4.1 VENDOR INFORMATION

4.1.9 Company background/history and why vendor is qualified to provide the services described in this RFP. Limit response to no more than five (5) pages.

Premier Staffing Source, Inc.'s (PSS, Inc.) is a full-service staffing firm with over 100 years of collective experience in the staffing industry. The company's service offerings include:

- Contingent Staffing
- Payrolling
- Project Staffing
- Temp-to-Hire
- Permanent Placement
- Recruitment and Selection

PSS, Inc.'s background includes extensive experience providing recruitment, placement, payroll and project staffing services for more than 11 years. PSS, Inc. is an outgrowth of its parent company, IMRG, Inc. In August 2001, PSS, Inc. was formed in response to requests for contingent or project staff made by customers of its parent. PSS, Inc.'s initial growth resulted from such requests; however, the company's growth in the last three years is directly attributable to its efforts and customers. Today, the company provides staffing support to federal, state and local customers in 27 states under 50 contracts. PSS, Inc. continues to experience growth through strategic customer development and growth.

Table 7: PSS, Inc.'s Approach and State Benefits

Features of PSS, Inc.'s Approach	State of Nevada Benefits
Experienced company leadership with unique and direct expertise on similar contracts with the public sector.	*Provides State with subject matter expert from the highest level of the company.*
Tailored management solutions based on 100 plus years of industry experience.	*Ensures the use of best industry practices and performance matrices tied to County's goals and initiatives.*
Solid history of related experience on similar and related efforts.	*Minimum risk associated with replacing incumbent contractor.*
Tailored transition plan intended to ensure continuity of services to State and all end-users.	*Minimizes the loss of legacy knowledge and promotes its transfer to vendor.*
Dedicated Project Manager and Customer Service Team (CST) with over 80 combined years of experience.	*Provides State with a vendor that has the professional depth to meet and manage this requirement.*
Customized reports to support State monitoring and assessment of service.	*Ensure State has data necessary to assess usage and cost reported in format familiar to the State.*
Customer portal with access to contract related information 24/7/365 and allows State to place orders, review current orders, review contract related information, communicate with PSS, Inc. and ensures all parties are current on all activities.	*Provides State with an accessible vendor, enhances channels of communication and promotes a collaborative methodology.*

Features of PSS, Inc.'s Approach	*State of Nevada Benefits*
Customized assessments aligned with the State's staffing requirements. PSS, Inc. thoroughly screens applicants and confirms all educational information including credentials.	*Ensures the State receives skill-ready and professionally vetted temporary ready to support the State and bring immediate value.*
Ability to offer multiple service models including vendor-or-premises, managed service provider and single, service provider.	*Depth of PSS, Inc.'s service capabilities provides the State with options to meet any capacity needs. Offers consultative approach as an engaged service provider.*
Corporate resources: $2M bank line of credit, software and systems tailored to government contracting in a performance-based environment.	*Ensures the State works with an efficient and fiscally responsible vendor.*

PSS, Inc. has developed processes and procedures to ensure its service is of the highest caliber. The company's client list makeup is 98% public entities. As such, PSS, Inc.'s staff is adept at ensuring all contractual requirements for such organizations are strictly adhered to. PSS, Inc.'s service personnel have long track records with the company and are all industry veterans. The average tenure of PSS, Inc. management personnel is nine (9) years and its support staff is seven (7) years. The tenure and experience of its personnel is included among the company's core strength. The collective talents of PSS, Inc. management and support personnel enable the company to service the customer requirements of all size and complexity.

The company has the infrastructure, experience and resources to offer a solid solution to the State of Nevada (State) under its proposal. PSS, Inc. personnel are active members of industry associations and are encouraged to remain current on industry trends and projections. The company routinely provides training to its staff to ensure its practices parallel leading industry initiatives. PSS, Inc.'s industry experience and experience in the financial, medical, administrative, and technical areas are resident in both its staff and contract operations.

