Presented To:	**State of Nevada**
Response To:	**Request for Proposal: 3051 for Temporarily Assigned Medical Related Positions**
Prepared By:	**AppleOne Employment Services** Government Solutions Division 1999 W. 190th Street Torrance, CA 90504
Managing Office:	**All's Well Las Vegas** 6655 W. Sahara Ave, Suite A200, Las Vegas, NV 89146
Contact:	**Linda Madigan** ***Vice President, Operations & Government Solutions*** Phone: (310) 750-3400 Fax: (310) 750-1111 Email: lmadigan@appleone.com
Due:	**June 26, 2013 @ 2:00 PM**

PART IA: TECHNICAL PROPOSAL – ELECTRONIC COPY

appleone
Government Solutions
1999 W. 190th St., Torrance, CA 90504 Tel: (310) 750-3400 Fax: (310) 750-1111 www.appleone.com

June 24, 2013

State of Nevada, Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701

ATTN: Ronda Miller, Purchasing Officer
RE: Request for Proposal: 3051 for Temporary Assigned Medical Related Positions

Dear Ms. Miller:

AppleOne Employment Services welcomes the opportunity to present our services to the State of Nevada. As the largest privately-held human capital management company in the United States, AppleOne Employment Services has over 225 points of operation throughout the United States and Canada. AppleOne's Government Services Division provides service to public sector entities and educational institutions nationwide, and emphasizes the importance of quality and cost-effectiveness for its clients.

AppleOne will service the State from the following branch offices, which will service the Northern, Southern, and Rural Regions of the State of Nevada (as described in Section 1.2 of the RFP):

All's Well Las Vegas (Managing Branch)
6655 W. Sahara Ave, Suite A200,
Las Vegas, NV 89146
Phone: (702) 684-8882
Fax: (702) 870-1875

AppleOne Reno Branch (Support)
5534 Longley Lane, Suite B
Reno, NV 89511
Phone: (775) 825-4055
Fax: (775) 825-4077

RFP Section 1. Project Overview and Section 9.6.3 Compliance
In compliance with Section 1. Project Overview, AppleOne has included copies of our *Surety Bond on file with the State Labor's Commissioner's Office* and *Certificate of Insurance* within Tab IX: Other Informational Material within Part IA – Technical Proposal. Also, in compliance with Section 9.6.3 of the RFP, AppleOne acknowledges that material not marked as "confidential" will become public record upon contract award.

AppleOne intends to provide the State with excellent service that presents lasting solutions while remaining cognizant of the taxpayer's dollar. If you have any questions regarding the enclosed, please feel free to contact me through phone: (310) 750-3400 and/or email: lmadigan@appleone.com.

For further information on our services, you can also access our interactive website at **http://www.appleone.com**.

Thank you for considering AppleOne for your staffing needs. We look forward to working with you. We will do everything necessary to ensure that your experience with AppleOne is positive, productive, and long-term.

Sincerely,

Linda Madigan

Linda Madigan
Vice President of Operations & Government Solutions

9.2.3.1 TAB I – TITLE PAGE

The title page must include the following:

Part I A – Technical Proposal	
RFP Title:	Temporarily Assigned Medical Related Positions
RFP:	3051
Vendor Name:	Howroyd Wright Employment Agency, Inc., dba: AppleOne Employment Services
Address:	1999 W. 190th St., Torrance, CA 90504
Proposal Opening Date:	6/26/13
Proposal Opening Time:	2:00 PM

9.2.3.2 TAB II – TABLE OF CONTENTS

VENDOR INFORMATION SHEET ..... **TAB I**

TABLE OF CONTENTS ..... **TAB II**

VENDOR INFORMATION SHEET ..... **TAB III**

STATE DOCUMENTS ..... **TAB IV**

- Amendment 1 to Request for Proposal 3051
- Attachment A – Confidentiality and Certification of Indemnification
- Attachment C – Vendor Certifications
- Attachment K – Certification Regarding Lobbying
- State of Nevada Business License
- Registration with the State of Nevada as a Foreign Entity
- National Minority Supplier Development Council (NMSDC) Certification
- Women's Business Enterprise National Council (WBENC) Certification

ATTACHMENT B, TECHNICAL PROPOSAL CERTIFICATION OF COMPLIANCE WITH TERMS & CONDITIONS OF RFP ..... **TAB V**

- Attachment B – Technical Proposal Certification of Compliance with Terms and Conditions of RFP
- Additional Responses To Attachment B

SECTION 3 – SCOPE OF WORK ..... **TAB VI**

Management Reports 1
Temporary Employee Benefits 2
Paid Holidays & Annual Leave 2
Skills Testing 3-5
Structured Interview Guide 3
Software Assessments 3
Administrative/Clerical 3-4
Medical/Healthcare 4-5
Assessing Bilingual Skills 5
Customized Evaluations 5
Pre-Employment Screening Methodology 5-9
Reference Checks 5
Background Screening 6-9
Immigration Reform And Control Act Policy Statement 8-9
Licenses and Credentials Documentation 9
State of Nevada License 9
Employee Incentive Programs 9-10
Employee Training Programs 10-12
On-The-Job Instruction and Supervision 10
Continuous Training 10-11
Employee Orientation 11
Safety Training and Awareness 11-12
Sexual Harassment Training 12
Job Matching 12-15
Candidate Recruitment 12

Proprietary Recruiting Tools 12-13
Other Recruiting Resources 13-14
Diverse Recruitment 14-15
High-Demand Recruitment 15
Job Order Procedures 15-17
Step 1 – Job Order Submitted 16
Step 2 – Acceptance of Order and Initial Response 16
Step 3 – Job Order is Sent Out 16
Step 4 – Evaluation Process 16
Step 5 – Interview/Final Approval 16
Step 6 – Orientation 16
Step 7 – Quality Control 16-17
Response and Turnaround Time 17
Problem Resolution 17-18
Credentialing/Re-Credentialing Policy 19
Contractor Compliance Management Program 19-20
New Hire Packet 21
Licensed Physician 22
Quarterly Reports 23
Management Reports 23-24
Billing Cycles 25
Reimbursements 25
Tracking Charges And Accurate Invoicing 25-27
Overview of Electronic Billing 26
Billing Accuracy 26
Fraud Prevention 26-27
Value-Added Services 27
Direct Deposit 27-28
Resolution Procedures 28
Overtime 28

SECTION 4 - COMPANY BACKGROUND & REFERENCES ..... TAB VII
Vendor Information 1-2
State of Nevada Registration/Business License 2
Legal Entity Name 2
State of Nevada Contracts 3
Current & Pending Litigation 4
Insurance Requirements 5
Company Profile 5-8
Diversity Certifications 5
Specialized Services & Divisions 6-7
Commitment to Government 7
Managing Branch Office Information 7
Length of Service 8
Financial Information 8
Subcontractor Information 9
Business References 10-12
Reference Questionnaire 12
Vendor Staff Resumes 13

ATTACHMENT G - PROPOSED STAFF RESUME..... TAB VIII

- Sara Allred, Primary Point of Contact for the State
- Amber Trask, Secondary Point of Contact for the State
- Becky Cook, Alternate Point of Contact for the State
- Kelly Young, Executive Sponsor

OTHER INFORMATIONAL MATERIAL ..... TAB IX

- Surety Bond
- Certificate of Insurance
- Benefits Sheet
- Sample Orientation Brochure
- Quality Assurance Surveys
- New Hire Packet
- Sample Invoice & Management Reports
- Branch List
- Current & Pending List of Litigations

9.2.3.3 TAB III – VENDOR INFORMATION SHEET

The vendor information sheet completed with an original signature by an individual authorized to bind the organization must be included in this tab.

VENDOR INFORMATION SHEET

AppleOne has completed the RFP's Vendor Information Sheet for RFP 3051 and has included the form immediately after this page.

VENDOR INFORMATION SHEET FOR RFP 3051

Vendor Must:

A) Provide all requested information in the space provided next to each numbered question. The information provided in Sections V1 through V6 will be used for development of the contract;

B) Type or print responses; and

C) Include this Vendor Information Sheet in Tab III of the Technical Proposal.

V1	Company Name	Howroyd Wright Employment Agency, Inc., dba: AppleOne Employment Services

V2	Street Address	1999 W. 190th St.

V3	City, State, ZIP	Torrance, CA 90504

V4	Telephone Number		
	Area Code: 310	Number: 750-3400	Extension:

V5	Facsimile Number		
	Area Code: 310	Number: 750-1111	Extension:

V6	Toll Free Number		
	Area Code: 800	Number: 564-5644	Extension:

V7	***Contact Person for Questions / Contract Negotiations, including address if different than above***
	Name: Linda Madigan
	Title: Vice President of Operations & Government Solutions
	Address: 1999 W. 190th St., Torrance, CA 90504
	Email Address: lmadigan@appleone.com

V8	Telephone Number for Contact Person		
	Area Code: 310	Number: 750-3400	Extension:

V9	Facsimile Number for Contact Person		
	Area Code: 310	Number: 750-1111	Extension:

V10	***Name of Individual Authorized to Bind the Organization***	
	Name: Michael A. Hoyal	Title: Chief Financial Officer

V11	Signature ***(Individual must be legally authorized to bind the vendor per NRS 333.337)***	
	Signature:	Date: 6/12/13

9.2.3.4 TAB IV – STATE DOCUMENTS

The State documents tab must include the following:

A. The signature page from all amendments with an original signature by an individual authorized to bind the organization.

B. Attachment A – Confidentiality and Certification of Indemnification with an original signature by an individual authorized to bind the organization.

C. Attachment C – Vendor Certifications with an original signature by an individual authorized to bind the organization.

D. Attachment K – Certification Regarding Lobbying with an original signature by an individual authorized to bind the organization.

E. Copies of any vendor licensing agreements and/or hardware and software maintenance agreements.

F. Copies of applicable certifications and/or licenses.

STATE DOCUMENTS

AppleOne has included all of the following documents immediately following this page:

- ***Amendment 1 to Request for Proposal 3051***
- ***Attachment A – Confidentiality And Certification of Indemnification***
- ***Attachment C – Vendor Certifications***
- ***Attachment K – Certification Regarding Lobbying***
- ***State of Nevada Business License – Referenced from Tab VI – Section 3 – Scope of Work and Tab VII – Section 4 – Company Background and References within AppleOne's Part IA – Technical Proposal***
- ***Registration with the State of Nevada as a Foreign Corporation – Referenced from Tab VII – Section 4 – Company Background and References within Part IA – Technical Proposal***
- ***National Minority Supplier Development Council (NMSDC) Certification – Referenced from Tab VII – Section 4 – Company Background and References within Part IA – Technical Proposal***
- ***Women's Business Enterprise National Council (WBENC) Certification – Referenced from Tab VII – Section 4 – Company Background and References within Part IA – Technical Proposal***

State of Nevada
Department of Administration
Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701

Brian Sandoval
Governor

Greg Smith
Administrator

SUBJECT:	Amendment 1 to Request for Proposal 3051
RFP TITLE:	Temporarily Assigned Medical Related Positions
DATE OF AMENDMENT:	May 30, 2013
DATE OF RFP RELEASE:	May 16, 2013
OPENING DATE:	June 26, 2013
OPENING TIME:	2:00 PM
CONTACT:	Ronda Miller, Procurement Staff Member

The following shall be a part of RFP ***3051.*** If a vendor has already returned a proposal and any of the information provided below changes that proposal, please submit the changes along with this amendment. You need not re-submit an entire proposal prior to the opening date and time.

---

1. Do you have a break down on the positions that they will generally utilize? Attachment M is very broad and covers many types of positions.
   No. Vendors must have the capability to provide these types of positions.

2. Regarding the Position Classifications, is it an all or nothing bidding process? Ex: If we are able to place temporary workers into all classifications except Physicians due to insurance/malpractice reasons, would that disqualify us potentially winning the bid?
   No.

3. Will there be a point system or percentage system utilized for judging the award criteria of this proposal? If so, can you please specify how this will be broken down (100 points, 100%, etc)?
   Yes. This information is confidential until the Notification of Award (NOA).

4. For the Cost Proposal Section, can we include a total markup amount, to include all costs associated with performing the requirements in the Scope Of Work?
   Vendors may take exception to the RFP cost section using Attachment J within RFP 3051.

<u>ALL ELSE REMAINS THE SAME FOR RFP 3051.</u>

Vendor must sign and return this amendment with proposal submitted.

Vendor Name: Howroyd Wright Employment Agency, Inc., dba: AppleOne Employment Services

Authorized Signature: _____

Title: Chief Financial Officer Date: 6/12/13

This document must be submitted in the "State Documents" section/tab of vendors' technical proposal.

ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION

Submitted proposals, which are marked "confidential" in their entirety, or those in which a significant portion of the submitted proposal is marked "confidential" **will not** be accepted by the State of Nevada. Pursuant to NRS 333.333, only specific parts of the proposal may be labeled a "trade secret" as defined in NRS 600A.030(5). All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors' technical and cost proposals become public information.

In accordance with the Submittal Instructions of this RFP, vendors are requested to submit confidential information in separate binders marked "**Part I B Confidential Technical**" and "**Part III Confidential Financial**".

The State will not be responsible for any information contained within the proposal. Should vendors not comply with the labeling and packing requirements, proposals will be released as submitted. In the event a governing board acts as the final authority, there may be public discussion regarding the submitted proposals that will be in an open meeting format, the proposals will remain confidential.

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation. I duly realize failure to so act will constitute a complete waiver and all submitted information will become public information; additionally, failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

This proposal contains Confidential Information, Trade Secrets and/or Proprietary information as defined in ***Section 2 "ACRONYMS/DEFINITIONS."***

Please initial the appropriate response in the boxes below and provide the justification for confidential status.

Part I B – Confidential Technical Information			
YES		NO	✓
Justification for Confidential Status			

A Public Records CD has been included for the Technical and Cost Proposal			
YES	✓	NO	

Part III – Confidential Financial Information			
YES		NO	✓
Justification for Confidential Status			

Howroyd Wright Employment Agency, Inc., dba: AppleOne Employment Services
Company Name

Signature

Michael A. Hoyal, CFO
Print Name

6/12/13
Date

This document must be submitted in Tab IV of vendor's technical proposal

ATTACHMENT C – VENDOR CERTIFICATIONS

Vendor agrees and will comply with the following:

(1) Any and all prices that may be charged under the terms of the contract do not and will not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.

(2) All proposed capabilities can be demonstrated by the vendor.

(3) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.

(4) All proposal terms, including prices, will remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, will remain in effect throughout the contract negotiation process.

(5) No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals must be made in good faith and without collusion.

(6) All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion must be in writing and included in the proposal at the time of submission.

(7) Each vendor must disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict should be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest will automatically result in the disqualification of a vendor's proposal. An award will not be made where a conflict of interest exists. The State will determine whether a conflict of interest exists and whether it may reflect negatively on the State's selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.

(8) All employees assigned to the project are authorized to work in this country.

(9) The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or handicap.

(10) The company has a written policy regarding compliance for maintaining a drug-free workplace.

(11) Vendor understands and acknowledges that the representations within their proposal are material and important, and will be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.

(12) Vendor must certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.

(13) The proposal must be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

Howroyd Wright Employment Agency, Inc., dba: AppleOne Employment Services
Vendor Company Name

Vendor Signature

Michael A. Hoyal, CFO
Print Name

6/12/13
Date

This document must be submitted in Tab IV of vendor's technical proposal

ATTACHMENT K – CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and contracts under grants, loans, and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

By: _____ 6/12/13
Signature of Official Authorized to Sign Application — Date

For: Howroyd Wright Employment Agency, Inc., dba: AppleOne Employment Services
Vendor Name

Request for Proposal: 3051 for Temporary Assigned Medical Related Positions
Project Title

This document must be submitted in Tab IV of vendor's technical proposal

SECRETARY OF STATE

STATE OF NEVADA

NEVADA STATE BUSINESS LICENSE

HOWROYD-WRIGHT EMPLOYMENT AGENCY, INC.

Nevada Business Identification # NV20081487234

Expiration Date: January 31, 2014

In accordance with Title 7 of Nevada Revised Statutes, pursuant to proper application duly filed and payment of appropriate prescribed fees, the above named is hereby granted a Nevada State Business License for business activities conducted within the State of Nevada.

This license shall be considered valid until the expiration date listed above unless suspended or revoked in accordance with Title 7 of Nevada Revised Statutes.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of State, at my office on January 9, 2013

ROSS MILLER
Secretary of State

This document is not transferable and is not issued in lieu of any locally-required business license, permit or registration.

Please Post in a Conspicuous Location

You may verify this Nevada State Business License online at www.nvsos.gov under the Nevada Business Search.

STATE OF NEVADA

ROSS MILLER
Secretary of State

SCOTT W. ANDERSON
Deputy Secretary
for Commercial Recordings

OFFICE OF THE
SECRETARY OF STATE

Filing Acknowledgement

January 31, 2008

Job Number	**Corporation Number**	
C20080204-0331	E0074352008-1	
Filing Description	**Document Filing Number**	**Date/Time of Filing**
Foreign Qualification	20080078147-77	January 31, 2008 06:49:04 AM

Corporation Name	**Resident Agent**
HOWROYD-WRIGHT EMPLOYMENT AGENCY, INC.	PARACORP INCORPORATED

The attached document(s) were filed with the Nevada Secretary of State, Commercial Recordings Division. The filing date and time have been affixed to each document, indicating the date and time of filing. A filing number is also affixed and can be used to reference this document in the future.

Respectfully,

ROSS MILLER
Secretary of State

Commercial Recording Division
202 N. Carson Street
Carson City, Nevada 89701-4069
Telephone (775) 684-5708
Fax (775) 684-7138

STATE OF NEVADA

ROSS MILLER
Secretary of State

SCOTT W. ANDERSON
Deputy Secretary
for Commercial Recordings

OFFICE OF THE
SECRETARY OF STATE

Certified Copy

February 6, 2008

Job Number: C20080204-0331
Reference Number:
Expedite:
Through Date:

The undersigned filing officer hereby certifies that the attached copies are true and exact copies of all requested statements and related subsequent documentation filed with the Secretary of State's Office, Commercial Recordings Division listed on the attached report.

Document Number(s)	Description	Number of Pages
20080078147-77	Foreign Qualification	1 Pages/1 Copies

Respectfully,

ROSS MILLER
Secretary of State

By
Certification Clerk

Commercial Recording Division
202 N. Carson Street
Carson City, Nevada 89701-4069
Telephone (775) 684-5708
Fax (775) 684-7138

ROSS MILLER
Secretary of State
206 North Carson Street
Carson City, Nevada 89701-4299
(775) 684 5708
Website: secretaryofstate.biz

Filed in the office of	Document Number
Ross Miller Secretary of State State of Nevada	20080078147-77
	Filing Date and Time 01/31/2008 6:49 AM
	Entity Number E0074352008-1

Qualification to do Business in Nevada

(PURSUANT TO NRS 80)

USE BLACK INK ONLY - DO NOT HIGHLIGHT

ABOVE SPACE IS FOR OFFICE USE ONLY

1. *Name of Corporation:* (must be the same as shown on the certificate of existence)	Howroyd-Wright Employment Agency, Inc.
2. *State of Incorporation:*	California
3. *Resident Agent Name and Street Address:* (must be a Nevada address where process may be served)	Paracorp Incorporated Name 318 N. Carson Street, Suite 208 — Carson City — Nevada — 89701 (MANDATORY) Physical Street Address — City — Zip Code (OPTIONAL) Mailing Address — City — State — Zip Code
4. *Authorized Stock:* (set forth the total authorized stock indicating number of par shares, par value per share and/or number of no par shares; mark appropriate box if entity is a nonprofit corporation with or without stock; submit required documentation to support statement; stock statement must match documentation exactly)	Total Authorized Stock: 10,100,000 (a) Number of shares with par value: 10,100,000 (b) Par value of each share: $ .0001 (c) Number of shares without par value: - 0 - ☐ This is a nonprofit entity *with* authorized stock, as listed above. ☐ This entity is a nonprofit, non-stock corporation.
5. *Purpose:* (required; continue on additional page if necessary)	The purpose of this Corporation shall be: temporary employment agency
6. *Name, Title and Signature of Officer Making Statement:*	Michael Hoyal — Secretary Name — Title of Officer X Michael Hoyal Signature
7. *Certificate of Acceptance of Appointment of Resident Agent:*	I hereby accept appointment as Resident Agent for the above named corporation. X For Paracorp Incorporated — 1/31/08 Authorized Signature of R.A. or On Behalf of R.A. Company — Date

This form must be accompanied by appropriate fees.

SCMSDC

Southern California
Minority Supplier Development Council

CERTIFICATION

This certificate acknowledges that

THE ACT 1 GROUP
dba ACT 1 PERS. SVCS, AGILE 1, AT TECH,
APPLEONE EMPLOYMT. SVCS

qualifies as a minority owned and managed company which has met the certification criteria established by the National Minority Supplier Development Council and approved by the Southern California Minority Business Development Council, Inc. Board of Directors.

NAICS Code(s): **54161,56131,56132,541611,541612,561311,561320**

3/1/2013
Issue Date

3/1/2014
Expiration Date

1324
Certificate Number

CEO and President

An affiliate of National Minority Supplier Development Council (NMSDC)

WBENC | Women's Business Enterprise National Council

hereby grants

National Women's Business Enterprise Certification

to

The Act 1 Group

dba

ACT 1 Personnel Services, Agile 1, AT-Tech, AppleO

who has successfully met WBENC's standards as a Women's Business Enterprise (WBE).
This certification affirms the business is woman-owned, operated and controlled; and is valid through the date herein.

WBENC National WBE Certification was processed and validated by Women's Business Enterprise Council – West, a WBENC Regional Partner Organization.

Expiration Date: 01/01/2014
WBENC National Certificate Number: 247684

Pamela Williamson, Ph.D

Authorized by Pamela S. Williamson, Ph.D., President/CEO,
Women's Business Enterprise Council – West

Women's Business Enterprise Council WEST

NAICS Codes: 561311, 561330, 561320, 541612, 561110

UNSPSC Codes: 80110000

9.2.3.5 TAB V – ATTACHMENT B, TECHNICAL PROPOSAL CERTIFICATION OF COMPLIANCE WITH TERMS AND CONDITIONS OF RFP

A. *Attachment B* with an original signature by an individual authorized to bind the organization must be included in this tab.

B. If the exception and/or assumption require a change in the terms or wording of any section of the RFP, the contract, or any incorporated documents, vendors *must* provide the specific language that is being proposed on *Attachment B*.

C. Only technical exceptions and/or assumptions should be identified on *Attachment B*.

D. The State will not accept additional exceptions and/or assumptions if submitted after the proposal submission deadline. If vendors do not specify any exceptions and/or assumptions in detail at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

Immediately following this page is AppleOne's completed Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP, along with an additional response page following the form.

ATTACHMENT B – TECHNICAL PROPOSAL CERTIFICATION OF COMPLIANCE WITH TERMS AND CONDITIONS OF RFP

I have read, understand and agree to comply with ***all*** the terms and conditions specified in this Request for Proposal.

YES _____ I agree to comply with the terms and conditions specified in this RFP.

NO X I do not agree to comply with the terms and conditions specified in this RFP.

If the exception and/or assumption require a change in the terms in any section of the RFP, the contract, or any incorporated documents, vendors ***must*** provide the specific language that is being proposed in the tables below. If vendors do not specify in detail any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

Howroyd Wright Employment Agency, Inc., dba: AppleOne Employment Services
Company Name

Signature

Michael A. Hoyal, CFO
Print Name

6/18/13
Date

Vendors MUST use the following format. Attach additional sheets if necessary.

EXCEPTION SUMMARY FORM

EXCEPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	EXCEPTION (Complete detail regarding exceptions must be identified)
1	12. Limited Liability	Page 4 of Attachment D - Contract Form	Please see "Additional Responses" page following this form.
2	14. Indemnification	Page 4 of Attachment D - Contract Form	Please see "Additional Responses" page following this form.
3	Indemnification Clause	Page 1 of Attachment E - Insurance Schedule	Please see "Additional Responses" page following this form.

ASSUMPTION SUMMARY FORM

ASSUMPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	ASSUMPTION (Complete detail regarding assumptions must be identified)
N/A			

This document must be submitted in Tab V of vendor's technical proposal

ADDITIONAL RESPONSES TO ATTACHMENT B, TECHNICAL PROPOSAL CERTIFICATION OF COMPLIANCE WITH TERMS AND CONDITIONS OF RFP

EXCEPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	EXCEPTION (Complete detail regarding exceptions must be identified)
1	*12. Limited Liability*	*Page 4 of Attachment D – Contract Form*	***AppleOne requests that Section 12. LIMITED LIABILITY be revised as follows:*** ***12. LIMITED LIABILITY. The State will not waive and intends to assert available NRS Chapter 41 liability limitations in all cases. Contract liability of both parties shall not be subject to punitive damages. Liquidated damages shall not apply unless otherwise specified in the incorporated attachments. Damages for any State breach shall never exceed the amount of funds appropriated for payment under this Contract, but not yet paid to Contractor, for the fiscal year budget in existence at the time of the breach. Damages for any Contractor breach shall not exceed the fees paid to Contractor under the Contract. ~~one hundred and fifty percent (150%) of the Contract maximum "not to exceed" value. Contractor's tort liability shall not be limited.~~*** ***To the maximum extent permitted by applicable law, neither Contractor or any of its subsidiaries or related entities, nor any of their respective officers, employees, or agents shall have any liability for any indirect, consequential, special or incidental damages, damages for loss of profits or revenues, business interruption, or loss of business information, whether in an action in contract or tort.***
2	*14. Indemnification*	*Page 4 of Attachment D – Contract Form*	***AppleOne requests that Section 14. INDEMNIFICATION be revised as follows:*** ***14. INDEMNIFICATION. To the fullest extent permitted by law Contractor shall indemnify, hold harmless and defend, not excluding the State's right to participate, the State from and against all liability, claims, actions, damages, losses, and expenses, including, without limitation, reasonable attorneys' fees and costs, ~~arising out of any alleged~~ to the extent caused by the sole negligent or willful acts or omissions of Contractor, its officers, employees and agents.*** ***The State agrees to waive any claim and fully defend, indemnify and hold harmless Contractor and its subsidiaries and related entities, and their respective***

			officers, employees and agents from and against any and all liabilities, losses, claims, suits, judgments, expenses, fines, interest, penalties and costs arising or alleged to arise in any manner, directly or indirectly, out of the negligent acts or omissions or willful misconduct of the State and its employees or anyone under the State's control or direction, or involving the State's premises during the term of this Contract.
3	***Indemnification Clause***	***Page 1 of Attachment E – Insurance Schedule***	***AppleOne requests that the INDEMNIFICATION CLAUSE be revised as follows:*** ***INDEMNIFICATION CLAUSE:*** ***Contractor shall indemnify, hold harmless and, not excluding the State's right to participate, defend the State, its officers, officials, agents, and employees (hereinafter referred to as "Indemnitee") from and against all liabilities, claims, actions, damages, losses, and expenses including without limitation reasonable attorneys' fees and costs, (hereinafter referred to collectively as "claims") for bodily injury or personal injury including death, or loss or damage to tangible or intangible property caused~~, or alleged to be caused, in whole or in part,~~ by the sole negligent or willful acts or omissions of Contractor or any of its owners, officers, directors, agents, employees or subcontractors. This indemnity includes any claim or amount arising out of or recovered under the Workers' Compensation Law or arising out of the failure of ~~such contractor~~ Contractor to conform to any federal, state or local law, statute, ordinance, rule, regulation or court decree. ~~It is the specific intention of the parties that the Indemnitee shall, in all instances, except for claims arising solely from the negligent or willful acts or omissions of the Indemnitee, be indemnified by Contractor from and against any and all claims.~~ It is agreed that Contractor will be responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. ~~In consideration of the award of this contract, the Contractor agrees to waive all rights of subrogation against the State, its officers, officials, agents and employees for losses arising from the work performed by the Contractor for the State.~~***
4	***A. MINIMUM SCOPE AND LIMITS OF INSURANCE:, Section 3.***	***Page 2 of Attachment E – Insurance Schedule***	***AppleOne requests that Section 3. Worker's Compensation and Employer's Liability be revised as follows:*** ***3. Worker's Compensation and***

	Worker's Compensation and Employers' Liability		***Employers' Liability*** ***…*** ***a.*** ~~***Policy shall contain a waiver of subrogation against the State of Nevada***~~***.*** ***b.*** ***This requirement shall not apply when a contractor or subcontractor is exempt under N.R.S., AND when such contractor or subcontractor executes the appropriate sole proprietor waiver form.***

9.2.3.6 TAB VI – SECTION 3 – SCOPE OF WORK

Vendors must place their written response(s) in bold/italics immediately following the applicable RFP question, statement and/or section.

AppleOne's response to RFP Section 3, Scope of Work is provided herein. Original RFP section numbering has been maintained for ease of reference.

3. SCOPE OF WORK

The awarded vendor will be required to process time sheets that have been signed or initialed by the appropriate agency on a bi-weekly, monthly, and/or semi-monthly basis. Temporary employees shall receive payment from the contractor via paycheck or direct deposit. Direct deposits shall occur and paychecks shall be mailed within five (5) working days of the time sheet submission. The awarded vendor shall pay the temporary employees based on the agreed upon rate between the contractor, using agency and temporary employee.

It is anticipated that the individual to be hired will be secured through the requesting agency and sent to the contractor to sign up to perform the specific services needed; however, agencies may request the contractor to recruit and provide the temporary employee.

A facsimile, email or telephone call from the agency will constitute a request for service. In the event the contractor recruits an individual, the agency reserves the right to interview the candidate to determine their qualifications for the requested position. The agency may reject and/or remove any individual who does not meet the requested experience or is deficient in the performance of the assignment.

3.1 Position Classifications

3.1.1 ***Attachment M ~ Position Classifications*** represents a listing of positions to fulfill the needs of the various agencies within the State; however, the listing is not meant to be all-inclusive, while the hourly wages listed are estimates only. Hourly wage paid to the temporary employee shall be agreed upon between contractor, requesting agency and the temporary employee.

AppleOne has read, understood, and agrees to comply with the above requirements.

3.1.2 Agencies may request other medical related temporary positions by way of providing the contractor with the employee pay rate, position classification/title, required experience and description of duties. These additional positions shall be captured on reports submitted to the State by the contractor.

MANAGEMENT REPORTS

AppleOne will supply the State of Nevada with management reports at pre-determined intervals and/or upon request. We will work with the appropriate State representative(s) to ensure that the report format is compatible with State standards. Should the State's reporting requirements change during the term of the contract, AppleOne will customize the reports to maintain compliance with State standards and specifications. AppleOne already maintains a reporting system that offers a wealth of information that can be provided in any format (i.e., turnover, fill rate, average tenure, etc.).

3.2 Benefits, Screening and Hiring Process

3.2.1 Vendors shall describe benefits provided to their temporary employees. A synopsis of benefits provided to employees, may include:

- Paid holidays and annual leave;
- Insurance coverage provided (i.e., medical, dental, vision, deductibles, etc.); and/or
- Monthly cost to the employee for health insurance coverage, broken down for employee-only, employee-plus-spouse, employee-plus-children, or employee-plus-family (or for whatever tiers your plan provides).

If your company is in the process of evaluating benefits, please describe those considered and the planned date of implementation.

