, d, f, g, i and j (page 6-10)



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## OFFEROR'S KEY PERSONNEL

Answer all questions thoroughly. This Attachment shall be completed for all key personnel in the administration of any resultant contract under this solicitation. A separate resume may be attached as supplemental information, but shall not take the place of this attachment. Answers such as "See attached Resume" will not be accepted. If resumes are included please also reference the position on the resume.

Account Administrator

Vickie Palmer

**Position**

**Employee Name**

### Current Information

<b>Position Currently Held in Firm:</b>	Front Office Coordinator
<b>Years With Firm:</b>	2 years
<b>Years in Current Position:</b>	2 years
<b>Years Experience in Role:</b>	30 years
<b>Percentage of Employee's Time Dedicated to This Contract:</b>	25%

### Related Experience

<b>Project Name</b> City of Phoenix		
<b>Job Title</b> Account Administrator	<b>Project Begin Date</b> 2/2011	<b>Project Ending Date</b> Current
<b>Duties Performed Related to Proposed Position</b> Responsible for coordinating all activities relative to Staffing Associate assignment. Facilitate new hire orientations, including e-verify, new hire documents, tax forms, payroll information and other Staffing Associate data. Primary Staffing Associate contact for administrative support while on assignment. Coordinates invoicing/billing with client's Accounts Payable Department.		
<b>Project Name</b>		
<b>Job Title</b>	<b>Project Begin Date</b>	<b>Project Ending Date</b>
<b>Duties Performed Related to Proposed Position</b>		

Identify the primary function(s) of the candidate in performing the services required by this solicitation. Indicate the corresponding solicitation/response page and paragraph number(s) within the description.

In addition to the duties above, will be responsible for "Understanding the Offer sub category b (page 4), "Communication" sub category a and b (page 6) and "Temporary Staffing Services" sub category h (page 9)



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### QUESTIONNAIRE INSTRUCTIONS:

Attach as part of your ProcureAZ proposal, a singular file in Adobe Acrobat (PDF) format named **ADSPO13-0000xxxx [Offeror's Name] 'Response\_ Questionnaire.pdf'** that contain the responses to all of the Questionnaire items ("items") listed below.

#### Responding to the Proposal:

- A. Include the item number when responding to each item.
- B. Prepare each item response in the form indicated demonstrating your ability to satisfy the Scope of Work.
- C. When an item asks Offeror to describe methods, policies, procedures or systems, describe the logical progression of tasks and efforts starting with the initial steps or tasks to be accomplished and continuing until all proposed tasks are fully described.
- D. Use straightforward language limited to facts, solutions to problems, and plans of proposed action.
- E. Limit the use of technical language to describing technical processes.
- F. Submit responses in the order listed below.

### ITEMS:

#### 1. Method of Approach:

- A. Offeror shall state the specific high-level category to which they are proposing and provide a narrative of how Offeror will effectively provide the temporary personnel services under the specific temporary staffing high-level category. The narrative should be straightforward and limited to facts, solutions to problems, and plans of proposed action:
  - a. Accounting
  - b. Administrative
  - c. Call Center
  - d. Data Entry
  - e. Education
  - f. Insurance
  - g. Legal
  - h. Light Industrial
  - i. Marketing
  - j. Medical / Healthcare
  - k. Special Expertise
  - l.
- B. Job Titles/Job Descriptions: Offeror shall use **Attachment III** to submit Job Title(s) and corresponding job description(s) that may fall under each high-level category.
  - It is expected that when defining a lower job title and job description, it is assumed that the next higher level, a mid-level position per se, will entail the same qualifications as an entry level plus those mid-level qualifications. *Therefore, for the next higher level job title, only the job description qualifications that delineate the higher level position(s) from the lower position shall be explained for that higher position job title.*
- C. Understanding of Offer:
  - a. Offeror's response is complete and demonstrates their ability to provide the services specified in the Scope of Work.
  - b. Offer shall provide its policies and training procedures its personnel received prior to their work assignments.
  - c. How is the skill level of personnel determined?



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d. Are assessment tests given to hired personnel?

D. Workplace Preparedness: Describe the process Offeror uses to ensure the workplace readiness of temporary staff personnel, quality and timeliness of communication with the Customer.

E. Communication: Offeror shall describe how the following are addressed

- a. Professional appearance;
- b. Reliability – punctuality, attendance
- c. Recruitment process

A. Temporary Staffing Services:

- a. Provide details on your processes to accept temporary placement requests. This is the typical fulfillment process of temporary staffing beginning with initial request from Customer to actual placement.
- b. Describe your methods used to initially screen assignment employees.
- c. What is your success ratio in placing assignment employees?
- d. What are your sources of obtaining assignment employees?
- e. What is the turnover rate of your assignment employees?
- f. What type of training is provided to your assignment employees?
- g. To what extent is customer satisfaction measured and reported and what methods of determining customer satisfaction are used?
- h. Discuss how you will ensure timely payments to your temporary staff.
- i. Please provide Offeror's standard response times to telephone or voice mail messages from Customer.
- j. What is the Offeror's standard process and timeframe in reporting to Customer of temporary staff absences and same-day replacement if requested?

2. Capacity of Offeror: Offeror's shall describe their organizational capacity to support the State and its Customer under any resultant contract.

A. Subcontracting: Offeror's shall describe their Subcontractors used in the provision of the Services. Offeror's shall provide evidence of their training, experience and performance supporting similar Customers. Offeror's shall include Subcontractor Key Personnel as part of Attachment I.

B. Offeror Organization: Offeror's total organization, management and ownership structure. Include an organizational chart clearly delineating each entity within the organization

C. Experience / Background: Disclose education as it relates to providing services, expertise and experience (this shall relate to subcontractors as well) pertaining to the staff that will be providing services in a possible resultant contract.

- a. Provide a brief history of the organization which shall include substantial evidence your company has provided these types of services, include customer names, project details, start/complete dates and description of services provided, issues and description of how issues were resolved.
- b. Submit a description of services provided to other government entities (within and/or outside of Arizona) requesting a similar scope. Provide extensive details of those services provided as they compare with those described within this Solicitation.

D. Legal: Is Offeror involved in any legal proceedings, lawsuits or governmental regulatory actions taken or pending, and any contractual demands for assurance regarding the provision of similar services?

YES

(List any past and/or pending litigation or disputes relating to the services described herein with which your company has been involved within the last five (5) years. The list shall include the other company's name, name of the project, the nature of the litigation, and the current status of the dispute. Also list any contractual demands for assurance regarding the provision of similar services).



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NO

### 3. Price Submission.

- a. Offeror's are to submit in ProcureAZ their hourly rate using the Unit Cost field, additionally use the Alternate description field following format: Category — Job Title - Job Description for each temporary staff position being proposed.

If additional line items are required, provide a Microsoft Excel spreadsheet (.xls) or (.xlsx) in the following field format.

Category – Job Title - Job Description – hourly rate

- b. If applicable, provide overtime, holiday and/or shift differential pay in this section (b) below.



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## Attachment III – Job Titles and Job Descriptions

Scope of Work Reference #	JOB TITLE	JOB DESCRIPTION
(Insert additional Rows as needed under each category for subcategory job titles and job descriptions)		
<p><b>NOTE:</b> When transitioning from an entry level position to mid-level, etc., Offeror shall ONLY reflect what additional duties or qualifications are involved in the higher position as describe in Section 1B “Method of Approach” on Attachment III.</p>		
<b>3.1.1 - Accounting</b>	Minimal Duties	General Duties & Qualifications include the following at a minimum – Knowledge of Generally Accepted Accounting Principles (GAAP); Knowledge of basic office equipment including a 10-key calculator, Familiarity or knowledge of basic accounting/bookkeeping terminology and concepts, Knowledge of computerized/automated accounting systems, Balancing calculated totals with receipts, posting credit or debit detail to accounting ledgers (e.g., receivables, payables, general ledger), Verifying the accuracy of vouchers, purchase orders, invoices or payments, Gathering data or researching; Must possess analytical skills, Performing various clerical duties. Offeror may add positions as applicable to this high-level category.
	Accounting Clerk 1	Copying/coding numbers or other information and filling out forms, sorting and filing materials, counting materials, revising spreadsheets, editing and inserting data, basic knowledge of MS Office products. Knowledge of manual/automated filing systems, Ability to accurately input data into a computer.
	Accounting Clerk 2	Additional duties and qualifications shall include Accounting Clerk 1 as well as the following at a minimum: Placing collection calls, data entry of invoices, vouchers, etc. Posting information to accounts (receivables, payables, general ledger) and comparing information to verify accuracy. Skill in performing simple mathematical calculations.
	Accounting Clerk 3	Additional duties and qualifications shall include Accounting Clerk 1 & 2 as well as the following at a minimum: Issuing sales receipts/deposit slips, balancing/reconciling basic accounts, determining appropriate account classifications using chart of accounts. Will possess ability to prioritize work and follow instructions.
	Accounts Payable Clerk	Basic math, data entry and operating a variety of office machines (calculator, computer, copier, phones). Preparing and issuing invoices, monthly statements and audit confirmations. Reconcile records and reports. Calculate expenses, cumulative charges, receipts or other fiscal data for daily and other periodic reports. Corrects computations if necessary; posts, records or inputs fiscal, budgetary or billing data to update and maintain records of transactions. Review fiscal documents. Knowledge of Word and Excel.
	Accounts Receivable Clerk	Sort invoices, post payments by recording cash, checks and credit card transactions and process invoices, vouchers, etc., based on departmental procedures and predefined authorization levels. Posting information to accounts, ie., receivables and general ledger. Compare information for accuracy. Resolves collections by examining customer payment plans, payment history and credit line. Knowledge of Word and Excel.
	Bookkeeper	Knowledge of spreadsheet software, ie; Excel, knowledge of various accounting functions such as payables, receivables and payroll. Enter and verify transactions in general ledger accounts and journals, balances books, completes reconciliations, familiar with all bookkeeping functions involved in maintaining company financial records including cost accounting, trial balances, and profit and loss statements.



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	Accountant 1	Knowledge of all accounting and bookkeeping procedures, including governmental/fund accounting knowledge. Ability to perform account and bank reconciliations. Prepare and post journal entries. Intermediate computer experience.
	Accountant 2	Knowledge of all accounting and bookkeeping procedures, including governmental/fund accounting knowledge, prepares financial statements and other reports. May participate in audit schedules, closings and special projects. Advanced computer experience. Preparing financial reports through trial balance and identifying and correcting coding errors. Knowledge of accounting systems, procedures and theory. Ability to communicate clearly and accurately.
<b>3.1.2 – Administrative / Clerical</b>	Minimal Duties	General Duties & Qualifications include the following at a minimum - Knowledge of various office equipment including postage meter and 10-key calculator, Ability to accurately count materials / items, Knowledge of standard filing systems, Ability to do detailed work, Ability to perform simple mathematical calculations, Ability to follow instructions, Sorting and filing materials according to an alphabetic, numeric or color-coded system, Creating lists or directories, Verifying information on forms. Producing memos, letters, lists, reports, etc., from handwritten, typewritten or printed drafts, sorting and filing materials, Photocopying / using a facsimile machine; Ability to produce documents following company standards, Ability to proof and correct errors in documents, Knowledge of standard and electronic filing systems, Personal computer (PC), Photocopy machine, Printer and 10-Key calculator. Proficient at grammar, spelling, punctuation, and proofreading. Offeror may add positions as applicable to this high-level category.
	Receptionist	Operating a PBX / phone system and producing basic memos, letters, lists, reports, etc. Receiving complaints or service / repair calls, resolving customer problems on the phone with standard company responses, maintaining reports, logs or lists and providing information to callers regarding particular products / services. Skilled in formatting, editing, inputting and printing documents on a typewriter or PC. Basic knowledge of Word and Excel.
	File Clerk	Filing documents both numerical and alphabetical.
	Data Entry Clerk	Ability to enter data at a rate of 6,000 keystrokes per hour with an error rate not to exceed two percent (2%). Ability to run and work with scanning equipment. Possess a working knowledge of 10-key and/or reverse 10-key keyboards which includes typing skills. Contractor shall test each applicant for data entry skills prior to assignment and submit scores to DOR by the day of assignment.
	General Clerical	Perform functions such as mail opening, disassembling and reassembling documents, filing and file retrieval. Assure that all mail containing payments is handled appropriately. Separate, sort and arrange documents and cash receipts and quality control documents to determine their computer process ability. Operate a variety of outgoing mail equipment such as trimmers, bursters, inserters, postage meters as well as incoming mail equipment such as envelope openers. Hand sterilize documents and prepare forms for bulk mailing. Operate microfilm cameras and answer telephones. Ability to make quick decisions on the proper disposition of documents.
	Error Resolution and Document Processing	Sort and/or edit income, corporate, sales and withholding tax documents or resolve a variety of errors which may include utilizing a PC or interpreting computer output. Ability to communicate verbally and in writing with taxpayers. Skill at solving problems relative to tax documents.



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	Remittance Processing	Shall be able to enter data at a rate of 8,000 keystrokes per hour with an error rate not to exceed two percent (2%). Process and/or enter various tax documents and encode checks utilizing electronic keying equipment. Ability to operate a 10-key data keyboard by touch with speed and accuracy. Possess average math and accounting skills. Contractor shall test each applicant for 10-key skills prior to assignment and submit scores to DOR by the day of assignment.
	Taxpayer Information and Assistance Agent	Provide information and assistance to taxpayers by telephone, in person, or via correspondence relative to the preparation of numerous tax returns and the resolution of billing questions. Knowledge of Arizona Tax Forms, statutes and rules. Ability to research a problem or question in a timely manner. Skill in oral and written communication, math and accounting, and in the use of computer terminal, telephone and office equipment.
	Blended Remittance Processing	Shall be able to enter data at a rate of 10,000 keystrokes per hour with an error rate not to exceed two percent (2%). Process and/or enter various tax documents and encode checks utilizing electronic keying equipment. Shall be able to work with a limited amount of supervision. Ability to run and work with scanning equipment, Ability to operate a 10-key keyboard by touch with speed and accuracy. Shall possess a working knowledge of 10-key and/or reverse 10-key keyboards which includes typing skills. Possess average math and accounting skills. Contractor shall test each applicant for 10-key skills prior to assignment and submit scores to DOR by the day of assignment.
	Administrative Assistant	Administrative / Clerical 3.1.2. Administrative Assistant 2+ years experience. Handling administrative detail, producing statistical/numerical material, planning/scheduling meetings and composing letters/memos, etc. Preparing reports, developing charts, tables, etc., following and creating special formats to meet document requirements. Ability to adapt quickly to changing conditions and interact with all levels of management. Working knowledge of Word, Excel and Outlook.
	Executive Administrative Assistant	Duties and qualifications shall include Administrative Assistant as well as the following at a minimum: Taking minutes at meetings, coordinate travel arrangements, handling meeting arrangements, agendas, notifications, etc. Sorting and filing material using software (automated filing systems) and knowledge of Word, Excel, Outlook and PowerPoint. Able to work in a professional manner with executives from a variety of business and social backgrounds.
	Legal Assistant	Highly proficient skills in oral and written communication, in extracting and utilizing information from statutes, court decisions, legal documents, and records, in analytical and critical thinking. Abilities to apply standards of review, to review a legal record of proceedings and analyze the information contained therein. Excellent research and writing skills with the ability to proofread legal documents. Skills in preparation and typing of various legal forms and documents. Skill in interviewing and interpreting information in a legal investigation.
	Records Management Clerk	Preparing documents for microfilm/fiche, inspecting microfilm/fiche for readability (quality control), operating microfilm/fiche reader/printer, counting documents/materials and grouping them into batches. Tabulating batch totals, assigning numeric, alpha and color codes to materials.



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	Senior Records Management Clerk	Duties and qualifications shall include Records Management Clerk as well as the following at a minimum: Gathering and proofreading data to be included in reports, reviewing content of documents to determine correct filing and checking manual files for duplicate, missing or misfiled items. Setting up manual filing systems, preparing filed materials for storage, destroying documents according to guidelines and ability to work on more than one task at a time.
	Clerk	Determining postage requirements and placing labels and postage on outgoing mail. Delivering and collecting incoming or outgoing mail and messages. Retrieving materials from files and checking files for duplicate, missing or misfiled items. Ability to perform repetitive work. Unpack, sort and route incoming materials and check for proper quantities or defects.
<b>3.1.3 – Call Center</b>	Minimal Duties	General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category.
	Customer Service Rep - Inbound	Receiving customer inquiries about a product or service. Providing information to callers regarding a product or service. Recording and confirming customer orders, complaints or service information and direct calls for further problem resolution. Skill in inputting and accessing information on paper, PC or CRT. Handle large accounts or more difficult issues. First level problem resolution.
	Customer Service Rep - Outbound	Place outbound calls to gather account status information and complaint information. Direct calls for further problem resolution.
	Customer Service Rep – Outbound 2	Duties and qualifications shall include Customer Service Outbound 1 as well as the following at a minimum: Place large volume daily calls to handle more difficult situations. Guide and motivate teams
	Market Research Inbound	Receive incoming calls resulting from mass mailings or product demonstrations. Gather information about caller's experience and/or opinion of product or service.
	Sales Inbound 1	Receive incoming calls in order to schedule appointments and sell a product or service. Ability to work in a goal oriented environment and up sell as appropriate. Responsible for specific accounts or geographic areas.
	Sales Inbound 2	Duties and qualifications shall include Sales Inbound 1 as well as the following at a minimum: Receive calls from large accounts or difficult geographic regions. Lead, teach, guide and/or motivate teams.
	Sales Outbound 1	Place calls to schedule appointments and/or sell a product or service. Perform with respect to quotas or sales goals. Up sell as appropriate.
	Sales Outbound 2	Duties and qualifications shall include Sales Outbound 1 as well as the following at a minimum: Work with larger accounts or difficult geographic regions. Lead, teach, guide and/or motivate teams.