As part of its service approach, significant investments in support applications have enabled PSS, Inc. staff to effectively service it customers across the nation. These applications include applicant tracking and placement; customer relationship management, business analytics, timekeeping and financial and accounting.

PSS, Inc.'s President, Myrna Cooks, has an impressive 30 years of experience in the staffing and personnel management industry. Under this effort, Ms. Cooks orchestrates all resources and works with the assigned Project Manager and Customer Support Team (CST) to ensure PSS, Inc. solution to the University is consistent and effective. Ms. Cooks has worked closely with the current team assigned to support the University for the past four (4) years.

Ms. Cooks has developed and managed staffing projects with more than 300 employees for government and private companies. Her forte is the ability to identify critical human capital needs and craft strategic plans to satisfy each need. In addition, Ms. Cooks has trained her team to undertake each project using a proprietary customer management approach. This approach, based on Ms. Cooks'

years in the industry and wide-ranging experiences, includes identifying critical service needs, qualifying and quantifying those needs and preparing a resolution for successfully meeting them. The approach includes customer support guidelines and problem resolution mandates. This approach has proven successful under similar efforts.

In addition to Ms. Cooks, PSS, Inc. employs an impressive team of professionals with extensive staffing industry experience. Pamela Williams has been identified as the Project Manager for the University project. Ms. Williams has a 20-year track record of managing similar projects; four (4) of which with the University. She is experienced with managing temporary staffing contracts with federal, state and local agencies. Ms. Williams, through customer insight, develops a strategic service plan which ensures successful oversight and service to the University.

For the past four (4) years, Lydia Garza, PSS, Inc.'s Regional Staffing Manager for the Chicago area, has serviced the University. Ms. Garza has used her 15 years of industry experience to develop a sound pool of qualified medical, financial, information technology and customer support personnel in the Chicago area. In addition, Ms. Garza has worked closely to ensure payrolled University personnel are efficiently brought on board with PSS, Inc. and paid in an accurate manner. Ms. Garza has served as the Regional Staffing Managers to three (3) University contracts and several others in the city of Chicago. Ms. Garza successful record of placement and vetting of employees has served PSS, Inc. with all University contracts. Ms. Garza oversees other PSS, Inc. Recruiters assigned to the University.

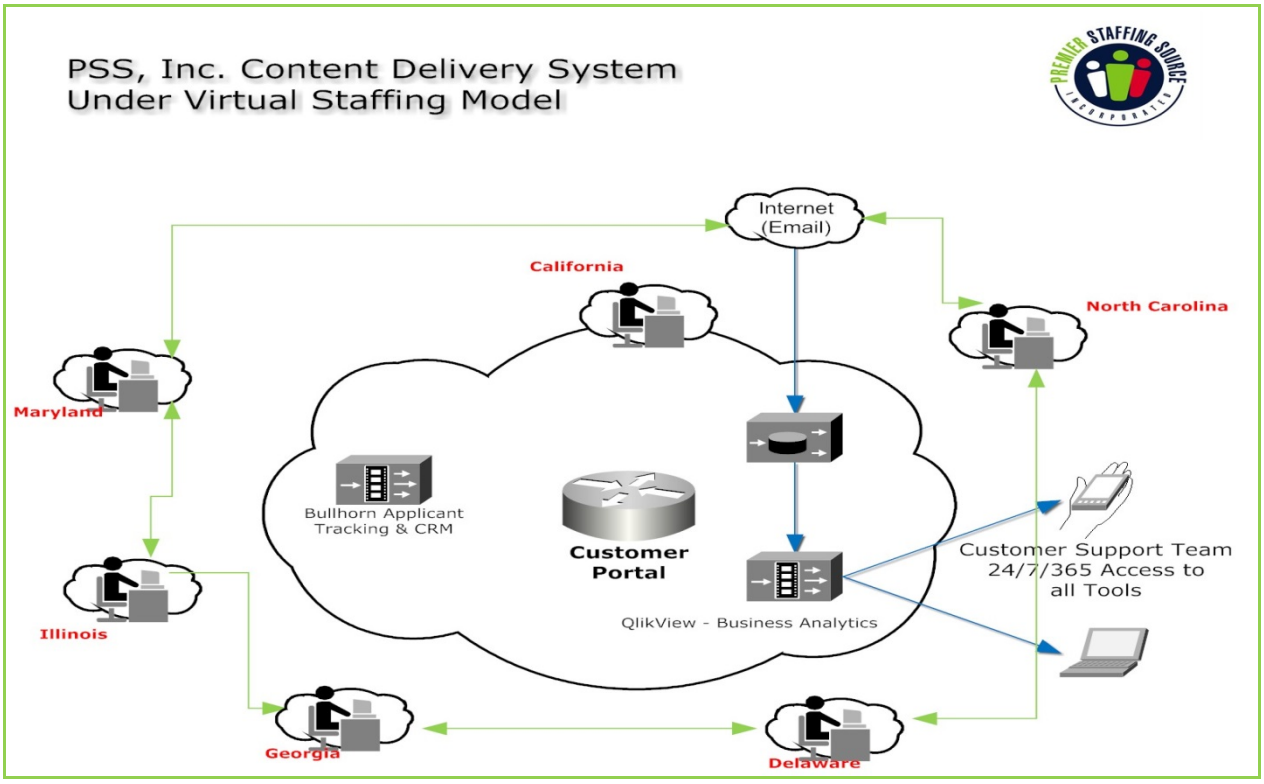
Other key personnel include the Director of Contracts and Chief Financial Officer of the company. These individuals work to ensure PSS, Inc. remains compliant with all contractual matters, submits reports and invoices in a timely manner and pays all assigned personnel in accordance with state and federal regulations.