TEMPORARY EMPLOYEE BENEFITS

AppleOne Employment Services offers a wide range of benefits to those temporary personnel who are actively working. These plans offer a robust hospital benefit, as well as additional wellness benefit options, at comparably lower rates. Affordable group benefits include medical, dental, accident, and life insurance coverage. Offering benefits in this fashion also helps to further ensure co-employment prevention.

Currently, the following two (2) types of coverage are offered:

1. ***Basic Limited Coverage. All temporary associates and contractors are automatically eligible to enroll in our limited individual benefit program offered by BenefitProtect. This non-catastrophic coverage is 100% employee-funded and issued on a guarantee issue basis through Allstate (with a Vision rider). Dental and Life options are also available. This plan is payroll deducted and is designed to provide affordable minimal basic coverage for associates, at no cost to our clients.***
2. ***Expanded Limited Coverage. Since Basic Limited Coverage may not meet the needs of all associates and contractors, a more inclusive limited medical coverage program through BenefitProtect is available upon client's request. Like the Basic Limited Coverage, this program is guarantee issue and 100% employee-funded, with Dental and Vision available. This plan requires five (5) individuals to underwrite this policy.***

An overview of these benefits options, including representative rates, is provided on Tab IX – Other Informational Material of the Technical Proposal. The BenefitProtect Plan levels and/or Choice 1: Basic Limited Coverage are adjusted on a regular basis and the information is provided directly to the Temporary Associate by our Third Party Administrator, BenefitProtect.

PAID HOLIDAYS & ANNUAL LEAVE

AppleOne will work with the State to develop holiday and vacation leave pay plans, as required.

3.2.2 Vendors must describe how they will obtain and assign medical temporary staffing under the contract. The vendor's policies and responses should include the following:

- Define skill testing and screening mechanisms, including a description of reference and/or background checks solicited for each applicant. State agencies are responsible for acquiring fingerprint-based background checks. Awarded vendor will not accept any background requests from State agencies;

SKILLS TESTING

To enhance AppleOne's ability to find skilled, able, and educated candidates for the public sector entities, AppleOne uses the AppleCore Assessment Series, a validated applicant classification system employing high-fidelity classification instruments that focus on customer service skills, aptitude, and attitude assessment. The content underlying these tests was carefully studied and determined to be related to the job performance of AppleOne positions. All AppleOne tests have a proven track record of success, showing that those who take the tests have better performance on the job, significantly increasing their productivity. We already have in place assessment tests for all of the job categories that we are bidding. If needed, AppleOne's assessment series can be customized to meet the State of Nevada's specific requirements for job descriptions.

STRUCTURED INTERVIEW GUIDE

The structured interview guide was designed to identify how well a candidate effectively performs as an AppleOne employee. The interview guide asks questions related to the applicant's work history, interpersonal and team skills, creative problem solving, professionalism, and communication skills. The applicant's responses help us assess how they have responded in past work situations. Questions are framed in this way because research has shown that past work behavior is one of the best predictors of future work behavior.

The expertise of AppleOne's Account Executives, combined with the consistency in evaluation standards provided by the structured interview guide, will ensure that all candidates not only have the skills requirements needed for positions, but the reasoning ability and work ethic to excel in those positions. One of the many advantages in working with AppleOne is our commitment and ability to accurately screen candidates for people-skills, mental sharpness, and positive work attitudes.

SOFTWARE ASSESSMENTS

AppleOne extensively tests candidates on their software proficiency—particularly important in today's high-tech work environment. Using the sophisticated evaluation and training system of ProveIt!, AppleOne's branch staff ensures that candidates possess the necessary skills for exceptional performance. The ProveIt! tests provide the highest quality performance-based testing on virtually all of today's top office software, so we may ascertain each candidate's level of proficiency on Windows as well as Macintosh operating systems. As new software is introduced to the workplace, all AppleOne candidates are encouraged to enhance their skills using the ProveIt! tutorial programs. Prior to assignment, AppleOne can test contractors on over 250 applications across several disciplines, with customized training and evaluation programs that simulate the work to be performed at locations within the State. Available tests and training include:

ADMINISTRATIVE/CLERICAL

The Prove It! testing allows in-depth evaluation of the various skill sets required for administrative and clerical candidates. Test titles include:

Administrative/Clerical Tests	
Business Writing	*Microsoft Internet Explorer*
Counting	*Microsoft Office Suite*
Customer Service Mindset Survey	*Proofreader Marks*
Data Entry 10 Key	*Punctuation*
Email Etiquette	*Reading Comprehension*
English as a Second Language	*Recruiting Fundamentals*
Filing by Name	*Sales Concepts*
Following Verbal Instructions [audio]	*SAS 9 - Data Analyst*
Following Written Instructions	*Shorthand*
Healthcare Benefits Knowledge	*Software Quality Assurance*
Human Resources Basics	*Software Testing*
Human Resources Benefits Knowledge	*Spanish Basic Office Skills*
Internet Basics	*Spanish Basic Reading Comprehension*
Internet Research Skills	*Spanish Office Grammar and Spelling*
Interviewing and Hiring Concepts	*Spanish Typing - General*
Listening Skills [audio]	*Spanish-English Bilingual*
Macintosh Basics OS 9	*Technical Terminology*
Mailroom Management Skills	*Translation Sample - English to Spanish*
Marketing Fundamentals	*Translation Sample - Spanish to English*
Matching (Alphanumeric, Numeric, Images)	*Typing - General*
Math Word Problems	*Vocabulary*
Microsoft Windows	*Writing Sample (letters, etc.)*

MEDICAL/HEALTHCARE

AppleOne is currently utilizing Kenexa ProveIt!, the leading Internet-based assessment company, for skill testing and screening candidates. Kenexa ProveIt!'s testing is based on methodologies requiring documentation that tests results in a balanced way, and are representative of the test taker's knowledge base of a particular skill set. Such documentation is derived from content analysis, evaluations, unbiased examination, and reviewed by Kenexa ProveIt!'s Content Validation Experts. All applicants must score 70% or better to be considered an AppleOne's associate. The skill sets tested for include, but are not limited to, the following:

- ***Medical Spelling & Abbreviations***
- ***Medical Defines***
- ***Injection Review***
- ***Back Office Procedures***
- ***Vital Signs Evaluation***
- ***Phlebotomy Evaluation***
- ***Laboratory Evaluation***
- ***Patient Filing: Alpha and Terminal Digit***
- ***Pharmaceutical: Spell, Defines & Rx Exercise***
- ***Drug Classifications***
- ***Utilization Review & Case Management Review***
- ***RN & LVN Medication Evaluation***
- ***Nursing Assessments also available***
- ***Medical Terminology***
- ***Safety Training & Testing: Bloodbourne Precautions & Needle-stick Prevention***
- ***HIPAA Training***
- ***Coding Tests: ICD-9 & CPT & HCPCS***
- ***Physician Desk Reference (PDR Exercise)***
- ***Computer Testing for: Speed, Data Entry: Alpha & Numeric, Word, Excel, WP, etc***

All temporary associates will be subject to further pre-employment screening, OIG and EPLS Database searches, and criminal background checks prior to placement at your facility. Our associates will sign pre-approved consent and release forms, and these services will be conducted through a third-party service, A-Check America. These additional screening processes will be conducted at no additional cost to the State.

Health Screening Policy
For Patient Care Associates, AppleOne performs the following health screenings:

- ***Hepatitis B: Vaccine Series or Decline Form or Titers***
- ***Current TB/PPD *within the last 12 months or Chest X-ray Results***
- ***CPR Certification Current and/or ACLS/PALS***
- ***Additional health screening requirements can be accommodated per State requirements***

AppleOne requires all candidates to provide previous employment history and at least two positive business-related references. These references indicate past workplace behaviors and tendencies, which in turn, help us to determine ideal workplace environments for each candidate. Documentation of references is on file at the corresponding AppleOne location and available upon request. AppleOne can conduct more extensive pre-employment screening at your request. All applicants participate in a thorough potential-hire orientation. This orientation focuses on AppleOne's policies, rules, and regulations as well as a review of our Employee Brochure.

ASSESSING BILINGUAL SKILLS
AppleOne can provide qualified bilingual clients to the State if desired. To determine language skills, a bilingual AppleOne account team member will meet one-on-one with candidates to assess their bilingual proficiency. Bilingual applicants are given an AppleOne safety test in the appropriate language. After evaluating an applicant's bilingual skill level, the team member will make detailed notes in the Office Automation system. Doing so allows us to provide candidates matched to State's specifications. AppleOne can also evaluate bilingual candidates in their respective languages through the ProveIt! testing suites. Currently, ProveIt! tests are immediately available in Spanish, French, German, and Portuguese; tests in additional languages can be provided with sufficient notice.

CUSTOMIZED EVALUATIONS
AppleOne can customize candidate evaluations to meet the State's needs. For example, this can include specific software assessments or administering State tests to candidates. Test scores can also be provided and we can benchmark specific skills.

PRE-EMPLOYMENT SCREENING METHODOLOGY
All temporary employees' references and backgrounds can be checked before AppleOne will consider placing an employee with a client. Additionally, AppleOne will work with the State to provide supplementary screening specific to particular job positions.

REFERENCE CHECKS
AppleOne's standard process requires all candidates to provide a minimum of two (2) positive supervisor references and one (1) peer reference to verify their skillset levels from past positions. Based on each reference, candidates are rated on a scale of 1-5 on each task performed. Our reference evaluations are based on the SWACER method, which considers each employee's strengths, weaknesses, attendance, coaching ability, environment suitability, and eligibility for rehire.

BACKGROUND SCREENING

In addition, prior to sending an employee to work for the State, the All's Well Las Vegas account management team, in conjunction with the appropriate State representative(s), will evaluate what pre-employment background screening will be utilized. To assure that AppleOne's clients receive the best temporary associates in an efficient manner, AppleOne utilizes our affiliate, A-Check America, to conduct extensive pre-employment screening. In addition to references and education verification, pre-screening may include drug screens, criminal background checks, social security checks, and DMV verifications. A-Check's services are available for AppleOne's temporary associates as well as the State's permanent employees. Following is a description of the services that can be provided by A-Check America:

BACKGROUND CHECK	
Criminal Search	***This includes a one (1) County, one (1) name, criminal record search of felony records, and will include misdemeanor records when available. All information will be obtained at the courthouse by a dedicated City researcher unless direct connection to the courthouse is established. According to the Fair Credit Reporting Act (FCRA), criminal searches can reveal all criminal convictions contained in the City records.***
Criminal Search (Federal)	***This search includes a one (1) district, one (1) name federal criminal district record search of federal records. All information will be obtained through the Federal Public Access to Court Electronic Records (PACER) system with on-line direct connection to records and dispositions.***
Civil Record Search	***This report reveals lawsuits and torts, and in some cases, workers' compensation records. The search is conducted per name, per County. Civil records are housed in either the higher or lower courts based on monetary amount of the claim. This varies by state.***
Driver's Report	***This is a statewide search with all information obtained directly through the state of issuance. This search reveals the applicant's five-year driving history along with insight into a potential drug user.***
Social Security Trace	***This search verifies the number provided is valid, the person/people associated with the number, current and past addresses, and current and past employers.***
Employment Verification	***We will verify present or past employment within the last five (5) years to include position(s) held, dates of employment, salary, confirmation of specific job duties, reason for leaving, eligibility for re-hire, and overall job performance. This information will be obtained through a phone interview with either the applicant's former supervisor or personnel department.***
Workers' Compensation	***This search will obtain records by visiting the state's central repository or district office to determine claims filed and amount, type of injury filed, and past employers. The majority of states organize their records by filing claims***

	alphabetically by claimant. According to the American's With Disabilities Act (ADA), Workers' Compensation information may only be obtained after a conditional job offer has been extended.
Education Verification	***This search verifies Colleges/Universities attended with dates of enrollment, Major/Degrees obtained, Grade Point Average, and professional certification. An additional applies fee if transcripts are requested.***
DRUG SCREENING	
D.O.T.	***As established by the Department of Transportation (D.O.T.), this includes screening for six (6) categories of drugs including, but not limited to: Amphetamines, Cocaine, Marijuana, Opiates, and Phencyclidine. This price covers the costs for proper D.O.T. chain-of-custody paperwork, collection at an A-Check America site, overnight courier service to a Substance Abuse and Mental Health Services Administration/National Institute on Drug Abuse (S.A.M.S.H.A/N.I.D.A.) certified laboratory, pre-screen by Enzyme Multiplied Immunoassay Technique (E.M.I.T.), and confirmation by Gas Chromatograph/Mass Spectrometer (G.C./M.S.) Negative results will be returned to your company the next business day, while positive results will be returned within 48 hours.***
Non-D.O.T.	***This includes screening for six (6) categories of drugs including, but not limited to: Amphetamines, Cocaine, Marijuana, Opiates, and Phencyclidine. This price covers the costs for collection at an A-Check America site, overnight courier service to a S.A.M.S.H.A/N.I.D.A. certified laboratory, pre-screen by E.M.I.T., and confirmation by G.C./M.S. Negative results will be returned to your company the next business day, while positive results will be returned within 48 hours.***
Oral Drug Screen (Non-D.O.T. Saliva)	***This includes screening for up to six (6) categories of drugs including, but not limited to: Cocaine, Marijuana (THC), Methamphetamine, and Opiates. The employer will administer the test and results will appear within minutes.***
Confirmation of Oral Drug Screen Positives	***This includes a positive confirmation screening for six (6) categories of drugs including, but not limited to: Amphetamines, Cocaine, Marijuana, Opiates, and Phencyclidine. This price covers the costs for collection at an A-Check America site, overnight courier service to a S.A.M.S.H.A/N.I.D.A. certified laboratory, pre-screen by E.M.I.T., and confirmation by G.C./M.S. Negative results will be returned to your company the next business day, while positive results will be returned within 48 hours.***
On-Site Urinalysis Drug screen (TestCup)	***This includes screening for six (6) categories of drugs including, but not limited to: Amphetamines, Cocaine, Marijuana, Opiates, and Phencyclidine. Negative and***

	positive results will be returned within minutes.
Medical Review Officer (MRO)	***Results of D.O.T. drug screenings are forwarded to an MRO, a licensed physician who reviews these results, speaks with the donor if necessary, and reports the results within two hours of receiving them from the laboratory.***
Random Selection	***Performed according to S.A.M.S.H.A./D.O.T. guidelines, this service is used to meet D.O.T. and Air Quality Management District (A.Q.M.D.) requirements as well as your own company-sponsored policy.***

Accuracy
We guarantee that all information is accurate as per the source housing the data. If information in any delivered report is disputed, A-Check America will conduct a complete FCRA compliant re-investigation at no charge. We understand the urgency of any re-investigation, both for employer and applicant. Our goal is to complete any reinvestigations within three (3) days, as opposed to the federal guideline of 45 days.

IMMIGRATION REFORM AND CONTROL ACT POLICY STATEMENT
It is AppleOne's policy to comply with all laws, including anti-discrimination laws and immigration laws. In compliance with the Immigration and Control Act of 1986, AppleOne examines the required documentation presented to us under oath by applicants, and we certify that, to the best of our knowledge, the applicants being referred to our clients are authorized to work in the United States.

I-9 Verification – E-Verify Program Requirement
A new regulation from ICE (Immigration and Customs Enforcement) has been issued and it sets forth "Safe Harbor" procedures that provide employers guidance as to actions that need to be taken upon receipt of so-called mismatch letters from the Social Security Administration (SSA).

If AppleOne receives a "mismatch" or "no-match" letter from E-Verify, AppleOne does not deny employment to the applicant. The mismatch may be due to one of the following:

- ***A clerical error when entering the number into the E-Verify Program***
- ***The applicant transposing the number when writing it on the I-9 Form***
- ***The number not belonging to the applicant (fraud).***

If AppleOne receives this letter from the system, an AppleOne project team member will check to make sure the number was not entered incorrectly based on the number provided by the candidate on the I-9 Form. If the number has not been entered correctly, AppleOne follows the following procedures:

1. ***For clerical errors, social security numbers are verified by viewing the original social security card and following the instructions indicated in the letter received from the SSA's E-Verify system. The Account Executive verifies that the error has been corrected by using the Social Security Number Verification Service (www.socialsecurity.gov/employer/ssnv.htm - or by phone - 800-772-6270). A record of the date and time of the verification is kept on file in the local branch.***
2. ***A temporary employee has 90 days to resolve the situation with the SSA. Again, AppleOne does not deny employment to the applicant during this time if the employee indicates that this is an error and that the number is correct.***
3. ***Once the temporary employee brings in the document from the SSA that resolves the issue, the employee must complete a new Form I-9 and re-verify their status within 3 days.***

If the employee is unable to resolve the mismatch and chooses to use a different document required for I-9 verification purposes, other than a document containing the questionable social security card, then a new I-9 Form is completed, and they will be treated as a new employee.

After 90 days, if the situation has not been resolved, the employee will be removed from assignment.

- State of Nevada license verification (if applicable);
- Explain how required current licenses/credentials will be maintained for applicable positions;

LICENSES AND CREDENTIALS DOCUMENTATION

AppleOne requires all temporary associates to have documented experience and to maintain their credentials accordingly. All temporary associate credentials are verified by contacting the specific state agencies for the disciplines. State regulations and accrediting entities set forth minimum requirements. All temporary associates provide AppleOne with originals of which photocopies are made and all applicable License/s and/or Certification/s will be maintain in our temporary associates file (hard copy) as well as documented into their electronic Office Automation file. All documents with an expiration value will be tracked in our Office Automation System and all necessary "Documentation Validation Reports" are run on a monthly basis. An alert capability ensures that all expiring documents are followed up on and updated versions are received and documented.

All related Health Screening Results (hard copies) are also kept in a "Confidential" temporary associates file and expiration for those documents are also tracked the same as Licensures/Certifications. We are currently in the process of implementing a computerized verification system.

STATE OF NEVADA LICENSE

We have included a copy of AppleOne's State of Nevada Business License within <u>Tab IV – State Documents</u> of the Technical Proposal.

- Describe any benefits and incentive programs, as well as skill enhancement opportunities which are available to assignable staff; and

EMPLOYEE INCENTIVE PROGRAMS

Our basic bonus program includes work quality, safety, attendance, and retention incentives. In addition, we provide incentive programs such as aggressive 401K plans, referral bonuses, AppleOne sponsored special events and activities, and employee recognition awards. AppleOne currently has incentive programs in place that are independent of our client companies. However, we are always open to discussion regarding specific recognition activities, events, or awards the State of Nevada may

want to employ in an attempt to motivate and retain associates who have displayed exemplary work in your facilities. AppleOne will work with the State to customize an incentive program that highlights your goals and objectives.

AppleOne strives to maintain a work environment that promotes well-being and satisfaction by providing opportunities for motivational bonus plans and incentive programs. Following are representative examples of bonus and incentive plans. Details of actual benefits and incentives utilized are determined during the contract/implementation phase.

Referral Bonus	***Temporary personnel who refer qualified candidates can receive a bonus in recognition of their referral, after the referred candidate has completed 90 days on assignment.***

In an effort to help motivate temporary personnel and reinforce positive relationships, AppleOne will work with the State to customize an incentive program that highlights your goals and objectives. AppleOne's incentive programs include:

Productivity Incentives	***If your company has a special project or deadline for production, AppleOne can customize a Productivity Incentive to encourage morale and job efficiency. A Productivity Incentive may include a pizza party or a recognition award for those individuals who exceeded their production goals. AppleOne will coordinate with your company to customize an appropriate incentive that is most effective for your environment.***
Safety Incentives	***AppleOne applauds our clients and temporary personnel for complying with safety rules and regulations. In order to reinforce positive safety practices, AppleOne can implement a Safety Incentive Program to include recognition awards such as movie tickets, T-shirts, or a monetary bonus.***
Attendance Incentives	***An Attendance Incentive Program is often the solution to retaining a workforce that is assigned long hours or required to work on weekends. AppleOne has customized several attendance incentives such as "Employee of the Month" awards and monthly prize drawings for perfect attendance. All of our incentive programs will be customized to work within your company culture and guidelines.***

EMPLOYEE TRAINING PROGRAMS

AppleOne can offer the following training and support services to temporary employment candidates:

ON-THE-JOB INSTRUCTION AND SUPERVISION

On-the-job instruction and supervision incorporates the performance of periodic reviews (with a timeline to be agreed upon by the State) and weekly milestone/project level tracking through the use of phone calls, site visits, and Office Automation (OA) to track all deliverables.

CONTINUOUS TRAINING

AppleOne strives to maintain positive relationships with its associates, encouraging them to hone their skills. Once temporary personnel are assigned to positions with the State, AppleOne will provide them with continual training in all skill areas associated with each position.

AppleOne has a wide variety of training tools. For example, we maintain a full library of cutting-edge educational programs that are targeted to enhance temporary associates' proficiency in a number of areas, including customer service, self-assurance, computer programs, managerial skills, etc. These

programs are available for review on video. Utilizing AppleOne's library has proven very effective in educating our temporary employee roster.

Similarly, AppleOne's branch locations provide specific training on customer service techniques through our Interactive Computer-Based Training (CBT) for customer service candidates. This training presents the candidates with multiple simulated exercises, coaching, reviews, and feedback, and is ideal for candidates vying for positions where heavy phone traffic or public interaction is predicted.

EMPLOYEE ORIENTATION

Once an associate is identified for placement for the State, the Account Executive will assist in acclimating the associate to the State working environment by conducting a thorough department-specific orientation and will provide the associate with an orientation brochure. The brochure will be kept on file at the branch location and shall be reviewed with each temporary associate prior to assignment. This orientation brochure covers, at a minimum, the following subjects:

- ***Dress code***
- ***Working hours***
- ***Parking***
- ***Phone number***
- ***Directions***
- ***Supervisor name***
- ***Dates of work***
- ***Time card preparation***

AppleOne will also include any other information which the State may determine to be important as a part of this Orientation Brochure.

We have included a sample of our standard orientation brochure within <u>Tab IX – Other Informational Material</u> of the Technical Proposal.

SAFETY TRAINING AND AWARENESS

AppleOne can also provide a safety-training program, relevant to the work involved, for all temporary employees. We can work with the appropriate State representative(s) to design a safety-training program tailored to the needs of the State and your various departments. At AppleOne, we are committed to providing peace of mind to our clients with regard to our temporary employees' safety. The personal safety and health of each temporary employee is of primary importance. For this reason, at the time of registration, AppleOne requires all staff and temporary employees to successfully complete our Injury and Illness Prevention Program, which consists of a safety video, followed by a written test.

In addition, our team members continually monitor employees' safety performance and workplace environment. Whenever any of the following situations occur, employees must be re-trained:

- ***New materials, chemicals, or substances in the workplace***
- ***New job assignments for which the employee has not been trained***
- ***New or updated procedures***
- ***Previously unrecognized workplace hazards***
- ***A need for improved employee performance.***

Every temporary employee is responsible for their personal safety as well as the safety of others in the workplace. The objective of AppleOne Risk Management is to reduce the number of disabling injuries

and illnesses to a minimum, not merely keeping with, but surpassing the best experience of other operations similar to ours. Our goal is "ZERO" occupational injuries and illnesses.

SEXUAL HARASSMENT TRAINING

AppleOne is committed to providing a workplace free of sexual harassment as well as harassment and/or discrimination based on such factors as race, color, religion, national origin, ancestry, age, medical condition, sexual orientation, marital status, disability, or veteran status. AppleOne strongly disapproves of and will not tolerate harassment of employees by managers, supervisors, or co-workers.

AppleOne provides information in our Welcome Brochures about sexual harassment, communicating our HR harassment hotline number, and we provide training to supervisory temps when notified to do so. We can provide extensive training upon request to all temporary employees on assignment, which can include a webinar, video, and training materials.

- Explain the manner in which job assignments/job matching is determined.

JOB MATCHING

One of the reasons for AppleOne's continued success in quickly supplying high-quality staff is our recruiting and matching processes. AppleOne employs management practices designed to quickly recruit and hire skilled professionals for any position, which is critical to our business success.

CANDIDATE RECRUITMENT

Recruiting efforts will include identifying and screening highly qualified personnel from the open market. We use proven proprietary systems, such as JobCaster, which assists AppleOne's recruiting professionals in writing and placing employment advertisements. We also employ on-line registration and database systems that allow us to aggregate and maintain a pool of almost one million candidates nationwide, giving branches instant access to the right people at the right time.

PROPRIETARY RECRUITING TOOLS

Through the use of proprietary recruitment, evaluation, and personnel management systems, AppleOne provides economical staffing solutions for the State while still delivering exceptionally qualified personnel. AppleOne achieves the highest level of effectiveness and economy in delivering precisely targeted staffing solutions by integrating all staff member's experience and expertise with innovative technological resources, including:

JobCaster

JobCaster is a proprietary system which is utilized for enhancing the database of available candidates to fill job orders from the State. JobCaster speeds the recruitment process by assisting with the writing and placing of advertisements. Once the job posting is composed, it is broadcast to more than 250 of the most popular career sites on the World Wide Web. These websites include, but are not limited to: AppleOne.com, Monster, Career Builder, America's Job Bank, EmployU.com, ProHire.com, Vault.com, and GO Jobs. JobCaster can be customized to target specialized career web sites most appropriate to the job classifications needed.

AppleXpress: On-line Registration

AppleOne uses an automated client/server tool, AppleXpress, to intake and store qualified applicant resumes. Relevant information on all potential candidates, including resumes and personal profiles gathered from expertly structured candidate interviews, is entered into the AppleXpress system, where they can be filtered according to a customized pre-screening process. This process can include

customized searches for applicants based on location, skills, education, salary range, experience, key words, and other qualifications the State may request. AppleXpress even allows clients to search AppleOne's pre-qualified candidate base from their own computers.

As a further time saving measure, each applicant's information is received directly into AppleOne's Office Automation database, making their information instantly available to AppleOne's clients, reducing the need to transcribe information into the system. As one of the proprietary systems at AppleOne, AppleXpress is a revolutionary tool that allows clients the opportunity to identify candidates, schedule interviews, and dispatch temporary associates in one comprehensive solution.

Office Automation

Office Automation is a proprietary software system that enables AppleOne to aggregate and maintain a large pool of qualified candidates – giving branches instant access to the right people at the right time. Through Office Automation, we can easily track and match candidates, allowing AppleOne branch offices to quickly select a pool of temporary associates from an entire network. Providing more than names, resumes, and contact information, it contains detailed personal profiles gathered from each expertly structured associate interview including personalities, temperaments, and strengths.

Through Office Automation, AppleOne can fully service its public sector clients who require support at multiple locations. Office Automation also has the ability to download resumes from the Internet or via e-mail and generate client reports. Office Automation has been installed in conjunction with AppleOne's Specialist-On-Site programs at some of its largest clients to effectively manage their own contingency workforce and provide in-depth reporting mechanisms.

These recruiting and matching systems will create a network that allows AppleOne to leverage specific core competencies for the State, thus ensuring rapid, reliable, high-quality staffing solutions for all of the State's needs.

Universal Search

As an added value to our clients, AppleOne offers our proprietary software, Universal Search. A recent addition to our proven Office Automation placement technology, Universal Search is a network portal, which allows our recruiting professionals to respond to our clients' needs with unprecedented speed and precision by tapping into an exponentially larger candidate pool to capture more precise results with a faster delivery.

Universal Search ensures rapid, reliable, and high-quality staffing solutions as this function expands the automated applicant sourcing process beyond simple names, resumes, and contact details. This software scours through the nearly one million candidates in AppleOne's database of detailed personnel profiles gathered from expertly structured associate interviews to include personalities, temperaments and strengths, as well as backgrounds and activity comments left by other AppleOne account managers. Qualified candidates are quickly tracked and identified, staffing vacant positions more quickly and efficiently than ever before. This translates into an immediate, positive difference, both operationally and financially for our clients.

OTHER RECRUITING RESOURCES

In addition to our proprietary recruiting tools, AppleOne uses other, more traditional recruitment methods. These include:

Direct Recruiting

AppleOne also uses "direct recruiting," which involves utilizing our employees as resources to recommend other qualified candidates, and as an incentive, we authorize significant employee referral cash bonuses. AppleOne's commanding referral rate of nearly 60% distinguishes AppleOne from any other company in the staffing industry. Once applicants see they can better achieve their goals through AppleOne, they often refer an average of two more applicants of equal caliber. Other recruiting techniques employed by AppleOne include participation in career fairs and in college relation programs, human resources consortia, and state and local government recruiting forums. Key to AppleOne's recruitment process is our progressive, employee-oriented compensation and benefits policies, opportunities for professional growth, and internal/external training programs in technology, management, and administration that AppleOne provides.

To ensure that AppleOne places personnel who meet the State's requirements, we offer a winning combination of very competitive compensation and fringe benefits designed to attract and retain highly qualified Administrative/Clerical personnel, as well as Medical/Healthcare, with the skills to successfully support a wide variety of environments. This directly benefits AppleOne's mission-oriented customers, such as the State, because we are able to provide temporary employees with the incentives required to successfully and consistently perform.

Printed Postings

Additionally, AppleOne advertises nationwide in Yellow Page ads, and for more targeted recruitment, posts advertisements in local newspapers, community newsletters, Chamber of Commerce publications, and trade magazines.

Volume Recruiting

AppleOne will be able to meet the requirements of the State as projected in the RFP. Based on the expected needs of the State, AppleOne will employ volume recruiting strategies to bring in groups of candidates at a time. In a group setting, the candidates are educated on open positions, company policies, and expectations prior to the interview. Volume recruiting gives candidates the ability to apply to multiple positions at their convenience, selecting their preferred job type and location. This solution continuously recruits candidates that have selected the jobs best suited for them, while reducing cost, and minimizing staffing burdens.

DIVERSE RECRUITMENT

AppleOne is an equal opportunity employer. AppleOne's policy is to recruit, train, promote, transfer, pay, refer, place, and take all other employment action without regard to an employee's race, color, religion, ancestry, national origin, physical handicap, medical condition, sex, pregnancy, age, or marital status. AppleOne utilizes several diverse recruitment methods to acquire qualified candidates. Many of AppleOne's recruitment efforts and initiatives are undertaken in the spirit of recruiting for diversity.

AppleOne is aware of and fully supports the State's commitment to a diverse workforce. Like the State, AppleOne is committed to ensuring that our employment standards, procedures, and practices are applied in a manner that provide equal opportunities without regard to race, color, religion, gender, national origin, age, disability, sexual orientation, or veteran status. We promote diversity in the workplace and consider all applicants based on their skills regardless of their physical challenges, gender, or ethnicity. AppleOne's offices continually seek to recruit temporary associates from economically disadvantaged groups through a variety of community organizations and business associations. AppleOne is always seeking new opportunities to assist all individuals, including women, minorities, and the disabled in advancing their careers.