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	Help Desk Analyst	Receive and screen incoming calls. Service requests, create problem reports, troubleshoot for problem identification and provide recommendations/solutions to complex issues.
	Team Lead	Possess two years plus supervisory experience with working knowledge of benefits enrollment. Proficiency in advanced phone system and computer software. Organize reports and manage team goals. Handle varied inquiries with regard to company policies, procedures and products.
	Collector	Make outbound calls in order to collect on past due accounts. Ability to document and track results in a Windows based system.
	Collector 2	Knowledge of comprehensive collection and skip tracing procedures and methods of collection tactics and telephone techniques of guidelines governing investigations. Research and collection documentation. Skilled making independent decisions relating to taxpayers accounts and collection actions in the operation of a multi-faceted automated collection system.
<b>3.1.4 – Data Entry</b>	Minimal Duties	General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including personal computer / CRT, mainframe and 10-Key calculator, Ability to follow instructions, Ability to perform repetitive work, Ability to do detailed work, Ability to proofread and correct errors, Inputting information into a computer, Accessing information from a computer, Verifying information on a screen, Performing various clerical duties. Responsible for editing, processing (data entry) and distribution of raw source documents; Consults with supervisor in providing needed information for keying process; Adheres to strict batch processing schedule to meet deadlines; Skills/Qualifications: Data Entry Skills, Typing, Confidentiality, Attention to Detail, Thoroughness, Independence, Documentation Skills, Problem Solving, Analyzing Information, Dependability, Results Driven. Offeror may add positions as applicable to this high-level category.
	Operator 1	Entering data up to 25% of the time. Approximately 5,000-7,000 keystrokes per hour.
	Operator 2	Entering data more than 25% of the time. Approximately 7,000-9,000 keystrokes per hour
	Operator 3	Production data entry, Entering data more than 50% of the time, Approximately 10,000-15,000 keystrokes per hour.
	Data Entry	Records information and filling out forms, obtaining specific knowledge from technical material. Prioritize and batching material for data entry. Identifying and correcting coding and data entry errors. Approximately 10,000+ keystrokes per hour.
<b>3.1.5 – Education</b>	Minimal Duties	General Duties & Qualifications include the following at a minimum - Bachelor's degree from an accredited institution with a valid Arizona teaching, administrative or substitute teacher certificate, Ability to follow pre-developed lesson plans, Ability to establish and maintain a quality learning environment, Ability to verbally communicate learning concepts, Ability to work within the guidelines and policies of school administration, Ability to remain on feet for long periods of time, Organizational ability, Patience, Desire to work with children. Offeror may add positions as applicable to this high-level category.
	NO BID	



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<p><b>3.1.6 – Insurance</b></p>	<p>Minimal Duties</p>	<p>General Duties &amp; Qualifications include the following at a minimum - Considerable knowledge of insurance industry and medical terminology, ability to understand, investigate, negotiate, settle, analyze and evaluate information from engineers, architects, contractors, accountants, CPAs, physicians, etc. Ability to interpret and apply Federal and State statutes, rules, policies and procedures of State government, universities and county court systems and the legal rules of civil procedures in both Federal and State lawsuits, Skill in customer service and interpersonal relations as applied to contracts with other agency staff, representatives of other governmental agencies, carriers, medical providers, claimant's dependents, employers, attorneys and the public, Skill in negotiating claim settlements with claimants, attorneys and/or third parties, Skill in written and oral communication, Skill in electronic communications including claim evaluation reports, Skill in planning, organizing, interpreting and analyzing complex legal, medical, economic, accident reconstruction and contractual situations to reach logical conclusions and reasonable recommendations, Knowledge of labor market conditions, Knowledge of State government, structure and functions, Knowledge of insurance industry and medical terminology. Valid Arizona driver's license. Offeror may add positions as applicable to this high-level category.</p>
	<p>Claims Specialist</p>	<p>Considerable knowledge of multi-line insurance claims adjudication practice and procedures and Arizona insurance laws and of the State's self-insurance program operations. Ability to investigate, research, analyze, and draw logical conclusions. Ability to interpret and apply complex rules, regulations and policies. Establish and maintain effective working relationships with those contacted in the course of business. One year of multi-line insurance claims processing experience or two years of administrative level experience in insurance claims administration required.</p>
	<p>Workers Compensation Specialist</p>	<p>Two years of experience processing Workers' Compensation Insurance claims. Knowledge of Workers' Compensation Insurance laws, rules, regulations and EDP claims management systems. Knowledge of applicable Court of Appeals rulings and labor market publications and journals. Knowledge of Loss-of-Earning Capacity (LEC) to make appropriate awards.</p>
	<p>Claims Adjuster 1</p>	<p>Knowledge of state government structure and functions, Federal/State statutes, practices and agency standards, policies and procedures applicable to insurance workers' compensation, contracts, Court of Appeal rulings and legal practices. Knowledge of civil procedure in both Federal and State court. Knowledge and understanding of insurance contracts and related law. Experience with workers' compensation claims management practices, early return-to-Work Programs, EDP claims management system, claims investigation methods and litigation management. Ability to process subrogation.</p>
	<p>Claims Adjuster 2</p>	<p>Duties and qualifications shall include Claims Adjuster 1 as well as the following at a minimum: Knowledge of vocational rehabilitation, structured settlements and annuities. Knowledge of Americans with Disability Act and disability management and physical requirements for an extensive number of occupations. Knowledge of professional medical standards of care required of hospitals, physicians and other medical personnel. Understanding of industrial manufacturing and building standards. Experience with litigation management to control substantial and highly complex liability and/or workers' compensation claims and/or lawsuits. Skill in preserving field evidence, conduction inspections, investigating, securing, documenting, analyzing and evaluating facts surrounding claims. Ability to prepare narrative, statistical report with conclusions and/or recommendations relating to property, liability, and workers' compensation claims. Ability to learn the Risk Management Envision system.</p>



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<p><b>3.1.7 – Legal</b></p>	<p>Minimal Duties</p>	<p>General Duties &amp; Qualifications include the following at a minimum - Knowledge of legal terminology and legal environment required, Producing documents such as letters, memos, proposals and statistical material, Transcribing shorthand notes, Transcribing from voice recordings, Proofreading and correcting documents, Placing, receiving and routing phone calls, Scheduling appointments, Making travel or meeting arrangements, Handling incoming and outgoing mail, Compiling information and record keeping, Photocopying / using a facsimile machine, Performing simple mathematical calculations, Ability to produce documents following company standards, Ability to proofread and correct errors in documents, Ability to communicate clearly and accurately, Ability to use Dictation / transcription equipment, Electric / electronic typewriter, Facsimile machine, Personal computer (PC) and Photocopy machine. Offeror may add positions as applicable to this high-level category.</p>
	<p>Legal Secretary 1</p>	<p>Handling legal administrative detail and compiling legal documents. Following and creating special formats to meet legal documentation requirements. Using single software to perform intermediate word processing functions. Provide administrative support in a legal environment and adapt quickly to terminology and legal environment demands.</p>
	<p>Legal Secretary 2</p>	<p>Duties and qualifications shall include Legal Secretary 1 as well as the following: Creating legal materials and documentation. Prepare papers and correspondence of a legal nature such as petitions, briefs, summonses, complaints, motions and subpoenas. Administrative support in a legal environment using multiple softwares to perform intermediate to advanced word processing and/or spreadsheet functions. Experience in supporting a legal environment, handling meeting arrangements, agendas, notifications and deadlines. Ability to transcribe from Dictaphone equipment.</p>
	<p>Paralegal</p>	<p>A Diploma/Certification/Degree in paralegal studies from an institutionally accredited program in Arizona with American Bar Association approval; OR a law degree from an accredited law school; OR three years of verifiable full time paralegal experience; and a Notary Public Commission (If qualifying with law degree, the individual must never have been licensed attorney in any jurisdiction). Knowledge of concepts, terminology (terms of art), principles and procedures of law. Knowledge of methods and techniques of legal research and the use of statutes, codes, legal encyclopedias, reporters and other primary and secondary sources. Knowledge of the complete civil litigation process, domestic relation's law and of criminal procedure. Conduct investigations and statistical, documentary and legal research. Draft legal documents, correspondence and pleadings. Summarize depositions, interrogatories and testimony. Locate and interview witnesses. Review and analyzes case files; determines appropriate legal actions to be initiated.</p>
<p><b>3.1.8 – Light Industrial</b></p>	<p>Minimal Duties</p>	<p>General Duties &amp; Qualifications include the following at a minimum - Ability to use a variety of tools / maintenance equipment, Possess manual dexterity, Ability to perform repetitive work, Ability to follow instructions, Ability to identify flaws or imperfections in a product, Ability to handle large objects, Ability to transport items weighing up to 75 pounds, Ability to accurately count materials, Ability to walk, sit or stand for long periods of time, Knowledge of safety requirements or procedures, Safety steel toed shoes required, possess a valid Arizona's Driver's License as required by customer, Checking or inspecting materials / products to make sure they meet standards, Verifying information or accessing information in tables / lists, Counting materials and performing simple mathematical calculations, Copying numbers, codes or other information and filling out forms, Removing dirt and trash from work areas, Cleaning floors, sinks, toilets, bathtubs or showers, Dusting or wiping furniture, fixtures or</p>



# Attachment III

State of Arizona  
**State Procurement Office**  
 100 N.15th Ave., Suite 201  
 Phoenix, AZ 85007

Solicitation No.: RFP ADSPO13-00002527

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Description: Temporary Staffing Services

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		equipment, Maintaining company grounds, Setting up tables, chairs or equipment, Packing materials or products into shipping containers, Sealing or wrapping packages for shipment, Placing labels or stickers on materials, Unpacking incoming materials, Checking materials for proper quantities, Requesting materials from an in-house source, Ability to meet Department of Health standards for food workers, Washing dishes, pans and utensils. Offeror may add positions as applicable to this high-level category.
	NO BID	
<b>3.1.9 – Marketing</b>	Minimal Duties	General Duties & Qualifications include the following at a minimum - Handling stock / supplies, Counting items / materials, Performing simple mathematical calculations, Ability to transport items weighing up to 25 pounds, Ability to stand, sit or walk for long periods of time, Ability to use a calculator/10-key calculator/Cash register, Answering product questions, Distributing flyers, samples, etc., Ability to communicate clearly and accurately, Ability to learn a company's products or services, Greeting and assisting visitors / delegates / conferees who attend conventions, seminars, trade shows, exhibits or other events, Placing, receiving and routing phone calls, Taking messages, Ability to interact with others using tact and diplomacy, Ability to deal with people patiently, Ability to record information. Offeror may add positions as applicable to this high-level category.
	Detailing Representative 1	Arranging products according to a plan-o-gram, rotating stock, replacing damaged equipment, maintaining stock and supplies, as well as monitoring conditions and pricing of merchandise. Ability to count materials / items, Ability to identify flaws in objects
	Detailing Representative 2	Duties and qualifications shall include Detailing Representative 1 as well as the following at a minimum: Working with detailed plan-o-grams (e.g., 15 ft. plan-o-grams vs. 3 ft. plan-o-grams). Setting up merchandise displays, evaluating product display effectiveness in attracting shoppers' attention, performing simple record keeping, and ability to record information.
	Samplers	Distributing samples of a product or coupon. Describing product benefits, counting materials / items.
	Comparison Shopper 1	Assuming the role of customer and "shopping the competition" for a company to learn about sales trends, customer preferences, products, prices and services while following prepared guidelines. Purchasing merchandise, checking on products, services or prices. Ability to work with little supervision.
	Comparison Shopper 2	Duties and qualifications shall include Comparison Shopper 1 as well as the following at a minimum: Evaluating a product or service based on specific / detailed guidelines provided by the customer and requiring specialized training. Ability to follow specific instructions.
	Host/Hostess 1	Providing directions and general product information, distributing flyers, product and service information. Ability to learn company's products or services.
	Host/Hostess 2	Duties and qualifications shall include Host/Hostess 1 as well as the following at a minimum: Registering people at conventions, seminars or other events, accepting registration fees, performing simple record keeping, preparing name badges and checking rosters.



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	Booth Attendant 1	Receiving and posting messages for attendees of conventions, trade shows or seminars. Greeting, screening and directing visitors using rosters / program schedules to keep track of people's locations so they can be contacted. Ability to work on more than one task at a time.
	Booth Attendant 2	Duties and qualification shall include Booth Attendant 1 as well as the following at a minimum: Answering non-technical questions concerning a product or service, directing giveaway programs or contests. Greeting, directing and guiding visitors through one or more exhibits. Ability to learn company's products or services. Ability to effectively communicate to an audience.
<b>3.1.10 – Medical / Healthcare</b>	Minimal Duties	General Duties & Qualifications include the following at a minimum - Knowledge of medical terminology and medical environment required, Knowledge of basic office equipment; Familiarity / knowledge of basic accounting terminology and concepts, Knowledge of computerized accounting systems, Balancing calculated totals with receipts, posting credit or debit detail to accounting ledgers (e.g., receivables, payables, general ledger), Verifying the accuracy of vouchers, purchase orders, invoices or payments, Performing various clerical duties, Knowledge of basic office equipment including microfilm / fiche camera, microfilm / fiche reader or printer, postage meter and 10-key calculator, Ability to accurately count materials / items, Knowledge of standard filing systems, Ability to do detailed work, Ability to perform simple mathematical calculations, Ability to follow instructions, Sorting and filing materials according to an alphabetic, numeric or color-coded system, Creating lists or directories, Verifying information on forms. Producing documents such as letters, memos, proposals and statistical material, Transcribing shorthand notes, Transcribing from voice recordings, Proofreading and correcting documents, Placing, receiving and routing phone calls, Scheduling appointments, Making travel or meeting arrangements, Handling incoming and outgoing mail, Compiling information and record keeping, Photocopying / using a facsimile machine, Performing simple mathematical calculations, Ability to produce documents following company standards, Ability to proofread and correct errors in documents, Ability to communicate clearly and accurately, Ability to use Facsimile machine, Personal computer (PC) and Printer/Copier Offeror may add positions as applicable to this high-level category.
	Medical Biller 1	Processing participant and provider information from claims. Prepare documentation for mailing and Prepare document files. Skill in using mainframe, spreadsheet, database of other single software. Knowledge of manual/automated filing systems. Ability to accurately access/input data into a computer. Knowledge of medical terminology required.
	Medical Biller 2	Duties and qualifications shall include Medical Biller 1 as well as the following at a minimum: Prepare claims documentation utilizing ICD-9 and CPT coding, 1500 and Ubs. Process/verify documentation for accuracy. Compile medical documentation files, place/receive phone calls and obtain insurance authorizations. Intermediate to advanced knowledge of multiple software. Experience with medical coding and insurance authorization procedures, Knowledge of medical terminology required.
	Medical Records Clerk 1	File, retrieve, transfer and maintain medical records and reports. Utilize records tracking protocols. Knowledge of alphabetical and numeric file systems. Ability to access and input data utilizing single software. Knowledge of medical terminology required.



# Attachment III

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**State of Arizona**  
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	Medical Records Clerk 2	Duties and responsibilities shall include Medical Records Clerk 1 as well as the following at a minimum: File, maintain and review medical records for completeness. Knowledge of alpha, numeric and terminal digit file systems. Intermediate to advanced knowledge of multiple softwares. Experience in medical records processing and maintenance. Knowledge of medical terminology required.
	Medical Secretary 1	Handling medical administrative detail and Compiling medical documents. Following and creating special formats and meet medical documentation requirements. Using single software to perform intermediate word processing functions
	Medical Secretary 2	Duties and qualifications shall include Medical Secretary 1 as well as the following at a minimum: Creating medical materials and documentation. Experience with administrative support in a medical environment and using multiple software to perform intermediate to advanced word processing and/or spreadsheet functions. Handling meeting arrangements, agendas, notifications and deadlines. Ability to transcribe from Dictaphone equipment.
	Medical Analyst	The Senior Analyst is responsible for managing data informatics and statistical analysis to compile, manipulate, analyze, and report data for internal and external purposes. This position will also conduct analysis and generate reports that demonstrate client program progress in an effort to continually increase customer satisfaction and deepen client relationships. Responsibilities include; Client assessment/goal progress reports – daily, weekly, monthly, ad hoc. Representative as ‘go-to person’ for assistance/direction/support. Identify, report and participate with data issues and validation. Knowledgeable of database structures and experienced with data query tools.
<b>3.1.11 – Special Expertise</b>	Minimal Duties	General Duties & Qualifications include following – Knowledge of standard office practices, procedures, equipment and adult learning techniques. Bachelor’s degree and work in area of expertise for a minimum of three years along with a proven track record. Must have excellent written and verbal communication skills, be proficient in research, interpreting, and analyzing diverse data and possess the ability to work collaboratively and independently to achieve stated goals. Must possess excellent problem solving skills. Responds quickly to customer requests and handle stressful situations in a professional manner. Offeror may add positions as applicable to this high-level category.
	Writing Expert (Grant, Policy, Technical, Processes and Procedures)	This position actively identifies new grant and foundation funding opportunities, writes grants as requested and secures new grants by collaborating with team members. Stays current with program changes and assists in creation of outcome tracking system. Completes grant reports as needed by funder deadlines. Creates and maintains tracking and trending documents as needed. Ensures ongoing cultivation with existing grant makers through a collaborative effort. Provides support for networking within the community to ensure consistent messaging and expanded support. Assists in the logistics and development of related campaign materials, special events and creation of Power Point presentations. Composes donor correspondence as needed.

(End of Solicitation)

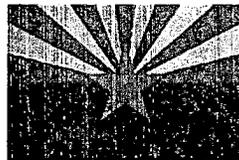


# AZSTATE@WORK

ALL ABOUT PEOPLE'S  
WORKFORCE MANAGEMENT  
PROGRAM AT STATE OF ARIZONA

## Orientation Guide

A Reference Guide for  
Staffing Associates  
Assigned to State of Arizona



STATE OF ARIZONA

AZState@Work Program Office:

Telephone Number:  
(602)955-1212

Office Hours:  
Monday- Friday  
7:30 a.m. - 5:30 p.m.



## AZSTATE@WORK

ALL ABOUT PEOPLE'S  
WORKFORCE MANAGEMENT  
PROGRAM AT STATE OF ARIZONA

The Orientation Guide is a resource for Staffing Associates working on assignment at State of Arizona. It is not an employee hand book for you. You should contact your employer (your employer will be referred to as "Supplier" throughout the remainder of this guide), for complete and current information about employment rules, status, and duties.

This guide is designed to cover common issues regarding service and interaction at State of Arizona, but it is not intended to address every situation. All About People reserves the right to make changes to this guide from time to time.





**WELCOME TO YOUR ASSIGNMENT AT THE STATE OF ARIZONA!**

**WHAT IS THE AZState@Work PROGRAM**

The AZState@Work Program has been developed to deliver the best talent for State of Arizona's ultimate success.

The AZState@Work Program is a comprehensive, staffing program managed by All About People.

**ABOUT State of Arizona**

Arizona, nicknamed the Grand Canyon State, became the 48th state on February 14, 1912. Approximately 5,939,292 people live in this versatile state that includes desert, canyons, pine forests, mountain ranges, lakes and valleys. The State of Arizona has approximately 32,000 active employees and is the state's largest employer.