Ms. Elizabeth Harris serves as PSS, Inc.'s contractual oversight on all contracts. As the Director of Contracts, she is responsible for ensuring PSS, Inc. satisfies all contractual obligations, coordinates efforts between project management, accounting and corporate resources, and general oversight of work to be implemented safely and efficiently in accordance with prudent business practices, applicable laws and regulations, and corporate policies. Ms. Harris has worked in contract management oversight for 27 years, 11 of which in the staffing industry. For the past four (4) years, Ms. Harris has worked with the Project Manager, Regional Recruiting Manager and Chief Financial Officer to ensure compliance on all University contracts. She holds quarterly contract reviews with these individuals and conducts monthly ethics meeting with newly assigned temporary personnel.

Ms. Melanie Bilal has served as Chief Financial Officer providing fiscal oversight and accounting support in the staffing industry for more than 10 years and has 23 years of accounting experience working at various levels in other industries. Ms. Bilal has worked closely with the University on its payrolling needs for four (4) years. She has developed successful processes for bringing identified University payrollers on-board with minimum input from the University. This includes vetting the hiring particulars with the University and making certain her payroll staff pays each in accordance with University specifics for each individual. Ms. Bilal also guarantee required ad hoc reports are delivered in the appropriate format to the designated University party. Ms. Bilal has established internal controls to prevent false claims in billing, payroll and timekeeping. These controls include random audits of employee arrival and departure times by the department, a two-person review of all invoices, and 100% confirmation of reported time for each employee.

The structural make-up of PSS, Inc. combined with its experience in providing medical, administrative, information technology and other personnel provide it with the resources to present an effective solution to the State of Nevada. The company, under its virtual staffing model, is structured so each location is equipped with processes, equipment and applications to view the activities and current customer requests across the company. This is possible through continuous updating of key customer and Associate information via PSS, Inc.'s information technology infrastructure. PSS, Inc. is equipped with industry tools such as recruiting and performance management software which enables our recruiters, staffing managers, and account managers to remain current on all job orders. All support applications, which include Bullhorn (applicant tracking and task order management), QlikView (business analytics) and the customer portal, are available to the team 24/7/365. In addition, the Customer Support Team (CST) is equipped for mobile telephones and laptops to ensure they are available to responds to customer requests if they are out of the office. The tools also ensure members of the CST have access to one another whether in and out of the office. Using its virtual staffing approach model, Recruiters support one another to ensure time-to-fill metrics are met for each customer and customer response times meet PSS, Inc. service requirements. The model enhances the company's ability to support every client and still provide dedicated and customized service through a single PSS, Inc. point of contact.