As part of this effort to cultivate a diverse workforce, AppleOne utilizes multiple recruitment methods such as aggressive advertising for new applicants and frequenting local job fairs to locate exceptional candidates. AppleOne also posts job advertisements in a variety of online recruiting sites that are focused on diversity outreach. Those sites include:

- ***AsianAmericanJobsite.com***
- ***BET EMP***
- ***EmployDiversity***
- ***Gay Financial Network***
- ***HispanicOnline***
- ***Latina***
- ***Resource Partnership***
- ***Best Buddies***
- ***DiversityJobsite.com***
- ***ESSENCE***
- ***HireDiversity***
- ***IM Diversity***
- ***MinorityJobsite.com***
- ***Third Age.***

Currently, AppleOne has a large pool of bilingual candidates in its databases. Part of AppleOne's application process is indicating bilingual capabilities, which we track through the proprietary AppleOne software, Office Automation (OA) system. To complement AppleOne's Instant Recruitment Network and JobCaster, for example, we utilize Hispanic media outlets as a recruitment tool. AppleOne has tenured, senior branch personnel who are fluent in a variety of languages and we are active in various ethnic Chambers of Commerce. In addition, AppleOne branches are empowered to make flexible decisions to accommodate clients at the local level. This includes developing customized, innovative recruiting, and screening programs per a client's request.

Furthermore, AppleOne utilizes the Department of Labor programs, job fairs, and other similar programs to enhance the diversity of the candidates that we can provide to clients. AppleOne's labor pool represents the full citizenry of the communities served by the State.

HIGH-DEMAND RECRUITMENT

AppleOne has developed a successful fulfillment approach that ensures we can meet the State's staffing requirements, even so-called "high demand" or "hard-to-fill" positions. We first look at our bench of local-area qualified contingent workers who have proven in the past to be exceptional for other clients who had the same or similar required skill set. We then turn to our internal database of candidates who have been screened by AppleOne and have the required capabilities and skills. If candidates are found in this group, we verify that all of the State's contractual requirements are met (including background checks, etc.) before recommending the candidate to the State.

AppleOne specializes in staffing hard-to-fill positions for many of our clients who have had little to no success in identifying qualified candidates through normal solicitation and advertising methods. AppleOne has positioned itself to become the missing link between agencies with specialized staffing needs and skilled industry professionals who can meet those needs.

3.2.3	Vendors must provide an outline for each process with estimated timelines required to fulfill a new request by the using agency for: • Referrals of individuals from the agency; and • Individuals recruited by the contractor.

JOB ORDER PROCEDURES

The job order filling procedures at AppleOne are based on our in-depth knowledge of the needs of Government entities and dedication to gaining and maintaining an understanding of your unique

staffing needs. AppleOne has found that one of the best ways to deliver qualified candidates is to perform job profiling and benchmarking to establish parameters that will assist in identifying the skill levels required to succeed in the State's specific working environments, in addition to gaining a clear understanding of your office atmospheres.

Based on knowledge of your requirements and using proprietary software and systems, our All's Well Las Vegas account management team, led by Sara Allred, will map task orders out to the appropriate regional offices and quickly fill your needs from AppleOne's large pool of pre-qualified candidates. In addition, AppleOne can customize its recruitment and matching processes according to projected staffing requirements in order to further ensure that qualified candidates are available. Ms. Allred will maintain close contact with the State representatives to maintain an awareness of current and upcoming staffing requirements in order to minimize potential disruptions from employee turnover.

STEP 1 – JOB ORDER SUBMITTED

Job Order is submitted by the State to an AppleOne account management team member via your preferred method (phone, fax, or the Internet). Ms. Allred will act as a single point of contact for the State. The AppleOne Electronic Procurement software can alternatively be utilized to automate the procurement process.

STEP 2 – ACCEPTANCE OF ORDER AND INITIAL RESPONSE

The AppleOne account management team accepts the order and enters it into AppleOne's internal Office Automation database. Ms. Allred or another authorized team member will then respond to you within 30 minutes to confirm that they received the order as well as provide a status update. Further information may be requested at this stage from the contracting officer or department head at the State.

STEP 3 – JOB ORDER IS SENT OUT

Utilizing automated software, the account management team maps out the job order to the appropriate AppleOne and supporting offices to identify the best candidates (if new recruits are required).

STEP 4 – EVALUATION PROCESS

Once a qualified candidate is identified, AppleOne completes a customized evaluation process for the State. This may include criminal and drug screening, as well as an in-depth review of job requirements and expectations. If the candidate meets all requirements and accepts the positions, we will move onto the next step. If not, the previous step is repeated until a qualified candidate match is made.

STEP 5 – INTERVIEW/FINAL APPROVAL

The candidate is then interviewed or presented for a final approval by the State. If approved, the candidate is confirmed for a start date.

STEP 6 – ORIENTATION

Prior to the start date, AppleOne will provide the candidate with a full orientation on the job and the State environment, as well as information on how to complete their timecard or assign them a badge/password for AppleOne's Web Time Capture software, if the State decides to use this option.

STEP 7 – QUALITY CONTROL

On the first day of assignment, a member of the account management team will conduct a quality control call to the candidate's supervisor. At the end of the first week, another quality control check

will be completed. Afterwards, the team will conduct ongoing quality checks to ensure that the candidate is performing up to, or better than, expectations for the State.

RESPONSE AND TURNAROUND TIME

The State's Primary Point of Contact for day-to-day management, Ms. Sara Allred, or an alternate point-of-contact at the All's Well Las Vegas, will promptly respond to all standard requests, including those received by email or voice mail, within 30 minutes with a confirmation that the Job Order Request was received, as well as a progress report. After receiving an order from the State, the turnaround time to place a qualified temporary employee is typically four (4) hours. Specialty positions require a 24 to 48-hour turnaround, and ASAP orders generally can be filled within two (2) hours.

3.2.4	The vendor must provide assistance to the agencies in problem resolution, at no additional cost. The vendor must outline resolution procedures when a problem is encountered.

PROBLEM RESOLUTION

AppleOne is committed to the belief that superior customer service requires anticipating and proactively solving potential concerns before they can become problems. AppleOne representatives have frequent, and often daily, interaction with clients to ensure customer satisfaction and quickly resolve any complaints. AppleOne Account Executives conduct quality-check calls with clients every Friday. In all of those interactions, AppleOne's goal has been, and continues to be, one of discovery. AppleOne's representatives have all been trained to be ever aware of how we might better serve your needs, and they are empowered to take immediate action to ensure your satisfaction.

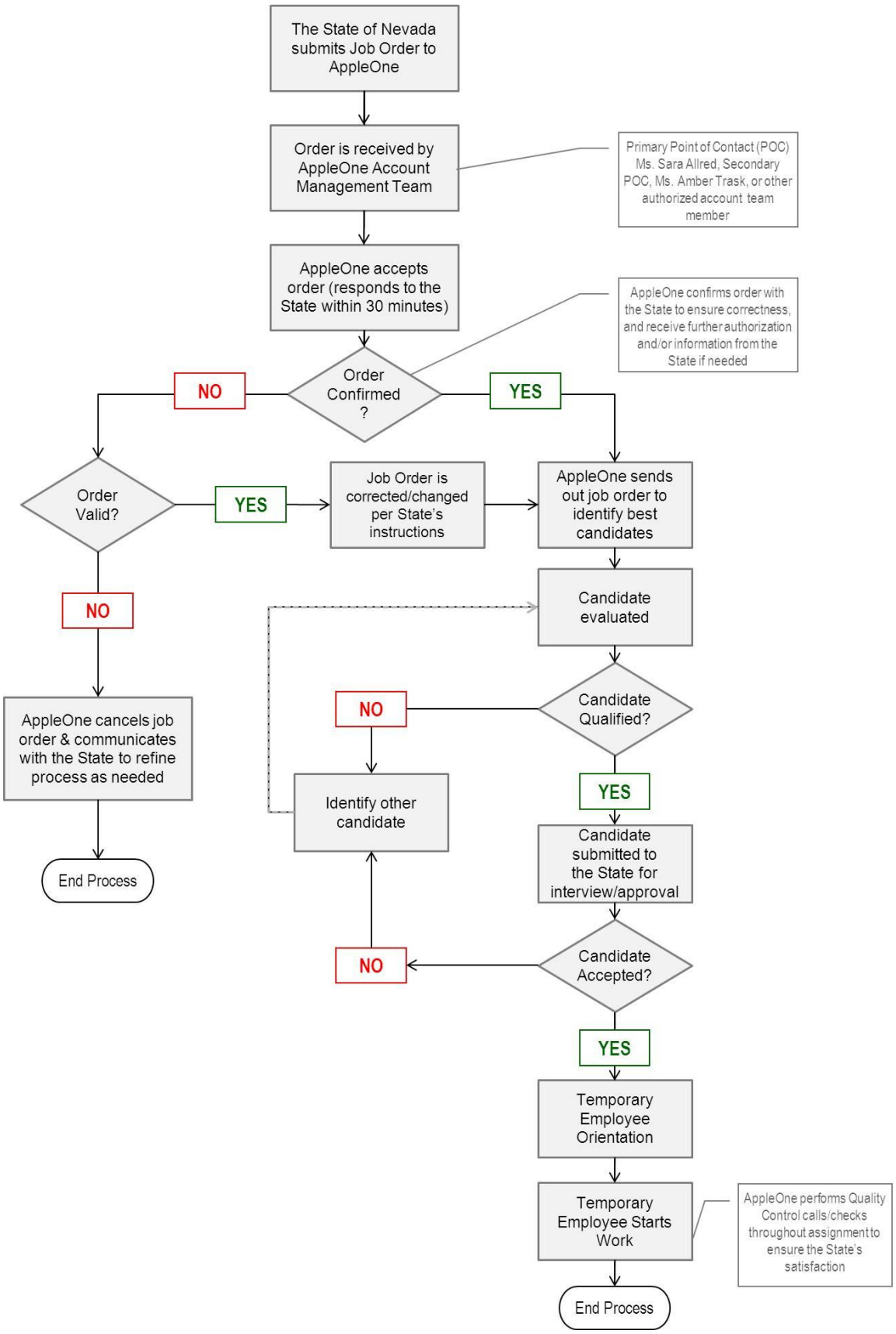
Beyond that informal method of customer satisfaction, AppleOne utilizes our Quality Assurance Survey. These periodic surveys allow AppleOne to quantify your satisfaction over time in the form of a Customer Expectations Index (CEI). Should we find the CEI dropping below acceptable levels, we are able to step in to actively work to improve those core measures.

Copies of the AppleOne Quality Assurance Surveys have been included within Tab IX: Other Informational Material of the Technical Proposal.

When AppleOne is contacted by the State regarding a service issue, the first step will be to immediately document the situation and obtain whatever information is needed to provide quick resolution to the issue. AppleOne will also add the information to its records in order to monitor complaint escalation, resolution, and satisfaction trending over time. Once the problem is clearly understood, the State's AppleOne Primary Point of Contact, Ms. Sara Allred, will provide immediate follow-up and a specific time frame in which the State can expect action, as well as provide periodic status reports while working on the issue. If a correction requires immediate replacement of a temporary employee, then the response time will be two (2) hours to provide the State with a qualified replacement candidate.

Upon issue resolution, we schedule a follow-up where we can review, confirm satisfaction, and discover ways in which the process might be improved for the future.

The All's Well Las Vegas account management team will conduct quarterly contract review meetings with the appropriate State representative(s), or more often if needed or desired by the State.


The State of Nevada submits Job Order to AppleOne
Order is received by AppleOne Account Management Team
Primary Point of Contact (POC) Ms. Sara Allred, Secondary POC, Ms. Amber Trask, or other authorized account team member
AppleOne accepts order (responds to the State within 30 minutes)
AppleOne confirms order with the State to ensure correctness, and receive further authorization and/or information from the State if needed
Order Confirmed ?
NO
YES
Order Valid?
YES
Job Order is corrected/changed per State's instructions
AppleOne sends out job order to identify best candidates
NO
Candidate evaluated
AppleOne cancels job order & communicates with the State to refine process as needed
NO
Candidate Qualified?
Identify other candidate
YES
End Process
Candidate submitted to the State for interview/approval
NO
Candidate Accepted?
YES
Temporary Employee Orientation
Temporary Employee Starts Work
AppleOne performs Quality Control calls/checks throughout assignment to ensure the State's satisfaction
End Process

3.2.5	The contractor will be responsible to maintain a record on the status of all licensed or certified temporary employees. Any temporary employees losing their 'Active' status per their defined occupational licensure/certification will be deemed ineligible to work and the agency must be notified immediately. Does your company currently maintain these records? Vendor to explain how the records are maintained. If not, describe your plan to begin obtaining this information.

CREDENTIALING/RE-CREDENTIALING POLICY

Through All's Well, our specialized healthcare staffing division, AppleOne maintains licensing/certification records of all Temporary employees. Expiration dates are noted in our system and our system is set to flag licenses that are near expiration.

AppleOne requires all temporary associates to have documented experience and to maintain their credentials accordingly. All temporary associate credentials are verified by contacting the specific state agencies for the disciplines. State regulations and accrediting entities set forth minimum requirements. All temporary associates provide AppleOne with originals of which photocopies are made and all applicable Licenses and/or Certifications will be maintain in our temporary associates file (hard copy) as well as documented into their electronic Office Automation file. All documents with an expiration value will be tracked in our Office Automation System and all necessary "Documentation Validation Reports" are run on a monthly basis, proactively ensuring that all expiring documents are followed up on and updated versions are received and documented.

All related Health Screening Results (hard copies) are also kept in a "Confidential" temporary associate file and expiration for those documents are also tracked the same as Licensures/Certifications.

3.2.6	Contractors must provide to the temporary individual the option to be employed as a W-2 employee or a self-employed-IRS 1099 employee. For temporary employees defined as self-employed-IRS 1099, the contractor will be required to maintain a copy of their current required liability and/or property insurance prior to the temporary employee's release to work for the State. Any temporary employee who does not have valid required liability and/or property insurance coverage will be deemed ineligible to work and the agency must be notified immediately. Vendor must describe what, if any, liability and/or property insurance coverage your company provides for the W-2 employee and the self-employed-IRS employee? Will self-employed-IRS 1099 temporary employees be limited to the number of hours worked for the State in a week?

CONTRACTOR COMPLIANCE MANAGEMENT PROGRAM

AppleOne will provide temporary individuals the option to be employed as W-2 employees or as self-employed-IRS 1099 employees. We will maintain copies of each temporary employee's required liability and/or property insurance prior to release to work for the State. Below is AppleOne's Contractor Compliance Management Program that outlines the procedures we follow for documentation for proof of 1099 status with regard to temporary individuals.

Our Contractor Compliance Management Program is designed to help prevent co-employment risk (i.e. the $97 million class-action lawsuit against Microsoft). Our personnel and electronic systems can track applicants and independent contractors by Social Security number to prevent "back door" re-entry through other agencies. Tracking by Social Security number instead of name is a unique feature of our system and it ensures compliance by preventing hiring of ineligible candidates who might change names on future applications. Features of our Contractor Compliance Management Program include:

- ***Name match checks to make sure Social Security numbers are different***
- ***Checks for disallowed Social Security number digits in a different order***
- ***Checks for previous employment at the State***
- ***Length of assignment checks***
- ***"Red-flag" e-mails sent to advise when independent contractors are approaching 6-month, 9-month, and 11-month assignment lengths***
- ***Summary reports showing length of assignments for all current contingent workers and independent contractors, plus any customized reports the State requires***

Our program includes providing staff to interview and score all potential contractors using the current IRS regulations. AppleOne compliance qualification processes are based on current IRS regulations and factors flagged by the IRS. We will provide copies of these factors upon request.

Our compliance program combines technology with human legal expertise to maintain the highest rate of success. Some automated systems are calibrated so severely, that as many as 80 percent of applicants are denied in error. In order to avoid any misclassification, IRS scrutiny and/or censure, and provide the highest level of qualified candidates, we carefully scrutinize each independent contractor.

AppleOne will create files on each independent contractor scored, maintaining copies of all required documents. AppleOne will perform a yearly re-evaluation of all independent contractors to ensure all documents and insurance's are still valid.

We collect all standard IRS-mandated documentation for proof of 1099 status. Above and beyond such documentation, we also request the following from each candidate:

- ***Completed AppleOne Independent Contractor questionnaire to define the anticipated relationship between the State and the Contractor***
- ***Samples of business advertising or marketing materials***
- ***Fictitious Name Statement***
- ***Articles of Incorporation***
- ***Evidence of payment on Form W-2***
- ***Federal Employer ID number***
- ***State Employer ID number***
- ***Evidence of a minimum of 3 multiple clients (i.e. copies of invoices or Purchase Orders)***
- ***Evidence of Insurance***

Additional information can be gathered at the client's request.

AppleOne provides W-2 employees and self-employed-IRS employees with property insurance. Self-employed-IRS 1099 temporary employees will not be limited to the number of hours worked in a week, but are subject to existing Federal and State laws in regard to hours worked.

3.2.7	The vendor's temporarily assigned individuals agree to be bound by the State's security regulations, policies and standards as required by the agency (e.g., Department of Corrections).
3.2.8	The Health Insurance Portability and Accountability Act (HIPAA) of 1996, 45 C.F.R. 160, 162, and 164, as amended, require all agencies comply with the requirements of the act. In the event that the functions or activities include the involvement of Protected Health Information, the awarded vendor agrees to enter into a Business Associate Agreement with the individual using agency which is under the HIPPA regulations as required by 45 C.F.R. 164.504 (e).

AppleOne has read, understood, and agrees to comply with the above requirements. AppleOne consents that all of its temporarily assigned individuals agree to be bound by the State's security regulations, policies, and standards as required by the agency.

3.2.9	There will be no allowable penalty assessed by the contractor for temporary employees who become employees of the State of Nevada. Vendors must acknowledge this requirement in their proposal.

AppleOne acknowledges the requirement that there will be no allowable penalty assessed by AppleOne for temporary employees who become employees of the State of Nevada.

3.2.10	Vendor must provide a copy of the new hire packet currently in use with other clients along with a copy of any offer letter or documentation of individual employee contract given to new employees, including initial hourly salary.

NEW HIRE PACKET

AppleOne is including a copy of our current new hire packet in <u>Tab IX: Other Informational Material</u> within the Technical Proposal. We have also included documentation of our individual employee contract given to new employees, including initial hourly salary.

3.2.11	Contractor must agree to comply with the Pro-Children Act of 1994 Public Law 103-227, Part C - "Environmental Tobacco Smoke," by not permitting smoking in any portion of any non-residence indoor facility or facility which is leased by contractor, which portion is also used routinely or regularly for the provision of health, day care, education, or library services to children under 18 years of age.

AppleOne has read, understood, and agrees to comply with the above requirement.

3.3 Additional Physician Determination Services

The State may require the following:

3.3.1 Licensed physicians to provide consultation and recommendations primarily on determinations of Nevada Medicaid incapacity and disability benefits, program policy and problem resolution related to such determination, evaluation of medical forms, and decisions made by other practitioners on an as needed basis based on the most recent edition of "Disability Evaluation under Social Security" (U.S. Department of Health and Human Services, Social Security Administration and SSA Publication).

3.3.2 Physicians must be licensed and in good standing with the State of Nevada, and must be available to work in agency specific locations on an as needed basis. Each physician will be expected to work on a regular or part time basis, but should have flexibility in his/her work hours and work days. The areas of specialty may include, but are not limited to:

3.3.2.1 Medical;
3.3.2.2 Pediatric; and
3.3.2.3 Psychological.

3.3.3 Each physician must be available to testify at hearings and appeals on requests made regarding disability and/or any other medically needed determinations. Physicians will be compensated for time spent conducting activities for hearings and appeals at the same rate as providing a determination

LICENSED PHYSICIAN

AppleOne will not be providing licensed physician positions for this opportunity.

3.4 Reporting

3.4.1 Contractor must provide quarterly reports of all temporary employment services invoiced under the contract to the State Purchasing Division. Unless otherwise agreed to, ***Attachment N – Sample Quarterly Report*** for temporary assigned individuals for medical related positions must be used when submitting the reports. Reports are to be submitted to the name and address listed on the form on or before the 15th of the month following the end of each State fiscal quarter.

The State's quarters are:

1st Quarter	July ~ September	Due by October 15th
2nd Quarter	October ~ December	Due by January 15th
3rd Quarter	January 1 ~ March 31	Due by April 15th
4th Quarter	April 1 ~ June 30	Due by July 15th

NOTE: Failure to provide the quarterly reports in a timely manner may result in the assessment of one or more of the following penalties:

- Contract suspension; or
- Contract termination.

QUARTERLY REPORTS

AppleOne agrees to submit quarterly reports using the RFP's <u>Attachment N – Sample Quarterly Report</u> of all temporary employment services invoiced under the contract to the State of Nevada's Purchasing Division.

We will work with the appropriate State representative(s) to ensure that the report submittal and format is compatible with the State's standards. Should the State's reporting requirements change during the term of the contract, AppleOne will customize the reports to maintain compliance with the State's standards and specifications. AppleOne already maintains a reporting system that offers a wealth of information that can be provided in any format (i.e., turnover, fill rate, average tenure, etc.).

3.4.2 Additionally, using agencies may request contractor to provide reporting on temporary assigned individuals for their own agency. Does your company have the ability to provide custom reporting to each individual agency? If so, please describe.

MANAGEMENT REPORTS

AppleOne will supply the State with management reports at pre-determined intervals and/or upon request. We will work with the appropriate State representative(s) to ensure that the report format is compatible with State standards. Should the reporting requirements change during the term of the contract, AppleOne will customize the reports to maintain compliance with State standards and specifications. AppleOne already maintains a reporting system that offers a wealth of information that can be provided in any format (i.e., turnover, fill rate, average tenure, etc.).

All temporary assignments are added to your customized client profile to track and manage your staffing activity. This feature allows us to produce accounting and management reports in real-time, helping track your employment costs and monitor temporary usage. AppleOne's Management

Information Services (MIS) department can design these reports to be presented as computer text files, Microsoft Excel files, or through other applications. These files can be delivered via hard copy or electronically.

AppleOne currently provides more than 30 standard reports designed to meet the needs of most corporate and program managers. They have been developed to fit the needs of clients and client departments including Accounting, Legal, Procurement, IT, and Executive Management. Reports include parametric input options, such as cost center and business unit numbers. All reports are available in multiple formats including CSV, Excel, and PDF format.

We have included our sample invoice and management reports within Tab IX – Other Informational Material of this Proposal.

3.5 Billing

3.5.1 Contractor is to bill each agency individually for services provided. Billing cycles may vary by agency as identified below:

- Weekly;
- Bi-weekly;
- Monthly; or
- Semi-monthly (The 15th day and last day of the month).

BILLING CYCLES

AppleOne understands that there are varying billing cycles for each agency. AppleOne's dedicated Government Solutions Invoicing Department (GSID) was developed specifically to meet the needs of public agencies, many of which have varying billing cycles.

3.5.2 The agency may approve reimbursement for travel expenses, per diem and long distance telephone calls related to services provided under the contract. Temporary employees must have written prior approval from the agency for reimbursement of any of these items. Valid travel costs will be reimbursed at the current State of Nevada travel rates found on the GSA site www.gsa.gov. The temporarily assigned individual and the agency's contact person must sign the travel expense form. The form must be submitted with the vendor's invoice for services with the travel expense as a separate line item on the invoice.

REIMBURSEMENTS

AppleOne understands that Temporary employees must obtain written prior approval from the agency for reimbursement of any of travel expenses, per diem and long distance telephone calls related to services provided under the contract. Furthermore, we understand that the temporarily assigned individual and the AppleOne contact person must sign the travel expense form. AppleOne agrees to submit the form with the vendor's invoice for services with the travel expense as a separate line item on the invoice. We will process the expenses described above in accordance with local, State, and Federal laws.

3.5.3 Vendor(s) must provide timesheets for their employees and must be approved by both the temporarily assigned individual and the agency contact. Vendor's timesheet process may either use paper or an electronic submission with approvals applied within the system. Vendors must provide details on their timesheet process.

TRACKING CHARGES AND ACCURATE INVOICING

AppleOne will process all time sheets and paychecks and provide the State of Nevada with accurate, concise, and timely invoices. If the State requires changes to the invoicing process during the term of the contract, AppleOne will work with the appropriate State representative(s) to modify its invoice process and ensure that AppleOne remains fully compatible with the State's invoice processing requirements. The AppleOne full-time staff of software professionals and billing analysts can make any necessary changes in the invoicing process within twenty-four (24) hours.

AppleOne bills manually as standard practice. We also offer an advanced electronic billing system, which substantially reduces paper use and minimizes billing adjustments. If desired, AppleOne's dedicated Government Solutions Invoicing Department (GSID) can adjust invoicing procedures to meet the requirements of individual State Departments and Agencies while maintaining centralized quality control and the ability to produce comprehensive management reports. AppleOne has a flexible philosophy for the needs of its clients.

Overview of Electronic Billing

The AppleOne Government Solutions Invoicing Department eliminates the need for clients to navigate a wide organization. The GSID simplifies the invoicing needs of AppleOne's clients, consolidates accounts receivable/accounts payable and collections functions, and provides a single point of contact for clients.

By streamlining the entire invoicing process, GSID becomes intimate with each client's specific invoicing and reporting requirements. This approach has dramatically increased client satisfaction and retention by reducing response times, virtually eliminating billing adjustments and simplifying interaction for AppleOne's end-users. To implement an automated invoicing solution, the following steps are taken:

- ***With the help of the client, identify the information and the format needed***
- ***Create the electronic invoice based upon this information***
- ***Test the file and make changes as needed***
- ***Finish testing and make file final invoicing option.***

AppleOne is resolved to remain on the cutting edge of today's technological advancements, especially in the utilization of electronic commerce strategies to further empower our temporary staffing services. Our company currently supports EDI X12 standard 810 and 4010 format for all invoice EDI transfers. Per the request of other client companies, we have also developed methods to provide billing data in computer text files, Microsoft Excel files, and through other applications. These files are typically delivered via e-mail or through other electronic transfer methods.

Billing Accuracy

AppleOne has stringent policies and procedures for correcting over billings, making adjustments to billings, etc. Each AppleOne branch office is responsible for capturing all client and temporary associate information into AppleOne's network computer system. When a temporary associate completes a work week, the State supervisor for that individual approves the hours worked and the timecard is returned to the branch office. Timecards may be documented either by hard copy or via the web. The hours worked, the pay rate, and the bill rate are all verified by the assigned AppleOne branch staff member and are entered into the computer system. This data is transmitted electronically to the AppleOne Corporate headquarters for processing. Dedicated Payroll Coordinators at the Corporate Office conduct a separate audit of the information transmitted before processing can be completed. Once the data is verified for accuracy, both the weekly customer invoicing and temporary payroll is processed and prepared for distribution. The full-time payroll staff at AppleOne will quickly correct any billing errors.

Fraud Prevention

AppleOne follows standard invoicing procedures to detect, prevent, and resolve billing/invoicing fraud. We verify all timesheets and match signatures with the State personnel before processing. AppleOne will contact the State when a timecard contains suspicious information, and we will run Exception Reports to track duplicate time cards. A crucial component of preventing fraud is notification of

assignment completion or termination. Once the State notifies AppleOne of a completed or terminated assignment, it is entered into the system, rendering the processing of timecards impossible. If fraud is detected, AppleOne will absorb the full cost at no charge or disruption of service to the State.

VALUE-ADDED SERVICES

Because all of our clients are unique, we understand that a generic solution may not be sufficient. Therefore, we offer a selection of value-added services that can be adapted to your staffing environment. What follows is a description of the Web-based Time Capture service; a tool that simplifies and improves time management processing and reports.

Web-based Time Capture

Easy to use and configured to the State's needs and requirements, Web-Based Time Capture offers an ideal solution for public sector entities that encompass a wide geographic area. The system performs four critical processes: Time Capture, Time Approval, Time Processing, and Management Reporting.

- ***Convenience. Web-Based Time Capture eliminates the need for manual time collection and individual time card approval. Utilizing Internet protocols and hosted web services to automate timekeeping, Web-Based Time Capture also eliminates the need to manage application software over a network of individual client stations.***
- ***A Secure Solution. Web-Based Time Capture can be accessed through the Web or over a partnered Extranet. Associates are given unique passwords and user identities that allow them to input their own hours. Supervisors receive additional system rights, including view, edit, and approval based on the State's specific requirements.***

We have included our sample invoice and management reports within Tab IX – Other Informational Material of this Proposal.

3.5.4	Temporarily assigned individuals shall receive payment from the awarded vendor(s) via check or direct deposit. Direct deposits shall occur and checks shall be available within five (5) working days of the timesheet submission. Vendors must describe their payment process to the temporary employee. The vendor must also outline resolution procedures when any problems are encountered in paying a temporary employee(s).

DIRECT DEPOSIT

AppleOne temporary employees are compensated according to the mandates of the Fair Labor Standards Act, the Service Assignments Act and other regulations covering the pay for hourly (non-exempt) and professional (exempt) employees. Overtime will be paid to non-exempt employees at 1.5 times the regular rate of pay, in accordance with applicable State laws, and shift differential will be paid in accordance to any contracted stipulations. AppleOne will work with the State of Nevada to develop holiday, sick leave, and vacation leave pay plans, as required.

AppleOne offers its temporary personnel the ability to have their paychecks directly deposited in their bank accounts (ACH) or to a Bank of America VISA® Paycard. If the employee wishes to receive paper checks, the Paycard option is chosen and the Card Kit includes checks that can be written against the funds deposited to the Paycard each pay period. A check can be issued for 100% of the net pay and can be cashed free of charge when presented at any of the participating locations. All pay statements are available for on-line viewing by the employee upon issuance of pay.

AppleOne pays its Independent Contractors via paper check only and no on-line viewing by these contractors is available at this time.

RESOLUTION PROCEDURES

AppleOne makes every effort to pay our temporary employees promptly on a weekly basis. Approved timecards are due to AppleOne no later than every Monday morning for processing. Time cards that are not approved and/or not received prior to the deadline might be delayed in processing or may trigger payment through an alternative payment option, although we do everything possible in those cases to meet the deadline.

Our corporate payroll department quickly processes all payments. Our corporate deadline for completing the electronic payment process is Wednesday of each week, to allow for our timely processing by the banks for our direct deposit employees each Friday. Should a rare problem occur with payroll processing in such a way as to delay a direct deposit account or a Paycard to be funded, physical paychecks can be cut at each branch by the branch manager, after corporate approval of the amount of the check has been approved and verified by our corporate payroll department.

3.5.5	Temporarily assigned individuals will not work overtime unless approved in advance and in writing by the agency. Overtime hours shall be billed at no more than 1.5 times the hourly rates for the temporary employee.

OVERTIME

AppleOne has read, understood, and agrees to comply with the above statement.

TAB VII – SECTION 4 – COMPANY BACKGROUND AND REFERENCES

Vendors must place their written response(s) in *bold/italics* immediately following the applicable RFP question, statement and/or section. This section must also include the requested information in *Section 4.2, Subcontractor Information,* if applicable.

AppleOne's response to RFP Section 4, Company Background and References is provided herein. Original RFP section numbering has been maintained for ease of reference.