**ON YOUR State of Arizona ASSIGNMENT**

When you are placed on assignment at State of Arizona, there are a number of things you should keep in mind. We expect you to be professional, conscientious and courteous. Doing a great job and projecting a positive image go hand-in-hand. You can accomplish both if you do the following:

**Be Dependable.** Attendance and punctuality are very important to State of Arizona. Arrive at work and be at your work area on time every day.

**Be Responsible.** Be sure that you will be able to complete any assignment before you accept it.

**Work Efficiently.** Do your best and do a good job. Make sure all work is accurate. Once you complete all tasks, offer to do additional work.

**Be Confidential.** Please do not discuss your work with anyone except your supervisor.

**Make a Good Impression.** While on assignment provide adequate communication on the work you are doing. Make sure your work area is neat and organized. Leave things as you found them. **DO NOT** rearrange things, even if it seems unorganized to you if you are on a short term assignment.





**State of Arizona LOCATIONS**

Various Departments Named Here			

**PARKING**

State of Arizona tries to provide reasonably convenient parking for all employees and visitors. This requires the cooperation of everyone who drives a car to work. It also requires awareness of parking challenges and policies.

Each State of Arizona location has specific parking policies. Please refer to the parking policy for the Arizona location you have been assigned to work.

**CHECK IN PROCEDURES AND BADGING**

Check in and badging procedures for State of Arizona here

**DRESS CODE**

Cleanliness and neatness are expected in all work environments. You should dress for comfort and safety in a manner that is not distracting or offensive to fellow employees, customers, or visitors. Avoid extremes in hairstyles, clothing and jewelry.

When in doubt, don't wear it. It is always best to error on the side of professional!

Any questions regarding your attire or the dress code should be directed to the *AZState@Work* Program Office.





**ASSIGNMENT LENGTH POLICY**

State of Arizona assignment length policy here if necessary.

**LUNCH AND BREAKS**

Your State of Arizona Manger will assign your lunch and break periods.

**SMOKE FREE ENVIRONMENT**

November of 2006 the citizens of Arizona passed the Smoke-Free Arizona Act A.R.S. §36-601.01. This landmark statute prohibits smoking in most enclosed public places and places of employment including the State of Arizona. Therefore, smoking is not allowed at any work location for the State of Arizona.

**TIMEKEEPING**

All timecards must be completely filled out and returned to our office by Monday at 8:00 a.m. every week. Please keep an accurate record of the hours you work on a daily basis. On Friday, or at the end of the assignment, the following must be filled out completely prior to submitting your timecard: Your full name, week ending date, client's name, the number we can reach you at during the day, who you're reporting to, month/day, start time, finish time, and lunch. When entering your hours, make sure you are rounding up or down to the nearest quarter hour. Make sure that all overtime is approved by your supervisor. Indicate overtime in the appropriate box on your timecard. You can drop off, fax (602-955-6646), or email (payroll@allaboutpeople.net) your timecard to our office each week.

**PERSONAL BELONGINGS**

Because temporary assignments can end at any time, it is recommended that the personal belongings you bring to work be kept to a minimum so that your things do not get left behind when your assignment ends. You are responsible for the safekeeping of your personal belongings. All About People will pick up your belongings if left behind. Do not return to pick up. All About People and State of Arizona are not responsible for lost or missing personal belongings.

You are advised not to borrow or lend money, valuables or personal belongings to or from others. All About People and State of Arizona are unable to assist you in the return of such items.





## COMPUTERS AND PHONE USAGE

Please turn off your cellular phone during work hours. Personal phone calls should not be received during work hours. If you need to make a personal call, please do so during your scheduled breaks or lunch hour. Please do not use State of Arizona business phones for making personal calls. It is not acceptable, at any time, to use the customer's computer for personal use. This includes personal use of the internet and computer games.

## GENERAL GUIDELINES

*Below is a partial list of when you need to call your Supplier.*

- If you are going to be late to an assignment or have an emergency that prevents you from reporting to work or completing an assignment.
- If you have questions about entering time.
- If your State of Arizona manager wants you to return at a later date or discuss a full-time opportunity.
- If the completion date of your assignment changes.
- If the assignment duties or location are unsafe.
- If you are injured on assignment.
- If assignment duties are different from those originally offered.
- Update contact information as it changes. If your phone number or address changes, that is needed to make sure you can be reached regarding assignment information and for W'2's which get mailed out the end of January each year.
- If you have commitments that will keep you from completing your assignment at State of Arizona.

## ATTENDANCE AND PUNCTUALITY STANDARDS

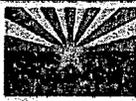
Punctuality and reliable attendance are important to your success on this assignment. Notify your Supplier as soon as possible:

- If you are going to be late for your assignment.
- If you have an emergency that prevents you from reporting to work.
- If you are unable to complete your assigned hours for the day.

## CO-EMPLOYMENT

It is important that you recognize you are an employee of your Supplier, not State of Arizona.





If you have any questions or concerns, we ask that you bring them to the attention of your Supplier immediately.

**SAFETY**

Your Supplier, State of Arizona and you, form a "safety partnership." As a member of the partnership, it is your responsibility to:

- Comply with State of Arizona safety policies, including personal protective equipment requirements.
- Observe State of Arizona's safety procedures, particularly those regarding operating equipments.
- Know the safe work practices for your work area and your job.
- Know the location of all fire extinguishers, emergency exits and first aid kits, and Know the evacuation procedure for your work area.
- If you are injured on an assignment, notify your State of Arizona Manager and your Supplier immediately. If medical treatment. Note: Advise any medical care facility that you are an employee of your Supplier working on assignment with State of Arizona.

**STEPS TO TAKE IF YOU ARE INJURED**

1. If it is an emergency, call 911.
2. Contact your Supplier, the *AZState@Work* Office and your State of Arizona Manager immediately.

**HAZARD COMMUNICATION STANDARDS- "RIGHT TO KNOW NOTIFICATION"**

The government shares our concern for your safety, and has enacted Federal and State Standards which require us to provide you with information and training regarding the nature and effects of hazardous substances that may be present in your work areas.

If you may be exposed to hazardous substances under normal operating conditions or foreseeable emergencies, you have the right to know it. You will receive a thorough health and safety training during your orientation. During this training, you will be notified where, if at all, any hazardous substances are present on the State of Arizona premises.

You have the right to review Material Safety Data Sheets (MSDS) for hazardous substances. These sheets provide detailed information concerning the substance, the hazards and risks involved, and protective and emergency procedures to follow.

If you have any questions at any time, please call the *AZState@Work* Program Office.





**WHAT TO DO IF YOU WISH TO END YOUR ASSIGNMENT**

**Give it time...**give yourself a chance to get used to your new assignment and schedule. It may take as long as a month to get accustomed to your new routine.

**Give two weeks notice!** Be sure to give proper notice before leaving an assignment. Failure to do so is considered job abandonment. Staffing associates that leave their assignment without giving proper notice are ineligible to return to State of Arizona.

**Is this assignment "not for you?"** Contact your Supplier; they may be able to find you another assignment.

Return all State of Arizona assigned assets. Your badge and any State of Arizona issued equipment must be returned to the *AZState@Work* Program Office. State of Arizona proprietary information must be left at State of Arizona.

If you intend to end your assignment early for any reason. Please provide as much notice as possible to your Supplier. Your supplier has been advised to contact the *AZState@Work* Program Office immediately upon receipt of a Staffing Associate absence. It is the *AZState@Work* Program Office's responsibility to coordinate with the State of Arizona Manager and make the appropriate arrangements. All absences will be considered unexcused unless communicated to your Supplier and the *AZState@Work* Program Office. Informing only the State of Arizona Manager will NOT be considered as sufficient notification.

**HELPFUL WEBSITES**

All About People Site	<a href="http://www.allaboutpeople.net">www.allaboutpeople.net</a>
State of Arizona Website	<a href="http://www.az.gov">www.az.gov</a>

**QUESTIONS**

If you have questions regarding any of these policies, please contact the *AZState@Work* Program Office.

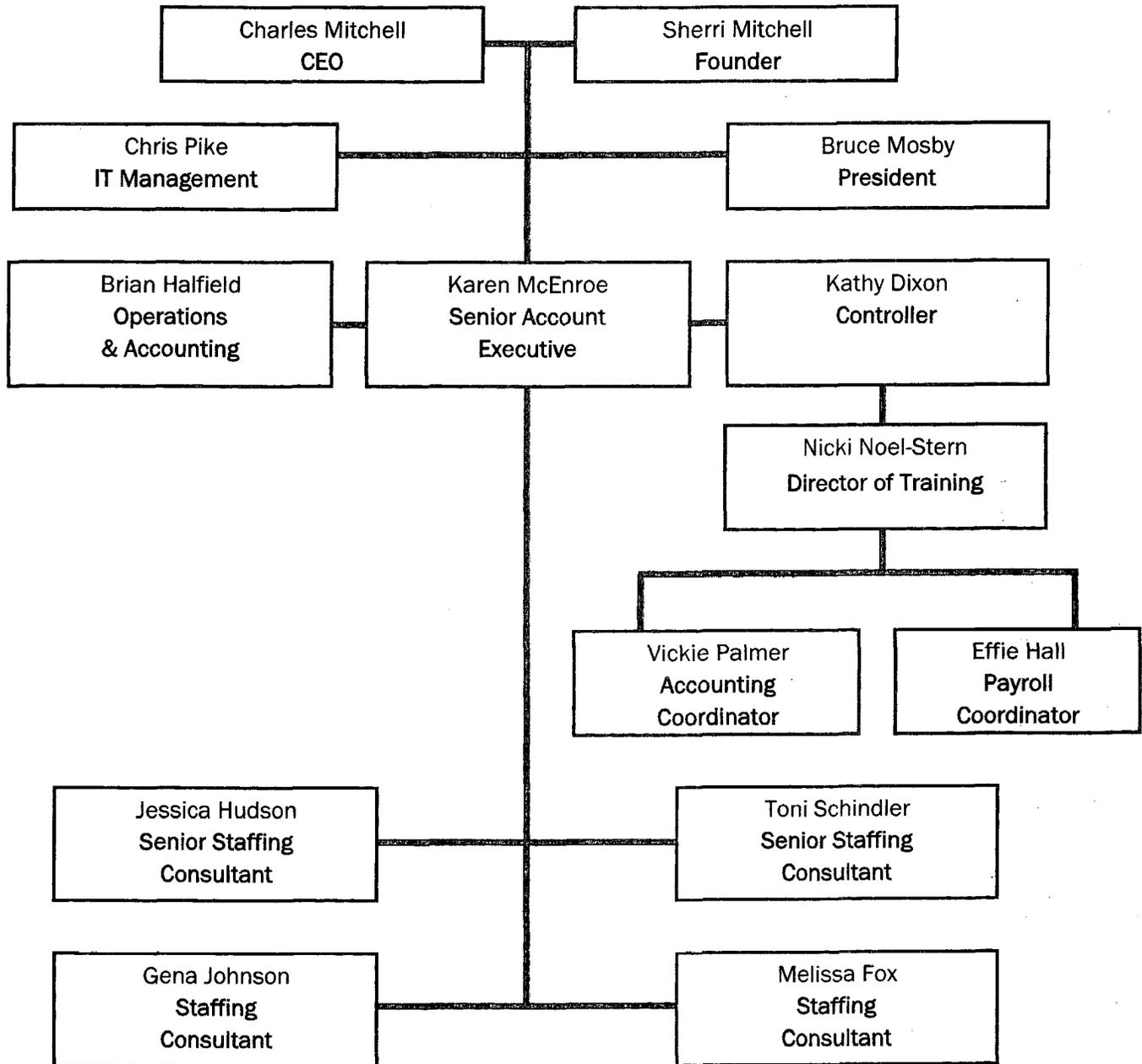
**Thank you for your professionalism and contribution  
to making the *AZState@Work* Program Office a success!**







### All About People Organizational Chart





# Contract Amendment

State of Arizona

State Procurement Office

100 N. 15<sup>th</sup> Avenue, Suite 201

Phoenix, AZ 85007

Contract No.: ADSP013-043950

PAGE  
1 OF 1

Amendment No.: One (1)

**CONTRACTOR:**

All About People, Inc.  
Karen L. McEnroe  
2141 East Camelback Road; Suite 105  
Phoenix, Arizona 85016

**CONTACT:** Karen McEnroe  
**PHONE:** (602)453-4256  
**EMAIL:** karen@allaboutpeople.net

**STATE AGENCY:**

AZ Department of Administration

State Procurement Office  
100 N. 15<sup>th</sup> Avenue, Suite 201  
Phoenix, AZ 85007

**CONTACT:** Connie Schneider  
**PHONE:** 602-542-9190  
**EMAIL:** Connie.Schneider@azdoa.gov

**Contract Title: Temporary Staffing Services**

- Contract is hereby amended in accordance with Section 6 of the Scope of Work, Supplementing Products and Services. Contractor is adding pricing specific to Department of Revenue for the Collection 2 position under the high-level category of Call Center that was originally awarded and defined on Attachment III-1.
- All other Terms, Conditions and provisions remain unchanged.

This Contract Amendment is not binding against the State of Arizona unless signed by an authorized representative of the Contractor and then accepted in writing by an authorized representative of the State.

Contractor hereby acknowledges receipt and understanding of the above amendment.

The above referenced contract amendment is hereby executed this date by the State.

*Karen L. McEnroe* 6/18/2013  
Signature Date

*Connie Schneider* 6/19/2013  
Signature Date

Karen L. McEnroe  
Senior Account Executive  
Printed/Typed Name and Title

Connie Schneider, C.P.M.  
Sr. Procurement Specialist  
Printed/Typed Name and Title



**Contract Amendment One  
Attachment III-1**

State of Arizona  
State Procurement Office

Contract No.: ADSP013-043950

PAGE  
1 OF 1

100 N. 15<sup>TH</sup> Avenue, Suite  
201  
Phoenix, AZ 85007

Amendment No.: One (1)

Call Center

Collections 2

Pricing for DOR - \$17.50

Description - Knowledge of comprehensive collection and skip tracing procedures and methods of collection tactics and telephone techniques of guidelines governing investigations. Research and collection documentation. Skilled making independent decisions relating to taxpayers accounts and collection actions in the operation of a multi-faceted automated collection system.

**Call Center**

General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer,, telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category.

<b>Job Title</b>	<b>Contractor</b>	<b>Job Description</b>
<b>Call Center 1</b>	Abacus	General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category.
	Adecco	General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category.
	Howroyd Wright	CSR-I Includes all of the general duties and qualifications listed in 3.1.3 – Call Center.
	KFORCE	General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer,, telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category.
	Perfect Placement	1-2 years of experience General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly
<b>Call Center 2</b>	Abacus	General Duties & Qualifications (In addition to the duties of Entry Level Call Center) - Handle customer inquiries by phone and email; Research required information using available resources; enter new customer information into appropriate system and update this information as needed; Document call information according to standard operating practices; Complete call logs; High School Diploma or equivalent; May require an Associate's Degree; 2-5 years of experience in a relevant field or position.
	Howroyd Wright	CSR-II Perform lead role in call center/customer service department. Supervise the performance of call center team members. Monitor, organize and coach team on a day to day basis. Handle escalated calls, complaints, and queries. Document general reports on each team member's performance and targets.

**Call Center**

General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer,, telephone and headset, Ability to communicate and record information accurately. Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category.

	KFORCE	<p>General Duties &amp; Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer,, telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category. Intermediate level experience.</p>
	Perfect Placement	<p>2-3 years of experience Able to work in a 100+ employees call center providing help to over 200 customers on a daily basis, able to make changes to accounts, verify information, familiar with phone systems, etc.</p>
<b>Call Center 3</b>	Abacus	<p>General Duties &amp; Qualifications (In addition to the duties of Entry and Mid-Level Call Center) – Manage and resolve customer complaints; Provide follow up calls when necessary; Identify and escalate priority issues with appropriate staff and/or management; Produce and analyze call reports; Associate's Degree and more than 5 years of experience in a relevant field or position.</p>
	Howroyd Wright	<p>CSR III Supervise the performance of call center/customer service team members. Help develop customer service policies and procedures to ensure consistent customer service satisfaction.</p>
	KFORCE	<p>General Duties &amp; Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer,, telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category. Senior level experience.</p>
	Perfect Placement	<p>Greater than 2 years' experience Receive incoming calls/able to make outgoing calls resulting from mass mailings, product demonstration, services provided, complaints, sensitive personal information, gather information about caller's experience and/or opinion of product or service. Able to work in a high volume call center with over 150+ employees with a queue system in place, able to track calls, able to manage different screens and or computers at the same time, handle the sales and or calls quota on a daily basis.</p>
<b>Call Center Team Lead 1</b>	Adecco	<p>Additional duties and qualifications may include the following: Bachelor's degree, two plus years' experience supervising a group of employees. Experience in insurance benefits enrollments. Proficiency in advanced phone systems and/or software. Organize reports, manage team goals. Handle varied inquiries with regard to company policies, procedures and products.</p>
	All About People	<p>Possess two years plus supervisory experience with working knowledge of benefits enrollment. Proficiency in advanced phone system and computer software. Organize reports and manage team goals. Handle varied inquiries with regard to company policies, procedures and products.</p>
	Corporate Job Bank	<p>Bachelor's degree, two plus years' experience supervising a group of employees. Experience in insurance benefits enrollments. Proficiency in advanced phone systems and/or software. Organize reports, manage team goals. Handle varied inquiries with regard to company policies, procedures and products.</p>