Figure 6: PSS, Inc. Virtual Staffing Model



As with similar requirements of this size and scope, as part of its solution, PSS, Inc. intends on establishing a local presence to augment it virtual staffing model.

4.1.10 Length of time vendor has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.

PSS, Inc. has been providing temporary staffing services for medical, administrative, information technology and other personnel for more than 11 years.

The University of Illinois, Chicago: Temporary Staffing Support and Payrolling

Address: 715 S. Wood MC 862-Room 109
Chicago, IL 60612
Phone Number: 312-996-8514
Point of Contact: Shannon McGinnis
Period of Performance: July 1, 2013 – June 30, 2018
Services Provided: Payrolling and Temporary Staffing Support
Dollar Value of Contract: $3,982,979.72 (PSS, Inc. awarded June 17, 2013)

Address: 715 S. Wood MC 862-Room 109
Chicago, IL 60612
Phone Number: 312-996-8514
Point of Contact: Shannon McGinnis
Period of Performance: December 1, 2008 – June 30, 2013
Services Provided: Payrolling and Temporary Staffing Support
Dollar Value of Contract: $2,067,000

The University of Chicago is a public university and the largest university in the Chicago area with more than 25,000 students and 12,000 faculty and staff. The University of Chicago leads the Chicago area in the provision of education and healthcare.

PSS, Inc. was first awarded this contract in November of 2008. The company was just receives notice of a new award of a contract for similar services with the University for medical personnel. Under these contracts with the University, PSS, Inc. provides standard temporary placement as well as payrolling services. Under the recent award, PSS, Inc. is the primary vendor for eight (8) of the 12 service categories which represent 60 positions which include Cardiac Sonographers, Electroencephalographic Technicians, Hemodialysis Technicians, Health Care Reimbursement Analysts, Inventory Clerks, Cashiers, Budget Analysts, IT Support Associates, Food Service Sanitation Laborers, and more. Coverage under these contracts is 24/7/365.

The initial contract represented a new customer for PSS, Inc. as well as a new geographic region. Within three days of award, the company established an office within five (5) miles of the University and fully staffed the operation. Within the first month, PSS, Inc. had 15 employees assigned to the University.

Under the University's requirement for payrolling, the University provides PSS, Inc. with the names of the personnel they wish to place on their payrolling list. A task order form is provided to PSS, Inc. with the employee's name and specific requirements to include: department contact, location of employ-

ment address, number of days, labor category and pay rate. All PSS, Inc.'s hiring forms, provided to the University by PSS, Inc. are completed by the employee and submitted directly to the University. Under these contracts PSS, Inc. complies with HIPAA and ARRA to ensure the confidentiality of Protected Health Information discussed to its temporary Associates.

The MetroHealth System

Address: 2500 MetroHealth Drive, Cleveland, OH 44109
Phone Number: 216-957-3752
Point of Contact: Adrian Krisak
Period of Performance: May 2013 – May 2018
Services Provided: Temporary/Interim Staffing Contract Services (Medical and IT Personnel)
Dollar Value of Contract: $100,000

PSS, Inc. was awarded a contract with MetroHealth System in May of 2013. The MetroHealth System is one of the largest, most comprehensive health care providers in Northeast, Ohio. MetroHealth Medical Center provides care to nearly 28,000 inpatients annually. Under this contract, PSS, Inc. provides qualified Clerical/Administrative, Information Technology, Accounting/Financial, Health Care Support and Allied Health temporary personnel to augment MetroHealth System's personnel needs. All placed PSS, Inc. personnel are required to comply with HIPAA and ARRA to ensure the confidentiality of Protected Health Information (PHI). Prior to placement, all PSS, Inc. must pass a drug and TB test, and undergo background checks and fingerprinting.