4. COMPANY BACKGROUND AND REFERENCES

4.1 VENDOR INFORMATION

4.1.1 Vendors must provide a company profile in the table format below.

VENDOR INFORMATION

Question	Response
Company name:	***Howroyd Wright Employment Agency, Inc., dba: AppleOne Employment Services***
Ownership (sole proprietor, partnership, etc.):	***Corporation***
State of incorporation:	***California***
Date of incorporation:	***November 21, 1968***
# of years in business:	***Over 48 years***
List of top officers:	***Janice Bryant Howroyd, Chief Executive Officer*** ***Bernard Howroyd, President*** ***Michael A. Hoyal, Chief Financial Officer***
Location of the company headquarters:	***Company Headquarters*** ***327 West Broadway, Glendale, CA 91204*** ***AppleOne Government Solutions*** ***1999 W. 190th St., Torrance, CA 90504***
Location(s) of the company offices:	***AppleOne has a successful network of more than 220 branch and support offices across the United States, Puerto Rico, and Canada. We have included a listing of AppleOne's branches within Tab IX – Other Informational Material of the Technical Proposal.***
Location(s) of the office that will provide the services described in this RFP:	***AppleOne will provide service for the State of Nevada on a statewide basis (Northern, Southern, and Eastern regions) from the following location:*** ***All's Well Las Vegas*** ***6655 W. Sahara Ave., Suite A200,*** ***Las Vegas, NV 89146*** ***Phone: (702) 684-8882*** ***The following branch will provide additional***

	staffing support on a statewide basis: ***<u>AppleOne Reno Branch</u>*** ***5534 Longley Lane, Suite B,*** ***Reno, NV 89511*** ***Phone: (775) 825-4055***
Number of employees locally with the expertise to support the requirements identified in this RFP:	***AppleOne has five (5) dedicated local staff with the expertise to support the requirements identified in this RFP.***
Number of employees nationally with the expertise to support the requirements in this RFP:	***Nationwide: 1661 Total Employees***
Location(s) from which employees will be assigned for this project:	***The All's Well Las Vegas office will provide temporary employment services to the Northern, Southern, and Rural Regions of Nevada, with the AppleOne Reno Branch providing additional support (in accordance to Section 1.2 of the RFP).***

4.1.2 **<u>Please be advised</u>**, pursuant to NRS 80.010, a corporation organized pursuant to the laws of another state must register with the State of Nevada, Secretary of State's Office as a foreign corporation before a contract can be executed between the State of Nevada and the awarded vendor, unless specifically exempted by NRS 80.015.

4.1.3 The selected vendor, prior to doing business in the State of Nevada, must be appropriately licensed by the State of Nevada, Secretary of State's Office pursuant to NRS76. Information regarding the Nevada Business License can be located at http://sos.state.nv.us.

STATE OF NEVADA REGISTRATION/BUSINESS LICENSE

Question	Response
Nevada Business License Number:	***NV20081487234***
Legal Entity Name:	***Howroyd Wright Employment Agency, Inc.***

We have included copies of AppleOne's State of Nevada Business License and Registration with the State of Nevada as a Foreign Corporation within <u>Tab IV – State Documents</u> of the Technical Proposal.

Is "Legal Entity Name" the name as vendor is doing business as?

Yes		No	X

If "No", provide explanation.

LEGAL ENTITY NAME

Howroyd Wright Employment Agency, Inc., dba: AppleOne Employment Services is the primary staffing arm of The ACT•1 Group, Inc., and is the company that is responding directly to this Request for Proposal. It is also approximately 75% of the parent company's total revenue. Therefore, the substantiating financial data provided with this Proposal will focus primarily on AppleOne and/or its parent company.

4.1.4	Vendors are cautioned that some services may contain licensing requirement(s). Vendors shall be proactive in verification of these requirements prior to proposal submittal. Proposals that do not contain the requisite licensure may be deemed non-responsive.

AppleOne has read, understood, and agrees to comply with the above statement.

4.1.5	Has the vendor ever been engaged under contract by any State of Nevada agency?

Yes	***X***	No	

If "Yes", complete the following table for each State agency for whom the work was performed. Table can be duplicated for each contract being identified.

Question	Response
Name of State agency:	***State of Nevada***
State agency contact name:	***Jodi White – HR Manager of Mental Health***
Dates when services were performed:	***December 7, 2004 – December 31, 2006***
Type of duties performed:	***Accounting and Clerical***
Total dollar value of the contract:	***$2,931,391.00 – Actual***

Question	Response
Name of State agency:	***State of Nevada***
State agency contact name:	***Dana Gryskiew – Low Income Energy***
Dates when services were performed:	***December 7, 2004 – December 31, 2006***
Type of duties performed:	***Accounting and Clerical***
Total dollar value of the contract:	***$2,931,391.00 – Actual***

Question	Response
Name of State agency:	***State of Nevada***
State agency contact name:	***Annette Morfin, Purchasing Officer***
Dates when services were performed:	***April 1, 2013 – Current***
Type of duties performed:	***Clerical***
Total dollar value of the contract:	***$6,000,000.00 for the total contract term***

4.1.6	Are you now or have you been within the last two (2) years an employee of the State of Nevada, or any of its agencies, departments, or divisions?

Yes		No	***X***

	If you employ (a) any person who is a current employee of an agency of the State of Nevada, or (b) any person who has been an employee of an agency of the State of Nevada within the past two (2) years, and if such person will be performing or producing the services which you will be contracted to provide under this contract, you must disclose the identity of each such person in your response to this RFP, and specify the services that each person will be expected to perform.

N/A

4.1.7	Disclosure of any significant prior or ongoing contract failures, contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor's ability to perform or fulfill its obligations if a contract is awarded as a result of this RFP must also be disclosed. Does any of the above apply to your company?

Yes		No	***X***

CURRENT & PENDING LITIGATION

AppleOne has included a copy of our Current and Pending Litigation in <u>Tab IX – Other Informational Material</u> of the Technical Proposal. Please note following:

- ***There are currently no judgments against Howroyd Wright Employment Agency, Inc. dba AppleOne Employment Services.***
- ***AppleOne has no threatened or pending litigation ongoing against our company, principal officers, or our affiliates in connection with any contract.***
- ***AppleOne does not have any potential commitments that may impact the assets, lines of credit, guarantor letters, etc. that may affect our ability to perform the contract.***

4.1.8	Vendors must review the insurance requirements specified in ***Attachment E, Insurance Schedule for RFP 3051.*** Does your organization currently have or will your organization be able to provide the insurance requirements as specified in ***Attachment E.***

Yes	***X***	No	

	Any exceptions and/or assumptions to the insurance requirements ***must*** be identified on ***Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP***. Exceptions and/or assumptions will be taken into consideration as part of the evaluation process; however, vendors must be specific. If vendors do not specify any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

	Upon contract award, the successful vendor ***must*** provide the Certificate of Insurance identifying the coverages as specified in ***Attachment E, Insurance Schedule for RFP 3051***.

INSURANCE REQUIREMENTS

AppleOne will be able to provide the required insurance requirements and we have included a copy of our Certificate of Insurance within Tab IX – Other Informational Material of the Technical Proposal.

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.

COMPANY PROFILE

AppleOne was founded in 1964 and incorporated in 1968 by its President, Bernard Howroyd, who sought to create an agency that would effectively meet what was then an emerging market for staffing augmentation, both permanent and temporary. Since then, AppleOne Employment Services has grown from a single-desk staffing agency to become one of the largest privately held employment service in the nation. Over the last forty-eight (48) years, AppleOne has provided the best in temporary staffing and is currently supporting over 250 government entities at the Local, State, and Federal levels. Currently, AppleOne annually place over 145,000 people nationwide. AppleOne wholeheartedly supports the State of Nevada's mission to provide high quality Temporarily Assigned Medical Positions, and welcomes the opportunity to create a solid and long-term relationship with the State.

DIVERSITY CERTIFICATIONS

As a wholly owned subsidiary of The ACT•1 Group, Inc., the largest woman, minority-owned staffing services firm in the United States, AppleOne is uniquely qualified to understand and fulfill your diversity goals. Both AppleOne and ACT•1 are certified as Minority Business Enterprises (MBE) by the National Minority Supplier Development Council (NMSDC) through our home council in Southern California. Additionally, we are certified as a Woman-owned Business by the Women's Business Enterprise National Council (WBENC). Our policy of encouraging and assisting minority, women-owned, and other diverse enterprises is a reflection of our long-standing commitment to equal opportunity and affirmative action. This commitment is supported by our highest levels of management and is communicated to all current and potential employees. We have included copies of our diversity certifications within Tab IV – State Documents of the Technical Proposal.

AppleOne has a substantial history of partnering with public sector clients and collaborating to continually evaluate and develop new, innovative, and creative ways to continue improving the level of service that they offer to clients – as well as improve their bottom line. We know that having the best in temporary personnel is integral to the success of the State. AppleOne's precise, comprehensive methods for providing staffing services to the State will ensure that you obtain the maximum projected value for each dollar of expenditure.

While most major corporations expand through mergers and acquisitions, AppleOne is firmly committed to furthering expansion through reinvestment in its national network of branch locations. Since 1995, the AppleOne branch network has grown from 81 locations, mainly in the Western United States, to over 200 locations throughout North America. This growth has been accomplished by remaining conservative and virtually debt-free, which eliminates any distraction from AppleOne's main goal of providing clients with unsurpassed customer service. Thus, the core philosophies of AppleOne are reflected in its daily practices.

SPECIALIZED SERVICES & DIVISIONS

Each of the more than 200 AppleOne points of operation offers myriad staffing services for government clients. As a full-service staffing agency, we supply temporary, temp-to-hire, and direct-hire candidates to satisfy all human resources demands. Each division's area of expertise delivers unparalleled results for AppleOne's government clients. AppleOne is comprised of the following Specialized Services divisions that coordinate to deliver a multitude of staffing solutions:

Government Solutions Division

In order to ensure that government entities such as the State receive exemplary service, AppleOne developed our Government Solutions Division to evaluate and address the specific needs of our public sector clients, such as consistently tracking milestones and deliverables, addressing all quality control issues, adhering to budgeting cycles, and maintaining constant lines of open communication in order to remain proactive with regard to all contractual and service issues. AppleOne's Government Solutions Division team services numerous public entities on the Local, State, and Federal level, as well as public and private educational institutions, and AppleOne's team members work to provide this specialized client base with high-quality staffing solutions while remaining cognizant of the taxpayer's dollar.

Through this division, AppleOne is currently supporting over 250 public sector entities at the Local, State, and Federal levels, including over thirty-five (35) educational institutions. The Government Solutions Division works closely with the following additional organizational units to deliver quality solutions to our clients.

Health Care Staffing Division – All's Well Health Care Services

AppleOne's healthcare division, All's Well Health Care Services provides cost effective solutions to all levels of healthcare staffing. All's Well brings "Around the Clock" recruitment solutions 365 days a year to our healthcare clients through creative, cost-effective, quality staffing of nurses, allied health professionals, therapists, and healthcare administrative personnel.

All's Well specializes in providing professional, quality healthcare staffing to physician and dental offices, hospitals, pharmaceutical and insurance companies, HMO/PPO facilities, laboratories, schools and universities, and local, state and federal public entities. As a pioneer in the strategic sourcing and management of medical personnel, All's Well has established an outstanding reputation in the industry by identifying specific staffing requirements of the healthcare providers and private and public institutions we serve, and matching these requirements with the healthcare associate who has the appropriate training, education, credentials, and experience needed to excel once placed on assignment.

Temporary and Direct-Hire Services

As AppleOne's core department, AppleOne Temporary Services handles multiple job classifications, encompassing a wide range of skills from Administrative/Clerical, Healthcare/Medical, to Professional and Customer Service. AppleOne's direct-hire placement division takes the risk out of hiring direct-hire employees, with a variety of innovative, cost-effective programs, offering financial flexibility. AppleOne can recruit for virtually any position need.

AppleOne remains committed to creating "client-for-life" relationships. With our multitude of effective recruitment techniques, state-of-the-art testing programs, and technological capabilities, AppleOne is able to provide quality clerical and administrative candidates to its customers. AppleOne's recruitment methods include a vast database with over 120,000 candidates who are ready to start assignment at a moment's notice. AppleOne's skill assessment program has been designed to test a variety of skill sets

from Administrative/Clerical to Professional, increasing a client's productivity. The technological capabilities of AppleOne are user-friendly and allow its clients to browse hundreds of resumes, so that they may choose the right candidate.

IT Staffing Division

From its inception, AppleOne has been providing reliable temporary staffing in a variety of professional and technical areas, and in the early 1990s, AppleOne established a dedicated IT division: At-Tech. At-Tech is focused on meeting MIS and IT support service requirements for its client base, which includes both large and small business enterprises, as well as public sector entities on the Local, State, and Federal levels. AppleOne provides corporate high-tech businesses and government entities with cost-effective solutions, and places high-end technical and IT candidates in areas including: Microcomputer Specialists, Telecommunications Coordinator, Network Planning Analysts, Network Services Technicians, Data Network Specialists, and Network Systems Engineers/Architects, as well as Programmer Analysts, Database Architects and Administrators, Web Developers, System Administrators, Business Objects Administrators, FileNet Specialists, IS Business Analysts, IS Project Managers, Application Developers, Helpdesk Analysts, and Technical Writers.

Finance and Accounting Staffing Division

The Finance and Accounting Staffing Division is another dedicated division of AppleOne. Combining four decades of specialized recruitment with a vast national database of professionals ensures that the Finance and Accounting Staffing Division delivers the best people. Through this dedicated division, clients gain access to a vast pool of candidates they might not otherwise have an opportunity to consider. Most professionals that AppleOne represents have come to AppleOne through referral, and retain AppleOne's services because of its reputation for delivering quality matches. Additionally, every Account Executive maintains active relationships within the Accounting and Financial communities. AppleOne's ability to draw upon a vast network of personal and business contacts combined with industry leading, matching technology, and a substantial investment in Internet recruiting, ensures that this dedicated division possesses the resources to quickly fill a client's most difficult staffing challenge.

COMMITMENT TO GOVERNMENT

AppleOne is dedicated to understanding and addressing the unique requirements of public sector entities. As we aid the State by providing highly-qualified temporary personnel, we will help our All's Well Las Vegas associates achieve their career goals. We also help uplift communities by assisting and teaming with minority, woman-owned, and small disadvantaged businesses. AppleOne's Government Solutions Division also has dedicated departments staffed with specialists to provide support for AppleOne's Government clients. These departments include the following:

- ***Quality Assurance Team***
- ***ISO Certification and Compliance Team***
- ***Invoicing Department***
- ***Payroll Department***
- ***Risk Management Department***
- ***Legal Department***
- ***Training and Implementation Department***
- ***HR and Benefits Department.***

MANAGING BRANCH OFFICE INFORMATION

The All's Well Las Vegas office, located at 6655 W. Sahara Ave, Suite A200, Las Vegas, NV 89146, will be the managing office for this contract. The normal hours for the managing office are from 7:30

AM to 5:30 PM, Monday through Friday. Additionally, an AppleOne Account Executive will be available to the State 24 hours a day at phone number (702) 684-8882. In the event that the State needs immediate assistance outside of the normal hours of operation, a phone call to the branch will provide a cell phone/paging prompt that immediately contacts the necessary Account Executives.

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.

LENGTH OF SERVICE

AppleOne was founded in 1964 and incorporated in 1968 by its President, Bernard Howroyd, who sought to create an agency that would effectively meet what was then an emerging market for staffing augmentation, both permanent and temporary. Since then, AppleOne Employment Services has grown from a single-desk staffing agency to become one of the largest privately held employment service in the nation. Over the last forty-eight (48) years, AppleOne has provided the best in temporary staffing and is currently supporting over 250 government entities at the Local, State, and Federal levels. Currently, AppleOne annually place over 145,000 temporary personnel nationwide. AppleOne wholeheartedly supports the State's mission to provide high quality Temporarily Assigned Medical Positions, and welcomes the opportunity to create a solid and long-term relationship with the State.

4.1.11	Financial information and documentation to be included in Part III, Confidential Financial Information of vendor's response in accordance with Section 9.5, Part III – Confidential Financial Information. 4.1.11.1 Dun and Bradstreet Number 4.1.11.2 Federal Tax Identification Number 4.1.11.3 The last two (2) years and current year interim: A. Profit and Loss Statement B. Balance Statement

FINANCIAL INFORMATION

All required financial information and documentation (including AppleOne's Dun and Bradstreet and Federal Tax Identification Numbers) have been included within <u>Part III – Confidential Financial</u> of this Proposal.

4.2 SUBCONTRACTOR INFORMATION

4.2.1 Does this proposal include the use of subcontractors?

Yes		No	***X***

4.3 BUSINESS REFERENCES

4.3.1 Vendors should provide a minimum of three (3) business references from similar projects performed for private, state and/or large local government clients within the last three (3) years.

4.3.2 Vendors must provide the following information for ***every*** business reference provided by the vendor and/or subcontractor:

The "Company Name" must be the name of the proposing vendor or the vendor's proposed subcontractor.

Reference #:	***1***		
Company Name:	***Howroyd Wright Employment Agency, Inc., dba: AppleOne Employment Services***		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	***University of Nevada, Las Vegas***		
Primary Contact Information			
Name:	***Yvette Walton***		
Street Address:	***4505 S. Maryland Parkway***		
City, State, Zip	***Las Vegas, NV 89154-100***		
Phone, including area code:	***(702) 895-3856***		
Facsimile, including area code:	***(702) 895-3519***		
Email address:	***Yvette.walton@unlv.edu***		
Alternate Contact Information			
Name:	***Lorraine Brown***		
Street Address:	***4505 S. Maryland Parkway***		
City, State, Zip	***Las Vegas, NV 89154***		
Phone, including area code:	***(702) 895-0686***		
Facsimile, including area code:	***(702) 895-3519***		
Email address:	***Lorraine.brown@unlv.edu***		
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:	***Clerical, Accounting***		
Original Project/Contract Start Date	***January 7, 2008***		
Original Project/Contract End Date:	***Contract is Ongoing***		
Original Project/Contract Value:	***$400,000***		
Final Project/Contract Date:	***Contract is Ongoing***		
Was project/contract completed in time originally allotted, and if not, why not?	***AppleOne still provides staffing services to the client as needed.***		
Was project/contract completed within or under the original budget/cost proposal, and if not, why not?	***Mark-up has been maintained throughout the entire project.***		

Reference #:	***2***		
Company Name:	***Howroyd Wright Employment Agency, Inc., dba: AppleOne Employment Services***		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	***Nevada State College***		
Primary Contact Information			
Name:	***Kimberly Williams***		
Street Address:	***1125 Nevada State Drive***		
City, State, Zip	***Henderson, NV 89002***		
Phone, including area code:	***(702) 992-2000***		
Facsimile, including area code:	***(702) 992-2321***		
Email address:	***kimberlywilliams@nsc.nevada.edu***		
Alternate Contact Information			
Name:	***Adelfa Sullivan***		
Street Address:	***1125 Nevada State Drive***		
City, State, Zip	***Henderson, NV 89002***		
Phone, including area code:	***(702) 992-2000***		
Facsimile, including area code:	***(702) 992-2321***		
Email address:	***Adelfa.sullivan@nsc.nevada.edu***		
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:	***Word Processor, Data Entry, Accounting***		
Original Project/Contract Start Date	***February 5, 2008***		
Original Project/Contract End Date:	***Contract is Ongoing***		
Original Project/Contract Value:	***$2,000,000 Annually***		
Final Project/Contract Date:	***Contract is Ongoing***		
Was project/contract completed in time originally allotted, and if not, why not?	***AppleOne still provides staffing services to the client as needed.***		
Was project/contract completed within or under the original budget/cost proposal, and if not, why not?	***Mark-up has been maintained throughout the entire project.***		

Reference #:	***3***		
Company Name:	***Howroyd Wright Employment Agency, Inc., dba: AppleOne Employment Services***		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	***Clark County School District***		
Primary Contact Information			
Name:	***Tim Chounard, User Support IT Manager***		
Street Address:	***4260 Eucalyptus Ave***		
City, State, Zip	***Las Vegas, NV 89121***		
Phone, including area code:	***(702) 799-6330 ext. 5190***		
Facsimile, including area code:	***N/A***		
Email address:	***tchouna@interact.ccsd.net***		

Alternate Contact Information	
Name:	***Sylvia McGinty, Assistant to VP of IT***
Street Address:	***4260 Eucalyptus Ave***
City, State, Zip	***Las Vegas, NV 89121***
Phone, including area code:	***(702) 799-6330 ext. 5402***
Facsimile, including area code:	***N/A***
Email address:	***samcgint@interact.ccsd.net***
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:	***Information Technology Services: Server Tech I and II, Help Desk Support/Analyst, Network Administrators, Customer Service, Data Entry, and Clerical candidates.***
Original Project/Contract Start Date	***2006***
Original Project/Contract End Date:	***Contract is Ongoing***
Original Project/Contract Value:	***January 7, 2008***
Final Project/Contract Date:	***Contract is Ongoing***
Was project/contract completed in time originally allotted, and if not, why not?	***AppleOne still provides staffing services to the client as needed.***
Was project/contract completed within or under the original budget/cost proposal, and if not, why not?	***Mark-up has been maintained throughout the entire project.***

4.3.3 Vendors must also submit ***Attachment F, Reference Questionnaire*** to the business references that are identified in ***Section 4.3.2***.

4.3.4 The company identified as the business references must submit the Reference Questionnaire directly to the Purchasing Division.

4.3.5 It is the vendor's responsibility to ensure that completed forms are received by the Purchasing Division on or before the deadline as specified in ***Section 8, RFP Timeline*** for inclusion in the evaluation process. Reference Questionnaires not received, or not complete, may adversely affect the vendor's score in the evaluation process.

4.3.6 The State reserves the right to contact and verify any and all references listed regarding the quality and degree of satisfaction for such performance.

REFERENCE QUESTIONNAIRE

AppleOne has completed Attachment F, Reference Questionnaire for each of the business references identified in Section 4.3.2 of this Proposal.

4.4 VENDOR STAFF RESUMES

A resume must be completed for each proposed key personnel responsible for performance under any contract resulting from this RFP per ***Attachment G, Proposed Staff Resume***.

VENDOR STAFF RESUMES

AppleOne has completed Attachment G for the following AppleOne key personnel who will be responsible for performance of any contract resulting from this RFP:

- ***Sara Allred – Branch Manager, Primary Point of Contact for the State***
- ***Amber Trask – Account Executive, Secondary Point of Contact***

AppleOne has also completed Attachment G for the following AppleOne personnel who will provide Executive Support for the branches:

- ***Becky Cook, National Account Director***
- ***Kelly Young, Regional Manager***

Please refer to Tab VIII – Attachment G – Proposed Staff Resume of the Technical Proposal for more information regarding AppleOne's personnel.

9.2.3.8 TAB VIII – ATTACHMENT G – PROPOSED STAFF RESUME

A. Vendors must include all proposed staff resumes per *Section 4.4, Vendor Staff Resumes* in this section.

B. This section should also include any subcontractor proposed staff resumes, if applicable.

VENDOR STAFF RESUMES

AppleOne has completed Attachment G for the following AppleOne key personnel who will be responsible for performance of any contract resulting from this RFP:

- ***Sara Allred – Branch Manager, Primary Point of Contact for the State***
- ***Amber Trask – Account Executive, Secondary Point of Contact***

AppleOne has also completed Attachment G for the following AppleOne personnel who will provide Executive Support for the branches:

- ***Becky Cook, National Account Director***
- ***Kelly Young, Regional Manager***

We have included the completed Attachment G – Proposed Staff Resume Forms immediately following this page.

PROPOSED STAFF RESUME

A resume must be completed for all proposed contractor staff and proposed subcontractor staff.

COMPANY NAME:	***AppleOne Employment Services***		
☑ **Contractor**		☐ **Subcontractor**	
Name:	***Sara Allred***		☑ **Key Personnel**
Classification:	***Branch Manager***	**# of Years in Classification:**	***15***
Brief Summary: of Experience:	***Sara Allred, Branch Manager for the AppleOne office that specializes in health care staffing within the Nevada region has been in the staffing industry for over 12 years and began her career with AppleOne in 2002. She has over three years of experience in health care staffing and has been a part of assisting in major staffing projects for organizations such as Gentiva Health, Valley Health System, and Life Care Centers of America. In addition to health care staffing, Ms. Allred has participated in implementing projects with AT&T, Yellow Book USA, and Clark County School District. Ms. Allred differentiates herself in the market by being a second-generation native of Las Vegas with strong ties to her community.***		
# of Years with Firm:	***7***		

RELEVANT PROFESSIONAL EXPERIENCE

Required Information:	
MMYYYY to Present:	***2012 – Present***
Vendor Name:	***AppleOne Employment Services/SHC***
Client Name:	***Rightsourcing***
Client Contact Name:	***Michelle Bartlow, Account Manager***
Client Address, Phone Number, Email:	***5400 S Rainbow, Las Vegas, NV 89118, Phone: 702-574-2090***
Role in Contract/Project:	***Account Manager/Recruitment Partner***
Details and Duration of Contract/Project:	***2012 - Present***
Required Information:	
MMYYYY to MMYYYY:	***2011-Present***
Vendor Name:	***AppleOne Employment Services***
Client Name:	***Clark County School District***
Client Contact Name:	***Linda Kalekas***
Client Address, Phone Number, Email:	***5100 West Sahara Ave., Las Vegas, Nevada 89146*** ***Phone: 702-799-0767, Email: lkalekas@interact.ccsd.net***
Role in Contract/Project:	***Account Manager/Recruitment Partner***
Details and Duration of Contract/Project:	***2008-Present***
Required Information:	
MMYYYY to MMYYYY:	***2012-Present***
Vendor Name:	***AppleOne Employment Services (All's Well Division)***
Client Name:	***Health Care Partners***
Client Contact Name:	***Rosie Stephenson-Goodknight***
Client Address, Phone Number, Email:	***700 E Warm Springs, Las Vegas, NV 89119, Phone: (702) 932-8525***
Role in Contract/Project:	***Account Manager/Recruitment Partner***
Details and Duration of Contract/Project:	***2009-Present***

EDUCATION	
Institution Name: ***City:*** ***State:*** ***Degree/Achievement:*** ***Certifications:***	***University of Phoenix*** ***Las Vegas,*** ***NV*** ***B.S.*** ***NA***

REFERENCES	
Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	***Lindsay Banko Castro, Catering Manager*** ***Las Vegas Country Club*** ***Las Vegas, NV*** ***702-807-5492*** ***Mary Ellen Bruen, Assistant Controller*** ***Palms Resort*** ***Las Vegas, NV*** ***702-498-3723*** ***Gerard Marshall, Director of Rehabilitation*** ***Progressive Hospital*** ***Las Vegas, NV*** ***702-433-2200***

PROPOSED STAFF RESUME

A resume must be completed for all proposed contractor staff and proposed subcontractor staff.

COMPANY NAME:	***AppleOne Employment Services (through All's Well Health Care Services, AppleOne's specialized healthcare division)***		
☑ **Contractor**		☐ **Subcontractor**	
Name:	***Amber Trask***	☑ **Key Personnel**	
Classification:	***Account Executive***	**# of Years in Classification:**	***2***
Brief Summary: of Experience:	***I am an All's Well staffing professional with five years of collective staffing experience -- three of my most recent years in staffing has been focused in health care. As an All's Well professional, I currently assist a variety of local facilities with registered nurses, licensed practical nurses, medical assistants, phlebotomist, physical therapist, occupational therapist, social workers, chart auditors, case managers and a variety of other health professionals. Being able to identify quality talent and understanding the different facets of health care is key to my recruiting success.***		
# of Years with Firm:	***2***		

RELEVANT PROFESSIONAL EXPERIENCE	
Required Information:	
MMYYYY to Present:	***August 2012 – Present***
Vendor Name:	***AppleOne Employment Services, All's Well Division***
Client Name:	***Right Sourcing***
Client Contact Name:	***Brenda Zimmerman, On-site Health Manager***
Client Address, Phone Number, Email:	***17682 Mitchell North, Irvine, CA 17682, Phone: (702) 853-3236, Email: bzimmerman@rightsourcingusa.com***
Role in Contract/Project:	***We are currently a vendor to assist with Registered Nurses and allied professionals.***
Details and Duration of Contract/Project:	***August 2012 – Present***
Required Information:	
MMYYYY to MMYYYY:	***December 2011 – Present***
Vendor Name:	***AppleOne Employment Services, All's Well Division***
Client Name:	***North Vista Hospital***
Client Contact Name:	***Melissa McCoy, Human Resource Director***
Client Address, Phone Number, Email:	***1409 E Lake Mead Blvd., North Las Vegas, NV 89030, Phone: (702) 641-7711, Email: mmcoy@iasishealthcare.com***
Role in Contract/Project:	***Currently a vendor to assist with Licensed Clinical Social Workers, Chart Auditors, and Registered Nurses.***
Details and Duration of Contract/Project:	***December 2011 – Present***

Required Information:	
MMYYYY to MMYYYY:	***December 2011 – Present***
Vendor Name:	***Las Vegas Urology***
Client Name:	***AppleOne Employment Services, All's Well Division***
Client Contact Name:	***Marian Bartola, Billing Manager***
Client Address, Phone Number, Email:	***7500 Smoke Ranch Blvd Ste 200, Las Vegas NV 89129, Phone: (702) 951-0800, Email: marianb@lasvegasurology.com***
Role in Contract/Project:	***Current vendor to assist with Medical Billing, Front Office, Medical Assistants, and CT Technician staffing.***
Details and Duration of Contract/Project:	***December 2011 – Present***

EDUCATION	
Institution Name:	***University of Nevada Las Vegas***
City:	***Las Vegas***
State:	***Nevada***
Degree/Achievement:	***N/A***
Certifications:	

REFERENCES	
Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	***Please refer to professional experience for reference name and phone numbers.***

PROPOSED STAFF RESUME

A resume must be completed for all proposed contractor staff and proposed subcontractor staff.

COMPANY NAME:	AppleOne Employment Services		
☑ **Contractor**		☐ **Subcontractor**	
Name:	Becky Cook	☑ **Key Personnel**	
Classification:	National Account Director	**# of Years in Classification:**	10
Brief Summary: of Experience:	Ms. Becky Cook, the National Account Director has been with AppleOne since 1998. She has excelled in a variety of sales and managerial capacities, and has consistently been recognized as one of The ACT 1 Group's top staffing professionals. Her success, expertise and proficiency in managing large-enterprise national accounts elevated her to the status of National Account Director where she now serves as the driving force behind multiple key accounts across all business lines. Ms. Cook has facilitated many contracts with some of our largest clients: Advance PCS, International Gaming Technology (IGT), Mayo Clinic, Metris, Wells Fargo and Schaller Anderson.		
# of Years with Firm:	15		

RELEVANT PROFESSIONAL EXPERIENCE	
Required Information:	
MMYYYY to Present:	2010 - Present
Vendor Name:	AppleOne Employment Services
Client Name:	Clark County School District
Client Contact Name:	Carol Poindexter, CPPO, C.P.M., A.P.P. - Contracts Coordinator
Client Address, Phone Number, Email:	5100 W Sahara Ave. Las Vegas, NV 89146 Phone: 702-799-5225 x5466
Role in Contract/Project:	Executive Sponsor / National Account Director
Details and Duration of Contract/Project:	2010 - Present
Required Information:	
MMYYYY to MMYYYY:	2005 - Present
Vendor Name:	AppleOne Employment Services
Client Name:	International Gaming Technologies (IGT)
Client Contact Name:	Mike Zell - Commodity Specialist
Client Address, Phone Number, Email:	6355 S. Buffalo Drive, Las Vegas, NV 89113 Phone:702-669-8634
Role in Contract/Project:	Executive Sponsor / National Account Director
Details and Duration of Contract/Project:	2005 - Present

Required Information:	
MMYYYY to MMYYYY:	2009 – Present
Vendor Name:	AppleOne Employment Services
Client Name:	SAIC
Client Contact Name:	Karin Bergener, Subcontract Manager, PMP
Client Address, Phone Number, Email:	1710 SAIC Drive, McLean, VA 22102 Phone: 330-298-9042, Karin.C.Bergener@saic.com
Role in Contract/Project:	Executive Sponsor / National Account Director
Details and Duration of Contract/Project:	2009 - Present

EDUCATION	
Institution Name:	College of the Ozarks
City:	Branson
State:	Missouri
Degree/Achievement:	N/A
Certifications:	

REFERENCES	
Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	**Caris Life Sciences** Wendy D Brown, Director, Human Resources 4610 S. 44th Place, Phoenix, AZ 85040 Phone: 602-464-7515, Fax: 602-464-7662 wbrown@carisls.com **SAIC** William Kerr, Senior Network Engineer 1710 SAIC Drive, McLean, VA 22102 Phone: 702-245-7324, KerrW@saic.com **International Game Technology** Melissa Whitney, Senior Recruiter, HR 6355 S. Buffalo Drive, Las Vegas, NV 89113 Phone: 702-669-8634 melissa.whitney@igt.com

PROPOSED STAFF RESUME

A resume must be completed for all proposed contractor staff and proposed subcontractor staff.