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	OneSource	<ul style="list-style-type: none"> <li>Proficiency in advanced phone systems and/or software</li> <li>Handle varied inquiries with regard to company policies, procedures and products</li> </ul>
<b>Call Center Team Lead 2</b>	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Requires 6 months to 2 years of previous experience or equivalent combination of education and experience.
	OneSource	<ul style="list-style-type: none"> <li>Organize reports, manage team goals</li> </ul>
<b>Call Center Team Lead 3</b>	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Requires 2+ year's previous experience or equivalent combination of education and experience.
	OneSource	<ul style="list-style-type: none"> <li>Two plus years' experience leading a group of employees</li> </ul>
<b>Call Center Subject Matter Expert Consultant 1</b>	Corporate Job Bank	A subject matter expert understands, articulates, and implements best practices related to their area of expertise. Depending on the work environment, the subject matter expert may lead or be an active participant of a work-groups with the need for specialized knowledge. The subject matter expert provides guidance on how their area of capability can resolve an organizational need, and actively participates in all phases of the clients projects and organizational initiatives. Acts as a definitive source of knowledge, technique, or expertise in the call center and customer service sectors. The SME functions as the organizational ambassador for their knowledge area, and applies their expertise to support an organization's vision and strategic direction related to specific organizational initiatives.
<b>Call Center Subject Matter Expert Consultant 2</b>	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Requires 6 months to 2 years of previous experience or equivalent combination of education and experience.
<b>Call Center Subject Matter Expert Consultant 3</b>	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Requires 2+ years' previous experience or equivalent combination of education and experience.
<b>Collections 1</b>	Accounting & Finance	*Entry Level: Little or no experience. Minimal education or requirements. Duties and qualifications shall include call center minimum: Place calls or receive calls to collect on past due accounts. Handle difficult calls as needed to collect on accounts and record information into the database
	Accurate Placement	Experience level: 6 months to 2 years of collection experience. Locate and contact taxpayers (individuals and/or businesses) of delinquent accounts by mail, telephone, or personal visit to solicit payment; Receive payments and post to customer accounts; initiate repossession proceedings or service disconnection; maintain records of collections and status of accounts. Intermediate skill level utilizing the Internet, Databases and PC usage.
	All About People	Make outbound calls in order to collect on past due accounts. Ability to document and track results in a Windows based system.
	Howroyd Wright	Telephone contacts to (inbound/outbound) to taxpayers regarding their personal income tax delinquent liabilities. Works cases to proper resolution by analyzing data and finding solutions to taxpayers difficulties or obstacles making appropriate payment arrangements. Explain tax liabilities tax amount, additional fees, penalties and interest owned) to taxpayer and or their legal representative. makes recommendations on payment plans exceeding authorization levels, placement of liens, bank accounts and wage garnishments. Maintains accurate and through

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		notes of collections activities on the collections system. Must have collections and or Customer Service, Inbound and Outbound Call center experience, ability to interpret and analyze common financial situations. PC proficient (word, Excel, collections software, typing skills) Negotiations skills, ability to handle difficult taxpayer situations. Basic understanding of billing and disputes processes. Good verbal and written communication skills are essential. 6 months minimum experience and recent collections or customer service experience. Bilingual a plus.
	ManPower	Responsible for initiating calls to delinquent customers to collect payments and settle accounts. Requires a minimum of a high school diploma or its equivalent and 0-2 years of related experience. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job.
	Perfect Placement	2 years of experience Contacting debtors by phone or mail to collect debt, skip tracing activities, negotiating payment arrangements knowledge of Fair Debt Collections Practices Act, good communication skills, advanced computer skills.
	Premier Staffing	Responsible for initiating calls to delinquent customers to collect payments and settle accounts. Requires a minimum of a high school diploma or its equivalent and 0- 6 months of related experience. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job.
	Provincia	Outbound and Inbound calls with skills in persuading. Skip tracing experience. Negotiating skills and experience, strong communications skills.
	Randstad	Places calls to customers and attempts to persuade customers to pay amount due or arranges for payment at a later date, makes recommendations for special handling or intensified collections actions, keeps record of collections and status of accounts. 0-1 year experience.
	Staffmark	0-6 months related experience The duties of a Collections Specialist include collection calls and/or correspondence in a fast paced goal oriented collections department. Providing customer service regarding collection issues, process customer refunds, process and review account adjustments, resolve client discrepancies and short payments. Responsible for monitoring and maintaining assigned accounts- Customer calls, account adjustments, small balance write off, customer reconciliations and processing credit memos. Accountable for reducing delinquency for assigned accounts. Perform other assigned tasks and duties necessary to support the Accounts Receivable Department. Enlist the efforts of sales and senior management when necessary to accelerate the collection process. Must communicate & follow up effectively with sales dept regarding customer accounts on a timely basis. Establish and maintain effective and cooperative working relationships with dealers and sales.
<b>Collections 2</b>	Accounting & Finance	**Journeyman Level: Two or more years' experience. Some College education Additional years' of experience may be used instead of College.
	Accurate Placement	Experience level: Over 2 years collection experience. Works accounts to proper resolution by analyzing data and finding solutions to taxpayer's problems; Establish payment plans, based on conclusive financial reviews; Issue levies on non-responsive taxpayers or on difficult cases; File County and Secretary of State liens on property owned by taxpayer; Prepare non-responsive delinquency accounts for issuance of subpoenas by referral to Field Collections after accounts have received demand to file notices; Refer skip trace accounts to collection support staff.

General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer,, telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category.

		Conduct investigations to determine assets to levy sources; Conduct financial and skip trace investigations; Maintain collection histories through use of automated case management system.
All About People		Knowledge of comprehensive collection and skip tracing procedures and methods of collection tactics and telephone techniques of guidelines governing investigations. Research and collection documentation. Skilled making independent decisions relating to taxpayers accounts and collection actions in the operation of a multi-faceted automated collection system.
Howroyd Wright		Additional duties and qualifications shall include at a minimum: Telephone contacts to (inbound/outbound) to taxpayers regarding their personal income tax delinquent liabilities. works cases to proper resolution by analyzing data and finding solutions to taxpayers difficulties or obstacles making appropriate payment arrangements. Explain tax liabilities tax amount, additional fees, penalties and interest owned) to taxpayer and or their legal representative, makes recommendations on payment plans exceeding authorization levels, placement of liens, bank accounts and wage garnishments. Maintains accurate and through notes of collections activities on the collections system. Must have collections and or Customer Service, Inbound and Outbound Call center experience, ability to interpret and analyze common financial situations. PC proficient (word, Excel, collections software, typing skills) Negotiations skills, ability to handle difficult taxpayer situations. Basic understanding og billing and disputes processes. Good verbal and written communication skills are essential. 6 months minimum experience and recent collections or customer service experience. Bilingual a plus.
ManPower		Additional duties and qualifications: May require an associate's degree or its equivalent with 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks.
Premier Staffing		Responsible for initiating calls to delinquent customers to collect payments and settle accounts. May require an associate's degree or its equivalent with 6-12 months of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required.
Randstad		Duties and qualifications include that of Collections, Entry Level, plus 2-4 years of additional experience.
Staffmark		0-6 months related experience
<b>Collections 3</b>	Accounting & Finance	***Senior Level: Five or more years' experience. A Degree in category applying for. Additional years' of experience may be used instead of Degree.
	Howroyd Wright	Telephone contacts to (inbound/outbound) to taxpayers regarding their personal income tax delinquent liabilities. works cases to proper resolution by analyzing data and finding solutions to taxpayers difficulties or obstacles making appropriate payment arrangements. Explain tax liabilities tax amount, additional fees, penalties and interest owned) to taxpayer and or their legal representative, makes recommendations on payment plans exceeding authorization levels, placement of liens, bank accounts and wage garnishments. Maintains accurate and through notes of collections activities on the collections system. Must have collections and or Customer Service, Inbound and Outbound Call center experience, ability to interpret and analyze common financial situations. PC proficient(word, Excel, collections software, typing skills) Negotiations skills, ability to handle diccicult taxpayer situations. Basic understanding og billing and disputes processes. Good verbal and written communication skills are essential. 6

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General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer,, telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category.

		months minimum experience and recent collections or customer service experience.Bilingual a plus.
	Premier Staffing	Responsible for initiating calls to delinquent customers to collect payments and settle accounts. May require an associate's degree or its equivalent with 12-18 months of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected.
	Randstad	Duties and qualifications include that of Collections, Entry Level, plus 5+ years of additional experience.
	Staffmark	0-6 months related experience
<b>Consumer Collections Specialist</b>	KFORCE	Responsible for servicing inbound and outbound collection telephone calls, possibly using an automated dialer and call distribution system. Responsible for negotiating late payment arrangements on delinquent balances. Adheres to collection policies and procedures.
<b>Commercial Collections Specialist</b>	KFORCE	Works directly for a credit manager and performs the task of recovering payments from delinquent customers. Responsibilities and compensation can vary greatly depending on size of company and organizational structure from business to business.
<b>Credit / Collections 1</b>	Randstad	Processes and verifies applications for credit and follows up on overdue account payments, collects overdue funds from customers, which may include a variety of collection techniques. 0-1 year of experience.
<b>Credit / Collections 2</b>	Randstad	Duties and qualifications include that of Credit/Collections Rep, Entry Level, and experience with an automated dialing system plus 2-4 years of experience.
<b>Credit / Collections 3</b>	Randstad	Duties and qualifications include that of Credit/Collections Rep, Entry Level, and experience with an automated dialing system plus 5+ years of experience.
<b>Credit Analyst 1</b>	Randstad	Evaluates customer credit and makes credit decisions. 1+ years experience in a credit and collections function.
<b>Credit Analyst 2</b>	Randstad	Duties and qualifications shall include Credit Analyst, Entry Level, plus 3+ years of experience.
<b>Credit Analyst 3</b>	Randstad	Duties and qualifications shall include Credit Analyst, Entry Level, plus 5+ years of experience.
<b>Credit Analysis Senior</b>	KFORCE	Manages in collection follow-up, operations, management of credit approval practices and analyses of collection/audit activity.
<b>Credit Analysis Staff</b>	KFORCE	Works under the direction of a senior analyst or manager in collection activity and credit approval practices.
<b>Customer Service Inbound 1</b>	22nd Century	Additional duties and qualifications shall include the following at a minimum: Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset, Receiving customer inquiries about a product or service, Providing information to callers regarding a product or service Recording and confirming customer orders, complaints or service information, Direct calls for further problem resolution, Skill in inputting and accessing information on paper, PC or CRT, Skill in using database, data entry or single windows software.
	Accounting & Finance	*Entry Level: Little or no experience. Minimal education or requirements. Additional years' of experience may be used instead of Degree. Duties and qualifications shall include the following at a minimum: Receiving customer inquiries about a product or service, Providing information to callers regarding a

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		product or service Recording and confirming customer orders, complaints or service information, Direct calls for further problem resolution, Skill in inputting and accessing information on paper, PC or CRT, Skill in using database, data entry or single windows software.
	Accurate Placement	Experience level: 6 months to 2 years customer service and/or call center experience. Receive or place calls regarding customer inquiries from the public about an event, program, reservation, permit and/or service, provide information, recording and confirming customer orders, complaints or service information, direct calls for further problem resolution, skill in inputting and accessing information on paper, Internet, PC or CRT, skill in using database, data entry or windows software. Must have ability to type a minimum of 30 WPM; Handles first level problem resolution.
	Adecco	Additional duties and qualifications shall include the following at a minimum: Receiving customer inquiries about a product or service, Providing information to callers regarding a product or service Recording and confirming customer orders, complaints or service information, Direct calls for further problem resolution, Skill in inputting and accessing information on paper, PC or CRT, Skill in using database, data entry or single windows software.
	All About People	Receiving customer inquiries about a product or service. Providing information to callers regarding a product or service. Recording and confirming customer orders, complaints or service information and direct calls for further problem resolution. Skill in inputting and accessing information on paper, PC or CRT. Handle large accounts or more difficult issues. First level problem resolution.
	AllStaff	Min-duties + Intermediate computer skills Microsoft office suite /excellent problem solving skills. 1 to 3 years' experience in bound call center.
	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Receiving customer inquiries about a product or service, Providing information to callers regarding a product or service Recording and confirming customer orders, complaints or service information, Direct calls for further problem resolution, Skill in inputting and accessing information on paper, PC or CRT, Skill in using database, data entry or single windows software.
	Kelly Services	Additional duties and qualifications shall include the following at a minimum: Receiving customer inquiries about a product or service, providing information to callers regarding a product or service recording and confirming customer orders, complaints or service information, direct calls for further problem resolution, skill in inputting and accessing information on paper, PC or CRT, skill in using database, data entry or single windows software.
	KFORCE	Receives a high volume of incoming phone calls and respond to inquiries in a manner which meets high quality, productivity and other performance standards. Provides information regarding products and services, and responds to other types of inquiries. Responds to customer complaints in a professional manner; attempting to resolve complaints successfully in accordance with established guidelines. Informs supervision/management of all unresolved complaints
	Manpower	Processes orders, prepares correspondence, and fulfills customer needs to ensure customer satisfaction. Requires

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		<p>a high school diploma or equivalent and 0-3 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment.</p> <ul style="list-style-type: none"> <li>• Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset</li> <li>• Receiving customer inquiries about a product or service</li> <li>• Providing information to callers regarding a product or service</li> <li>• Recording and confirming customer orders, complaints or service information</li> <li>• Ability to deal with people patiently</li> <li>• Direct calls for further problem resolution Skill in inputting and accessing information on paper, PC or CRT</li> </ul> <p>Additional duties and qualifications shall include the following at a minimum: Receiving customer inquiries about a product or service, Providing information to callers regarding a product or service Recording and confirming customer orders, complaints or service information, Direct calls for further problem resolution, Skill in inputting and accessing information on paper, PC or CRT, Skill in using database, data entry or single windows software. Requires a high school diploma or its equivalent with 0-6 months of experience in the field or in a related area.</p> <p>Receiving Inbound customer inquiries about a product or service, Providing information to callers regarding a product or service recording and confirming customer orders, complaints or service information, Direct calls for further problem resolution, skill in inputting and accessing information on paper, PC or CRT, Skill in using database, data entry or single windows software. Receive calls from large accounts or difficult geographic regions, Lead, teach, guide and/or motivate teams. Place outbound calls, Gather account status information, Gather customer complaint information, Direct calls for further problem resolution. Place large volume daily calls, Handle more difficult situations, Manage, guide, motivate teams, some sales skills.</p>
OneSource		<p>Receives customer inquiries about a product or service, provides information to callers regarding a product or service and recording/confirming customer orders, complaints, or service information, directs calls for further problem resolution, skilled in inputting and accessing information on paper, PC, or CRT, skilled in using database, data entry, or single windows software, handles large accounts or more difficult issues, leads, teaches, guides, and/or motivates teams, first-level problem resolution. 0-1 year experience</p> <p>Receiving customer inquiries about a product or service, Providing information to callers regarding a product or service Recording and confirming customer orders, complaints or service information, Direct calls for further problem resolution, Skill in inputting and accessing information on paper, PC or CRT, Skill in using database, data entry or single windows software.)</p> <p>1-3 years of relevant experience</p>
Premier Staffing		<p>0-6 months related experience</p> <p>Additional duties and qualifications shall include the following at a minimum: Receiving customer inquiries about a product or service, Providing information to callers regarding a product or service Recording and confirming customer orders, complaints or service information, Direct calls for further problem resolution, Skill in inputting and accessing information on paper, PC or CRT, Skill in using database, data entry or single windows software. Handle large accounts or more difficult issues. First level problem resolution.</p>
Provincia		
Randstad		
RW Staffing		
Staffmark		

General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer,, telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category.

<b>Customer Service Inbound 2</b>	22nd Century	Additional duties and qualifications shall include Customer Service Inbound 1 as well as the following at a minimum: Handle large accounts or more difficult issues, Lead, teach, guide and/or motivate teams, First level problem resolution.
	Accounting & Finance	**Journeyman Level: Two or more years' experience. Some College education Additional years' of experience may be used instead of College.
	Accurate Placement	Experience level: 2 to 4 years customer service experience. Handle large accounts and/or more complex issues, and heavier call volume; Handles second level problem resolution.
	Adecco	Additional duties and qualifications shall include Customer Service Inbound 1 as well as the following at a minimum: Handle large accounts or more difficult issues, Lead, teach, guide and/or motivate teams, First level problem resolution.
	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Requires 6 months to 2 years of previous experience or equivalent combination of education and experience.
	Kelly Services	Additional duties and qualifications shall include Customer Service Entry Level as well as the following at a minimum: Handle large accounts or more difficult issues, lead, teach, guide and/or motivate teams, first level problem resolution and 2 or more years of experience.
	Manpower	Additional duties and qualifications: High school diploma or equivalent and 2-5 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals.
	OneSource	<ul style="list-style-type: none"> <li>• Skill in using database, data entry or single windows software</li> <li>• Ability to communicate and record information accurately</li> <li>• Fill out and verify information on forms or records</li> </ul>
	Premier Staffing	Additional duties and qualifications shall include Customer Service Inbound 1 as well as the following at a minimum: Handle large accounts or more difficult issues. Ability to teach, guide and/or motivate teams, First level problem resolution. Requires a high school diploma or its equivalent with 6-12 months of experience in the field or in a related area.
	Randstad	Duties and qualifications include that of Customer Service Inbound, Entry Level, plus 2-4 years of additional experience.
	RW Staffing	Customer Service Inbound I skills with 4-10 years of relevant experience
	Staffmark	0-6 months related experience
<b>Customer Service Inbound 3</b>	Accounting & Finance	***Senior Level: Five or more years' experience. A Degree in category applying for.