Metropolitan Washington Airports Authority: Temporary Audit/Accounting

Address: 1 Aviation Circle, Suite 154
Washington, DC 20001
Phone Number: 703 -417-8675
Point of Contact: Cedric Kinlow
Period of Performance: August 2006 – June 30, 2013
Services Provided: Temporary Audit/Accounting Services
Dollar Value of Contract: $1,000,000

Address: 1 Aviation Circle, Suite 154
Washington, DC 20001
Phone Number: 703 -417-8675
Point of Contact: Cedric Kinlow
Period of Performance: July 1, 2013 – June 30, 2016
Services Provided: Temporary Audit/Accounting Services
Dollar Value of Contract: $250,000

PSS, Inc. was first awarded a contract with the Metropolitan Washington Airports Authority (Authority) in August 2006 to provide temporary Professional Accounting Service to the Authority on an as-needed basis to supplement all levels of financial staff with auditing and accounting personnel. Since its initial contract with the Authority, PSS, Inc. has won two additional, most recently in May of this year. Under two separate contracts the company has provided Clerical/Administrative and Finan-

cial/Accounting support respectively. Under each, PSS, Inc. provided the staff in accordance with the timeframe required at of the quality expect.

Maryland Department of Housing and Community Development: Temporary Financial Support.
Address: 100 Community Place
Crownsville, MD 21032
Phone Number: 410-514-7113
Point of Contact: Ann Goldman
Period of Performance: March 31, 2009 – November 30, 2011
Services Provided: Temporary Financial Support
Dollar Value of Contract: $250,000

PSS, Inc. was awarded this contract in March 2009 to provide temporary staffing on an as needed basis for finance and accounting support services throughout the various areas of the Maryland Department of Housing and Community Development (DHCD). This contract supplements existing DHCD resources in support of financial support operations, including accounting, underwriting, and loan processing and loan purchasing. PSS, Inc. must have procedures in place to ensure temporary employees proposed for assignment meet the qualifications of each task order and are capable of handling duties assigned.

County of Prince William: Temporary Support Personnel

Address: 1 County Complex Court
Prince William, VA 22192
Phone Number: 703-792-6776
Point of Contact: William Cleis
Period of Performance: July 2010 – June 2013
Services Provided: Temporary Support Personnel
Dollar Value of Contract: $200,000

PSS, Inc. was awarded this contract to provide temporary support personnel on an as-needed basis. A task order is issued for each new requirement. PSS, Inc. must respond in the timeframe according to the terms of the contract. This contract requires PSS, Inc. to provide the following labor categories: Accounting Assistants, Human Services Aids, Human Service Worker and Winter Shelter Monitors.

Citizens Property Insurance Corporation

Address: 2101 Maryland Circle
Tallahassee, FL 32303
Point of Contact: Ellen Burger
Period of Performance: August 2011 – June 2014
Services Provided: Temporary Support Personnel
Dollar Value of Contract: $1,000,000

PSS, Inc. was awarded to contract to provide staffing for daily employment services. PSS, Inc. provides administrative and professional staff with related insurance experience throughout the state of Florida.

State of Delaware, Delaware Emergency Management Agency: Temporary Support Personnel
Address: 165 Brick Store Landing Road
Smyrna, DE 19977
Phone Number: 302-659-2219
Point of Contact: Edward Lee
Period of Performance: October 1, 2012 – June 30, 2013
Services Provided: Temporary Employment Services
Dollar Value of Contract: $1,000,000

PSS, Inc. was awarded this contract in October 2012 to provide temporary employment services to support daily operations; including Substitute Educational staff. Under this contract, PSS, Inc. is given a reasonable time as determined by the Delaware agency to fill a job order from the date of its placement. This contract requires financial, administrative, legal, food service, maintenance and human resources staff and support.