COMPANY NAME:	AppleOne Employment Services		
☑ **Contractor**		☐ **Subcontractor**	
Name:	Kelly Young		☑ **Key Personnel**
Classification:	Division Vice President	**# of Years in Classification:**	3
Brief Summary: of Experience:	Ms. Young joined AppleOne in 1996 as an Account Executive and through several promotions, now serves as Division Vice President for the Western United States. Ms. Young's presence and influence on her market has resulted in an increased client base of 272% and has earned her multiple "Manager of the Year" awards during her tenure. Ms. Young's experience in contract and business development on the local and state level has provided her with a clear understanding of the unique and intricate stipulations gaming states such as Nevada have in place as a result of Gaming Control Board regulations. Ms. Young received a Bachelor of Science degree from Long Beach State University.		
# of Years with Firm:	17		

RELEVANT PROFESSIONAL EXPERIENCE	
Required Information:	
MMYYYY to Present:	2010 - Present
Vendor Name:	AppleOne Employment Services
Client Name:	Clark County School District
Client Contact Name:	Carol Poindexter, CPPO, C.P.M., A.P.P. - Contracts Coordinator
Client Address, Phone Number, Email:	5100 W Sahara Ave. Las Vegas, NV 89146 Phone: 702-799-5225 x5466
Role in Contract/Project:	Executive Sponsor / Division Vice President
Details and Duration of Contract/Project:	2010 - Present
Required Information:	
MMYYYY to MMYYYY:	2005 - Present
Vendor Name:	AppleOne Employment Services
Client Name:	International Gaming Technologies (IGT)
Client Contact Name:	Mike Zell - Commodity Specialist
Client Address, Phone Number, Email:	6355 S. Buffalo Drive, Las Vegas, NV 89113 Phone:702-669-8634
Role in Contract/Project:	Executive Sponsor / Division Vice President
Details and Duration of Contract/Project:	2005 - Present

Required Information:	
MMYYYY to MMYYYY:	2009 – Present
Vendor Name:	AppleOne Employment Services
Client Name:	SAIC
Client Contact Name:	Karin Bergener, Subcontract Manager, PMP
Client Address, Phone Number, Email:	1710 SAIC Drive, McLean, VA 22102 Phone: 330-298-9042, Karin.C.Bergener@saic.com
Role in Contract/Project:	Executive Sponsor / Division Vice President
Details and Duration of Contract/Project:	2009 - Present

EDUCATION	
Institution Name:	Long Beach State University
City:	Long Beach
State:	California
Degree/Achievement:	Bachelor of Science
Certifications:	

REFERENCES	
Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	**Caris Life Sciences** Wendy D Brown, Director, Human Resources 4610 S. 44th Place, Phoenix, AZ 85040 Phone: 602-464-7515, Fax: 602-464-7662 wbrown@carisls.com **International Game Technology** Melissa Whitney, Senior Recruiter, HR 6355 S. Buffalo Drive, Las Vegas, NV 89113 Phone: 702-669-8634 melissa.whitney@igt.com **SAIC** William Kerr, Senior Network Engineer 1710 SAIC Drive, McLean, VA 22102 Phone: 702-245-7324, KerrW@saic.com

9.2.3.9 TAB IX – OTHER INFORMATIONAL MATERIAL

Vendors must include any other applicable reference material in this section clearly cross referenced with the proposal.

AppleOne has included other applicable reference material, which are cross referenced with the proposal:

- ***Surety Bond on file with State Labor Commissioner's Office – referenced from page 4, Section 1. Project Overview of the State of Nevada RFP***
- ***Certificate of Insurance – referenced from Tab VII: Company Background and References of the Technical Proposal***
- ***Summary of Benefits – referenced from Tab VI: Scope of Work of the Technical Proposal and Tab II: Cost Proposal of the Cost Proposal***
- ***Sample Brochure – referenced from Tab VI: Scope of Work of the Technical Proposal***
- ***Quality Assurance Surveys – referenced from Tab VI: Scope of Work of the Technical Proposal***
- ***New Hire Packet (through AppleOne's specialized healthcare division, All's Well) – referenced from Tab VI: Scope of Work of the Technical Proposal***
- ***Sample Invoice & Management Reports – referenced from Tab VI: Scope of Work of the Technical Proposal***
- ***Branch List – referenced from Tab VII: Company Background and References of the Technical Proposal***
- ***Current & Pending List of Litigations – referenced from Tab VII: Company Background and References of the Technical Proposal***

SURETY BOND ON FILE WITH STATE LABOR COMMISSIONER'S OFFICE

TOPS FORM 46800 ®

RECEIPT DATE 12-14-06 3731

RECEIVED FROM Wells Fargo & Company Issuer for

ADDRESS Apple One Nevada, Inc (Fresno location)

One thousand & no cents DOLLARS $ 1000.00

FOR Pea Bond Requirement

ACCOUNT			HOW PAID		
AMT. OF ACCOUNT			CASH		
AMT. PAID			CHECK	0939710602	
BALANCE DUE			MONEY ORDER		

Labor Commissioner

BY Susan Murray

BOR COMMISSIONER
N AVENUE, SUITE 4100
A 89101
550

BOR COMMISSIONER
E, SUITE 226
ADA 89701
850

January 23, 2007

Mr. Bernard Howroyd
Apple One Nevada, Inc.
2855 North McCarran # 103
Sparks, Nevada 89436

Dear Mr. Howroyd:

Enclosed please find your 2007 State of Nevada Private Employment Agency License number 34. This license entitles you to operate as a private employment agency for the calendar year ending December 31, 2007.

Also enclosed is your receipt for the $100.00 license fee, receipt for $1,000.00 bond requirement and a fee poster. You may obtain a copy of the laws governing agencies by downloading from the Internet at: www.laborcommissioner.com

Sincerely,

00939 Office AU # 11-24 1210(8)

OFFICIAL CHECK

SERIAL #: 0093910602

ACCOUNT#: 4861-505329

Purchaser: ACORN PAYROLL SERVICES INC
Purchaser Account: 4795140169
Operator I.D.: cu010440

PAY TO THE ORDER OF

***One thousand

WELLS FARGO & COMPANY IS
420 MONTGOMERY STREET
SAN FRANCISCO, CA 94163
PAYABLE AT WELLS FARGO BANK
FOR INQUIRIES CALL (480) 394-312

New
92
28
287
198
241
34

RECEIPT DATE 11-28-06 NO. 0453

RECEIVED FROM Apple

ADDRESS

FOR 2007 Pea

ACCOUNT			
AMT. OF ACCOUNT			
AMT. PAID			
BALANCE DUE			MON

KENNY C. GUINN
Governor

STATE OF NEVADA
Department of Business and Industry
Office of Labor Commissioner

JUDY HONEA
Administrative Assistant IV

555 E. Washington, Suite 4100
Las Vegas, Nevada 89101

Telephone (702) 486-2524
Fax (702) 486-2660

www.LaborCommissioner.com

FB004 M4203

Certificate of Insurance

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 3/26/2013

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

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

PRODUCER

M.G. Skinner & Associates
11030 Santa Monica Blvd.
Suite 207
Los Angeles, California 90025

Phone: (310)478-5041
Fax: (310)479-8707

CONTACT NAME:
PHONE (A/C, No, Ext):
FAX (A/C, No):
E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A :	Zurich American Insurance Company	16535
INSURER B :	Philadelphia Insurance Company	23850
INSURER C :	American Guarantee And Liability Insurance Com	26247
INSURER D :	Ace American Insurance Company	22667
INSURER E :		
INSURER F :		

INSURED

Howroyd Wright Employment Agency Inc., dba: AppleOne
P.O. Box 29048
Glendale, CA 91209-9048

COVERAGES **CERTIFICATE NUMBER:** HOWGEN-69 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	GENERAL LIABILITY ✓ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ✓ OCCUR ✓ Professional Liab. ($3M) GEN'L AGGREGATE LIMIT APPLIES PER: ✓ POLICY ☐ PRO-JECT ☐ LOC			PRA 9698690-01	4/1/2013	4/1/2014	EACH OCCURRENCE	$ 3,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 3,000,000
							GENERAL AGGREGATE	$ 3,000,000
							PRODUCTS - COMP/OP AGG	$ 3,000,000
								$
B	AUTOMOBILE LIABILITY ✓ ANY AUTO ☐ ALL OWNED AUTOS ☐ SCHEDULED AUTOS ✓ HIRED AUTOS ✓ NON-OWNED AUTOS			PHPK975909	2/8/2013	4/1/2014	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
C	✓ UMBRELLA LIAB ✓ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ✓ RETENTION $ 0			UMB9467219-01	4/1/2013	4/1/2014	EACH OCCURRENCE	$ 10,000,000
							AGGREGATE	$ 10,000,000
								$
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y / N ☐ (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		WLRC43121327	4/1/2013	4/1/2014	✓ WC STATU-TORY LIMITS ☐ OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
A	Crime (3rd Party)			PRA 9698690-01	4/1/2013	4/1/2014	Each Occurrence	3,000,000
							Aggregate Limit	3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

States: Multi-State - Workers' Compensation is not applicable in any monopolistic state.
Notice of Cancellation under applicable policies: 30 days / 10 days for non-payment of premium.

CERTIFICATE HOLDER

Holder's Nature of Interest : Certificate Holder

Sample Certificate

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE Dawn Ortiz

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SUMMARY OF BENEFITS

SUMMARY OF BENEFITS

AppleOne offers extensive benefit options to both our permanent staff and temporary employees. Supportive documentation is provided where possible.

STAFF BENEFITS

AppleOne full-time staff members are offered the following benefits options.

HEALTH, DENTAL, AND VISION INSURANCE SUMMARY

Staff employees may choose between Blue Cross HMO[1], Blue Cross High PPO, Blue Cross Low PPO, and Kaiser Permanente HMO[1]. Dental insurance carrier options for staff include Aetna DMO and Principal Dental PDP. Vision care is offered through Anthem Blue Cross (Anthem Vision).

FAMILY / PARENTAL LEAVE

AppleOne fully complies with the Family Medical Leave Act (FMLA.). Employees who work for a company with 50 or more employees and have worked for that Company for at least twelve (12) months and at least 1250 work hours during the previous 12 month period before the date of leave is to begin, are eligible under Family Medical Leave Act (FMLA.) to take up to a maximum of 12 work weeks (60 days) of unpaid family/medical leave within a 12 month period. AppleOne complies with all Federal and State laws regarding leave.

SCHOOL ACTIVITIES LEAVE[1]

In addition to FMLA, AppleOne also fully complies with the State of California Labor Code Section 230.8, School Activities Leave. Employees who are a parent, guardian, or grandparent having custody, of one or more children in kindergarten or grades 1 to 12, or attending a licensed child day care facility, may take off up to 40 hours each year to participate in activities of the school or licensed child day care facility of any of his or her children.

EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program, offered through Ann Clark Associates offers confidential and professional counseling and referral service for AppleOne employees and their family members. Please refer to the attached brochure.

CREDIT UNION

AppleOne employees may join the Financial Partners Credit Union (http://www.fpcu.org). This includes the option for automatic paycheck deposit. Additional information is provided in the attached related brochures.

CHILD CARE / EFLEX

EFlex (http://www.eflex.com) is a third party administrator providing superior services in Flexible Spending Accounts (FSA), Transit and Parking (T&P)[2], Health Reimbursement Arrangements (HRA), Premium Only Plans (POP)[3], COBRA, Premium and Eligibility (Online Enrollment and Eligibility)[2] and Employee Communications (Benefit Statements). This includes dependant day care expenses. Please refer to the attached related Spending Account Claim Form.

[1] State of California only
[2] City of San Francisco, CA only
[3] State of Massachusetts only

401(K) RETIREMENT SAVINGS PLAN

AppleOne offers a 401(k) Retirement Savings Plan through MassMutual Financial Group. This plan provides employees the opportunity to save money, pay less in taxes and earn money for their future. AppleOne's personnel are eligible for the plan after completing three (3) months of service. Personnel may elect to contribute (defer) from 1% to 50% of their compensation through pre-tax payroll deductions, up to an annual limit set by the IRS. Please refer to the attached brochure.

TEMPORARY EMPLOYEE BENEFITS

AppleOne Employment Services offers a wide range of benefits to those temporary personnel who are actively working. These plans offer a robust hospital benefit, as well as additional wellness benefit options, at comparably lower rates. Affordable group benefits include medical, dental, accident and life insurance coverage. Offering benefits in this fashion also helps to further ensure co-employment prevention.

Currently, the following two (2) types of coverages are offered:

1. **Basic Limited Coverage**. All temporary associates and contractors are automatically eligible to enroll in our limited individual benefit program offered by Benefit*Protect*. This non-catastrophic coverage is 100% employee-funded and issued on a guarantee issue basis through Allstate (with a Vision rider). Dental and Life options are also available. This plan is payroll deducted and is designed to provide affordable minimal basic coverage for associates, at no cost to our clients.
2. **Expanded Limited Coverage**. Since Basic Limited Coverage may not meet the needs of all associates and contractors, a more inclusive limited medical coverage program through Benefit*Protect* is available upon client's request. Like the Basic Limited Coverage, this program is guarantee issue and 100% employee-funded, with Dental and Vision available. This plan requires five (5) individuals to underwrite this policy.

A overviews of these benefits options, including representative rates, are provided on the following page. The Benefit*Protect* Plan levels and/or Choice 1: Basic Limited Coverage are adjusted on a regular basis and the information is provided directly to the Temporary Associate by our Third Party Administrator, Benefit*Protect*.

CHOICE 1: BASIC LIMITED COVERAGE

100% employee funded – no cost to client

MEDICAL SERVICES:	Benefit*Protect* (BASE PLAN)	Benefit*Protect* (ENHANCED PLAN)
Coverage Type	Non catastrophic coverage. Benefits can be assigned so physician or hospital files claim and policy holder is balance billed for their portion of the bill.	Non catastrophic coverage. Benefits can be assigned so physician or hospital files claim and policy holder is balance billed for their portion of the bill.
Enrollment Timelines	Open Year Round	Open Year Round
Outpatient Annual Basic Medical Benefit	No Overall Annual Maximum	No Overall Annual Maximum
Annual Deductible	None	None
Co-Insurance	None	None
Doctor Visit Co-Pay	None (See Below)	None (See Below)
Physician Office or Outpatient treatment	100% up to $75 per visit. (5 per year, per category: 10 visit maximum for employee and spouse and employee and child,15 visits maximum for family)	100% up to $100 per visit. (5 per year, per category: 10 visit maximum for employee and spouse and employee and child,15 visits maximum for family)
Vision	No additional cost. Provides discounts for exams and services	No additional cost. Provides discounts for exams and services
Network Options	Network discounts are applied to all charges when policy holder goes to a network physician or facility. The claim can be submitted to the carrier with the network discount applied. If policy holder does not go to a network doctor or facility the claim is still paid the same amount but the charge is not discounted first.	Network discounts are applied to all charges when policy holder goes to a network physician or facility. The claim can be submitted to the carrier with the network discount applied. If policy holder does not go to a network doctor or facility the claim is still paid the same amount but the charge is not discounted first.
Annual Wellness Benefit	100% up to $100 per year	100% up to $150 per year
Inpatient Room and Board & Misc. Hospital Benefit Including Doctor Visit Maximum	100% up to $200 per day $36,000 Annual Benefit Maximum (Includes Room & Board included in First Hospital Admission Rider, Daily in Hospital Benefit Rider and Hospital Indemnity Rider) Up to 180 days	100% up to $300 per day $54,000 Annual Benefit Maximum (Includes Room & Board included in First Hospital Admission Rider, Daily in Hospital Benefit Rider and Hospital Indemnity Rider) Up to 180 days
First Hospital Admission Rider	100% up to $500 paid for first hospital confinement (per diagnosis per year)	100% up to $750 paid for first hospital confinement
Hospital Stay Add'l Admission Rider	See above	See above
Intensive Care Unit Benefit	100% up to $200/day Up to 60 days ($12,000 maximum)	100% up to $300/day Up to 60 days ($18,000 maximum)
Surgical and Anesthesia Benefits	Pays the actual expenses incurred up to the Maximum Rider Benefit if an insured Person requires Surgery due to a Covered Injury or Sickness (Up to $1,500 for Surgery and $375 for Anesthesia)	Pays the actual expenses incurred up to the Maximum Rider Benefit if an insured Person requires Surgery due to a Covered Injury or Sickness (Up to $3,000 for Surgery and $750 for Anesthesia)
Inpatient Doctor Visits	100% up to $75 per day during hospital confinement	100% up to $150 per day during hospital confinement
X-Ray/Diagnostic/Wellness Testing	100% up to $50 per test (Maximum of 3 per year)	100% up to $75 per test (Maximum of 3 per year)
Emergency Room Visit (Non-Emergency : Includes Illness visits)	100% up to $150	100% up to $150
Emergency Accident	100% up to $750 per occurrence (Limited to 2 occurrences per year)	100% up to $1,000 per occurrence (Limited to 2 occurrences per year)
Home Health	100% up to $150 per day for home healthcare provided by a licensed home health agency	100% up to $200 per day for home healthcare provided by a licensed home health agency

CHOICE 1: BASIC LIMITED COVERAGE

100% employee funded – no cost to client

MEDICAL SERVICES:	Benefit*Protect* (BASE PLAN)	Benefit*Protect* (ENHANCED PLAN)
Ambulance Benefit	$450 per trip (Limit 3 round trips per year)	$450 per trip (Limit 3 round trips per year)
Prescription Drug Benefit Rider	Plan pays $10 per script, 12 scripts per year	Plan pays $20 per script, 12 scripts per year (24 script max for employee and spouse or family and child) (36 prescription maximum for family)
Prescription Drug Buy-Up Option	See Plan Rx Below	See Plan Rx Below
Coordination of Benefit and Network	Included, counselors can be reached at 888-892-8507	Included, counselors can be reached at 888-892-8507
Medical Financing on Large Bills	Included, counselors can be reached at 888-892-8508	Included, counselors can be reached at 888-892-8508
MONTHLY COST:	**Benefit*Protect* ****	**Benefit*Protect* ****
Employee	$88.99	$139.30
Employee & Spouse	$176.39	$259.41
Employee & Children	$168.98	$242.65
Family	$241.90	$359.06

*** Rates are based on employees ages 36 - 49. Actual rates for individuals younger than 36 are much lower. Rates for individuals over 49 are higher.*

PlanRx CoPay

Temporary associates and their families can enjoy a prescription program that will save money on virtually every prescription medication they may need. The plan offers the following benefits:

- Generic $10 Co Pay for 30 day supply*
- Brand $50 Co Pay for 30 day supply**
- No age limits
- No health restrictions
- No reimbursement procedures
- Use immediately upon receipt of card
- Individual and family options
  - Generic $10 Co Pay available at our network of 54,000 pharmacies
  - Generic retail limits $300 per individual/quarter or $600 per family/quarter

** Brand $50 Co pay available through mail order only no limitations (see formulary)

NOTE: Benefits plans are subject to change with advance notice for reasons including but not limited to the impending health care reform, in which case, rates will change accordingly, with advance notice to our clients

CHOICE 2: EXPANDED LIMITED COVERAGE

100% employee funded – no cost to client

MEDICAL SERVICES:	Benefit*Protect*	Benefit*Protect*
Coverage Type	Limited Medical Plan	Limited Medical Plan
Enrollment Timelines	Open Year Round	Open Year Round
Outpatient Annual Basic Medical Benefit	No Overall Annual Maximum	No Overall Annual Maximum
Annual Deductible	None	None
Co-Insurance	None	None
Doctor Visit Co-Pay	None (See Below)	None (See Below)
Physician Office or Outpatient treatment	100% up to $100 per visit. (10 visit maximum per insured)	100% up to $100 per visit. (10 visit maximum per insured)
Vision	No additional cost. Provides discounts for exams and services	No additional cost. Provides discounts for exams and services
Network Options	Network discounts are applied to all charges when policy holder goes to a network physician or facility. The claim can be submitted to the carrier with the network discount applied. If policy holder does not go to a network doctor or facility the claim is still paid the same amount but the charge is not discounted first.	Network discounts are applied to all charges when policy holder goes to a network physician or facility. The claim can be submitted to the carrier with the network discount applied. If policy holder does not go to a network doctor or facility the claim is still paid the same amount but the charge is not discounted first.
Annual Wellness Benefit	1 visit per year per insured over 2 years of age; 4 visits per year of children 0-12 months and 2 visits per year for m children 12.-24 months	1 visit per year per insured over 2 years of age; 4 visits per year of children 0-12 months and 2 visits per year for m children 12.-24 months
Inpatient Room and Board & Misc. Hospital Benefit Including Doctor Visit Maximum	100% up to $500 per day, maximum of 30 days per confinement (No limit to number of confinements per year)	100% up to $750 per day, maximum of 30 days per confinement (No limit to number of confinements allowed per year)
First Hospital Admission Rider	Not available	Not available
Hospital Stay Add'l Admission Rider	Not available	Not available
Intensive Care Unit Benefit	See above Inpatient Room and Board	See above Inpatient Room and Board
Surgical and Anesthesia Benefits	Up to $4,000 per surgery by surgical schedule. Pay additional 20% of surgical amount for anesthesia	Up to $5,000 per surgery by surgical schedule. Pay additional 20% of surgical amount for anesthesia
Inpatient Doctor Visits	$100 up to $500 per day during hospital confinement	$100 up to $750 per day during hospital confinement
X-Ray/Diagnostic/ Wellness Testing	100% up to $300 per day, 4 day maximum	100% up to $300 per day, 4 day maximum
Emergency Room Visit (Non-Emergency : Includes Illness visits)	$200 per visit, 4 visits per year	$200 per visit, 4 visits per year
Emergency Accident	100% up to $1,000 per occurrence (limited to 5 occurrences per calendar year	100% up to $1,500 per occurrence (limited to 5 occurrences per calendar year
Home Health	$300 per day for skilled nursing, 60 days per year, 0 day elimination period	$450 per day for skilled nursing, 60 days per year, 0 day elimination period
Ambulance Benefit	$350 per trip, 3 trips per year, 6 trips per lifetime	$350 per trip, 3 trips per year, 6 trips per lifetime
Prescription Drug Benefit Rider	Plan pays $50 per script, 12 scripts per year	Plan pays $50 per script, 12 scripts per year
Prescription Drug Buy-Up Option	Not available	Not available
Coordination of Benefit and Network	Does not coordinate with other insurance	Does not coordinate with other insurance

CHOICE 2: EXPANDED LIMITED COVERAGE

100% employee funded – no cost to client

MEDICAL SERVICES:	Benefit*Protect*	Benefit*Protect*
Medical Financing on Large Bills	Not Specified	Not Specified
MONTHLY COST:	**Benefit*Protect* Life Plan 1**	**Benefit*Protect* Life Plan 2**
Employee	$197.21	$226.42
Employee & Spouse	$348.49	$403.35
Employee & Children	$347.58	$395.98
Family	$500.24	$574.56

Insured and Non-Insured benefits include:

- Group Term Life Insurance with Accidental Death and Dismemberment Rider (AD&D)
- (AD&D not available to dependent children)
- Employee: $10,000
- Spouse: $5,000
- Child(ren): $2,500

TelaDoc:

- TelaDoc is a national network of board certified physicians providing cross coverage consultations 24 hours a day, 365 days a year
- Employee Discount Card Offered by New Benefits
- Provides access to a discount Vision plan, Nurses Hotline, Counseling Services, and discounts on Hearing Aids.

Patient Advocacy Offered by the Karis Group:

Services that provide employees with unparalleled diligence and dedication to find the best solutions for resolving their outstanding medical bills

NOTE: Benefits plans are subject to change with advance notice for reasons including but not limited to the impending health care reform, in which case, rates will change accordingly, with advance notice to our clients

Client Benefits when Temporary Associates Receive Group Benefits

- Studies show that retention increases when temporary associates have access to group benefits.
- We handle all the administration.
- Due to our pool of eligible employees, our quoted benefit premiums may be lower, which benefits our associates and clients.
- The way in which the client pays their cost is simple – either the mark up is adjusted or a flat invoice is provided.

Upon becoming an AppleOne temporary associate, the individual is given information regarding medical, dental, and vision coverage. There are no conditions barring temporary personnel from taking advantage of these benefits after the first payroll period.

401(K) RETIREMENT SAVINGS PLAN

AppleOne offers our temporary personnel a 401(k) Retirement Savings Plan through Mass Mutual Financial Group. This plan provides employees the opportunity to save money, pay less in taxes and earn money for their future. AppleOne's temporary personnel are eligible to enroll in the plan effective the

first of each month. Personnel may elect to contribute (defer) from 1% to 50% of their compensation on a pre-tax limit, up to an annual limit set by the IRS.

DENTAL

AppleOne offers the following dental options to our employees. Monthly rates are shown below:

Covered Party(ies)	Aetna Dental DMO	Principal Dental PDP
Employee	$9.00	$23.50
Employee + 1	$18.00	$44.00
Family	$27.50	$72.50

VISION

In addition to the included vision coverage provided in Choice 1 or Choice 2 benefits packages listed above, employees also have the option to purchase coverage through Blue Anthem Vision. Monthly rates are shown below:

Blue Anthem Vision		
Employee: $3.50	Employee + 1: $6.00	Family: $9.00

LIFE BENEFITS[4]

AppleOne offers Group Term Life Insurance through Anthem Blue Cross - $10,000 Basic Life/AD&D which automatically comes with medical coverage. The rate varies for supplemental life and is offered by Anthem Blue Cross. First-time enrollees get $200,000 guarantee issue if elected.

LONG-TERM DISABILITY[5]

AppleOne offers long-term disability coverage through MetLife at a cost of $4.19 per month, which automatically is offered if an employee elects group medical coverage.

OTHER BENEFITS

AppleOne offers additional benefits that are extended to staff and contingent workers. These include:

CONTINUING EDUCATION

AppleOne Employment Services can offer numerous educational opportunities including:

- Discounted tuition to CNU (California National University), an accredited, online distance-learning university
- Access to AppleOne's online educational programs, including call center protocols, customer service, self assurance, computer programs, managerial skills
- Access to *ProveIt!*, a customizable, web-based training system containing over 250 applications and evaluations. In addition to candidate assessments, AppleOne utilizes the *ProveIt!* system to provide free tutorials for Microsoft Office applications. These tutorials are available via Internet/Intranet access, providing maximal flexibility to system users.

[4] The supplemental life benefit is an elective and is offered as specified the client.
[5] LTD is available upon request as well as other voluntary benefits.

CREDIT UNION

Staff and temporary employees may join the Financial Partners Credit Union (http://www.fpcu.org). This includes the option for automatic paycheck deposit.

OFFICE SUPPLIES DISCOUNT PROGRAM

Apple One staff and temporary employees may participate in an employee discount program offered through Office Depot. Through this program, employees receive the same discounts as Apple One. Once registered through Office Depot, employees may then shop in-store to receive AppleOne's discount prices.

COMPANY DISCOUNT, FACILITIES & EVENTS[1]

Discounts on various attractions and events are offered through Fun Express (http://www.funex.com).

DOMESTIC PARTNER BENEFITS

AppleOne utilizes the Clear Benefits web-based employee benefits system (http://www.clear benefits.com). Once any employee elects a domestic partner on Clear Benefits, the system generates a declaration for domestic partners in the print form section as it does for the marriage declaration.

SAMPLE ORIENTATION BROCHURE

APPLEONE & YOU

AppleOne believes that by offering a variety of employee benefits, we are able to develop and maintain a stronger relationship with our Temporary associates. Ask your AppleOne representative how you can take advantage of the following AppleOne benefits:

- ***Medical, Dental, and Vision Coverage***
- ***401(k) Plan***
- ***Continuing Education Programs***
- ***Computer Tutorials***
- ***Bonuses***
- ***Credit Union Membership***

YOUR APPLEONE SUPERVISOR

AppleOne Dedicated Account Executive

Phone Number

Office Hours

APPLEONE'S GOLDEN RULES

KEYS TO YOUR SUCCESS

at ABC Company

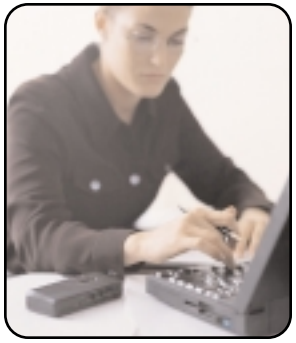
- Limit personal phone calls to genuine emergencies while on assignment.
- Be punctual. No client will complain if you are early.
- Wear clothes appropriate to the position and always look your best.
- Proofread your work and check your figures. It is always better to find your own mistakes.
- If you are unsure of any aspect of your assignment, ask.
- Take pride in your work.
- Finish your assignment.

Where Great People and
Great Companies Meet.®

in partnership with

ABC COMPANY

ABOUT ABC COMPANY



Founded in 1964, and built on a policy of helping quality individuals achieve goals, ABC Company has grown to become the single largest privately owned service in North America.

Offering full-service assistance and numerous special benefits, ABC Company can help with everything from temporary to long term projects. With over 200 offices located throughout the United States and Canada, you'll always find an ABC Company close to the places where you live and work! If you are moving to a new location, chances are there's already an ABC Company in place, ready to serve you.

ABC Company is more than just a job. It's a place where you can find the flexibility to pursue your interests while building a career! We can help you open the door to new and exciting opportunities. ABC Company is committed to you. We are here to assist you throughout your interviews, your new job, and to listen to your thoughts and needs when you're ready to make a change. We are always available to answer your questions, and no matter what your goals, we look forward to the opportunity to work with you.

GETTING TO WORK

DIRECTIONS

From the North Side:
Take the 405 freeway south and exit Vermont. Turn left and then right on Vermont going south. Turn right on Knox Street. Turn left into the first driveway past Magellan.

From South Side:
Take the 405 freeway north and exit Normandie. Turn left on Normandie and then turn left again on 190th street. Turn right on Pacific Gateway. Turn left on Knox street. Turn right into the third driveway on the right.

PARKING

Please park in designated areas only. Do not park in spaces marked “Visitor” or “Reserved.” Violators will be cited.

BE PREPARED

DRESS CODE

The dress code at ABC Company is business casual. Khakis and a white shirt will work well on an average work day. For the interview, a business suit will be the most suitable.