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	Accurate Placement	Experience level: Over 4 years customer service experience. Handles senior level problem resolution; advanced skill in using multiple databases and multiple windows software.
	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Requires 2+ years' previous experience or equivalent combination of education and experience.
	Kelly Services	Additional duties and qualifications shall include Customer Service Entry Level, Mid-Level as well as the following at a minimum: Handle large accounts or more difficult issues, lead, teach, guide and/or motivate teams, first level problem resolution and 5 or more years of experience.
	OneSource	<ul style="list-style-type: none"> <li>• Proofread to verify that forms are completed properly</li> <li>• Ability to question others to determine specific needs</li> </ul>
	Randstad	Duties and qualifications include that of Customer Service Inbound, Entry Level, plus 5+ years of additional experience.
	Staffmark	0-6 months related experience
<b>Customer Service Outbound 1</b>	22nd Century	*Entry Level: Little or no experience. Minimal education or requirements Additional duties and qualifications shall include the following at a minimum: Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset, Place outbound calls, Gather account status information, Gather customer complaint information, Direct calls for further problem resolution.
	Accounting & Finance	Duties and qualifications shall include the following at a minimum: Receiving customer inquiries about a product or service, Providing information to callers regarding a product or service Recording and confirming customer orders, complaints or service information, Direct calls for further problem resolution, Skill in inputting and accessing information on paper, PC or CRT, Skill in using database, data entry or single windows software.
	Accurate Placement	Experience level: 6 months to 2 years customer service and/or call center experience. Receive or place calls regarding customer inquiries from the public about an event, program, reservation, permit and/or service, provide information, recording and confirming customer orders, complaints or service information, direct calls for further problem resolution, skill in inputting and accessing information on paper, Internet, PC or CRT, skill in using database, data entry or windows software. Must have ability to type a minimum of 30 WPM; Handles first level problem resolution.
	Adecco	Additional duties and qualifications shall include the following at a minimum: Place outbound calls, Gather account status information, Gather customer complaint information, Direct calls for further problem resolution.
	All About People	Place outbound calls to gather account status information and complaint information. Direct calls for further problem resolution.
	AllStaff	Min- duties+ place large volume of out-bound calls /gather account status information /place large volume of out-bound calls /Intermediate computer skills Microsoft office suite. 1 to 3 years' experience out-bound call center

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	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Place outbound calls, Gather account status information, Gather customer complaint information, Direct calls for further problem resolution.
	Kelly Services	Additional duties and qualifications shall include the following at a minimum: Place outbound calls, gather account status information, and gather customer complaint information, direct calls for further problem resolution.
	KFORCE	Receives a high volume of incoming phone calls and respond to inquiries in a manner which meets high quality, productivity and other performance standards. Provides information regarding products and services, and responds to other types of inquiries. Responds to customer complaints in a professional manner; attempting to resolve complaints successfully in accordance with established guidelines. Informs supervision/management of all unresolved complaints
	Manpower	Processes orders, prepares correspondence, and fulfills customer needs to ensure customer satisfaction. Requires a high school diploma or equivalent and 0-3 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment.
	OneSource	<ul style="list-style-type: none"> <li>Place outbound calls</li> <li>Direct calls for further problem resolution</li> </ul>
	Premier Staffing	Additional duties and qualifications shall include the following at a minimum: Place outbound calls, Gather account status information, Gather customer complaint information, Direct calls for further problem resolution. Requires a high school diploma or its equivalent with 0-6 months of experience in the field or in a related area.
	Randstad	Places outbound calls, gathers account status information, gathers customer complaint information, directs calls for further problem resolution, places large volume daily calls, handles more difficult situations, manages, guides, and motivates teams. 0-1 year experience.
	RW Staffing	Customer Service Outbound 1: Entry Level. (Duties/Qualifications include: Place outbound calls, Gather account status information, Gather customer complaint information, Direct calls for further problem resolution.) 1-3 year of relevant experience
	Staffmark	0-6 months related experience Additional duties and qualifications shall include the following at a minimum: Place outbound calls, Gather account status information, Gather customer complaint information, Direct calls for further problem resolution. Place large volume daily calls; Handle more difficult situations. First Level problem resolution.
<b>Customer Service Outbound 2</b>	22nd Century	Additional duties and qualifications shall include Customer Service Outbound 1 as well as the following at a minimum: Place large volume daily calls, Handle more difficult situations, Manage, guide, motivate teams.
	Accounting & Finance	**Journymen Level: Two or more years' experience. Some College education Additional years' of experience may be used instead of College.

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	Accurate Placement	Experience level: 2 to 4 years customer service experience. Handle large accounts and/or more complex issues, and heavier call volume; Handles second level problem resolution.
	Adecco	Additional duties and qualifications shall include Customer Service Outbound 1 as well as the following at a minimum: Place large volume daily calls, Handle more difficult situations, Manage, guide, motivate teams
	All About People	Duties and qualifications shall include Customer Service Outbound 1 as well as the following at a minimum: Place large volume daily calls to handle more difficult situations. Guide and motivate teams
	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Requires 6 months to 2 years of previous experience or equivalent combination of education and experience.
	Kelly Services	Additional duties and qualifications shall include Customer Service Outbound Entry Level as well as the following at a minimum: Place large volume daily calls, handle more difficult situations, manage, guide, and motivate teams and 2 or more years of experience.
	Manpower	Additional duties and qualifications: High school diploma or equivalent and 2-5 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals.
	OneSource	<ul style="list-style-type: none"> <li>Gather account status information</li> </ul>
	Premier Staffing	Service Outbound 1 as well as the following at a minimum: Place large volume daily calls, Handle more difficult situations, guide and motivate teams. Requires a high school diploma or its equivalent with 6-12 months of experience in the field or in a related area.
	Randstad	Duties and qualifications include that of Customer Service Outbound, Entry Level, plus 2-4 years of additional experience.
	RW Staffing	Customer Service Outbound II with 4-10 years of relevant experience
	Staffmark	0-6 months related experience
<b>Customer Service Outbound 3</b>	Accounting & Finance	***Senior Level: Five or more years' experience. A Degree in category applying for.
	Accurate Placement	Experience level: Over 4 years customer service experience. Handles senior level problem resolution; advanced skill in using multiple databases and multiple windows software.
	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Requires 2+ years' previous experience or equivalent combination of education and experience.
	Kelly	Additional duties and qualifications shall include Customer Service Outbound Entry Level and Mid-Level as well as

General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer,, telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category.

	Services	the following at a minimum: Place large volume daily calls, handle more difficult situations, manage, guide, and motivate teams and 5 or more years of experience.
	OneSource	<ul style="list-style-type: none"> <li>Gather customer complaint information</li> </ul>
	Randstad	Duties and qualifications include that of Customer Service Outbound, Entry Level, plus 5+ years of additional experience.
	Staffmark	0-6 months related experience
<b>Customer Service Inbound II - 1</b>	Corporate Job Bank	Additional duties and qualifications shall include Customer Service Inbound 1 as well as the following at a minimum: Handle large accounts or more difficult issues, Lead, teach, guide and/or motivate teams, First level problem resolution.
	OneSource	<ul style="list-style-type: none"> <li>First level problem resolution</li> </ul>
<b>Customer Service Inbound II - 2</b>	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Requires 6 months to 2 years of previous experience or equivalent combination of education and experience.
	OneSource	<ul style="list-style-type: none"> <li>Lead, teach, guide and/or motivate teams</li> </ul>
<b>Customer Service Inbound II - 3</b>	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Requires 2+ years' previous experience or equivalent combination of education and experience.
	OneSource	<ul style="list-style-type: none"> <li>Handle large accounts or more difficult issues</li> </ul>
<b>Customer Service Outbound II - 1</b>	Corporate Job Bank	Additional duties and qualifications shall include Customer Service Outbound 1 as well as the following at a minimum: Place large volume daily calls, Handle more difficult situations, Manage, guide, motivate teams
	OneSource	<ul style="list-style-type: none"> <li>Place large volume daily calls</li> </ul>
<b>Customer Service Outbound II - 2</b>	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Requires 6 months to 2 years of previous experience or equivalent combination of education and experience.
	OneSource	Handle more difficult situations
<b>Customer Service Outbound II - 3</b>	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Requires 2+ years' previous experience or equivalent combination of education and experience.
	OneSource	<ul style="list-style-type: none"> <li>Lead, guide, motivate teams</li> </ul>
<b>Help Desk Analyst 1</b>	22 <sup>nd</sup> Century	Additional duties and qualifications shall include the following at a minimum: Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset, Receive and screen incoming calls, Receive and service requests, Create problem reports, Troubleshoot for problem identification, Provide recommendations/solutions to complex issues.
	Accounting & Finance	*Entry Level: Little or no experience. Minimal education or requirements. .Duties and qualifications shall include the following at a minimum: Receive and screen incoming calls, Receive and service requests, Create problem reports, Troubleshoot for problem identification, Provide recommendations/solutions to complex issues.
	Accurate Placement	Experience level: 6 months to 2 years help desk experience. Receive and screen incoming calls, receive and service requests, create problem reports, troubleshoot for problem identification, provide recommendations/ solutions to complex issues; Able to solve basic to intermediate problems for end users. Intermediate skill level utilizing the

General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer,, telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category.

	Internet, Databases and PC usage.
Adecco	Additional duties and qualifications shall include the following at a minimum: Receive and screen incoming calls, Receive and service requests, Create problem reports, Troubleshoot for problem identification, Provide recommendations/solutions to complex issues.
All About People	Receive and screen incoming calls. Service requests, create problem reports, troubleshoot for problem identification and provide recommendations/solutions to complex issues.
Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Receive and screen incoming calls, Receive and service requests, Create problem reports, Troubleshoot for problem identification, Provide recommendations/solutions to complex issues.
Insight Global	One to two years of experience in a Help Desk environment with hands-on technical experience in the installation, maintenance and operations of networks and network applications. Working knowledge of fundamental operations of relevant software, hardware and other equipment. Knowledge of relevant call tracking applications. Knowledge and experience of customer service practices. Related experience and training with firewalls. Knowledge of Active Directory and Microsoft Exchange and excellent oral and written communications.
Kelly Services	Additional duties and qualifications shall include the following at a minimum: Receive and screen incoming calls, receive and service requests, create problem reports, troubleshoot for problem identification, provide recommendations/solutions to complex issues.
KFORCE	Responsibilities include consulting with users and developing needs assessments for complex systems hardware and software needs and sourcing. Analyzes systems issues and provides first, second, and third tier technical support to end users on complex issues regarding computer operations and networks, installation, setups, error messages, on-line transactions, system status, and downtime procedures, etc. Participates in problem/change management activities to minimize impact of service disruptions on end users. Undergraduate studies in computer science management information systems, business administration, or related field are preferred.
Manpower	Provides support to a variety of personnel who are diagnosing, troubleshooting and repairing computer systems, software, or networked and/or wireless systems. Responds to situations as first-line support to isolate or fix problems in malfunctioning equipment or software. Reports design, reliability and maintenance problems or bugs to design engineering/software engineering. May be involved in customer installation and training. Provides support to customer/users where the product is highly technical or sophisticated in nature. 0-2 years of experience in the field or related area. Works under immediate supervision.
OneSource	<ul style="list-style-type: none"> <li>• Receive and screen incoming calls</li> <li>• Receive and service requests</li> </ul>
Premier Staffing	Additional duties and qualifications shall include the following at a minimum: Receive and screen incoming calls, Receive and service requests, Create problem reports, Troubleshoot for problem identification, Provide recommendations/solutions to complex issues. Requires a high school diploma or its equivalent with 0-6 months of experience in the field or in a related area.
Provincia	Receive and screen incoming calls, receive and service requests, create problem reports, troubleshoot for problem identification, provide recommendations/solutions to complex issues.

General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer,, telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category.

	Randstad	Screens and/or services requests, creates problem reports and provides solutions to complex issues as needed. 0-1 year experience.
	RW Staffing	Duties/Qualifications include: Receive and screen incoming calls, Receive and service requests, Create problem reports, Troubleshoot for problem identification, Provide recommendations/solutions to complex issues. ) 1-3 years of relevant experience
	Staffmark	0-6 months related experience Additional duties and qualifications shall include the following at a minimum: Receive and screen incoming calls, Receive and service requests, Create problem reports, Troubleshoot for problem identification, Provide recommendations / solutions to complex issues.
<b>Help Desk Analyst 2</b>	Accounting & Finance	**Journeyman Level: Two or more years' experience. Some College education Additional years' of experience may be used instead of College
	Accurate Placement	Experience level: Over 2 years help desk experience. Advanced skill level utilizing the Internet, Databases and PC usage. Advanced level of resolving customer problems and problems for end users.
	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Requires 6 months to 2 years of previous experience or equivalent combination of education and experience.
	Insight Global	<ul style="list-style-type: none"> <li>A+ certification</li> <li>Network + certification</li> </ul> Provide Tier II Operations and Maintenance Support to Desktop Computers, Printers and other related client devices. Interface with users regarding unresolved problems escalated from the Service Desk. Deploy and configure desktop software images to user workstations. Provide analysis, technical support, across PC platforms. Diagnose reported hardware software, and network problems. Resolve or repair as possible and contact additional technical support as necessary. Provide procedural guidance, demonstrate and provide direction for PC based systems. Install various common workgroup devices including, digital senders, and printers. Continue to improve technical expertise through the identification of new technical alternatives or resolve problems and/or general improvements. Perform other duties as assigned.
	Kelly Services	Additional duties and qualifications shall include Entry level duties and the following at a minimum: 2 or more years of experience
	OneSource	<ul style="list-style-type: none"> <li>Troubleshoot for problem identification</li> </ul>
	Randstad	Duties and qualifications include that of Contact Center Help Desk, Entry Level, plus 2-4 years of additional experience.
	RW Staffing	Help Desk Analyst I skills with 4-10 years of relevant experience
	Staffmark	0-6 months related experience
<b>Help Desk Analyst 3</b>	Accounting & Finance	***Senior-Level: Five or more years' experience. A Degree in category applying for. Additional years' of experience may be used instead of Degree
	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Requires 2+ years' previous experience or equivalent combination of education and experience.

**Call Center**

General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer,, telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category.

	Kelly Services	Additional duties and qualifications shall include Entry Level duties and the following at a minimum: 5 or more years of experience
	OneSource	<ul style="list-style-type: none"> <li>• Create problem reports</li> <li>• Provide recommendations/solutions to complex issues</li> </ul>
	Randstad	Duties and qualifications include that of Contact Center Help Desk, Entry Level, plus 5+ years of additional experience.
	Staffmark	0-6 months related experience
<b>Sales Inbound 1</b>	22 <sup>nd</sup> Century	Additional duties and qualifications shall include the following at a minimum: Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset, Receive incoming calls, Schedule appointments, Sell a product or service, Ability to work in a goal oriented environment, Upsell as appropriate, Responsible for specific accounts or geographic areas.
	Accounting & Finance	*Entry Level: Little or no experience. Minimal education or requirements. Duties and qualifications shall include the following at a minimum: Receive incoming calls, Schedule appointments, sell a product or service, Ability to work in a goal oriented environment, Upsell as appropriate, Responsible for specific accounts or geographic areas.
	Accurate Placement	Experience level: 6 months to 2 years sales experience. Receive or place calls, schedule appointments, sell product or service, ability to work in a goal oriented environment, upsell as appropriate, responsible for specific accounts or geographic areas. Intermediate skill level utilizing the Internet, Databases and PC usage.
	Adecco	Additional duties and qualifications shall include the following at a minimum: Receive incoming calls, Schedule appointments, sell a product or service, Ability to work in a goal oriented environment, Upsell as appropriate, Responsible for specific accounts or geographic areas.
	All About People	Receive incoming calls in order to schedule appointments and sell a product or service. Ability to work in a goal oriented environment and up sell as appropriate. Responsible for specific accounts or geographic areas.
	AllStaff	Min-duties+ sales experience /appointment setting/excellent customer services! Intermediate computer skills. 2 to 5 years call center experience in sales
	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Receive incoming calls, Schedule appointments, and sell a product or service. Ability to work in a goal oriented environment, Upsell as appropriate, Responsible for specific accounts or geographic areas.
	Kelly Services	Additional duties and qualifications shall include the following at a minimum: Receive incoming calls, schedule appointments, and sell a product or service, ability to work in a goal oriented environment, up-sell as appropriate, responsible for specific accounts or geographic areas.
	OneSource	<ul style="list-style-type: none"> <li>• Receive incoming calls</li> <li>• Schedule appointments</li> </ul>
	Premier Staffing	Additional duties and qualifications shall include the following at a minimum: Receive incoming calls, Schedule appointments, Sell a product or service, Ability to work in a goal oriented environment, Upsell as appropriate, Responsible for specific accounts or geographic areas. Requires a high school diploma or its equivalent 0-6 months of experience in the field or in a related area.

General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer,, telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category.

	Randstad	Receives incoming calls to schedule appointments or to sell a product or service, ability to work in a goal-oriented environment, upsell as appropriate, responsible for specific accounts or geographic areas. 0-1 year experience.
	Staffmark	Additional duties and qualifications shall include the following at a minimum: Receive incoming calls, Schedule appointments, Sell a product or service, Ability to work in a goal oriented environment, Upsell as appropriate, Responsible for specific accounts or geographic areas.
<b>Sales Inbound 2</b>	22 <sup>nd</sup> Century	Additional duties and qualifications shall include Sales Inbound 1 as well as the following at a minimum: Receive calls from large accounts or difficult geographic regions, Lead, teach, guide and/or motivate teams.
	Accounting & Finance	**Journeyman Level: Two or more years' experience. Some College education
	Accurate Placement	Additional years' of experience may be used instead of College.
	Adecco	Experience level: Over 2 years sales experience. Ability to solve customer problems on their own, place calls to large accounts or difficult geographic regions. Build relationships with customers/leads to obtain sales.
	All About People	Additional duties and qualifications shall include Sales Inbound 1 as well as the following at a minimum: Receive calls from large accounts or difficult geographic regions, Lead, teach, guide and/or motivate teams.
	Corporate Job Bank	Duties and qualifications shall include Sales Inbound 1 as well as the following at a minimum: Receive calls from large accounts or difficult geographic regions. Lead, teach, guide and/or motivate teams.
	Kelly Services	Additional duties and qualifications shall include the following at a minimum: Requires 6 months to 2 years of previous experience or equivalent combination of education and experience.
	OneSource	Additional duties and qualifications shall include Sales Inbound entry level duties as well as the following at a minimum: Receive calls from large accounts or difficult geographic regions, lead, teach, guide and/or motivate teams. 2 or more years of experience.
	Premier Staffing	<ul style="list-style-type: none"> <li>• Sell a product or service</li> <li>• Upsell as appropriate</li> </ul>
	Randstad	Additional duties and qualifications shall include Sales Inbound 1 as well as the following at a minimum: Receive calls from large accounts or difficult geographic regions, Lead, teach, guide and/or motivate teams. Requires a high school diploma or its equivalent with 6-12 months of experience in the field or in a related area.
	Staffmark	Duties and qualifications include that of Sales Inbound, Entry Level, plus 2-4 years of additional experience and receive calls from large accounts or difficult geographic regions. Lead, teach, guide, and/or motivate teams.
<b>Sales Inbound 3</b>	Accounting & Finance	"Sales Inbound - Mid Level 0-6 months related experience"
	Corporate Job Bank	***Senior Level: Five or more years' experience. A Degree in category applying for.
	Kelly Services	Additional years' of experience may be used instead of Degree.
	OneSource	Additional duties and qualifications shall include the following at a minimum: Requires 2+ years previous experience or equivalent combination of education and experience.
	Randstad	Additional duties and qualifications shall include Sales Inbound entry level and mid-level duties as well as the following at a minimum: 5 or more years of experience. <ul style="list-style-type: none"> <li>• Ability to work in a goal oriented environment</li> <li>• Responsible for specific accounts or geographic areas</li> </ul>
		Duties and qualifications include that of Sales Inbound, Mid-Level, plus 5+ years of additional experience.

General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer,, telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category.