4.3 Business References

Reference #: 1	University of Illinois at Chicago		
Company Name:	Premier Staffing Source, Inc.		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	Temporary Staffing Support		
Primary Contact Information			
Name:	Shannon McGinnis		
Street Address:	715 S. Wood MC 862-Room 109		
City, State, Zip	Chicago, IL 60612		
Phone, including area code:	312-996-8514		
Facsimile, including area code:	312-996-3135		
Email address:	Shanmcgi@uillinois.edu		
Alternate Contact Information			

Name:	
Street Address:	
City, State, Zip	
Phone, including area code:	
Facsimile, including area code:	
Email address:	
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	PSS, Inc. provides temporary placement as well as payrolling services under this contract.
Original Project/Contract Start Date:	December 1, 2008
Original Project/Contract End Date:	June 30, 2013
Original Project/Contract Value:	$2,067,000
Final Project/Contract Date:	N/A
Was project/contract completed in time originally allotted, and if not, why not?	Yes
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	Yes

Reference #:	County of Prince William
Company Name:	Premier Staffing Source, Inc.
Identify role company will have for this RFP project ***(Check appropriate role below):***	

X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	Temporary Staffing Support		
Primary Contact Information			
Name:		William Cleis	
Street Address:		1 County Complex Court	
City, State, Zip		Prince Wiliam, VA 22192	
Phone, including area code:		703-792-6776	
Facsimile, including area code:		703-792-4611	
Email address:		wecleis@pwcgov.org	
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:		PSS, Inc. provides financial staffing support to the County's administrative offices in several locations throughout the county.	
Original Project/Contract Start Date:		July 1, 2010	
Original Project/Contract End Date:		August 30, 2013	
Original Project/Contract Value:		$200,000	
Final Project/Contract Date:		N/A	

Was project/contract completed in time originally allotted, and if not, why not?	Contract will not end until August 30, 2013.
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	Yes

Reference #: 3		University of Oklahoma	
Company Name:		Premier Staffing Source, Inc.	
Identify role company will have for this RFP project ***(Check appropriate role below):***			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	Temporary Staffing Support		
Primary Contact Information			
Name:		Misty Taylor	
Street Address:		2750 Venture Drive	
City, State, Zip		Norman, OK 73069	
Phone, including area code:		405-325-0311	
Facsimile, including area code:		405-271-5538	
Email address:		Misty-taylor@ouhsc.edu	
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip			
Phone, including area code:			
Facsimile, including area code:			
Email address:			

Project Information	
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	PSS, Inc. provides temporary clerical staffing services, including Healthcare support under this contract.
Original Project/Contract Start Date:	July 1, 2011
Original Project/Contract End Date:	June 30, 2014
Original Project/Contract Value:	$100,000
Final Project/Contract Date:	N/A
Was project/contract completed in time originally allotted, and if not, why not?	Yes
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	The contract will not end until June 30, 2013.

Reference #: 4		Chicago Family Health Center	
Company Name:		Premier Staffing Source, inc.	
Identify role company will have for this RFP project ***(Check appropriate role below):***			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	Temporary Staffing Support		
Primary Contact Information			
Name:		Amelia Rodriguez	
Street Address:		9119 S. Exchange Avenue	
City, State, Zip		Chicago, IL 60617	

Phone, including area code:	773-768-5000
Facsimile, including area code:	773-978-8189
Email address:	arodriguez@chicagofamilyhealth.org
Alternate Contact Information	
Name:	
Street Address:	
City, State, Zip	
Phone, including area code:	
Facsimile, including area code:	
Email address:	
Project Information	
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	Provide temporary medical billers and coders to support the center.
Original Project/Contract Start Date:	February 2010
Original Project/Contract End Date:	October 2010
Original Project/Contract Value:	$76,692
Final Project/Contract Date:	October 2010
Was project/contract completed in time originally allotted, and if not, why not?	Yes
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	Yes

4.4. Vendor Staff Resumes