WORK HOURS

Work hours vary depending on your position. Please consult with your AppleOne Account Executive regarding your specific hours.

PAYCHECKS

Paychecks are available at your registered AppleOne office on Fridays from 7:30 a.m. to 5:30 p.m. Paychecks not picked up will be mailed to the address on file unless other arrangements are made.

APPLEONE & YOU

You have been selected to join the AppleOne team because of your enthusiasm, professionalism, and caliber of work. As an AppleOne associate, you are expected to maintain the highest standard of professionalism.

If you have any questions regarding your assignment at ABC Company, please contact your AppleOne Supervisor.

appleone

QUALITY ASSURANCE SURVEYS

Account Management Review

Survey Respondent Name	Company Name/Department

Using the following scale, please rate the level of service that AppleOne provides to you:

5	4	3	2	1
Outstanding	Exceeds Requirements	Meets Requirements	Needs Improvement	Unsatisfactory

	5	4	3	2	1
APPLEONE'S DEDICATED ACCOUNT EXECUTIVE PERFORMANCE:					
Handles my staffing needs professionally.					
Makes filling my staffing needs easy.					
Has a clear understanding of my requirements.					
Provides reliable and dependable customer service.					
Is polite and courteous.					
Responds to my questions quickly and accurately.					
Demonstrates a desire to improve their performance.					
Displays a proactive approach in attending to my needs.					
PLACEMENT PERFORMANCE: *AppleOne Temporary Associates ...*					
Possess the skills needed for the assignment.					
Possess the attitude needed for the assignment.					
Demonstrate a good work ethic needed for the assignment.					
Understand the assignment expectations.					
Maintain good working relationships with co-workers.					
SUPPLEMENTAL SERVICES: *Rate each service on how it meets your needs ...*					
Pre-assignment screening services.					
Time keeping systems.					
Billing and Invoice process.					
Management reports.					
OVERALL RATING					
AppleOne's overall performance.					
COMMENTS					
What specific services could AppleOne improve and/or provide?					

Associate Performance Evaluation

Associate Name:	Department:	Supervisor Name:
Shift:	**Start Date:**	**Last Day Worked:**

Using the following scale, please rate your level of satisfaction with our associate's performane:

5	4	3	2	1
Outstanding	Exceeds Requirements	Meets Requirements	Needs Improvement	Unsatisfactory

ASSOCIATE PERFORMANCE SATISFACTION:	5	4	3	2	1
Attitude					
Punctuality					
Attendance					
Quality of Work					
Skills					
Teamwork					
Dependability					
Initiative					

Please provide your comments or suggestions for improvement:

Please return this survey to:

Name	Fax	Email

Associate's Assignment Satisfaction Survey

Associate Name	Department/Shift:	Supervisor Name

Using the following scale, please rate your level of satisfaction on assignment:

5	4	3	2	1
Outstanding	Exceeds Requirements	Meets Requirements	Needs Improvement	Unsatisfactory

ASSIGNMENT SATISFACTION	5	4	3	2	1
AppleOne provided a detailed and accurate pre-assignment orientation.					
AppleOne treated me with Courtesy, Dignity and Respect.					
My Client Supervisor treated me with Courtesy, Dignity and Respect.					

GENERAL: *Please answer YES or NO ...*	Yes	No
Has this assignment met your expectations?		
Do you feel you have been properly trained for your assignment?		
Did you receive feedback on your performance from AppleOne?		
Do you feel your work environment is clean and safe?		
Do you feel you are adequately paid for your position?		
Do you feel the AppleOne staff responds to your needs or requests?		

COMMENTS: *Please provide your candid comments or suggestions for improvement ...*

Please return this survey to:

Name	Fax	Email

Associate Exit Survey

Associate Name	Department/Shift:	Supervisor Name

Using the following scale, please rate your level of satisfaction on assignment:

5	4	3	2	1
Outstanding	Exceeds Requirements	Meets Requirements	Needs Improvement	Unsatisfactory

ASSIGNMENT SATISFACTION: *Please rate the ...*	5	4	3	2	1
Overall work environment at our client.					
Working relationship with your supervisor.					
Treatment received from AppleOne.					
Training that was provided for you to perform your job duties.					

General: *Please answer YES or NO ...*	Yes	No
Has this assignment met your expectations?		
Would you accept another assignment at this client?		
Would you consider referring someone to AppleOne for work at this client?		

Please provide additional comments...

REASON FOR TERMINATION: APPLEONE USE ONLY

ASSOCIATE DECISION		CLIENT DECISION
❑ Accepted full-time work elsewhere – better benefits/salary ❑ Accepted full-time work elsewhere – other ❑ Accepted temporary assignment with another vendor -– better benefits/salary ❑ Accepted temporary assignment with another vendor – other ❑ Accepted full-time work with client	❑ Pay rate ❑ Did not like the work ❑ Unable to work hours/shift ❑ Work environment not as expected ❑ Illness/Disability ❑ Childcare ❑ Transportation issues ❑ Other: _____	❑ Excessive tardiness ❑ Excessive absenteeism ❑ Productivity ❑ Attitude/Initiative ❑ Skill deficiency ❑ Lack of work ❑ Other: _____

Please return this survey to:

Name	Fax	Email

NEW HIRE PACKET

THROUGH APPLEONE'S SPECIALIZED HEALTHCARE DIVISION, ALL'S WELL

ALL's WELL

HEALTH CARE SERVICES

Quality Staffing, with Care!

Your Introduction To All's Well

www.medworknow.com

♥ WELCOME ABOARD!

ALL's WELL Health Care Services specializes in the placement of medical support personnel in a variety of positions.

You have been selected to join the team because of your professionalism and your high caliber work experience. As an ALL's WELL associate, you will experience the excitement of working with some of the finest health care facilities and institutions. You will meet new people and enjoy a variety of challenging assignments through which you can expand both your personal and career goals.

This booklet contains information on policies and procedures, which ALL's WELL associates need to know. Please take a few moments to read this important material.

Again, welcome to ALL's WELL! We wish you much success in your new career!

♥ YOUR COMPANY

ALL's WELL Health Care Services was founded in 1991 and built on a policy of helping quality individuals like you achieve their employment goals.

ALL's WELL has established offices throughout Southern California and quickly growing to other states nationwide.

ALL's WELL Health Care Services ranges from *temporary* placements to *direct-hire* positions. Our company specializes in finding the great jobs that fulfill the personal and professional goals of career seekers like you.

By helping our valued associates achieve their career objectives, we maintain long-term partnerships built upon a decade of Human Resources expertise and excellent service.

ALL'S WELL ADVANTAGES

Great Pay
Great Benefits
Great Opportunities
Skill Enhancement
Incentive Programs
Flexible Schedules

♥ YOUR ASSIGNMENT

Temporary assignments are selected based on your specific skills, aptitude and interests. Our Account Executives match your skills with the needs of our clients.

♥ BEFORE YOUR ASSIGNMENT

What to Wear:
As a representative of All's Well you will be expected to maintain a professional and conservative appearance. Closed-toe and closed-heel shoes must be worn at all times. Split skirts, shorts, tank tops, mini-skirts, stretch pants, jeans, see-through and tight or low-cut clothing are not permitted.

Business/Clerical Positions Attire:
Women: Skirts/slacks and blouses, suits and dresses.
Men: Shirt and tie with slacks or a suit, unless otherwise instructed by your All's Well Account Executive.

Patient Care Positions Attire:
Women/Men: Clean and pressed uniforms, designer scrubs or whites, lab coat, white shoes in good condition, white socks or nylons, stethoscope. Clogs, mules or open-toe/heeled shoes are not permitted. Long hair must be worn pulled back or up (not dangling), fingernails must be kept short, and perfume or cologne must not be offensive (too strong). Hoop type earrings or more than one stud earring per ear is not allowed. Visible tattoos and body piercings are not allowed.

♥ CALL YOUR ACCOUNT EXECUTIVE:

- When you complete an assignment.
- When you'll be late or cannot make an assignment.
- If there is a problem with the assignment.
- If you incur a work related injury or illness.
- If you change your name, phone number, marital status, number of dependents, or if you want your paycheck sent to another location.
- Immediately following any interview.
- When there is a significant change in job duties.

All's Well's Account Executives work 24 hours a day, seven days a week.

♥ YOUR TIME SHEET

1. Using a ballpoint pen, press firmly and write in print.
2. Print the name of the company where you worked.
3. Record daily total hours to the nearest minute. Draw lines through days and overtime not worked. If you make a mistake, please have the supervisor initial the correction.
4. Record total hours for the week (including overtime and double time if applicable). Call your Account Executive regarding any questions. Overtime must be approved in advance by your Account Executive.
5. Print week-ending date.
6. Indicate if the assignment is completed.
7. Print your name in the appropriate area.
8. Print Social Security number in the appropriate area.
9. Have the company supervisor review and sign your time sheet.
10. Sign and date your time sheet.
11. Detach yellow and pink copies.
12. Give the yellow copy to your supervisor, and keep the pink copy for your personal records.
13. Make a photocopy of the white time sheet and fax a copy to your All's Well office.
14. Call your All's Well office to ensure that we have received your time sheet.
15. Finally, mail us your original time sheet.

Time Sheet Reminders

- Completed time sheets from the previous workweek are due on Mondays at noon. Paydays are on Fridays.
- To get paid on time, you must submit your time sheets in a timely manner; otherwise, your check will be delayed until the next pay period.
- If your assignment ends before Saturday of any particular week, complete and have your time sheet signed by the supervisor on your last day worked. If possible, submit your completed time sheet to your All's Well office as soon as possible. The longer you wait, the more difficult it will be for your Account Executive to compute and confirm the hours you worked.
- All paychecks will be mailed out on the Thursday prior to payday unless otherwise specified.

♥ YOUR SAFETY

Safety

Here are a few tips to ensure your work experience is safe and enjoyable:

Immediately report the following to your Account Executive:

- If you incur a work-related injury or illness, call us at once! Injuries or illness outside the workplace MUST also be reported to your All's Well office immediately in case scheduling adjustments are necessary.
- If you become aware of a workplace hazard.
- If you require additional office equipment, such as back rests or keyboard rest pads, to help prevent an injury.
- If you are uncomfortable with your assignment. This includes physical as well as emotional discomfort. All's Well has many assignments and another may be better suited for you.

When arriving to the work site:

- Use only designated walk areas.
- Avoid walking through lawns, flowerbeds or landscaping.
- Be careful to avoid hazards in the parking lot.
- Park only in designated areas. Unless appropriate, do not park in spaces reserved for guests and the handicapped.

At the work site - Clerical Environment:

- Take a few minutes to adjust your workstation to fit you.
- If you are stationed at a computer, give your eyes a break every 15 minutes to prevent fatigue.
- Use wrist pads for support.

At the work site - Patient Care Environment:

- Ask your supervisor for a walk-through of the department (orientation).
- Ask your supervisor for the location of key items: Injection Log Book, Supplies, Sample Medications, etc.

Golden Safety Rules:

- DO NOT perform duties that are different than or are in addition to your initial assignment.
- DO NOT operate machinery, automotive, or truck equipment.
- DO NOT handle cash, negotiables or other valuables.
- DO NOT perform a job assignment that causes you undue physical or mental discomfort.

♥ OUR POLICIES

Drugs In The Workplace:
It is the intent and obligation of All's Well to provide a drug and alcohol-free, healthful and safe work environment for all employees. We require all Associates to report to work on time, and in an appropriate mental and physical condition.

Equal Employment Opportunity:
All's Well strictly adheres to all Equal Employment Opportunity Laws. Every employee has the right to work in surroundings that are free from all forms of unlawful discrimination. We will not engage in unlawful discrimination on any basis prohibited by local, State, or Federal law. If you find discrimination in your workplace, or feel you have been discriminated against, notify your Account Executive or your All's Well office immediately.

Immigration and Control Act:
It is the policy of All's Well to comply with all laws including Anti-Discrimination and Immigration Laws. We examine the required documentation of all Associates, and have on file a signed statement of compliance certifying that, to the best of our knowledge, the Associate is authorized to work.

Americans With Disabilities Act:
All's Well shall not allow unlawful discrimination against any qualified individual with a disability in regard to: (1) job application procedures; (2) hiring or discharge; (3) employee compensation; (4) employee advancement; (5) job training; or (6) any other terms, conditions or privileges of employment. All's Well's policy is to hire qualified individuals for every position. A qualified person is someone who satisfies the requisite skills, experience and education for a particular job and can perform the essential functions of the position, with or without reasonable accommodation.

Confidentiality of Records:
It is the policy of All's Well Health Care Services to abide by client's policies governing the maintenance of medical records and information in a secure and confidential manner, in order to ensure maximum trust and confidence. Release of patient information, without the consent of the patient and physician, is improper and illegal. Temporary associates will refrain from divulging or revealing in any way, records and/or information of any client patients to friends, relatives, and or co-workers in a frivolous, non-professional, or non-business related manner. To stress the importance of this responsibility, All's Well enforces strongly that temporary associates who fail to meet the standards set forth in this policy will be subject to disciplinary measures up to and including release from your assignment and termination of employment.

For more information about All's Well's policies, please call your local All's Well office, or you may call All's Well's Corporate Human Resources Department at (818) 240-8688.

♥ TEMPORARY BENEFITS

Medical/Dental/Vision:
All's Well offers a full menu of individual, employee-paid health coverage for our associates. Comprehensive plans that cover medical, dental, and vision needs ensure our associates are cared for. Consult your Account Executive for the specific benefits available in your area.

401(k) Plan:
All's Well offers all qualified associates the opportunity to enroll in an employee-paid 401(k) plan. A wide range of investment options allows our Associates to plan for the future. Please consult your Account Executive regarding eligibility requirements for the investment plan.

Skill Enhancement:
All All's Well associates may take advantage of our AppLearn training system to gain new skills or to expand their current computer knowledge on a variety of software. This training is available as a FREE service to our Associates.

Recreation Discounts:
Throughout the year, All's Well offers discount tickets to various theme parks, movie theaters, and other major attractions around the country.

The Beat Newsletter:
Periodically, associates receive a newsletter dedicated to serving their needs with pertinent news and career-enhancing information.

Bonuses and Incentive Programs:
Associates are eligible for performance-based bonus pay and incentive programs throughout the year. For more details, consult your Account Executive about eligibility requirements.

Referral Bonuses:
Refer a friend who specializes in the Health Care Industry to All's Well and receive a cash bonus of $50.00. Contact your Account Executive and or Branch Manager for more information. Certain rules and requirements apply.

Other benefits and incentives may be available depending on the area in which you work. For more details, please consult your Account Executive.

♥ EMPLOYMENT AGREEMENT

Your role is critical in ensuring All's Well provides total client
Please carefully review All's Well's expectations to ensure your un
and acceptance of these terms of employment.

- When accepting an assignment, I agree to be at work and on tim
assignment is completed. (I understand that I do have the choice n
an assignment.)

- In case of an emergency, I agree to call All's Well as soon as p
never later than 1 (one) hour prior to my scheduled shift. I also und
All's Well has a 24-hour phone service with a paging system.

- I understand that failure to report to an assignment, withou
proper notice to All's Well (as defined above), will be considere
resignation and may result in my being ineligible for further emplo
All's Well.

- I understand that I am required to give a two-week notice for any
also understand that if I am going to be late, absent, or need to lea
any reason, I am to call All's Well directly, not the client, PRIOR t
THERE WILL BE ABSOLUTELY NO DIRECT CLIENT CO

- I understand that excessive absenteeism (unexcused absences)
my release from assignment and may jeopardize further oppor
assignment.

- I am aware that solicitation of a position from an All's We
prohibited. If solicited, I will immediately notify All's Well.

- I will not solicit or accept any assignment or position from an
client without expressed written permission from All's Well.

- I understand that possession, consumption, or being under the i
drugs or alcohol at a client site is strictly prohibited. I agree to be dru
tested at any time during my employment at All's Well's expense.

- I understand that personal phone calls, either placed or received
prohibited. Family or emergency calls may be directed to my
Account Executive. Personal phone calls will only be made off si
phones during approved breaks and lunch periods.

- I understand that intentionally falsifying a document, including a
is an offense that may lead to termination. It is my responsibility t
my timecard is filled out correctly, completely, signed by the client
in on time.

- I understand that while on assignment, All's Well expects profes
and demeanor at all times.

- I understand that personal effects (i.e. photos, plants, mugs, e
allowed at any assignment for any reason. If the assignment ends a
effects are left at the facility, **I understand those items are forfeite**
contact the client for their return or pick-up.

- If I am experiencing difficulty with my assignment, I agree to co
directly with my All's Well Account Executive. I further agree th
requests that I perform tasks in addition to what was originally pres
I will contact All's Well promptly and prior to performing the task.

- I understand and acknowledge that my employment with All's
Will, which means if I am hired, All's Well Health Care Services an
have the right to terminate the employment relationship with or wi
for any lawful reason, with or without prior notice, regardless of
payment of my wages and salary, and regardless of interruption betv
also understand that, upon completion of an assignment, I will be
have voluntarily quit employment if I do not contact All's Well
Services for reassignment prior to filing for unemployment benefits

♥ The PATIENT'S "BILL OF RIGHTS"

The patient has the RIGHT to:

1. Considerate and respectful care.
2. Receive relevant, current and understandable information from the physician, or other direct care givers about any proposed treatment or procedure(s) prior to the start of any procedure and/or treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate courses of treatment or non-treatment and the risks involved in each and to know the name of the person responsible to carry out the procedures or treatment.
3. Make decisions about the plan of care prior to and during the course of treatment and to refuse a recommended treatment or plan of care as permitted by law.
4. Have an Advance Directive (living will, health care proxy, or durable power of attorney for health care) and to participate actively in any decisions regarding medical care; to the extent permitted by the law, this includes designating a surrogate decision maker with the expectation that the intent of that directive will be honored.
5. Full consideration of privacy concerning the medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual.
6. Confidential treatment of all communications and records pertaining to his/her care except when restricted by law.
7. Review the medical records pertaining to his/her medical care and to have the information explained or interpreted as necessary, except when permitted by law.
8. Reasonable response to requests for appropriate and medically indicated care and services. Also to know of any planned transfer and to receive information regarding the risk, benefits, and alternatives to such a transfer.
9. Ask and be informed of the existence of business relationships among the hospital, educational institutions, other health care providers, or payers that may influence the patient's treatment and care.
10. Consent to or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement. A patient who declines is entitled to the most effective care that can otherwise be provided.
11. Expect reasonable continuity of care when appropriate and to be informed by physicians and other care givers of available patient options.
12. Know what hospital rules and regulations apply to his/her conduct as a patient; have knowledge of the available resources for resolving disputes, grievances, complaints, such as ethics committees, patient representatives or other(s); examine and receive an explanation of his/her bill regardless of source of payment.

Ptrites.DOC

Reference: Internet. www.aha.org/resource/pbillofrights.asp
10/99 ~A Patient's Bill of Rights". Revision approved by the AHA Board of Trustees on October 21, 1992
AHA: American Hospital Association. Source of original draft from Encyclopedia of Bioethics. Warren T. Reich, editor in chief. New York: Free Press.

♥ A WORD ABOUT SEXUAL HARASSMENT

At All's Well, our goal is to provide a safe environment free of unlawful harassment and retaliation for our employees. Examples of such harassment include sexual harassment, which consists of unwelcome sexual advances, requests for sexual favors or other visual, verbal or physical conduct of a sexual nature, which is related to a term or condition of employment. It is also unlawful to retaliate or take reprisals against an employee who has articulated a good faith concern about sexual harassment or discrimination against the individual.

Sexual harassment is unlawful and hurts other employees. Employees who engage in that conduct should be and will be made to bear the full responsibility for that unlawful conduct.

Anyone who has a harassment complaint should contact his or her All's Well Branch Manager or any other All's Well representative immediately. If this is not practical or desired for any reason, an individual should contact the Human Resources Hotline at (800) 270-9120. An investigation will be conducted under strict confidentiality and prompt, appropriate action will be taken. Thereafter, you may appeal to any officer of the company, including All's Well's President. You may also, within one year of the date of what you believe is unlawful harassment or retaliation, file a complaint with the California Department of Fair Employment and Housing, whose phone number is (800) 884-1684. The Department provides a dispute resolution process. If the Department finds that harassment or retaliation has occurred, remedies, including fines paid by each employer or offender can be awarded, as well as possible job reinstatement, back pay, promotion, and changes in employer policies or practices. Protection from retaliation for practices prohibited by law, or filing a complaint, or for participation in investigative activities, is guaranteed in accordance with section 7387.8 of Title II of the California Code of Regulations.

For further details about Sexual Harassment, contact your local All's Well branch office, or All's Well's Corporate Human Resources Department at (818) 240-8688.

Consistent with its goal, All's Well will not tolerate unlawful harassment or retaliation. Examples of sexual harassment and retaliation, which are not all-inclusive, include:

- Promising, directly or indirectly, an employee a reward if the employee complies with a sexually oriented request.
- Threatening, directly or indirectly, to retaliate against an employee if the employee refuses to comply with a sexually oriented request.
- Denying, directly or indirectly, an employee an employment-related opportunity if the employee refuses to comply with a sexually oriented request.
- Engaging in sexually suggestive physical contact or touching another employee in a way that is unwelcome. Displaying, storing or transmitting pornographic or sexually oriented materials using EMPLOYER/CLIENT equipment or facilities. Engaging in indecent exposure.
- Making sexual or romantic advances toward an employee and persisting despite the employee's rejection of the advances.
- Making or threatening reprisals after a negative response to sexual advances or after a good faith complaint of harassment or discrimination.

Benefits Enrollment Guide

ALL's WELL
HEALTH CARE SERVICES

Congratulations!!!

You are now eligible to enroll for Health Insurance Benefits

www.BenefitProtect.com/A1
Call 1 866 260-5100 today for details or a quote

YOUR BENEFITS - YOUR CHOICE

You are now eligible to select your benefits.

Benefit Protect provides a one-stop shop for your health benefit needs.

All benefits solutions are customized to meet your individual needs and budget.

You can expect:

- Access to customized solutions that can result in significant savings
- Many options to fit your budget
- One-on-one consultation with a licensed benefit counselor
- You choose the level of coverage that meets your individual needs

GREAT COVERAGE

*** You will need to Medically Qualify***

Sample Major Medical Health Insurance Rates:

	Plan A	Plan B	Plan C
Annual Deductible:	$2,500	$1,000	$500
Monthly Premiums			
25 Year Old Male:	$54.87	$76.82	$104.83
25 Year Old Female:	$59.84	$85.27	$119.18
30 Year Old Male:	$55.29	$78.43	$107.15
30 Year Old Female:	$64.39	$94.53	$130.42
35 Year Old Male:	$62.73	$88.09	$114.91
35 Year Old Female:	$80.52	$111.02	$147.87
Annual Maximum:	$100,000	$100,000	$100,000
Lifetime Maximum:	$2,000,000	$6,000,000	$6,000,000

Plans are available with deductibles as low as $500/year up to $10,000/year.
Plans vary by state and all options may not be available in all states.
Major medical plans require individual underwriting prior to issuance of the policy.
Premiums based on average May 2007 BenefitProtect policies.

OUR MOST POPULAR OPTION

Sample Limited Medical Health Insurance Rates:

	Cost Per Week
Employee	$ 20.54
Employee + Spouse	$ 40.71
Employee + Child	$ 39.00
Family	$ 55.82

*The monthly cost is a combined amount that includes insurance premiums. adminstrative costs and billing fees. Insurance Carriers vary by State.

*Rates based are for a 45 year old in Arizona.

Limited Medical Health Insurance:

- Covers the first $75 spent at a doctor's office for up to 5 visits
- Includes Wellness Benefits
- Includes limited hospital, surgical, intensive care and nursing coverage
- Base plans pay up to $750 on actual expenses on Emergency Care per occurrence
- Includes Prescription Drug Coverage
- Available to spouse and children
- Plans cover a portion of out patient X-Ray and Lab
- Utilize Doctor network for better discounts

DON'T FORGET TO ASK ABOUT -

Dental & Vision:

- NO CO-PAYS
- NO WAITING PERIODS
- Some plans cover braces
- Call for a quote

Term Life Insurance:

- Great rates on the policy amounts most requested
- GUARANTEED ISSUE of policies enrolled over the phone
- Policy pay-out amounts from $5,000 to $50,000
- Policies deliver peace of mind at a reasonable monthly cost

BenefitProtect

www.BenefitProtect.com/A1
Call 1 866 260-5100 to connect with a Benefit Counselor

Products and insurance carriers available vary by state.

BenefitProtect is a licensed insurance agent for insurance and benifit programs.

Form W-4 (2009)

Purpose. Complete Form W-4 so that your employer can withhold the correct federal income tax from your pay. Consider completing a new Form W-4 each year and when your personal or financial situation changes.

Exemption from withholding. If you are exempt, complete **only** lines 1, 2, 3, 4, and 7 and sign the form to validate it. Your exemption for 2009 expires February 16, 2010. See Pub. 505, Tax Withholding and Estimated Tax.

Note. You cannot claim exemption from withholding if (a) your income exceeds $950 and includes more than $300 of unearned income (for example, interest and dividends) and (b) another person can claim you as a dependent on their tax return.

Basic instructions. If you are not exempt, complete the **Personal Allowances Worksheet** below. The worksheets on page 2 further adjust your withholding allowances based on itemized deductions, certain credits, adjustments to income, or two-earner/multiple job situations. Complete all worksheets that apply. However, you may claim fewer (or zero) allowances. For regular wages, withholding must be based on allowances you claimed and may not be a flat amount or percentage of wages.

Head of household. Generally, you may claim head of household filing status on your tax return only if you are unmarried and pay more than 50% of the costs of keeping up a home for yourself and your dependent(s) or other qualifying individuals. See Pub. 501, Exemptions, Standard Deduction, and Filing Information, for information.

Tax credits. You can take projected tax credits into account in figuring your allowable number of withholding allowances. Credits for child or dependent care expenses and the child tax credit may be claimed using the **Personal Allowances Worksheet** below. See Pub. 919, How Do I Adjust My Tax Withholding, for information on converting your other credits into withholding allowances.

Nonwage income. If you have a large amount of nonwage income, such as interest or dividends, consider making estimated tax payments using Form 1040-ES, Estimated Tax for Individuals. Otherwise, you may owe additional tax. If you have pension or annuity income, see Pub. 919 to find out if you should adjust your withholding on Form W-4 or W-4P.

Two earners or multiple jobs. If you have a working spouse or more than one job, figure the total number of allowances you are entitled to claim on all jobs using worksheets from only one Form W-4. Your withholding usually will be most accurate when all allowances are claimed on the Form W-4 for the highest paying job and zero allowances are claimed on the others. See Pub. 919 for details.

Nonresident alien. If you are a nonresident alien, see the Instructions for Form 8233 before completing this Form W-4.

Check your withholding. After your Form W-4 takes effect, use Pub. 919 to see how the amount you are having withheld compares to your projected total tax for 2009. See Pub. 919, especially if your earnings exceed $130,000 (Single) or $180,000 (Married).

Personal Allowances Worksheet (Keep for your records.)

A Enter "1" for **yourself** if no one else can claim you as a dependent . . . . . **A** _____

B Enter "1" if:
- You are single and have only one job; or
- You are married, have only one job, and your spouse does not work; or
- Your wages from a second job or your spouse's wages (or the total of both) are $1,500 or less.

. . **B** _____

C Enter "1" for your **spouse.** But, you may choose to enter "-0-" if you are married and have either a working spouse or more than one job. (Entering "-0-" may help you avoid having too little tax withheld.) . . . . . **C** _____

D Enter number of **dependents** (other than your spouse or yourself) you will claim on your tax return . . . . . **D** _____

E Enter "1" if you will file as **head of household** on your tax return (see conditions under **Head of household** above) . **E** _____

F Enter "1" if you have at least $1,800 of **child or dependent care expenses** for which you plan to claim a credit . . **F** _____
(**Note.** Do **not** include child support payments. See Pub. 503, Child and Dependent Care Expenses, for details.)

G **Child Tax Credit** (including additional child tax credit). See Pub. 972, Child Tax Credit, for more information.
- If your total income will be less than $61,000 ($90,000 if married), enter "2" for each eligible child; then **less** "1" if you have three or more eligible children.
- If your total income will be between $61,000 and $84,000 ($90,000 and $119,000 if married), enter "1" for each eligible child plus "1" **additional** if you have six or more eligible children. **G** _____

H Add lines A through G and enter total here. (**Note.** This may be different from the number of exemptions you claim on your tax return.) ▶ **H** _____

For accuracy, **complete all worksheets that apply.**
- If you plan to **itemize or claim adjustments to income** and want to reduce your withholding, see the **Deductions and Adjustments Worksheet** on page 2.
- If you have **more than one job** or are **married and you and your spouse both work** and the combined earnings from all jobs exceed $40,000 ($25,000 if married), see the **Two-Earners/Multiple Jobs Worksheet** on page 2 to avoid having too little tax withheld.
- If **neither** of the above situations applies, **stop here** and enter the number from line H on line 5 of Form W-4 below.

Cut here and give Form W-4 to your employer. Keep the top part for your records.

Form **W-4**
Department of the Treasury
Internal Revenue Service

Employee's Withholding Allowance Certificate

▶ **Whether you are entitled to claim a certain number of allowances or exemption from withholding is subject to review by the IRS. Your employer may be required to send a copy of this form to the IRS.**

OMB No. 1545-0074
2009

1 Type or print your first name and middle initial.	Last name	**2 Your social security number**
Home address (number and street or rural route)	**3** ☐ Single ☐ Married ☐ Married, but withhold at higher Single rate. **Note.** If married, but legally separated, or spouse is a nonresident alien, check the "Single" box.	
City or town, state, and ZIP code	**4 If your last name differs from that shown on your social security card, check here. You must call 1-800-772-1213 for a replacement card.** ▶ ☐	

5 Total number of allowances you are claiming (from line **H** above **or** from the applicable worksheet on page 2) **5** _____

6 Additional amount, if any, you want withheld from each paycheck . . . . . **6** $ _____

7 I claim exemption from withholding for 2009, and I certify that I meet **both** of the following conditions for exemption.
- Last year I had a right to a refund of **all** federal income tax withheld because I had **no** tax liability **and**
- This year I expect a refund of **all** federal income tax withheld because I expect to have **no** tax liability.

If you meet both conditions, write "Exempt" here . . . . . ▶ **7** _____

Under penalties of perjury, I declare that I have examined this certificate and to the best of my knowledge and belief, it is true, correct, and complete.

Employee's signature
(Form is not valid unless you sign it.) ▶ **Date** ▶

8 Employer's name and address (Employer: Complete lines 8 and 10 only if sending to the IRS.)	**9** Office code (optional)	**10** Employer identification number (EIN)

Deductions and Adjustments Worksheet

Note. Use this worksheet *only* if you plan to itemize deductions, claim certain credits, adjustments to income, or an additional standard deduction.