	Staffmark	"Sales Inbound - Senior Level 0-6 months related experience"
<b>Sales Inbound II - 1</b>	Corporate Job Bank OneSource	Additional duties and qualifications shall include Sales Inbound 1 as well as the following at a minimum: Receive calls from large accounts or difficult geographic regions, Lead, teach, guide and/or motivate teams. <ul style="list-style-type: none"> <li>• Receive incoming calls</li> <li>• Schedule appointments</li> </ul>
<b>Sales Inbound II - 2</b>	Corporate Job Bank OneSource	Additional duties and qualifications shall include the following at a minimum: Requires 6 months to 2 years of previous experience or equivalent combination of education and experience. <ul style="list-style-type: none"> <li>• Work with larger accounts or difficult geographic regions</li> </ul>
<b>Sales Inbound II - 3</b>	Corporate Job Bank OneSource	Additional duties and qualifications shall include the following at a minimum: Requires 2+ years previous experience or equivalent combination of education and experience. <ul style="list-style-type: none"> <li>• Lead, teach, guide and/or motivate teams</li> </ul>
<b>Sales Outbound 1</b>	22 <sup>nd</sup> Century Accounting & Finance Accurate Placement Adecco All About People AllStaff Corporate Job Bank Kelly Services OneSource	Additional duties and qualifications shall include the following at a minimum: Knowledge of basic office equipment including a personal computer, electronic key system (EKS), telephone and headset, Place calls to sell a product or service, Place calls to schedule appointment to sell product or service, Perform with respect to quotas or sales goals, Upsell as appropriate, handle specific accounts or geographic area. *Entry Level: Little or no experience. Minimal education or requirements. Duties and qualifications shall include the following at a minimum: Place calls to sell a product or service, Place calls to schedule appointment to sell product or service, Perform with respect to quotas or sales goals, Upsell as appropriate, handle specific accounts or geographic area. Experience level: 6 months to 2 years sales experience. Receive or place calls, schedule appointments, sell product or service, ability to work in a goal oriented environment, upsell as appropriate, responsible for specific accounts or geographic areas. Intermediate skill level utilizing the Internet, Databases and PC usage. Additional duties and qualifications shall include the following at a minimum: Place calls to sell a product or service, Place calls to schedule appointment to sell product or service, Perform with respect to quotas or sales goals, Upsell as appropriate, handle specific accounts or geographic area. Place calls to schedule appointments and/or sell a product or service. Perform with respect to quotas or sales goals. Up sell as appropriate. Min-duties+ sales experience /appointment setting/excellent customer services! Intermediate computer skills. 2 to 5 years call center experience in sales Additional duties and qualifications shall include the following at a minimum: Place calls to sell a product or service, Place calls to schedule appointment to sell product or service, Perform with respect to quotas or sales goals, Upsell as appropriate, handle specific accounts or geographic area. Additional duties and qualifications shall include the following at a minimum: Place calls to sell a product or service, place calls to schedule appointment to sell product or service, perform with respect to quotas or sales goals, up-sell as appropriate, handle specific accounts or geographic area. <ul style="list-style-type: none"> <li>• Place calls to sell a product or service</li> </ul>

General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer,, telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category.

		<ul style="list-style-type: none"> <li>Place calls to schedule appointment to sell product or service</li> </ul>
	Premier Staffing	<p>Additional duties and qualifications shall include the following at a minimum: Place calls to sell a product or service, Place calls to schedule appointment to sell product or service, Perform with respect to quotas or sales goals, Upsell as appropriate, handle specific accounts or geographic area. Requires a high school diploma or its equivalent with 0-6 months of experience in the field or in a related area.</p> <p>Places calls to sell a product or service, places calls to schedule appointment to sell product or service, perform with respect to quotas or sales goals, upsells as appropriate, handles specific accounts or geographic area. 0-1 year experience.</p>
	Randstad	
	Staffmark	<p>"Sales Outbound - Entry Level 0-6 months related experience</p> <p>Additional duties and qualifications shall include the following at a minimum: Place calls to sell a product or service, Place calls to schedule appointment to sell product or service, Perform with respect to quotas or sales goals, Upsell as appropriate, handle specific accounts or geographic area."</p>
<b>Sales Outbound 2</b>	22 <sup>nd</sup> Century	<p>Additional duties and qualifications shall include Sales Outbound 1 as well as the following at a minimum: Work with larger accounts or difficult geographic regions, Lead, teach, guide and/or motivate teams.</p> <p>**Journeyman Level: Two or more years' experience. Some College education Additional years' of experience may be used instead of College.</p>
	Accounting & Finance	
	Accurate Placement	<p>Experience level: Over 2 years sales experience. Ability to solve customer problems on their own, place calls to large accounts or difficult geographic regions. Build relationships with customers/leads to obtain sales.</p>
	Adecco	<p>Additional duties and qualifications shall include Sales Outbound 1 as well as the following at a minimum: Work with larger accounts or difficult geographic regions, Lead, teach, guide and/or motivate teams.</p>
	All About People	<p>Duties and qualifications shall include Sales Outbound 1 as well as the following at a minimum: Work with larger accounts or difficult geographic regions. Lead, teach, guide and/or motivate teams.</p>
	Corporate Job Bank	<p>Additional duties and qualifications shall include the following at a minimum: Requires 6 months to 2 years of previous experience or equivalent combination of education and experience.</p>
	Kelly Services	<p>Additional duties and qualifications shall include Sales Outbound Entry level as well as the following at a minimum: Work with larger accounts or difficult geographic regions, lead, teach, guide and/or motivate teams. 2 or more Years' of experience.</p>
	OneSource	<ul style="list-style-type: none"> <li>Perform with respect to quotas or sales goals</li> </ul>
	Premier Staffing	<p>Additional duties and qualifications shall include Sales Outbound 1 as well as the following at a minimum: Work with larger accounts or difficult geographic regions, Lead, teach, guide and/or motivate teams. Requires a high school diploma or its equivalent with 6-12 months of experience in the field or in a related area.</p>
	Randstad	<p>Duties and qualifications include that of Sales Outbound, Entry Level, plus 2-4 years of additional experience and work with larger accounts or difficult geographic regions. Lead, teach, guide, and/or motivate teams.</p>
	Staffmark	<p>"Sales Outbound - Mid Level 0-6 months related experience"</p>
<b>Sales Outbound 3</b>	Accounting &	<p>***Senior Level: Five or more years' experience. A Degree in category applying for.</p>

General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer,, telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category.

	Finance	Additional years' of experience may be used instead of Degree.
	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Requires 2+ years previous experience or equivalent combination of education and experience.
	Kelly Services	Additional duties and qualifications shall include Sales Outbound Entry level and Mid-level duties as well as the following at a minimum: 5 or more years of experience.
	OneSource	<ul style="list-style-type: none"> <li>Upsell as appropriate, handle specific accounts or geographic area</li> </ul>
	Randstad	Duties and qualifications include that of Sales Outbound, Entry Level, plus 5+ years of additional experience.
	Staffmark	"Sales Outbound - Senior Level 0-6 months related experience"
<b>Sales Outbound II - 1</b>	Corporate Job Bank	Additional duties and qualifications shall include Sales Outbound 1 as well as the following at a minimum: Work with larger accounts or difficult geographic regions, Lead, teach, guide and/or motivate teams.
	OutSource	<ul style="list-style-type: none"> <li>Place calls to sell a product or service</li> <li>Place calls to schedule appointment to sell product or service</li> </ul>
<b>Sales Outbound II - 2</b>	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Requires 6 months to 2 years of previous experience or equivalent combination of education and experience.
	OutSource	<ul style="list-style-type: none"> <li>Work with larger accounts or difficult geographic regions</li> </ul>
<b>Sales Outbound II - 3</b>	Corporate Job Bank	Additional duties and qualifications shall include the following at a minimum: Requires 2+ years previous experience or equivalent combination of education and experience.
	OutSource	<ul style="list-style-type: none"> <li>Lead, teach, guide and/or motivate teams</li> </ul>
<b>Switchboard Operator 1</b>	Accounting & Finance	<p>*Entry Level: Little or no experience. Minimal education or requirements.</p> <p>Duties and qualifications shall include the following at a minimum: Switchboard Operator - Additional duties and qualifications shall include the following at a minimum: Operating an electronic key system (EKS) or PBX, Handle full switchboard responsibilities, Ability to place conference calls, overseas calls, use electronic mail, etc.,</p> <p>Additional duties and qualifications shall include the following at a minimum: Operating an electronic key system (EKS) or PBX, Handle full switchboard responsibilities, Ability to place conference calls, overseas calls, use electronic mail, etc.,</p>
	Corporate Job Bank	
	OneSource	<ul style="list-style-type: none"> <li>Ability to place conference calls</li> </ul>
	Premier Staffing	Additional duties and qualifications shall include the following at a minimum: Handle full switchboard responsibilities, Ability to place conference calls, overseas calls, use electronic mail. Requires a high school diploma or its equivalent with 0-6 months of experience in the field or in a related area.
<b>Switchboard Operator 2</b>	Accounting & Finance	**Journeyman Level: Two or more years' experience. Some College education Additional years' of experience may be used instead of College.
	AllStaff	Min-duties+ Operating an electronic key system(EKS) or PBX/ ability to handle full switchboard duties/ place conference calls/international calls I Intermediate to advanced computer skills Microsoft suite.
	Corporate	Additional duties and qualifications shall include the following at a minimum: Requires 6 months to 2 years of previous experience or equivalent combination of education and experience.

General Duties & Qualifications include the following at a minimum - Knowledge of basic office equipment including a personal computer,, telephone and headset, Ability to communicate and record information accurately, Ability to question others to determine specific needs, Ability to deal with people patiently, Ability to proofread and correct errors, Receive and place telephone calls, Fill out and verify information on forms or records, Proofread to verify that forms are completed properly. Offeror may add positions as applicable to this high-level category.

	Job Bank	
	OneSource	<ul style="list-style-type: none"> <li>Ability to place overseas calls, use electronic mail</li> </ul>
<b>Switchboard Operator 3</b>	Accounting & Finance	<p>****Senior Level: Five or more years' experience. A Degree in category applying for. Additional years' of experience may be used instead of Degree.</p>
	Corporate Job Bank	<p>Additional duties and qualifications shall include the following at a minimum: Requires 2+ years previous experience or equivalent combination of education and experience.</p>
	OneSource	<ul style="list-style-type: none"> <li>Handle full switchboard responsibilities</li> </ul>

End of Job Descriptions



# Contract Amendment

Contract No.: ADSP013-043950

Amendment No.: Two

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Phoenix, AZ 85007

**CONTACT:** Connie Schneider  
**PHONE:** (602) 542-9190  
**EMAIL:** Connie.Schneider@azdoa.gov

### Amendment Two to Contract ADSP013-043950

In accordance with the Uniform Terms and Conditions, Paragraph 5.1, Amendments, on Page 22 of 44, the aforementioned contract is hereby amended as follows:

1. Vendor is Supplementing Products and Services as allowed in the Contract Scope of Work, Section 6, by adding the Job Title and pricing below.

**Executive Assistant III**

Hourly Rate - \$35.10

This position includes Executive Administrative Assistant and 3-5 years' experience in a high level support role. Candidates will have expertise in Microsoft Access and Microsoft Excel skills with the ability to create databases, run queries and track data in Access as well as creating spreadsheets in Excel and importing spreadsheets to Access. The Executive Administrative Assistant III will also possess Microsoft Word and Microsoft Outlook expertise. The Executive Administrative Assistant III shall have the ability to coordinate and schedule meetings as well as coordinate travel arrangements.

2. All other Terms and Conditions of the Contract remain unchanged.

This Contract Amendment is not binding against the State of Arizona unless signed by an authorized representative of the Contractor and then accepted in writing by an authorized representative of the State.

Contractor hereby acknowledges receipt and understanding of the above amendment.

The above referenced contract amendment is hereby executed this date by the State.

*Karen L McEnroe*  
Signature

7/22/2013  
Date

*Connie Schneider*  
Signature

7/22/2013  
Date

Karen L McEnroe  
Sr. Account Executive

Printed/Typed Name and Title

Connie Schneider, C.P.M.  
Sr. Procurement Officer

Printed/Typed Name and Title

	<b>Contract Amendment</b>		State of Arizona State Procurement Office 100 N. 15 <sup>TH</sup> Avenue, Suite 201 Phoenix, AZ 85007
	Contract No.: ADSP013-043950	PAGE 1 OF 1	
	Amendment No.: Three		

<b>CONTRACTOR:</b> <b>All About People, Inc.</b> Karen L. McEnroe 2141 East Camelback Road; Suite 105 Phoenix, Arizona 85016  <b>CONTACT: Karen McEnroe</b> <b>PHONE: (602)453-4256</b> <b>EMAIL: karen@allaboutpeople.net</b>	<b>STATE AGENCY:</b> AZ Department of Administration  State Procurement Office  100 N. 15 <sup>th</sup> Avenue, Suite 201 Phoenix, AZ 85007  <b>CONTACT: Connie Schneider</b> <b>PHONE: (602) 542-9190</b> <b>EMAIL: Connie.Schneider@azdoa.gov</b>
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### Temporary Staffing Services

1. Section 3, of the **SPECIAL TERMS AND CONDITIONS, ADMINISTRATIVE FEE/USAGE** has been replaced in its entirety with the following clarifying language:
  3. **ADMINISTRATIVE FEE/USAGE**
    1. Contractor shall assess an administrative fee in the amount of one (1%) against all contract sales to members of the State Purchasing Cooperative – including cities, counties, school districts and other qualified members. The administrative fee is calculated against all sales under this contract minus any taxes or regulatory fees, minus any returns or credits, and minus any shipping charges not already included in the unit prices. An updated list of State Purchasing Cooperative members may be found at [http://spo.az.gov/Cooperative\\_Procurement/SPC/default.asp](http://spo.az.gov/Cooperative_Procurement/SPC/default.asp).
    2. At its option, the State may expand or narrow the applicability of this fee. The State shall provide thirty (30) written notice prior to exercising or changing this option.
    3. The Administrative Fee shall be a part of the Contractor's unit prices and is not to be charged directly to the customer in the form of a separate line item. Statewide contracts shall not have separate prices for State Agency customers and State Purchasing Cooperative customers.
    4. Contractors shall submit a Quarterly Usage Report documenting all contract sales. The proper Usage Report Forms may be found on the State Procurement Office's web site at [http://spo.az.gov/Contractor\\_Resources/Admin\\_Fee/default.asp](http://spo.az.gov/Contractor_Resources/Admin_Fee/default.asp). Any alternate Quarterly Usage Report format shall be approved by the Procurement Officer. If there are no contract sales during a quarter, a quarterly Usage Report indicating "no contract sales" shall be submitted to satisfy this requirement. Although not required under this reporting activity, the contractor shall provide itemized usage reports detailing all acquisitions against this contract upon request.
    5. The applicable Administrative Fee shall be submitted, along with a Quarterly Usage Report to the State Procurement Office no later than the last day of the month following the end of each calendar quarter. Administrative Fees shall be submitted to the following address:  
 Arizona Department of Administration  
 State Procurement Office  
 Attention: 'Statewide Contract Administrative Fee  
 100 N. 15th Avenue, Suite 201  
 Phoenix, AZ 85007.

6. The submission schedule for Administrative Fees and Usage reports shall be as follows:  
 July through September (FY Q1) – Due October 31  
 October through December (FY Q2) – Due January 31  
 January through March (FY Q3) – Due by April 30  
 April through June (FY Q4) – Due by July 31

7. Contractor's failure to remit accurate administrative fees and quarterly usage reports in a timely manner consistent with the contract's requirements may result in the State exercising any recourse available under the contract or as provided for by law.

2. Section 10, of the SPECIAL TERMS AND CONDITIONS, has been replaced in its entirety with the following clarifying language:

**10. ELIGIBLE AGENCIES (STATEWIDE)**

This Contract shall be for the use of all State of Arizona departments, agencies, commissions and boards. In addition, eligible State Purchasing Cooperative members may participate at their discretion. In order to participate in this contract, a cooperative member shall have entered into a Cooperative Purchasing Agreement with the Department of Administration, State Procurement Office as required by Arizona Revised Statutes § 41-2632.

Membership in the State Purchasing Cooperative is available to all Arizona political subdivisions including cities, counties, school districts, and special districts. Membership is also available to all non-profit organizations, as well as State governments, the US Federal Government and Tribal Nations. Non-profit organizations are defined in A.R.S. § 41-2631(4) as any nonprofit corporation as designated by the internal revenue service under section 501(c)(3) through 501(c)(6).

3. Section 12 of the SPECIAL TERMS AND CONDITIONS, INSURANCE REQUIREMENTS. A new Certificate of Insurance shall be submitted for the second Term of the contract through March 31, 2015.
4. In accordance with SPECIAL TERMS AND CONDITIONS, Paragraph 21, Term of Contract (Sole Option), on Page 18, the aforementioned contract is hereby extended for an additional one-year period. The term of the extended contract shall be from 3/31/2014 to 4/1/2015.
5. All other terms, conditions and provisions remain unchanged.

This Contract Amendment is not binding against the State of Arizona unless signed by an authorized representative of the Contractor and then accepted in writing by an authorized representative of the State.	
Contractor hereby acknowledges receipt and understanding of the above amendment.	The above referenced contract amendment is hereby executed this date by the State.
 Signature	 Signature
2/12/14 Date	2/13/14 Date
<u>Charles Mitchell</u> CEO Printed/Typed Name and Title	<u>Connie Schneider, C.P.M</u> <u>Procurement Supervisor</u> Printed/Typed Name and Title



	<b>Attachment III - 4</b>		State of Arizona State Procurement Office 100 N. 15 <sup>TH</sup> Avenue, Suite 201 Phoenix, AZ 85007	
	Contract No.: ADSPO13-043950			PAGE 1 OF 1
	Amendment No.: Four (4)			

**Call Center**

**Member Services Representative**

**Price - \$13.38**

**Description – Take inbound phone calls answering questions from members regarding the individual's health care benefits, eligibility and coverage. The individual must have knowledge and experience with Microsoft Windows as they will be toggling between different screens while working on a mainframe. Calls will be documented while speaking with a member. Must have 6 months prior customer service experience.**

**Call Center**

**Lead Member Services Representative**

**Price - \$14.85**

**Description – Take inbound phone calls answering questions from members regarding the individual's health care benefits, eligibility and coverage. The individual must have knowledge and experience with Microsoft Windows as they will be toggling between different screens while working on a mainframe. Calls will be documented while speaking with a member. Assist other Member Services Representatives with questions and receive escalation calls when required. Must have more than 1 year of customer service experience.**



# Contract Amendment

State of Arizona  
State Procurement Office  
100 N. 15<sup>TH</sup> Avenue, Suite 201  
Phoenix, AZ 85007

Contract No.: ADSP013-049550 ~~049550~~ 043950

PAGE  
1 OF 1

Amendment No.: 5

**CONTRACTOR:**  
ALL ABOUT PEOPLE, INC.  
2141 E. Camelback Road  
Suite 105  
Phoenix, AZ 85016

**STATE AGENCY:**  
AZ Department of Administration  
State Procurement Office  
100 N. 15<sup>TH</sup> Avenue, Suite 201  
Phoenix, AZ 85007

**CONTACT:** Karen McEnroe  
**PHONE:** (602)955-1212  
**EMAIL:** karen@allaboutpeople.net

**CONTACT:** Cindy Tucker  
**PHONE:** 602-364-1347  
**EMAIL:** cindy.tucker@azdoa.gov

## Temporary Staffing Services

1. In accordance with Special Terms and Conditions, Paragraph 21, Term of Contract, on Page 18, the aforementioned contract is hereby extended for an additional one-year period.
  - 1.1 The above referenced contract shall be extended from March 31, 2015 to April 1, 2016.
  - 1.2 Certificate of Insurance on file shall be in accordance with Special Terms and Conditions, Paragraph 12, Insurance Requirements on Page 13 shall be submitted for the third Term of the contract through March 31, 2016.
  - 1.3 All other terms and conditions remain the same.