1 Enter an estimate of your 2009 itemized deductions. These include qualifying home mortgage interest, charitable contributions, state and local taxes, medical expenses in excess of 7.5% of your income, and miscellaneous deductions. (For 2009, you may have to reduce your itemized deductions if your income is over $166,800 ($83,400 if married filing separately). See *Worksheet 2* in Pub. 919 for details.) . . . **1** $ _____

2 Enter: { $11,400 if married filing jointly or qualifying widow(er) / $ 8,350 if head of household / $ 5,700 if single or married filing separately } . . . . . **2** $ _____

3 **Subtract** line 2 from line 1. If zero or less, enter "-0-" . . . . . **3** $ _____

4 Enter an estimate of your 2009 adjustments to income and any additional standard deduction. (Pub. 919) . . . . . **4** $ _____

5 **Add** lines 3 and 4 and enter the total. (Include any amount for credits from *Worksheet 8* in Pub. 919.) . **5** $ _____

6 Enter an estimate of your 2009 nonwage income (such as dividends or interest) . . . . . **6** $ _____

7 **Subtract** line 6 from line 5. If zero or less, enter "-0-" . . . . . **7** $ _____

8 **Divide** the amount on line 7 by $3,500 and enter the result here. Drop any fraction . . . . . **8** _____

9 Enter the number from the **Personal Allowances Worksheet,** line H, page 1 . . . . . **9** _____

10 **Add** lines 8 and 9 and enter the total here. If you plan to use the **Two-Earners/Multiple Jobs Worksheet,** also enter this total on line 1 below. Otherwise, **stop here** and enter this total on Form W-4, line 5, page 1 **10** _____

Two-Earners/Multiple Jobs Worksheet (See *Two earners or multiple jobs* on page 1.)

Note. Use this worksheet *only* if the instructions under line H on page 1 direct you here.

1 Enter the number from line H, page 1 (or from line 10 above if you used the **Deductions and Adjustments Worksheet**) **1** _____

2 Find the number in **Table 1** below that applies to the **LOWEST** paying job and enter it here. **However,** if you are married filing jointly and wages from the highest paying job are $50,000 or less, do not enter more than "3." . . . . . **2** _____

3 If line 1 is **more than or equal to** line 2, subtract line 2 from line 1. Enter the result here (if zero, enter "-0-") and on Form W-4, line 5, page 1. **Do not** use the rest of this worksheet . . . . . **3** _____

Note. If line 1 is *less than* line 2, enter "-0-" on Form W-4, line 5, page 1. Complete lines 4–9 below to calculate the additional withholding amount necessary to avoid a year-end tax bill.

4 Enter the number from line 2 of this worksheet . . . . . **4** _____

5 Enter the number from line 1 of this worksheet . . . . . **5** _____

6 **Subtract** line 5 from line 4 . . . . . **6** _____

7 Find the amount in **Table 2** below that applies to the **HIGHEST** paying job and enter it here . . . . **7** $ _____

8 **Multiply** line 7 by line 6 and enter the result here. This is the additional annual withholding needed . . **8** $ _____

9 Divide line 8 by the number of pay periods remaining in 2009. For example, divide by 26 if you are paid every two weeks and you complete this form in December 2008. Enter the result here and on Form W-4, line 6, page 1. This is the additional amount to be withheld from each paycheck . . . . . **9** $

Table 1

Married Filing Jointly		All Others	
If wages from **LOWEST** paying job are—	Enter on line 2 above	If wages from **LOWEST** paying job are—	Enter on line 2 above
$0 - $4,500	0	$0 - $6,000	0
4,501 - 9,000	1	6,001 - 12,000	1
9,001 - 18,000	2	12,001 - 19,000	2
18,001 - 22,000	3	19,001 - 26,000	3
22,001 - 26,000	4	26,001 - 35,000	4
26,001 - 32,000	5	35,001 - 50,000	5
32,001 - 38,000	6	50,001 - 65,000	6
38,001 - 46,000	7	65,001 - 80,000	7
46,001 - 55,000	8	80,001 - 90,000	8
55,001 - 60,000	9	90,001 - 120,000	9
60,001 - 65,000	10	120,001 and over	10
65,001 - 75,000	11		
75,001 - 95,000	12		
95,001 - 105,000	13		
105,001 - 120,000	14		
120,001 and over	15		

Table 2

Married Filing Jointly		All Others	
If wages from **HIGHEST** paying job are—	Enter on line 7 above	If wages from **HIGHEST** paying job are—	Enter on line 7 above
$0 - $65,000	$550	$0 - $35,000	$550
65,001 - 120,000	910	35,001 - 90,000	910
120,001 - 185,000	1,020	90,001 - 165,000	1,020
185,001 - 330,000	1,200	165,001 - 370,000	1,200
330,001 and over	1,280	370,001 and over	1,280

Privacy Act and Paperwork Reduction Act Notice. We ask for the information on this form to carry out the Internal Revenue laws of the United States. The Internal Revenue Code requires this information under sections 3402(f)(2)(A) and 6109 and their regulations. Failure to provide a properly completed form will result in your being treated as a single person who claims no withholding allowances; providing fraudulent information may also subject you to penalties. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation, to cities, states, the District of Columbia, and U.S. commonwealths and possessions for use in administering their tax laws, and using it in the National Directory of New Hires. We may also disclose this information to other countries under a tax treaty, to federal and state agencies to enforce federal nontax criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism.

You are not required to provide the information requested on a form that is subject to the Paperwork Reduction Act unless the form displays a valid OMB control number. Books or records relating to a form or its instructions must be retained as long as their contents may become material in the administration of any Internal Revenue law. Generally, tax returns and return information are confidential, as required by Code section 6103.

The average time and expenses required to complete and file this form will vary depending on individual circumstances. For estimated averages, see the instructions for your income tax return.

If you have suggestions for making this form simpler, we would be happy to hear from you. See the instructions for your income tax return.

OMB No. 1615-0047; Expires 06/30/09

Department of Homeland Security
U.S. Citizenship and Immigration Services

Form I-9, Employment Eligibility Verification

Instructions

Please read all instructions carefully before completing this form.

Anti-Discrimination Notice. It is illegal to discriminate against any individual (other than an alien not authorized to work in the U.S.) in hiring, discharging, or recruiting or referring for a fee because of that individual's national origin or citizenship status. It is illegal to discriminate against work eligible individuals. Employers **CANNOT** specify which document(s) they will accept from an employee. The refusal to hire an individual because the documents presented have a future expiration date may also constitute illegal discrimination.

What Is the Purpose of This Form?

The purpose of this form is to document that each new employee (both citizen and non-citizen) hired after November 6, 1986 is authorized to work in the United States.

When Should the Form I-9 Be Used?

All employees, citizens and noncitizens, hired after November 6, 1986 and working in the United States must complete a Form I-9.

Filling Out the Form I-9

Section 1, Employee: This part of the form must be completed at the time of hire, which is the actual beginning of employment. Providing the Social Security number is voluntary, except for employees hired by employers participating in the USCIS Electronic Employment Eligibility Verification Program (E-Verify). **The employer is responsible for ensuring that Section 1 is timely and properly completed.**

Preparer/Translator Certification. The Preparer/Translator Certification must be completed if **Section 1** is prepared by a person other than the employee. A preparer/translator may be used only when the employee is unable to complete **Section 1** on his/her own. However, the employee must still sign **Section 1** personally.

Section 2, Employer: For the purpose of completing this form, the term "employer" means all employers including those recruiters and referrers for a fee who are agricultural associations, agricultural employers or farm labor contractors.

Employers must complete **Section 2** by examining evidence of identity and employment eligibility within three (3) business days of the date employment begins. If employees are authorized to work, but are unable to present the required document(s) within three business days, they must present a receipt for the application of the document(s) within three business days and the actual document(s) within ninety (90) days. However, if employers hire individuals for a duration of less than three business days, **Section 2** must be completed at the time employment begins. **Employers must record:**

1. Document title;
2. Issuing authority;
3. Document number;
4. Expiration date, if any; and
5. The date employment begins.

Employers must sign and date the certification. Employees must present original documents. Employers may, but are not required to, photocopy the document(s) presented. These photocopies may only be used for the verification process and must be retained with the Form I-9. **However, employers are still responsible for completing and retaining the Form I-9.**

Section 3, Updating and Reverification: Employers must complete **Section 3** when updating and/or reverifying the Form I-9. Employers must reverify employment eligibility of their employees on or before the expiration date recorded in **Section 1**. Employers **CANNOT** specify which document(s) they will accept from an employee.

A. If an employee's name has changed at the time this form is being updated/reverified, complete Block A.

B. If an employee is rehired within three (3) years of the date this form was originally completed and the employee is still eligible to be employed on the same basis as previously indicated on this form (updating), complete Block B and the signature block.

C. If an employee is rehired within three (3) years of the date this form was originally completed and the employee's work authorization has expired **or** if a current employee's work authorization is about to expire (reverification), complete Block B and:

1. Examine any document that reflects that the employee is authorized to work in the U.S. (see List A **or** C);
2. Record the document title, document number and expiration date (if any) in Block C, and
3. Complete the signature block.

What Is the Filing Fee?

There is no associated filing fee for completing the Form I-9. This form is not filed with USCIS or any government agency. The Form I-9 must be retained by the employer and made available for inspection by U.S. Government officials as specified in the Privacy Act Notice below.

USCIS Forms and Information

To order USCIS forms, call our toll-free number at **1-800-870-3676**. Individuals can also get USCIS forms and information on immigration laws, regulations and procedures by telephoning our National Customer Service Center at **1-800-375-5283** or visiting our internet website at **www.uscis.gov**.

Photocopying and Retaining the Form I-9

A blank Form I-9 may be reproduced, provided both sides are copied. The Instructions must be available to all employees completing this form. Employers must retain completed Forms I-9 for three (3) years after the date of hire or one (1) year after the date employment ends, whichever is later.

The Form I-9 may be signed and retained electronically, as authorized in Department of Homeland Security regulations at 8 CFR § 274a.2.

Privacy Act Notice

The authority for collecting this information is the Immigration Reform and Control Act of 1986, Pub. L. 99-603 (8 USC 1324a).

This information is for employers to verify the eligibility of individuals for employment to preclude the unlawful hiring, or recruiting or referring for a fee, of aliens who are not authorized to work in the United States.

This information will be used by employers as a record of their basis for determining eligibility of an employee to work in the United States. The form will be kept by the employer and made available for inspection by officials of U.S. Immigration and Customs Enforcement, Department of Labor and Office of Special Counsel for Immigration Related Unfair Employment Practices.

Submission of the information required in this form is voluntary. However, an individual may not begin employment unless this form is completed, since employers are subject to civil or criminal penalties if they do not comply with the Immigration Reform and Control Act of 1986.

Paperwork Reduction Act

We try to create forms and instructions that are accurate, can be easily understood and which impose the least possible burden on you to provide us with information. Often this is difficult because some immigration laws are very complex. Accordingly, the reporting burden for this collection of information is computed as follows: **1)** learning about this form, and completing the form, 9 minutes; **2)** assembling and filing (recordkeeping) the form, 3 minutes, for an average of 12 minutes per response. If you have comments regarding the accuracy of this burden estimate, or suggestions for making this form simpler, you can write to: U.S. Citizenship and Immigration Services, Regulatory Management Division, 111 Massachusetts Avenue, N.W., 3rd Floor, Suite 3008, Washington, DC 20529. OMB No. 1615-0047.

OMB No. 1615-0047; Expires 06/30/09

Department of Homeland Security
U.S. Citizenship and Immigration Services

Form I-9, Employment Eligibility Verification

Please read instructions carefully before completing this form. The instructions must be available during completion of this form.

ANTI-DISCRIMINATION NOTICE: It is illegal to discriminate against work eligible individuals. Employers CANNOT specify which document(s) they will accept from an employee. The refusal to hire an individual because the documents have a future expiration date may also constitute illegal discrimination.

Section 1. Employee Information and Verification. To be completed and signed by employee at the time employment begins.

Print Name: Last	First	Middle Initial	Maiden Name
Address *(Street Name and Number)*		Apt. #	Date of Birth *(month/day/year)*
City	State	Zip Code	Social Security #

I am aware that federal law provides for imprisonment and/or fines for false statements or use of false documents in connection with the completion of this form.

I attest, under penalty of perjury, that I am (check one of the following):

☐ A citizen or national of the United States
☐ A lawful permanent resident (Alien #) A _____
☐ An alien authorized to work until _____
(Alien # or Admission #) _____

Employee's Signature	Date *(month/day/year)*

Preparer and/or Translator Certification. *(To be completed and signed if Section 1 is prepared by a person other than the employee.) I attest, under penalty of perjury, that I have assisted in the completion of this form and that to the best of my knowledge the information is true and correct.*

Preparer's/Translator's Signature	Print Name
Address *(Street Name and Number, City, State, Zip Code)*	Date *(month/day/year)*

Section 2. Employer Review and Verification. To be completed and signed by employer. Examine one document from List A OR examine one document from List B and one from List C, as listed on the reverse of this form, and record the title, number and expiration date, if any, of the document(s).

	List A	**OR**	**List B**	**AND**	**List C**
Document title:					
Issuing authority:					
Document #:					
Expiration Date *(if any)*:					
Document #:					
Expiration Date *(if any)*:					

CERTIFICATION - I attest, under penalty of perjury, that I have examined the document(s) presented by the above-named employee, that the above-listed document(s) appear to be genuine and to relate to the employee named, that the employee began employment on *(month/day/year)* _____ **and that to the best of my knowledge the employee is eligible to work in the United States. (State employment agencies may omit the date the employee began employment.)**

Signature of Employer or Authorized Representative	Print Name	Title
Business or Organization Name and Address *(Street Name and Number, City, State, Zip Code)*		Date *(month/day/year)*

Section 3. Updating and Reverification. To be completed and signed by employer.

A. New Name *(if applicable)*	B. Date of Rehire *(month/day/year) (if applicable)*

C. If employee's previous grant of work authorization has expired, provide the information below for the document that establishes current employment eligibility.

Document Title: _____ Document #: _____ Expiration Date (if any): _____

I attest, under penalty of perjury, that to the best of my knowledge, this employee is eligible to work in the United States, and if the employee presented document(s), the document(s) I have examined appear to be genuine and to relate to the individual.

Signature of Employer or Authorized Representative	Date *(month/day/year)*

ALL's WELL
HEALTH CARE SERVICES

EMPLOYMENT AGREEMENT

On behalf of all of us here at All's Well, Welcome aboard! Your role is critical in ensuring All's Well provides total client satisfaction. Please carefully review All's Well's expectations, to ensure your understanding and acceptance of these terms of employment.

I _____(Applicants Name) accept the temporary position at _____ (Client Name/Location) starting on _____. I understand that my hourly rate will be $_____ and my job title/position _____.

When accepting an assignment, I agree to be at work and on time, until the assignment is completed. I understand that I do have the choice not to accept an assignment.

In case of an emergency, I agree to call All's Well as soon as possible, but never later than 1 (one) hour prior to my scheduled shift. I also understand that All's Well has a 24-hour phone service with a paging system.

I understand that failure to report to an assignment, without providing proper notice to All's Well (as defined above), will be considered voluntary resignation and may result in my being ineligible for further employment with All's Well.

I understand that if I am late or absent more than 3 times in a 90-day period, my employment with All's Well may be reviewed for further assignments.

I understand that I am required to give a two-week notice for any time off. I also understand that if I am going to be late, absent, or need to leave early for any reason, I am to call All's Well directly, not the client, PRIOR to that need. **THERE WILL BE ABSOLUTELY NO DIRECT CLIENT CONTACT.**

I am aware that solicitation of a position from an All's Well client is prohibited. If solicited, I will immediately notify All's Well.
I will not solicit or accept any assignment or position from any All's Well client without expressed written permission from All's Well.

I understand that possession, consumption, or being under the influence of drugs and/or alcohol at a client site is strictly prohibited. I agree to be drug and/or alcohol tested at any time during my employment at All's Well's expense.

I understand that personal phone calls, or usage of a cell phone, and/or email either placed or received, are strictly prohibited. Family or emergency calls may be directed to your All's Well Account Executive. Personal phone calls will be made off site or at pay phones during approved breaks and lunch periods.

I understand that intentionally falsifying a document, as well as a timecard, may result in termination. It is my responsibility to make sure my timecard is filled out correctly, completely, signed by client and turned in on time.

All's Well expects professional dress and demeanor at all times, while on assignment through All's Well.

I understand that personal effects are **not** allowed at any assignment for any reason. (i.e. photos, plants, mugs, etc....) If the assignment ends and personal effects are left at the facility, **I understand those items are forfeited**. I will not contact the client for their return or pick-up.

I understand that walking off of an assignment may be cause for termination. If I am experiencing difficulty with my assignment, I agree to communicate directly with my All's Well representative. I further agree that if a client requests that I perform tasks in addition to what was originally presented to me, I will contact All's Well promptly.

I understand and agree that this application is for employment at-will, which means, if I am hired, All's Well Health Care Services and it's clients have the right to terminate the employment relationship at any time without prior notice, for any lawful reason, with or without cause, regardless of the date of payment of my wages and salary, and regardless of interruption between jobs. I also understand that, upon completion of an assignment, I will be deemed to have voluntarily quit employment if I do not contact All's Well Health Care Services for reassignment prior to filing for unemployment benefits.

I have read the above terms and conditions and fully understand them. I further understand that failure to comply with the conditions of employment listed above may lead to my termination without any further warning.

_____	_____	_____
Name (Please Print)	Signature	Date

ALL's WELL Health Care Services

Confidentiality, Privacy & HIPAA

Instructional Guide – Training, Test & Acknowledgement Form

Confidentiality, Privacy & HIPAA Program Objectives

1) Identify HIPAA as the law that requires that patient information be kept confidential. The law requires that:

- Patients have the right to review medical records.
- Only the "minimum necessary information be disclosed for business purposes.
- Patients be given notice of the hospital's/office's privacy practices.

2) Identify the most common breach of confidentiality, loose talk and carelessness.

3) Avoid mistakes with information technology that can lead to the inadvertent release of patient information.

4) List precautions for protecting visual and auditory privacy:

- Protecting physically exposed patients.
- Interviewing patients and briefing families.

Confidentiality, Privacy & HIPAA

And one day two first year internal medicine residents were in an elevator discussing a patient. And instead of keeping the name confidential, one resident said to the other one the patient;s name. And during the discussion said "Yes, we just found out that she has metastatic breast cancer". Unbeknownst to them, in the back of the elevator was the patient's daughter and grandson. So, they obviously overheard that her mother now is diagnosed with breast cancer. They got out of the elevator, she went to the room, she was crying, she was obviously very upset. And her mom's like "What's wrong, what's wrong honey"? She said, "Well, you have breast cancer mom". And she said "No I don't". She said "Yes you do. I just heard your doctor saying that you have breast cancer". So the patient herself hadn't even heard that she had breast cancer yet.

Confidentiality, Privacy & HIPAA

Understanding and enforcing HIPAA, Confidentiality and Privacy **is everyone's responsibility**. This program will tell you about:

- **The federal law that requires that medical information be kept confidential.**
- **The most common breach of confidentiality**
- **How to avoid mistakes with information technology that can lead to the inadvertent release of patient information.**
- **Precautions for protecting visual and auditory privacy.**

HIPAA

HIPAA, an acronym for the Health Insurance Portability and Accountability Act, is a federal law that requires that health information be kept confidential. John Harrison is a corporate compliance expert and authority on the HIPAA privacy rules.

The regulations require that certain information be kept confidential. The law also requires standards for accessing and disclosing information in a healthcare setting. The standards give expanded patient rights to see their medical record, to obtain a copy, and request a change if appropriate. The regulations also permit healthcare providers to make disclosure from normal business requirements like a payment and treatment operations. But, providers must keep disclosures to a minimum necessary to get the task done. Providers agree required to make available to patients a notice of our privacy practices which lists their rights regarding protective health information, and what information needs their consent before being release.

HIPAA CONTINUED

The law requires that:

- **Hospitals/Practices have policies on privacy**
- **These must cover oral, written and electronic communication**
- **Patients must be given notice of the hospital's privacy practices. They can also chose to have certain information kept confidential.**
- **Hospital's/Practices must have a Privacy Officer to implement the law. Finally,**
- **There are potentially heavy civil and criminal fines for violations of the law.**

Additional strict procedures apply to drug and alcohol treatment centers and mental health units.

Confidentiality

The most common breach of confidentiality is loose talk and carelessness. Avoid discussing cases in public area like cafeteria, elevators, and hallways. Loose talk creates a negative impression even if you avoid using the patient's name. When you must discuss a case in public area, look around to make sure you won't be overheard. Avoid using waiting rooms or public areas to interview patients of brief family members. Even if they don't complain, they may feel resentful about having their medical information discussed publicly. Occasionally a coworker will be hospitalized. Use extra care in protecting their confidentiality,. Do not discuss their medical condition with mutual friends, even if you think doing so is well meaning.

Privacy & Technology

Information technology increases the risk of inadvertent release of patient information. Information technology includes:

- **Fax machines**
- **Telephones**
- **Computers, and**
- **Copiers**

Fax machines are a major security risk. Your organization has strict policies on sending sensitive information via fax. That's because it is so easy to dial the wrong number sending the fax to an incorrect location, or the wrong people could be at the receiving machine. Before sending a fax, call the recipient to confirm the phone number and to make sure they will be there to retrieve it. If your institution provides a standard fax cover sheet with a confidentiality statement, be sure to use it. After you dial the number double check it on the display before your press send. If you are receiving faxed material, retrieve it as soon as it comes in. Don't let it lie around unattended.

Privacy & Technology Continued

Be careful with telephones and related devices such as speakerphones and answering machines. Callers may misrepresent themselves so they can get information they are not legally entitled to. All hospitals/Practices restrict the information that can be given out by phone. Know and follow your hospital's/practice's polices. Avoid using speakerphones unless you are sure that the conversation will be secure. Speakerphones can be overheard from some distance away. Answering machines and voice mail should never be used to leave sensitive information. There is no way of knowing who will retrieve the message. Never discuss confidential information on mobile phones. Even though it is illegal, analog calls can be intercepted and recorded. Be careful using computers. Carelessness with passwords, displays, printers, and email can result in the disclosure of confidential information. If you've been entrusted with a password, don't reveal it to anyone. Most computer systems track password use. You could be held responsible if it's misused. Choose passwords that are not easily guessed. Don't use obvious passwords like family or pet names, license or phone numbers, or common words found in the dictionary.

Privacy & Technology Continued

When you access a computer with a password, be sure to log off so that others can't use it. Keep computer displays turned away from public areas so they are not read by unauthorized individuals. Don't leave displays showing patient information unattended. Clear the screen when you are done.

E-mail can be intercepted. Don't use it for sensitive information unless special security systems have been put in place. When you print out patient information, retrieve it immediately so it won't be read by others. And, don't leave printouts or other sensitive papers unattended. You never know who might see them.

When you use a copier, stay at the machine until your job is done. When you leave, don't forget to retreive the original. If you must dispose of printouts, place then in specially designated secure trash or shred them.

Privacy & Technology Continued

Patients also have the right to auditory and visual privacy. When a patient must disrobe, curtains should be drawn and doors closed. The patient should not be disrobed any longer than necessary. When a patient is incapacitated, it is easy to inadvertently leave them exposed with the door or curtains open. Take responsibility for protecting their visual privacy. Close doors and curtains, or cover them with a sheet. When interviewing a patient, do so in privacy where others won't overhear.

Confidentiality, Privacy & HIPAA

Remember, the HIPAA privacy rules require that:

- **Hospitals/Practices have policies on privacy**
- **These must cover oral, written and electronic communication**
- **Patients must be given notice of the hospital's privacy practices. They can also chose to have certain information kept confidential.**
- **Hospital's/Practices must have a Privacy Officer to implement the law. Finally,**
- **There are potentially heavy civil and criminal fines for violations of the law.**

Confidentiality, Privacy & HIPAA

To prevent the inadvertent release of information:

- Follow your policies on the use of fax machines.
- Follow policies on releasing information by phone.
- Avoid discussing confidential information on message machines and speakerphones.
- Protect your computer passwords.
- Don’t allow unauthorized persons to see computer displays.
- Use caution with email and computers.
- Finally, don’t leave originals or copies are left unattended in copiers.

Be sure that you know the policies covering patient confidentiality. If you have any questions, ask your account manager. **Please make sure that you now take the Confidentiality, Privacy & HIPAA test.**

Confidentiality, Privacy & HIPAA TEST

1. The law requiring that patient information be kept confidential is the:

a) Federal Freedom of Information Act.
b) Medicare Information Privacy Act, MIP.
c) Hospital Information Privacy Act, HIPA.
d) HIPAA, the Health Insurance Portability and Accountability Act.

2. T or F There are potentially heavy civil and criminal fines for violations of the law.

3. The most common breach of confidentiality comes from:

a) Loose talk.
b) The internet.
c) Misuse of fax machines.
d) Misuse of mobile phones.

4. T or F Two risks associated with sending sensitive information via fax are the wrong number might be dialed, and the wrong person might retrieve it from the receiving machine.

Confidentiality, Privacy & HIPAA TEST

5. T or F You may share your computer passwords with others as long as they are employees of the hospital/office.
6. T or F Conversations on analog mobile phones can be intercepted and recorded by unauthorized individuals.
7. T or F Copiers are the only type of technology not posing a risk to patient confidentiality.
8. T or F E-mail may not be secure unless special security measures have been put in place.
9. T or F Patients forgo all rights to visual privacy when they agree to be admitted to the hospital.
10. T or F Interviewing patients or briefing families in public areas is considered acceptable because it is a traditional practice.

Print Name: _____ Date: _____

HIPAA Compliance Form & Acknowledgement of HIPAA Training

The Health Information Portability & Accountability Act of 1996 (also known as HIPAA) was enacted to standardize electronic data exchange, patient privacy and security. The Department of Health and Human Services published specific rules governing the privacy of personal healthcare information designated to protect health information that identifies individual patients. These standards aim at protecting all medical records held or disclosed by entities such as hospitals, whether communicated verbally, on paper, electronically or on labels (e.g. urine cap).

All's Well Health Care Services, Inc and our clientele must comply with these Privacy Rules effective immediately. Failure to do so may result in penalties including termination of an assignment, fines and imprisonment.

Prior/during the start of an assignment you will be provided with specific instructions on the use and permitted disclosure of healthcare information. It is mandatory that you comply with All's Well's Health Care Services and our clientele's rules on the privacy of patient healthcare information.

HIPAA Compliance Form & Acknowledgement of HIPAA Training

You agree that:

- Patient authorization is required for release of information.
- Access to patient information is restricted to authorized personnel.
- You will abide by AW/Client standards on the privacy and disclosures of healthcare information as a condition of your employment with All's Well Health Care Services.
- You will report any known breaches to an on-site manager or to your All's Well Account Executive.
- You will not disclose any AW/Client patient healthcare information except with the permission of AW/Client.
- You will not disclose your computer password with any co-worker.

I have read, understand and agree to comply with the guidelines and terms outlined above. I further stipulate that I have reviewed the Confidentiality, Privacy and HIPAA video/DVD and have completed the test.

Please sign and return pages 14, 15, 16 & 17 via fax to your account manager.