This Contract Amendment is not binding against the State of Arizona unless signed by an authorized representative of the Contractor and then accepted in writing by an authorized representative of the State.

Contractor hereby acknowledges receipt and understanding of the above amendment.

The above referenced contract amendment is hereby executed this date by the State.

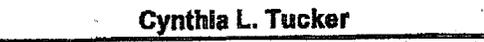
  
Signature

1/26/15  
Date

  
Signature

January 26, 2015  
Date

  
Printed/Typed Name and Title

  
Cynthia L. Tucker, Sr. Procurement Officer  
Printed/Typed Name and Title

**LINKING AGREEMENT  
BETWEEN  
THE CITY OF GLENDALE, ARIZONA  
AND  
ALL ABOUT PEOPLE, INC.**

**EXHIBIT B**  
Award and Rate Sheet

Janice K. Brewer  
Governor



Brian C. McNeil  
Director

**ARIZONA DEPARTMENT OF ADMINISTRATION**

STATE PROCUREMENT OFFICE  
100 NORTH FIFTEENTH AVENUE • SUITE 201  
PHOENIX, ARIZONA 85007  
(602) 542-5511 (main) (602) 542-5508 (fax)  
<http://spo.az.gov>

March 25, 2013

SENT VIA EMAIL: [karen@allaboutpeople.net](mailto:karen@allaboutpeople.net)

To: All About People  
Attn: Karen McEnroe  
Subject: RFP ADSP013-00002527, Temporary Staffing Services  
Notice of Solicitation Results

Dear Ms. McEnroe:

The proposal received from All About People was evaluated in accordance with the evaluation factors set forth in the solicitation, ADSP013-00002527 for Temporary Staffing Services. I am pleased to inform you that your Company's proposal has been selected for award.

The files for this solicitation, including the resulting contract, will soon be available for public viewing online at ProcureAZ. Also included is an Evaluation Summary Report. The resulting contract shall begin on April 1, 2013.

**Please note that the high-level category of "Special Expertise" is not part of this award.**

**The Contract requires verification of insurance be provided prior to commencement of work being performed by the Contractor. Therefore, a certificate of insurance must be submitted within ten (10) days of receipt of this correspondence.**

**\*\*The certificate of insurance must exactly match all the requirements and language provided in the Solicitation, Special Terms and Conditions.**

Contractor shall not begin any work until the Contractor receives email notification through ProcureAZ that the contract has been sent. If you have any questions in this regard, please contact me by email at [connie.schneider@azdoa.gov](mailto:connie.schneider@azdoa.gov) or by phone at (602) 542-9190.

Thank you for your proposal and for your continued interest in doing business with the State of Arizona. On behalf of the State of Arizona and the Department of Administration, I congratulate you on your contract award.

Sincerely,

A handwritten signature in cursive script, appearing to read "Connie Schneider".

Connie Schneider, C.P.M.  
Sr. Procurement Officer

cc: Solicitation File – ADSP013-00002527



ARIZONA DEPARTMENT OF ADMINISTRATION  
STATE PROCUREMENT OFFICE

**DETERMINATION**

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**TITLE**

Contract Award and Award Basis

**AUTHORITY**

A.R.S. §41-2534 Competitive sealed proposals; and A.A.C. R2-7-C317 Contract Award

**SOLICITATION**

No. ADSP013-00002527

Description: Temporary Staffing Services

**DETERMINATION**

In accordance with A.R.S. §41-2534 and A.A.C. R2-7-C317, it is hereby determined that entering into contract(s) with the following Offeror(s) is most advantageous to the state based on the evaluation factors set for the in the aforementioned solicitation.

22nd Century Technologies, Inc.	Insight Global, Inc.
Abacus Service Corporation	Kelly Services Inc.
Accounting And Finance Professionals Inc.	KFORCE Inc.
Accurate Placement	ManpowerGroup US Inc.
Adecco USA Inc.	OneSource Employment Solutions
All About People Inc.	Perfect Placement services, Inc.
Allstaff Services Inc.	Premier Staffing Source, Inc.
Aztech Professional Services Inc.	Provincia Staffing LLC
Corporate Job Bank Personnel Services	Randstad US LP
Dependable Personnel Inc.	RW Staffing Solutions LLC
Howroyd Wright Employment Agency Inc.	Staffmark

**BASIS FOR AWARD**

Solicitation No. ADSP013-00002527 was conducted pursuant to A.R.S. § 41-2534 and implementing rules. The Arizona State Procurement Office issued the solicitation on 12/20/2012 through ProcureAZ. A Pre-Offer Conference was conducted on 1/3/2013. A total of 29 individuals attended the Pre-Offer Conference in person. An Amendment One issued on 1/3/2013 as a result of the Pre-Offer Conference.

Responses were due by 1/16/2013 at 3:00PM. The State Procurement Office received twenty-eight (28) proposals electronically via ProcureAZ on or before the due date and time. Offers were received from the following:

22nd Century Technologies, Inc.	KFORCE INC
Abacus Service Corporation	Knowledge Capital Alliance Inc.
Accounting And Finance Professionals Inc.	ManpowerGroup US Inc.
Accurate Placement	OneSource Employment Solutions
Adecco USA Inc.	Perfect Placement services, Inc.
All About People Inc.	Premier Staffing Source, Inc.
Allstaff Services Inc.	Professional Employment Solutions
ASA Solutions	Provincia Staffing LLC

Aztech Professional Services Inc.  
 Corporate Job Bank Personnel Services  
 Dependable Personnel Inc.  
 Howroyd Wright Employment Agency Inc.  
 Insight Global, Inc.  
 Kelly Services Inc.

RANDSTAD US LP  
 RW Staffing Solutions LLC  
 Staffmark  
 SunSoft LLC  
 Superior Talent Resources Inc.  
 Temp Connection LLC

An Evaluation Committee, who were determined to have the qualifications and expertise needed, participated in the evaluation. The Evaluation Committee members were: Alexis Morse, Procurement Technician, Department of Economic Security, Sherry Sykes with Arizona Department of Revenue, and Nereyda Ramizez, Grants Manager with Department of Health Services. The State Procurement Office presided as the Facilitator for the evaluations.

The committee based their evaluation on a detailed evaluation scoring rubric which covered:

- Method of Approach
- Capacity of Offeror
- Pricing
- Conformity to all Terms, Conditions

The committee evaluated the proposals on a 1000 point scale. Cost scores were determined on a relative scale. In accordance with Uniform Instructions, Section 6.1, Number of Types of Awards, the Evaluation Committee determined it was most advantageous to the State to award by entire proposal. Below is the final consensus scoring summary:

<b>ADSP013-00002527 - Temporary Staffing Services</b>					
<b>Vendors</b>	<b>Method of Approach</b>	<b>Capacity of Offer</b>	<b>Pricing</b>	<b>Conformance to Terms &amp; Conditions</b>	<b>Total</b>
<b>Possible Points</b>	<b>630.0</b>	<b>200.0</b>	<b>160</b>	<b>10</b>	<b>1000.0</b>
22nd Century Technologies, Inc	447.5	100.0	160	10	717.5
Abacus Service Corporation	265.0	132.5	160	10	567.5
ACCOUNTING AND FINANCE PROFESSIONALS INC	307.5	132.5	160	10	610.0
Accurate Placement	397.5	132.5	160	10	700.0
Adecco Usa Inc.	430.0	100.0	160	10	700.0
ALL ABOUT PEOPLE INC	405.0	100.0	160	10	675.0
ALLSTAFF SERVICES INC	356.3	97.5	160	10	623.8
ASA Solutions	215.0	62.5	160	10	447.5
AZTECH PROFESSIONAL SERVICES INC	315.0	100.0	160	10	585.0
CORPORATE JOB BANK PERSONNEL SERVICES	442.5	132.5	160	10	745.0
DEPENDABLE PERSONNEL INC	273.8	95.0	160	10	538.8
HOWROYD WRIGHT EMPLOYMENT AGENCY INC	382.5	102.5	160	10	655.0
Insight Global, Inc	340.0	132.5	160	10	642.5
KELLY SERVICES INC	346.3	92.5	160	10	608.8
KFORCE INC	350.0	92.5	160	10	612.5
KNOWLEDGE CAPITAL ALLIANCE INC	182.5	68.8	160	10	421.3
ManpowerGroup US Inc.	315.0	116.3	160	10	601.3
OneSource Employment Solutions	273.8	85.0	160	10	528.8
Perfect Placement services, inc.	292.5	100.0	160	10	562.5
Premier Staffing Source, Inc	410.0	117.5	160	10	697.5
Professional Employment Solutions	137.5	32.5	160	10	340.0
Provincia Staffing LLC	350.0	100.0	160	10	620.0
RANDSTAD US LP	372.5	127.5	160	10	670.0
RW STAFFING SOLUTIONS LLC	315.0	95.0	160	10	580.0
Staffmark	405.0	92.5	160	10	667.5
SunSoft LLC	235.0	62.5	160	10	467.5
SUPERIOR TALENT RESOURCES INC	240.0	83.8	160	10	493.8
Temp Connection LLC	235.0	52.5	160	10	457.5

Based on the initial evaluation by the committee the following Offeror(s) were determined not susceptible for award:

Professional Employment Solutions  
Knowledge Capital Alliance Inc.  
ASA Solutions  
Temp Connection LLC  
SunSoft LLC  
Superior Talent Resources Inc.

As per A.A.C. R2-&-C314, discussions were initiated with 22nd Century Technologies, Adecco USA, Inc., All About People, AZTECH, Corporate Job Bank Personnel Services, Insight Global, KFORCE, Manpower Group, OneSource Employment Solutions, Randstad US LP, Staffmark.

Final proposals revisions were received on 3/18/13 and 3/19/13, from the above stated offerors according to A.A.C. R2-7-C315. The Evaluation Committee reviewed the Final Proposal Revisions and revised scoring where needed. The committee evaluations were concluded with a recommendation for award on 3/25/2013.

Details on the scores are provided in the pages that follow and as part of the procurement file available online at ProcureAZ.gov. Any questions regarding the outcome of this Solicitation or resultant contracts may be directed to the Procurement Officer of record for this solicitation.

#### **DOCUMENTATION**

This determination shall be placed in the procurement file.

#### **EFFECTIVE**

This Determination is effective and shall remain in effect unless otherwise modified or revoked.



Connie Schneider, C.P.M.  
Sr. Procurement Specialist

Date: 3/25/2013



# Offer and Acceptance

State of Arizona  
State Procurement Office  
100 N.15th Ave., Suite 201  
Phoenix, AZ 85007

SOLICITATION NO.: RFP ADSP013-00002527

PAGE  
3

OFFEROR:

OF  
44

## OFFER

### TO THE STATE OF ARIZONA:

The Undersigned hereby offers and agrees to furnish the material, service or construction in compliance with all terms, conditions, specifications and amendments in the Solicitation and any written exceptions in the offer. Signature also certifies Small Business status.

Arizona Transaction (Sales) Privilege Tax License No.:

N/A

Federal Employer Identification No.:

33 101 5140

E-mail: charles@allaboutpeople.net

Phone: 602-955-1212

Fax: 602-955-6646

All About People, Inc.

Company Name

2141 E. Camelback Rd., Ste. 105

Address

Phoenix

AZ

85016

City

State

Zip

Charles Mitchell

Signature of Person Authorized to Sign Offer

Charles Mitchell

Printed Name

CEO

Title

By signature in the Offer section above, the Offeror certifies:

1. The submission of the Offer did not involve collusion or other anticompetitive practices.
2. The Offeror shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246, State Executive Order 2009-09 or A.R.S. §§ 41-1461 through 1465.
3. The Offeror has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted offer. Failure to provide a valid signature affirming the stipulations required by this clause shall result in rejection of the offer. Signing the offer with a false statement shall void the offer, any resulting contract and may be subject to legal remedies provided by law.
4. The Offeror certifies that the above referenced organization  IS/  IS NOT a small business with less than 100 employees or has gross revenues of \$4 million or less.
5. In accordance with A.R.S. §35-393, the offeror hereby certifies that the Offeror does not have scrutinized business operations in Iran.
6. In accordance with A.R.S. §35-391, the offeror hereby certifies that the Offeror does not have scrutinized business operations in Sudan.

## ACCEPTANCE OF OFFER

The Offer is hereby accepted.

The Contractor is now bound to sell the materials or services listed by the attached contract and based upon the solicitation including all terms, conditions, specifications, amendments, etc., and the Contractor's Offer as accepted by the State.

This Contract shall henceforth be referred to as Contract No. ADSP013-00002527

The Contractor has been cautioned not to commence any billable work or to provide any material or service under this contract until Contractor receives purchase order, contract release document or written notice to proceed.

State of Arizona  
Awarded this

day of

March

2013

Procurement Office

Supplier	Contract Number	Vendor number	Contact Information	Email Address
22nd Century Technologies, Inc	ADSP013-043952	7240	Rachel Williams Lead – State Business Practices 2 Executive Drive, Suite 230 New Jersey, NJ 08873 Phone: 908-765-0002 ext.326 Direct Number: 732-507-7979	<a href="mailto:rachel@tscti.com">rachel@tscti.com</a>
Abacus Service Corporation	ADSP013-043956	27941	Christopher Mills 35055 West Twelve Mile Rd Ste 215 Farmington Hills, MI 48331 Phone: (866)368-0375	<a href="mailto:sales@abacusservice.com">sales@abacusservice.com</a>
ACCOUNTING AND FINANCE PROFESSIONALS INC	ADSP013-043969	9000007198	Deanne Desautels 410 N 44th Street Ste #145 Phoenix, AZ 85008 Phone: (602)306-4473 FAX: (602)306-4474	<a href="mailto:deanne@afprofessionals.com">deanne@afprofessionals.com</a>
Accurate Placement	ADSP013-043949	610	Karen Vandehei 2700 N 3rd Street #2004 Phoenix, AZ 85004 Phone: (602)845-1447 FAX: (602)678-0185	<a href="mailto:karen@accurateplacement.com">karen@accurateplacement.com</a> <a href="mailto:valerie@accurateplacement.com">valerie@accurateplacement.com</a>
Adecco Usa Inc.	ADSP013-043953	12392	John Kemper 123 E. Baseline Rd. Suite 104 Tempe, AZ 85283 Phone: (480)831-1131 FAX: (480)831-9478	<a href="mailto:john.kemper@adeccona.com">john.kemper@adeccona.com</a>
ALL ABOUT PEOPLE INC	ADSP013-043950	5468	Kerri Francisco 2141 E. Camelback Road Suite 105 Phoenix, AZ 85016 Phone: (602)955-1212 FAX: (602)955-6646	<a href="mailto:karen@allaboutpeople.net">karen@allaboutpeople.net</a>
ALLSTAFF SERVICES INC	ADSP013-043968	9000007026	Cheryle Harrell 5080 North 40th Street Suite 103 Phoenix, AZ 85018 Phone: (602)277-3381 FAX: (602)395-0699 Website: <a href="http://www.allstaffaz.com">http://www.allstaffaz.com</a>	<a href="mailto:charrell@allstaffaz.com">charrell@allstaffaz.com</a>
AZTECH PROFESSIONAL SERVICES INC  d.b.a. EGS-PARTNERS	ADSP013-043961	9000000048	Susan Fenske 333 W. Hampden Avenue Suite 530 Englewood, CO 80110 Phone: (303)477-6800 FAX: (480)951-0980	<a href="mailto:susan@egs-partners.com">susan@egs-partners.com</a>
CORPORATE JOB BANK PERSONNEL SERVICES	ADSP013-043964	9000004459	Joe DiGiovanni 1955 E. Broadway Rd Suite 102 Tempe, AZ 85282 Phone: (480)966-0709 FAX: (480)966-1992	<a href="mailto:joe@corporatejobbank.com">joe@corporatejobbank.com</a> <a href="mailto:morris@corporatejobbank.com">morris@corporatejobbank.com</a>

DEPENDABLE PERSONNEL INC	ADSP013-043963	9000003269	Judy Warren 700 N. Country Club Road #100 Tucson, AZ 85716 Phone: (520)325-1131 FAX: (520)325-3580	<a href="mailto:info@dependablepersonnel.com">info@dependablepersonnel.com</a>
HOWROYD WRIGHT EMPLOYMENT AGENCY INC	ADSP013-043966	9000005748	Linda Madigan 16371 Beach Blvd Suite 240 Huntington Beach, CA. 92631 714-596-7780	<a href="mailto:lmadigan@ain1.com">lmadigan@ain1.com</a>
Insight Global, Inc	ADSP013-043954	22249	Brian Noreika 16220 n Scottsdale RD STE 210 Scottsdale, AZ 85254 Phone: (480)214-4747	<a href="mailto:brian.noreika@insightglobal.net">brian.noreika@insightglobal.net</a>
KELLY SERVICES INC	ADSP013-043962	9000000335	Jessica Morris 3030 N 3 St. Ste 790 Phoenix, AZ 85012 Phone: (602)264-0717 FAX: (602)277-4188	<a href="mailto:collid@kellyservices.com">collid@kellyservices.com</a>
KFORCE INC	ADSP013-043951	6245	Courtney Clifford Client Relationship Associate 3131 E. Camelback Road, Suite 225 Phoenix, AZ 85016 Direct: 602.776.1117 Cell: 602.903.0770	<a href="mailto:cclifford@kforce.com">cclifford@kforce.com</a>
ManpowerGroup US Inc.	ADSP013-043959	30351	Marci Parrish 3300 N. Central Ave, Suite 2340 Phoenix, AZ 85012 Phone: (602)707-5415 FAX: (602)707-5401	<a href="mailto:marci.parrish@experis.com">marci.parrish@experis.com</a>
OneSource Employment Solutions	ADSP013-043955	25253	Robert Barrett 1711 West University, Suite 154 Tempe, AZ 85281 Phone: (602)944-2620 FAX: (602)997-1845	<a href="mailto:rbarrett@onesourceemployment.com">rbarrett@onesourceemployment.com</a>
Perfect Placement services, inc.	ADSP013-043957	28537	patrick nelson 19820 N. 7th. street suite 145 phoenix, AZ 85024 Phone: (623)842-2900	<a href="mailto:patrick@pps-az.com">patrick@pps-az.com</a>
Premier Staffing Source, Inc	ADSP013-043958	30271	Myrna Cooks 4640 Forbes Blvd. Suite 200A Lanham, MD 20706 Phone: (301)306-0774 Ext. 19 FAX: (866)723-1338 Website: <a href="http://www.why-pss.com">http://www.why-pss.com</a>	<a href="mailto:mcooks@premierstaffingsource.com">mcooks@premierstaffingsource.com</a>
Provincia Staffing LLC	ADSP013-043960	30392	Janet Pettifer 7003 W Cherry Hills Dr Peoria, AZ 85345 Phone: (623)670-2922 FAX: (623)391-2838	<a href="mailto:jpett@cox.net">jpett@cox.net</a>

RANDSTAD US LP	ADSP013-043967	9000007007	Marissa Ogden 3800 N. Central Ave. Suite C-100 Phoenix, AZ 85012 Phone: (602)200-3910 FAX: (602)200-3911	<a href="mailto:marissa.ogden@us.randstad.com">marissa.ogden@us.randstad.com</a>
RW STAFFING SOLUTIONS LLC	ADSP013-043970	9000013714	Scott Rosner 3006 S Roca Street Gilbert, AZ 85295 Phone: (602)697-0032 FAX: (602)795-0008	<a href="mailto:srosner@rwstaffingsolutions.com">srosner@rwstaffingsolutions.com</a>
Staffmark	ADSP013-043965	9000004703	Tanya Perkins 1830 W University Dr. Suite 109 Tempe, AZ 85281 Phone: (480)449-2400 FAX: (480)449-2408	<a href="mailto:tanya.perkins@staffmark.com">tanya.perkins@staffmark.com</a>

Shift Differential	22nd Century Technologies, Inc	Abacus Service Corporation	ACCOUNTING AND FINANCE PROFESSIONALS INC	Accurate Placement	8%	ALL ABOUT PEOPLE INC	ALLSTAFF SERVICES INC	AZTECH PROFESSIONAL SERVICES INC	CORPORATE JOB BANK PERSONNEL SERVICES	DEPENDABLE PERSONNEL INC	HOWROYD WRIGHT EMPLOYMENT AGENCY INC	Insight Global, Inc	KELLY SERVICES INC	KFORCE INC	ManpowerGroup US Inc.	OneSource Employment Solutions	Perfect Placement services, Inc.	Premier Staffing Source, Inc	Provincia Staffing LLC	RANDSTAD US LP	Rev. 2.0 4/30/2013	Staffmark
<b>3:1-8 - Light Industrial</b>																						
Assembly Worker 1	15.00	No Bid	11.79		14.24	No Bid			11.46	No Bid	No Bid	No Bid	9.98	No Bid	14.98	10.99	12.99	10.50	13.75	12.31		
Assembly Worker 2		No Bid	13.05			No Bid			13.90	No Bid	No Bid	No Bid	10.67	No Bid	15.32	11.85	13.89			13.05		
Assembly Worker 3		No Bid	13.97			No Bid			15.88	No Bid	No Bid	No Bid	11.30	No Bid		13.10	14.04			14.83		
Auto Body Painter 1	18.00	No Bid	16.50			No Bid	25.50		16.56	No Bid	No Bid	No Bid		No Bid		15.35		15.80				
Auto Body Painter 2		No Bid	17.85			No Bid			19.85	No Bid	No Bid	No Bid		No Bid		16.90						
Auto Body Painter 3		No Bid	19.55			No Bid			22.50	No Bid	No Bid	No Bid		No Bid		18.85						
Auto Mechanic 1	19.00	No Bid	16.25			No Bid			16.56	No Bid	No Bid	No Bid		No Bid		15.35		15.80				
Auto Mechanic 2		No Bid	18.00			No Bid			20.52	No Bid	No Bid	No Bid		No Bid		17.85						
Auto Mechanic 3		No Bid	19.25			No Bid			23.82	No Bid	No Bid	No Bid		No Bid		18.70						
Building Maintenance Worker 1	28.00	No Bid	13.50		17.12	No Bid	18.56		15.28	No Bid	No Bid	No Bid		No Bid	12.10	12.85		14.75	18.34	17.50	13.60	
Building Maintenance Worker 2		No Bid	16.05			No Bid			19.85	No Bid	No Bid	No Bid		No Bid		15.80					15.64	
Building Maintenance Worker 3		No Bid	18.25			No Bid			22.50	No Bid	No Bid	No Bid		No Bid		17.10					17.00	
DOR Warehouse 1		No Bid				No Bid			10.98	No Bid	No Bid	No Bid		No Bid								
DOR Warehouse 2		No Bid				No Bid			12.05	No Bid	No Bid	No Bid		No Bid								
DOR Warehouse 3		No Bid				No Bid			13.30	No Bid	No Bid	No Bid		No Bid								
Fire Equipment Repair Specialist		No Bid				No Bid				No Bid	No Bid	No Bid		No Bid								
Food Service Worker 1	13.00	No Bid	11.79		11.03	No Bid	12.05		11.46	No Bid	No Bid	No Bid	11.88	No Bid	13.40	10.85	12.97	10.45	11.81	11.50	10.88	
Food Service Worker 2	15.00	No Bid	13.25		12.80	No Bid			13.23	No Bid	No Bid	No Bid	13.20	No Bid	14.98	12.90		10.30	13.82	11.22	11.22	
Food Service Worker 3		No Bid	13.98			No Bid			14.56	No Bid	No Bid	No Bid	14.52	No Bid		13.99				12.24	12.24	
Food Service Worker II - 1		No Bid				No Bid			12.74	No Bid	No Bid	No Bid		No Bid				12.80			13.60	
Food Service Worker II - 2		No Bid				No Bid			15.88	No Bid	No Bid	No Bid		No Bid							13.94	
Food Service Worker II - 3		No Bid				No Bid			18.53	No Bid	No Bid	No Bid		No Bid							14.28	
General Outside Maintenance		No Bid				No Bid				No Bid	No Bid	No Bid		No Bid				14.71				
General Maintenance Worker 1	25.00	No Bid	12.35		11.08	No Bid		30.05	11.46	No Bid	No Bid	No Bid		No Bid	18.98	11.00		11.00	14.39	11.31	11.50	11.90
General Maintenance Worker 2		No Bid	13.79			No Bid	13.05		14.56	No Bid	No Bid	No Bid		No Bid		13.30				11.97		12.24
General Maintenance Worker 3		No Bid	14.89			No Bid			17.20	No Bid	No Bid	No Bid		No Bid		14.80				13.50		12.92
Groundskeeper 1	16.00	No Bid	12.00		13.77	No Bid			11.14	No Bid	No Bid	No Bid		No Bid		11.20	13.50	11.00	13.75	12.11	12.24	12.24
Groundskeeper 2		No Bid	13.75			No Bid			12.74	No Bid	No Bid	No Bid		No Bid		13.10				14.66	12.92	12.92
Groundskeeper 3		No Bid	15.00			No Bid			15.55	No Bid	No Bid	No Bid		No Bid		14.00				16.58	13.60	13.60
Housekeeper / Laundry 1	17.00	No Bid	11.97		12.26	No Bid	13.85		11.46	No Bid	No Bid	No Bid		No Bid	12.15	12.65	12.15	10.90	12.85		10.88	
Housekeeper / Laundry 2		No Bid	13.50			No Bid			14.56	No Bid	No Bid	No Bid		No Bid		14.85	13.50				11.56	
Housekeeper / Laundry 3		No Bid	34.95			No Bid			16.55	No Bid	No Bid	No Bid		No Bid		15.65					12.24	
Inventory Worker 1	16.00	No Bid	12.10		17.25	No Bid			11.46	No Bid	No Bid	No Bid	10.68	No Bid	13.60	11.85	13.36	11.30	13.57	12.64	12.50	12.24
Inventory Worker 2		No Bid	13.50			No Bid			14.56	No Bid	No Bid	No Bid	11.29	No Bid		13.30	14.85			13.30	12.92	12.92

Disclaimer - This is a consolidate price list created by the State Procurement Officer strictly as a tool for customer use and is not part of the contract.

Shift Differential	22nd Century Technologies, Inc	Abacus Service Corporation	6%	8%	ALL ABOUT PEOPLE INC	ALLSTAFF SERVICES INC	AZTECH PROFESSIONAL SERVICES INC	CORPORATE JOB BANK PERSONNEL SERVICES INC	DEPENDABLE PERSONNEL INC	HOWROYD WRIGHT EMPLOYMENT AGENCY INC	Insight Global, Inc	KELLY SERVICES INC	KFORCE INC	ManpowerGroup US Inc.	OneSource Employment Solutions	Perfect Placement services, Inc.	Premier Staffing Source, Inc	Provincia Staffing LLC	RANDSTAD US LP	Rev. 2.0 4/30/2013	StarMark
Inventory Worker 3	No Bid	No Bid	14.15		No Bid		17.20	No Bid	No Bid	No Bid	No Bid	12.09	No Bid		14.12		11.40	13.15	15.63	13.60	
Janitor/Custodian 1	16.00	No Bid	11.02	12.30	No Bid	11.84	11.14	No Bid	No Bid	No Bid	No Bid	No Bid	No Bid	13.50	10.95		11.40	13.15	12.16	12.24	
Janitor/Custodian 2	No Bid	No Bid	13.50		No Bid		12.74	No Bid	No Bid	No Bid	No Bid	No Bid	No Bid		13.20				14.12	12.92	
Janitor/Custodian 3	No Bid	No Bid	14.50		No Bid		15.55	No Bid	No Bid	No Bid	No Bid		No Bid		14.40				16.35	13.60	
Laborer						21.64															
Landscape Maintenance Spec. 1	No Bid	No Bid		16.88	No Bid		14.01	No Bid	No Bid	No Bid	No Bid	No Bid	No Bid		14.40		14.40				
Landscape Maintenance Spec. 2	No Bid	No Bid			No Bid		17.20	No Bid	No Bid	No Bid	No Bid	No Bid	No Bid		16.00						
Landscape Maintenance Spec. 3	No Bid	No Bid			No Bid		19.85	No Bid	No Bid	No Bid	No Bid	No Bid	No Bid		18.85						
Machine Tender 1	17.50	No Bid	11.79		No Bid			No Bid	No Bid	No Bid	No Bid		No Bid	15.30	11.10		12.10		13.30	14.28	
Machine Tender 2	No Bid	No Bid	14.56		No Bid			No Bid	No Bid	No Bid	No Bid		No Bid		13.65				15.30	14.96	
Machine Tender 3	No Bid	No Bid	15.08		No Bid			No Bid	No Bid	No Bid	No Bid		No Bid		14.40				17.29	13.59	
Machine Operator 1	No Bid	No Bid			No Bid		11.46	No Bid	No Bid	No Bid	No Bid	11.88	No Bid								
Machine Operator 2	No Bid	No Bid			No Bid		15.22	No Bid	No Bid	No Bid	No Bid	13.20	No Bid								
Machine Operator 3	No Bid	No Bid			No Bid		15.88	No Bid	No Bid	No Bid	No Bid	14.52	No Bid								
Mechanic / Diesel	No Bid	No Bid			No Bid			No Bid	No Bid	No Bid	No Bid		No Bid								
Order Clerk 1	No Bid	No Bid			No Bid			No Bid	No Bid	No Bid	No Bid		No Bid								
Order Clerk 2	No Bid	No Bid			No Bid		22.73	No Bid	No Bid	No Bid	No Bid		No Bid								
Painter 1	18.00	No Bid	13.15	14.06	No Bid	19.84	12.74	No Bid	No Bid	No Bid	No Bid		No Bid		11.85		13.90	17.35	12.50	12.24	
Painter 2	No Bid	No Bid	15.50		No Bid		15.22	No Bid	No Bid	No Bid	No Bid		No Bid		15.05					12.92	
Painter 3	No Bid	No Bid	16.55		No Bid		17.20	No Bid	No Bid	No Bid	No Bid		No Bid		15.99					13.60	
Pick & Pack Worker 1	16.00	No Bid	12.15	13.36	No Bid	14.50	11.46	No Bid	No Bid	No Bid	No Bid	9.90	No Bid	13.60	11.10		10.70	14.58	10.97	12.50	
Pick & Pack Worker 2	No Bid	No Bid	13.50		No Bid		14.56	No Bid	No Bid	No Bid	No Bid	11.22	No Bid		13.30				11.97	12.92	
Pick & Pack Worker 3	No Bid	No Bid	14.05	17.90	No Bid		17.20	No Bid	No Bid	No Bid	No Bid	12.54	No Bid		14.00				12.97	13.60	
Precision Assembler 1	17.50	No Bid	12.02	16.12	No Bid		12.74	No Bid	No Bid	No Bid	No Bid	10.56	No Bid	15.40	12.75		12.10	14.94	12.77	12.58	
Precision Assembler 2	No Bid	No Bid	13.00		No Bid		15.22	No Bid	No Bid	No Bid	No Bid	11.88	No Bid		15.05				14.01	13.26	
Precision Assembler 3	No Bid	No Bid	14.79		No Bid		16.55	No Bid	No Bid	No Bid	No Bid	13.20	No Bid		15.90				16.72	13.94	
Quality Control Inspector 1	19.00	No Bid	13.02	15.68	No Bid		12.74	No Bid	No Bid	No Bid	No Bid	12.67	No Bid	13.50	12.80		12.90		14.16	13.94	
Quality Control Inspector 2	No Bid	No Bid	15.98		No Bid		15.88	No Bid	No Bid	No Bid	No Bid	14.52	No Bid	16.20	15.65				16.16	14.62	
Quality Control Inspector 3	No Bid	No Bid	16.89		No Bid		18.53	No Bid	No Bid	No Bid	No Bid	15.59	No Bid		16.10				18.15	15.64	
Service Order Dispatcher	No Bid	No Bid			No Bid	45.30		No Bid	No Bid	No Bid	No Bid		No Bid								
Shipping / Receiving Worker 1	16.00	No Bid	12.75	13.60	No Bid		11.46	No Bid	No Bid	No Bid	No Bid	10.56	No Bid	16.16	12.80		11.70	13.78	13.30	13.00	
Shipping / Receiving Worker 2	No Bid	No Bid	14.97		No Bid	14.85	14.56	No Bid	No Bid	No Bid	No Bid	13.20	No Bid		14.99				14.81	14.28	
Shipping / Receiving Worker 3	No Bid	No Bid	15.97		No Bid		17.20	No Bid	No Bid	No Bid	No Bid	15.84	No Bid		15.99				16.32	14.96	
Stockpile Inspector	No Bid	No Bid			No Bid			No Bid	No Bid	No Bid	No Bid		No Bid							30.00	

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Shift Differential	22nd Century Technologies, Inc	Abacus Service Corporation	6%	Accurate Placement	Adecco Usa Inc.	8%	ALL ABOUT PEOPLE INC	ALLSTAFF SERVICES INC	AZTECH PROFESSIONAL SERVICES INC	CORPORATE JOB BANK PERSONNEL SERVICES	DEPENDABLE PERSONNEL INC	HOWROYD WRIGHT EMPLOYMENT AGENCY INC	Insight Global, Inc	KELLY SERVICES INC	KFORCE INC	ManpowerGroup US Inc.	OneSource Employment Solutions	Perfect Placement services, inc.	Premier Staffing Source, Inc	Provincia Staffing LLC	RANDSTAD US LP	RW STAFFING SOLUTIONS LLC	Staffmark
Category / Jobtitles (To search by specific job title click the pull down arrow above. De-select the "(Select all)" and then select specific job title)																							

Subject Matter Expert 1	No Bid	No Bid					No Bid			19.10	No Bid												
Subject Matter Expert 2	No Bid	No Bid					No Bid			29.11	No Bid												
Subject Matter Expert 3	No Bid	No Bid					No Bid			39.70	No Bid												
Vehicle / Equipment Operator 1	17.00	No Bid			16.36	No Bid	No Bid	22.48	35.81	14.58	No Bid		13.65		12.50								
Vehicle / Equipment Operator 2	No Bid	No Bid				No Bid	No Bid		48.50	17.80	No Bid		16.20										
Vehicle / Equipment Operator 3	No Bid	No Bid				No Bid	No Bid			19.85	No Bid		18.40										
Warehouse Worker 1	16.00	No Bid	12.15	17.90	12.12	No Bid	No Bid	15.60	24.41	12.74	No Bid	No Bid	No Bid	11.88	No Bid	16.20	11.85		11.90	13.78	12.82	13.60	
Warehouse Worker 2		No Bid	13.50			No Bid	No Bid			15.88	No Bid	No Bid	No Bid	13.29	No Bid		13.30				14.30	14.28	
Warehouse Worker 3		No Bid	14.50			No Bid	No Bid			18.53	No Bid	No Bid	No Bid	14.52	No Bid		14.50				15.78	14.96	
Welder 1	18.00	No Bid	16.50			No Bid	No Bid	32.75		16.56	No Bid	No Bid	No Bid		No Bid		15.35		16.10			17.68	
Welder 2		No Bid	18.25			No Bid	No Bid			19.85	No Bid	No Bid	No Bid		No Bid		17.90					18.36	
Welder 3		No Bid	20.25			No Bid	No Bid			23.82	No Bid	No Bid	No Bid		No Bid		19.05						19.04

**LINKING AGREEMENT  
BETWEEN  
THE CITY OF GLENDALE, ARIZONA  
AND  
ALL ABOUT PEOPLE, INC.**

**EXHIBIT C**  
Scope of Work

**PROJECT**

All About People, Inc. will provide temporary personnel services on an as needed basis.

**LINKING AGREEMENT  
BETWEEN  
THE CITY OF GLENDALE, ARIZONA  
AND  
ALL ABOUT PEOPLE, INC.**

**EXHIBIT D**

**METHOD AND AMOUNT OF COMPENSATION**

Method of payment is provided in Section 4 of the Agreement. The amount of compensation, including purchase of products and services, is provided in the rate sheet and award pursuant to State of Arizona Agreement No. ADSPO 13-043950.

**NOT TO EXCEED AMOUNT**

The total amount of compensation paid to Contractor for full completion of all work required by the Project must not exceed \$30,000 for the entire term of the Agreement.

**DETAILED PROJECT COMPENSATION**

Temporary personnel services on an as needed basis.