Name: _____ Signature: _____ _____

Date: _____

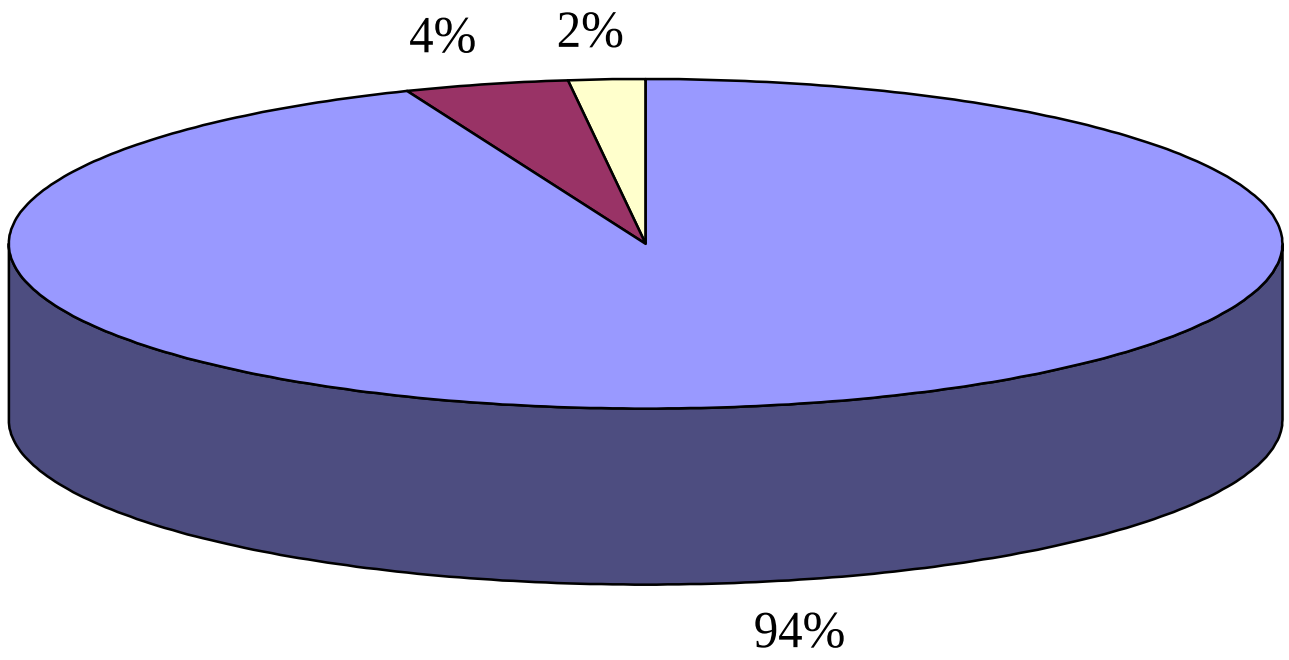
SAMPLE INVOICE & MANAGEMENT REPORTS

AppleOne Employment Services

Sample Invoices & Management Reports

Provided by AppleOne Employment Services

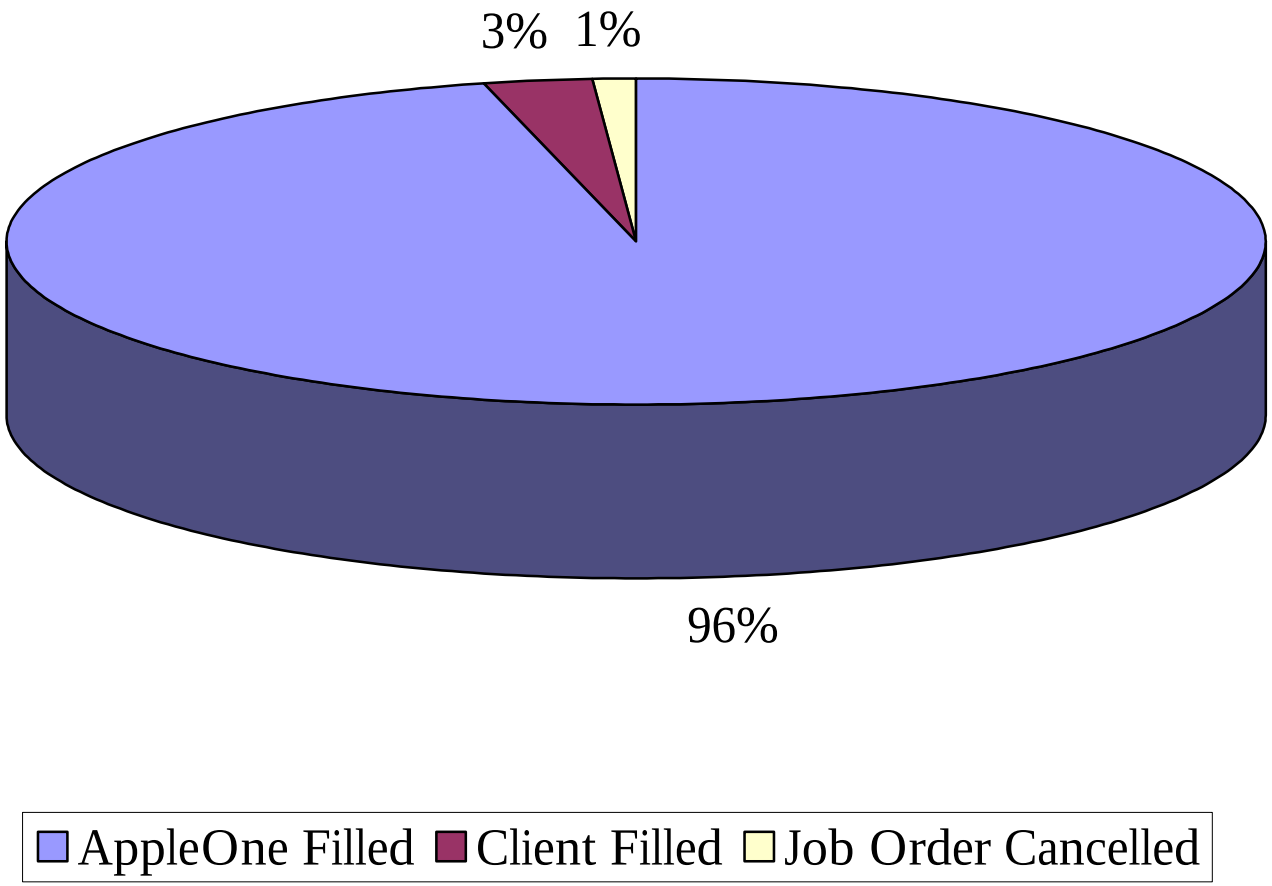
Job Order Status



Normal Completion | Resigned | Customer Dissatisfied

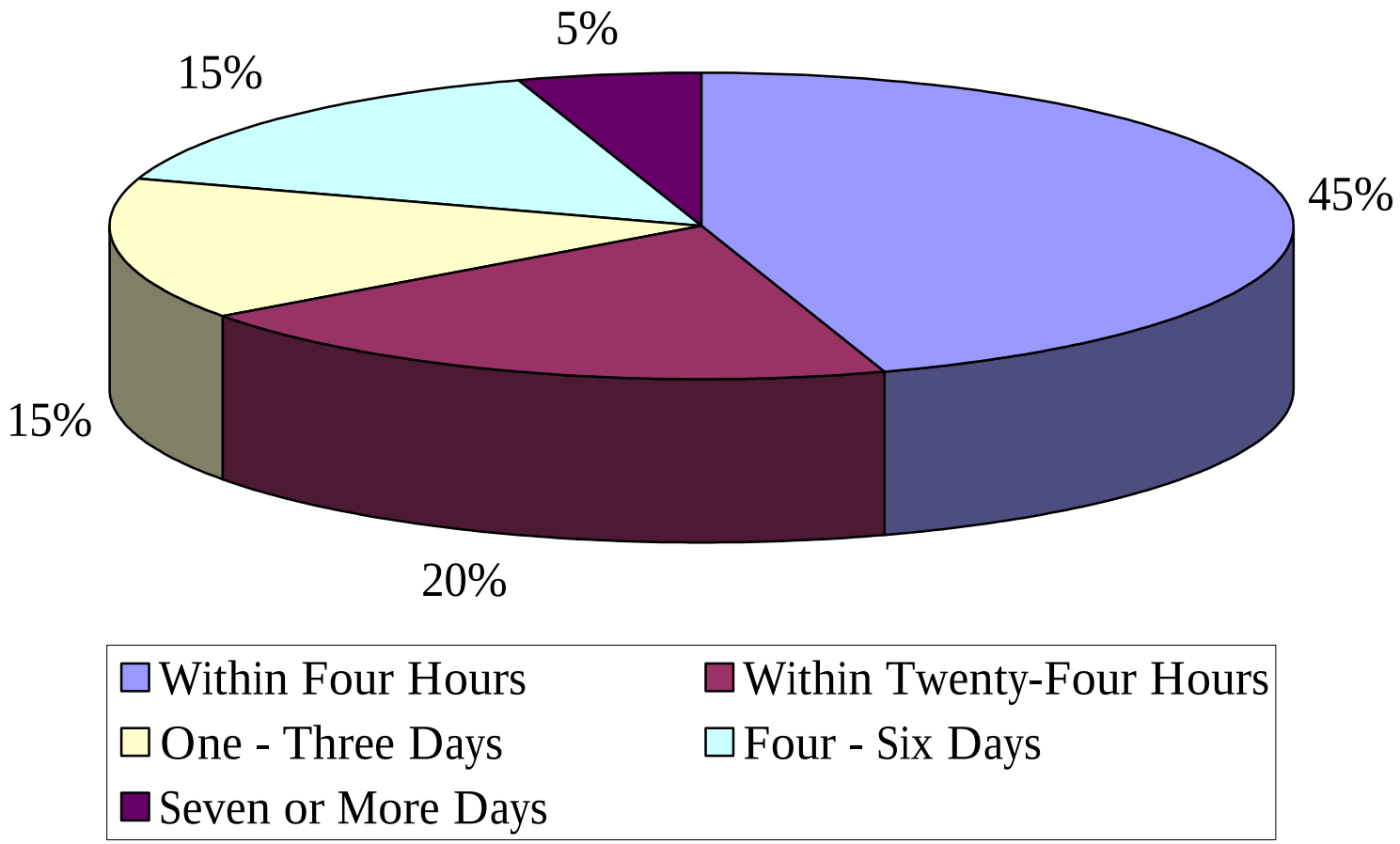
Provided by AppleOne Employment Services

Job Order Fill Ratio



Provided by AppleOne Employment Services

Job Order Fill Time Frame



AppleOne Employment Services
P.O. Box 29048
Glendale, CA 91209

ABC COMPANY

Invoice Date 5/3/99

Department	Employee Name	Employee SSN	Week Ending	Job Description	Invoice Number	Invoice Date	Regular Hours	Regular Rate	Overtime Hours	Overtime Rate	Miscellaneous Hours	Miscellaneous Rate	Invoice Amount
715-1416 NESTLE	Mitchell, Fawn	999-99-9999	4/23/1999	CUST SERVICE	60217	5/3/1999	40	$10.31	0	$0.00	0	$0.00	$412.40
												Total for Invoice Number 60127	$412.40
10-1110 Q SURVE	Rudd, Jerlad	999-99-9999	4/9/1999	CUST SERVICE	60218	5/3/1999	0	$0.00	0	$0.00	8	$9.98	$79.84
												Total for Invoice Number 60218	$79.84
715-1416 NESTLE	Johnson, Mario	999-99-9999	4/9/1999	CUST SERVICE	60219	5/3/1999	0	$0.00	0	$0.00	8	$10.65	$85.20
												Total for Invoice Number 60219	$85.20
610-1100 PM MAIL	Barela, Rachel	999-99-9999	4/23/1999	CUST SERVICE	60220	5/3/1999	40	$9.98	0	$0.00	0	$0.00	$399.20
610-1100 PM MAIL	Bujak, Gloria	999-99-9999	4/23/1999	CUST SERVICE	60220	5/3/1999	32	$9.98	0	$0.00	0	$0.00	$319.36
610-1100 PM MAIL	Dandrea, Roselyn	999-99-9999	4/23/1999	CUST SERVICE	60220	5/3/1999	40	$9.98	0	$0.00	0	$0.00	$399.20
610-1100 PM MAIL	Ghazikian, Hilda	999-99-9999	4/23/1999	CUST SERVICE	60220	5/3/1999	40	$9.98	0	$0.00	0	$0.00	$399.20
610-1100 PM MAIL	Otis, Samantha	999-99-9999	4/23/1999	CUST SERVICE	60220	5/3/1999	32	$9.98	0	$0.00	0	$0.00	$319.36
610-1100 PM MAIL	Snell, Linda	999-99-9999	4/23/1999	CUST SERVICE	60220	5/3/1999	40	$9.98	0	$0.00	0	$0.00	$399.20
												Total for Invoice Number 60220	$2,235.52
715-1416 NESTLE	Campbell, Mark	999-99-9999	4/23/1999	CUST SERVICE	60221	5/3/1999	24	$10.64	0	$0.00	0	$0.00	$255.36
715-1416 NESTLE	Johnson, Mario	999-99-9999	4/23/1999	CUST SERVICE	60221	5/3/1999	39.5	$10.64	0	$0.00	0	$0.00	$420.28
715-1416 NESTLE	Marshall, Misty	999-99-9999	4/23/1999	CUST SERVICE	60221	5/3/1999	40	$9.98	0	$0.00	0	$0.00	$399.20
715-1416 NESTLE	Scoggins, Curt	999-99-9999	4/23/1999	CUST SERVICE	60221	5/3/1999	40	$9.98	0	$0.00	0	$0.00	$399.20
715-1416 NESTLE	Shannon, Thomas	999-99-9999	4/23/1999	CUST SERVICE	60221	5/3/1999	34.25	$10.64	0	$0.00	0	$0.00	$364.42
												Total for Invoice Number 60221	$1,838.46
715-1416 NESTLE	Cohoe, Yvette	999-99-9999	4/23/1999	CUST SERVICE	60222	5/3/1999	11.5	$11.31	0	$0.00	0	$0.00	$130.07
715-1416 NESTLE	Hernandez, Donna	999-99-9999	4/23/1999	CUST SERVICE	60222	5/3/1999	40	$9.98	0.25	$14.96	0	$0.00	$402.94
715-1416 NESTLE	Larson, Derek	999-99-9999	4/23/1999	CUST SERVICE	60222	5/3/1999	32	$9.98	0	$0.00	0	$0.00	$319.36
												Total for Invoice Number 60222	$852.37
												Grand Total	$5,503.79

Temp Usage Report

Provided By
At-Tech Staffing Services

ABC COMPANY

Start: ALL End: ALL

DEPT	DIVISION	ENAME	ESSN	WEEK END	JOB DESC	INV.NO	INV.DATE	REG HR	REG RT	OT HR	OT RT	MSC HR	MSC RT	ADJ AMT	INV AMT
MANAGEMENT RESOURCES	PURCHASING	LONG, FRANCIS	999-99-9999	11/7/1998	PURCHASING CLERK	3525034	11/18/1998	14	21.34	0	0	0	0	0	298.76
MANAGEMENT RESOURCES	PURCHASING	LONG, FRANCIS	999-99-9999	11/14/1998	PURCHASING CLERK	3525035	11/18/1998	20.5	21.34	0	0	0	0	0	437.47
MANAGEMENT RESOURCES	PURCHASING	LONG, FRANCIS	999-99-9999	11/21/1998	PURCHASING CLERK	3528265	11/25/1998	33.5	21.34	0	0	0	0	0	714.89
MANAGEMENT RESOURCES	PURCHASING	LONG, FRANCIS	999-99-9999	10/31/1998	PURCHASING CLERK	3517528	11/4/1998	34.75	21.34	0	0	0	0	0	741.57
MANAGEMENT RESOURCES	PURCHASING	WALDEN, JEFF	999-99-9999	11/21/1998	PURCHASING CLERK	3528266	11/25/1998	40	22.64	0	0	0	0	0	905.60
DIVISION		**Sub Totals**	**No. of Time Cards**		5		**Hours**	142.75		0		0			$3,098.29
	PURCHASING						**Amounts**	$3,098.28		$0.00		$0.00			
MANAGEMENT RESOURCES	TREASURY	MUNOZ, NANCY	999-99-9999	11/7/1998	ACCOUNTING CLERK	3521250	11/11/1998	40	11.9	0	0	0	0	0	476.00
MANAGEMENT RESOURCES	TREASURY	MUNOZ, NANCY	999-99-9999	11/14/1998	ACCOUNTING CLERK	3525032	11/18/1998	32	11.9	0	0	0	0	0	380.80
MANAGEMENT RESOURCES	TREASURY	MUNOZ, NANCY	999-99-9999	11/21/1998	ACCOUNTING CLERK	3528264	11/25/1998	29.5	11.9	0	0	0	0	0	351.05
MANAGEMENT RESOURCES	TREASURY	MUNOZ, NANCY	999-99-9999	10/31/1998	ACCOUNTING CLERK	3517526	11/4/1998	40	11.9	0	0	0	0	0	476.00
DIVISION		**Sub Totals**	**No. of Time Cards**		4		**Hours**	141.5		0		0			$1,683.85
	TREASURY						**Amounts**	$1,683.85		$0.00		$0.00			
DEPT		**Sub Totals**	**No. of Time Cards**		4		**Hours**	284.25		0		0			$4,782.14
MANAGEMENT RESOURCES							**Amounts**	$4,782.13		0		0			
PUBLIC WORKS	MAINTENANCE SERVICES	BAUER, ROSE MARIE	999-99-9999	11/14/1998	RECEPTIONIST	3525036	11/18/1998	33	10.56	0	0	0	0	0	348.48
PUBLIC WORKS	MAINTENANCE SERVICES	GASTON, WARREN G.	999-99-9999	10/31/1998	GENERAL OFFICE	3518293	11/4/1998	36	18	0	0	0	0	0	648.00
PUBLIC WORKS	MAINTENANCE SERVICES	GASTON, WARREN G.	999-99-9999	11/7/1998	GENERAL OFFICE	3522104	11/18/1998	44	18	0	0	0	0	0	792.00
PUBLIC WORKS	MAINTENANCE SERVICES	GASTON, WARREN G.	999-99-9999	11/14/1998	GENERAL OFFICE	3525762	11/18/1998	27	18	0	0	0	0	0	486.00

Temp Usage Report

Provided By
At-Tech Staffing Services

ABC COMPANY

Start: ALL End: ALL

DEPT	DIVISION	ENAME	ESSN	WEEK END	JOB DESC	INV.NO	INV.DATE	REG HR	REG RT	OT HR	OT RT	MSC HR	MSC RT	ADJ AMT	INV AMT
PUBLIC WORKS	MAINTENANCE SERVICES	GASTON, WARREN G.	999-99-9999	10/24/1998	GENERAL OFFICE	3518290	11/4/1998	44	18	0	0	0	0	0	792.00
PUBLIC WORKS	MAINTENANCE SERVICES	REED, SUSAN	999-99-9999	10/31/1998	RECEPTIONIST	3517529	11/4/1998	40	11.22	0	0	0	0	0	448.80
DIVISION		**Sub Totals**		**No. of Time Cards**	6		**Hours**	224		0		0			$3,515.28
	MAINTENANCE SERVICES						**Amounts**	$3,515.28		$0.00		$0.00			
PUBLIC WORKS	PARKS	CAPUTO, BETH	999-99-9999	11/7/1998	GENERAL OFFICE	3525761	11/18/1998	23	43.5	0	0	0	0	0	1,000.50
PUBLIC WORKS	PARKS	CAPUTO, BETH	999-99-9999	11/7/1998	GENERAL OFFICE	3525761	11/18/1998	30	43.5	0	0	0	0	0	1,305.00
PUBLIC WORKS	PARKS	CAPUTO, BETH	999-99-9999	11/7/1998	GENERAL OFFICE	3518292	11/4/1998	31.5	43.5	0	0	0	0	0	1,370.25
PUBLIC WORKS	PARKS	CAPUTO, BETH	999-99-9999	10/24/1998	GENERAL OFFICE	3518292	11/4/1998	23	43.5	0	0	0	0	0	1,000.50
PUBLIC WORKS	PARKS	CORNET, MICHAEL	999-99-9999	11/7/1998	GENERAL OFFICE	3522105	11/18/1998	40	13.5	0	0	0	0	0	540.00
PUBLIC WORKS	PARKS	CORNET, MICHAEL	999-99-9999	11/14/1998	GENERAL OFFICE	3525763	11/18/1998	35	13.5	0	0	0	0	0	472.50
PUBLIC WORKS	PARKS	CORNET, MICHAEL	999-99-9999	10/24/1998	GENERAL OFFICE	3518291	11/4/1998	40	13.5	4	20.25	0	0	0	621.00
PUBLIC WORKS	PARKS	CORNET, MICHAEL	999-99-9999	10/31/1998	GENERAL OFFICE	3518294	11/4/1998	40	13.5	10.5	20.25	0	0	0	752.63
DIVISION		**Sub Totals**		**No. of Time Cards**	8		**Hours**	262.5		14.5		0			$7,062.38
	PARKS						**Amounts**	$6,768.75		$293.63		$0.00			
DEPT		**Sub Totals**		**No. of Time Cards**	14		**Hours**	486.5		14.5		0			$10,577.66
PUBLIC WORKS							**Amounts**	$10,284.03		$293.63		$0.00			

Grand Total **ABC COMPANY** **770.75** **14.5** **15,359.80**

BRANCH LISTING

Company	Ofc #	Office Name	Status	Address	City	State	Zip	Phone
AppleOne	1162	Phoenix, AZ	Open	7720 N 16th Street Suite 410	Phoenix	AZ	85020	(602) 978-1448 P (602) 262-0545 F
AppleOne	1073	Tempe, AZ	Open	Tempe City Center 1400 Southern Avenue	Tempe	AZ	85282	480-752-3777 P 480-491-5047 F
AppleOne	1113	Tucson, AZ	Open	1790 East River Road Suite 233	Tucson	AZ	85718	520-323-6222 P 520-323-6380 F
AppleOne	1180	West Phoenix, AZ	Open	16150 North Arrowhead Fountains Center Drive Suite 360	Peoria	AZ	85382	623-772-5728 P 623-979-5092 F
AppleOne	566	Burnaby, BC	Open	4603 Kingsway Suite 201	Burnaby	BC	V5H 4M4	604-678-8028 P 604-678-8494 F
AppleOne	190	Downtown Vancouver, BC	Open	555 Burrard St Suite 1065	Vancouver	BC	V7X 1M8	(604)638-8051 P (604)638-0144 F
AppleOne	507	Surrey, BC	Open	15135 - 101 Avenue Suite 200	Surrey	BC	V3R 7Z1	(604)495-4044 P (604)495-4048 F
AppleOne	1008	Anaheim, CA	Open	2401 E. Katella Ave. Suite 240	Anaheim	CA	92806	714-634-4631 P 714-634-4638 F
AppleOne	4431	AppleOne Payroll & Tax Filing Services	Open	990 Knox St. 1st Floor	Torrance	CA	90502	310-516-9359 P 310-516-9690 F
AppleOne	1087	Bakersfield, CA	Open	5620 California Ave Unit C	Bakersfield	CA	93309	661 334-1474 P 661 334-1589 F
AppleOne	1050	Beverly Hills, CA	Open	9100 Wilshire Blvd Suite 362W	Beverly Hills	CA	90212	310-228-9400 P 310-228-9401 F
AppleOne	1022	Central Orange County Career Center	Open	16371 Beach Blvd. Suite 100 & 111	Huntington Beach	CA	92647	714-848-2610 P 714-843-2607 F
AppleOne	1041	Central San Diego Career Center	Open	1450 Frazee Road Suite 225	San Diego	CA	92108	(619) 849-5818 P (619) 325-0158 F
AppleOne	1031	Cerritos, CA	Open	12750 Center Court Dr Suite 120	Cerritos	CA	90703	562-356-1694 P 562-356-5093 F
AppleOne	9925	Collections Department	Open	327 W. Broadway	Glendale	CA	91204	800-872-2677 P 818-559-6569 F
AppleOne	1056	Corona, CA	Open	1260 Corona Pointe Court Suite #103	Corona	CA	92879	951-279-1100 P 951-279-1159 F
AppleOne	1013	Culver City	Open	5901 Green Valley Circle Suite 466	Culver City	CA	90230	310-242-9977 P 310-242-9978 F
AppleOne	1052	Cypress, CA	Open	10805 Holder Street Suite 200	Cypress	CA	90630	714 898-7444 P (714) 252-5024 F
AppleOne	1018	Downey, CA	Open	8601 East Florence Avenue	Downey	CA	90240	562-862-2381 P 562-862-6078 F
AppleOne	1002	Downtown L.A. CA	Open	888 South Figueroa Street Suite 170	Los Angeles	CA	90017	213-892-0234 P 213-892-0682 F

AppleOne	3102	Downtown Professional	Open	888 South Figueroa Street Suite 170	Los Angeles	CA	90017	213-892-0234 P 213-892-0682 F
AppleOne	1128	Downtown Riverside	Open	3801 University Avenue Suite 175	Riverside	CA	92501	951-686-0970 P 951-686-0982 F
AppleOne	3331	Fluid Master (OnSite)	Open	30800 Rancho Viejo Road	San Juan Capistrano	CA	92675	949-728-2000 P 949-728-2545 F
AppleOne	1038	Fremont, CA	Open	3890 Mowry Ave Suite 200	Fremont	CA	94538	510-896-4961 P 510-896-4983 F
AppleOne	3305	Glendale - T/P & FUL, CA	Open	325 W. Broadway	Glendale	CA	91204	818-240-8230 P 818-502-2108 F
AppleOne	1005	Glendale, CA	Open	325 W. Broadway	Glendale	CA	91204	818-247-2991 P 818-265-5501 F
AppleOne	3310	Government Implementation	Open	16371 Beach Blvd Suite 240	Huntington Beach	CA	92647	714-596-7780 P Unknown F
AppleOne	8820	HRCG (Ops Center Huntington Beach)	Open	16371 Beach Blvd. Suite 238	Huntington Beach	CA	92647	800-383-1965 P 714-842-3127 F
AppleOne	9674	Josee Minero Regional Office	Open	12750 Center Court Drive Suite 120	Cerritos	CA	90703	562-356-1666 P Unknown F
AppleOne	1017	Long Beach, CA	Open	3900 Kilroy Airport Way Suite 180	Long Beach	CA	90806	562-637-1001 P 562-637-1017 F
AppleOne	9940	Marketing All-In-1	Open	990 Knox Street	Torrance	CA	90502	(310) 516-1572 P (310) 516-9256 F
AppleOne	1051	Mira Mesa, CA	Open	9909 Mira Mesa Blvd, Suite 100	San Diego	CA	92131	858-578-4437 P 858-578-4746 F
AppleOne	1044	Monterey Park, CA	Open	1000 Corporate Center Drive Suite 330	Monterey Park	CA	91754	323-415-0320 P 323-415-0321 F
AppleOne	1006	Newport Coast Career Center	Open	3937 Birch Street	Newport Beach	CA	92660	949-852-8233 P 949-261-1132 F
AppleOne	1057	North San Diego Career Center	Open	100 East San Marcos Blvd. Suite 370	San Marcos	CA	92069	760-591-9743 P 760-591-0143 F
AppleOne	1043	Oakland, CA	Open	1970 Broadway Suite 110	Oakland	CA	94612	510-835-0210 P 510-763-4330 F
AppleOne	1062	Ontario, CA	Open	3190 Shelby St Suite A-2	Ontario	CA	91764	909-484-3824 P 909-484-6087 F
AppleOne	1090	Orange	Open	770 The City Drive South Suite 1300	Orange	CA	92868	(714) 744-5224 P (714) 750-5154 F
AppleOne	1012	Pasadena, CA	Open	150 S. Los Robles Suite 970	Pasadena	CA	91101	626-796-0395 P 626-584-5925 F
AppleOne	1067	Pleasanton, CA	Open	4825 Hopyard Road Suite F-21	Pleasanton	CA	94588	925-398-0000 P 925-398-0014 F
AppleOne	1001	Puente Hills, CA	Open	17800 Castleton Street Suite 100	City of Industry	CA	91748	626-810-8819 P 626-810-7939 F

AppleOne	1086	Roseville, CA	Open	1850 Douglas Blvd Suite 412	Roseville	CA	95661	916-782-0632 P 916-782-0680 F
AppleOne	1075	Sacramento, CA	Open	8880 Cal Center Dr Suite 100	Sacramento	CA	95826	916-483-9180 P 916-483-3157 F
AppleOne	1023	San Bernardino, CA	Open	165 W. Hospitality Lane Suite 23	San Bernardino	CA	92408	909-884-6351 P 909-888-7037 F
AppleOne	1021	San Francisco, CA	Open	44 Montgomery Street Suite 150	San Francisco	CA	94104	415-397-3201 P 415-249-0966 F
AppleOne	1061	San Jose, CA	Open	1901 S. Bascom Ave Suite 1220	Campbell	CA	95008	408-412-7629 P 408-369-9606 F
AppleOne	1026	San Mateo, CA	Open	1515 S. El Camino Real 3rd Floor	San Mateo	CA	94402	650-574-8211 P 650-349-2406 F
AppleOne	9653	Sandy Crabb's Regional Office	Open	16371 Beach Blvd. Suite 201	Huntington Beach	CA	92647	(714) 596-2668 P (714) 596-2671 F
AppleOne	1125	Santa Barbara, CA	Open	3700 State Street Suite 210	Santa Barbara	CA	93105	805 569-9024 P 805-569-3296 F
AppleOne	1028	Santa Clara, CA	Open	4655 Old Ironsides Drive Suite 190	Santa Clara	CA	95054	408-970-9470 P 408-727-8961 F
AppleOne	1143	Santa Rosa	Open	1275 4th Street Suite 105	Santa Rosa	CA	95404	707-544-3769 P 707-544-4369 F
AppleOne	1004	Sherman Oaks, CA	Open	15165 Ventura Blvd Suite 120	Sherman Oaks	CA	91403	818-995-1130 P 818-995-0841 F
AppleOne	1186	South Orange County Career Center	Open	26300 La Alameda Suite 130	Mission Viejo	CA	92691	949-427-2936 P 949-348-2983 F
AppleOne	1066	Temecula, CA	Open	26580 Ynez Road Suite B	Temecula	CA	92591	951-296-5430 P 951-296-6733 F
AppleOne	1016	Thousand Oaks, CA	Open	1155 East Thousand Oaks Blvd,	Thousand Oaks	CA	91362	805-497-0996 P 805-373-1948 F
AppleOne	1007	Torrance	Open	18538 Hawthorne Boulevard	Torrance	CA	90504	310 370-0708 P 310-370-7087 F
AppleOne	1069	Upland (formerly Montclair)	Open	450 N. Mountain Ave Suite E	Upland	CA	91786	909-532-8838 P 909-920-0207 F
AppleOne	1111	Ventura, CA	Open	1300 Eastman Ave. Suite 220	Ventura	CA	93003	(805) 650-1814 P (805) 650-4804 F
AppleOne	1027	Walnut Creek, CA	Open	1990 N. California Blvd Suite 110	Walnut Creek	CA	94596	925-935-6100 P 925-935-8326 F
AppleOne	1003	Westwood, CA	Open	1250 Westwood Blvd	Los Angeles	CA	90024	310-475-9461 P 310-475-8127 F
AppleOne	1009	Woodland Hills, CA	Open	21820 Burbank Blvd. Suite 224 (South)	Woodland Hills	CA	91367	818-577-1002 P 818-577-1024 F
AppleOne	1097	Boulder, CO	Open	2595 Canyon Blvd Suite 320	Boulder	CO	80302	303-545-2440 P 303-545-2304 F

AppleOne	1104	Colorado Springs, CO	Open	1155 Kelly Johnson Blvd. Suite 204	Colorado Springs	CO	80920	719-536-9520 P 719-531-0062 F
AppleOne	3396	First Data Corporation (OnSite)	Open	8480 E. Orchard Rd. Suite 3150	Englewood	CO	80111	720-529-4066 P 303-694-4046 F
AppleOne	1093	Greeley	Open	2914 67th Avenue Suite 100	Greeley	CO	80634	970-352-2101 P 970-352-2717 F
AppleOne	1105	Greenwood Village, CO	Open	8480 E. Orchard Rd. Ste 3150	Englewood	CO	80111	303-694-1232 P 303-694-4046 F
AppleOne	1102	Lakewood, CO	Open	390 Union Blvd. Suite 415	Lakewood	CO	80228	303-987-3900 P 303-987-0600 F
AppleOne	1533	Clearwater, FL	Open	18167 US Highway 19N Suite 150	Clearwater	FL	33764	727-712-2244 P 727-712-2254 F
AppleOne	1559	Cypress Creek, FL	Open	500 W. Cypress Creek Rd. Suite 150	Fort Lauderdale	FL	33309	954-492-0550 P 954-492-0540 F
AppleOne	1126	Jacksonville, FL	Open	10151 Deerwood Park Blvd. Suite 110	Jacksonville	FL	32256	(904) 645-5153 P (904) 645-9258 F
AppleOne	1549	Miami, FL	Open	6505 Blue Lagoon Dr. Suite 120	Miami	FL	33126	305-591-8883 P 305-591-8803 F
AppleOne	1070	Orlando, FL	Open	307 Cranes Roost Blvd. Suite 1030 (1st Floor)	Altamonte Springs	FL	32701	407-786-6411 P 407-260-9960 F
AppleOne	1115	So. Orlando, FL	Open	4700 Millenia Blvd. Suite 185	Orlando	FL	32839	407 248-8129 P 407 248-8164 F
AppleOne	1106	Tampa, FL	Open	Magdalene Center 15436 N. Florida Ave.	Tampa	FL	33613	813 269-7000 P 813-962-8039 F
AppleOne	1171	West Palm Beach, FL	Open	1641 Worthington Road Suite 130	West Palm Beach	FL	33409	561-683-6868 P 561-683-6862 F
AppleOne	1577	Weston, FL	Open	2400 N. Commerce Parkway Beacon Pointe I Building, Suite 107	Weston	FL	33326	954-389-4242 P 954-389-4249 F
AppleOne	1576	Alpharetta	Open	The Park at Windward 1720 Windward Concourse	Alpharetta	GA	30005	678-389-8222 P 770-754-9636 F
AppleOne	1553	Midtown, GA	Open	730 Peachtree street, N.E. Suite 160	Atlanta	GA	30308	404-875-1511 P 404-875-1411 F
AppleOne	1020	Perimeter, GA *	Open	1050 Crown Pointe Parkway Suite 310	Atlanta	GA	30338	(770) 394-7990 P (770) 394-7994 F
AppleOne	1172	West Des Moines, IA	Open	2700 Westown Parkway, Suite 100 Century 1 Office Building	West Des Moines	IA	50266	515-226-0400 P 515-226-0791 F
AppleOne	1560	Downtown Chicago, IL	Open	221 North LaSalle Street Suites 707	Chicago	IL	60601	(312) 236-4645 P (312) 236-4676 F
AppleOne	2742	Schaumburg, IL	Open	1701 E. Woodfield Drive Suite 1115	Schaumburg	IL	60173	847-240-1866 P 847-240-1945 F
AppleOne	3340	Zebra Technologies (OnSite)	Open	333 Corporate Woods Parkway	Vernon Hills	IL	60061	847-955-4671 P 847-634-1830 F

AppleOne	1116	Overland Park, KS	Open	10851 Mastin Blvd Suite 250	Overland Park	KS	66210	913 383-1325 P 913-383-2275 F
AppleOne	1173	Shreveport, LA	Open	920 Pierremont Road Suite 101	Shreveport	LA	71106	318-869-2229 P 318-869-2235 F
AppleOne	1502	Bloomington, MN	Open	8300 Norman Center Blvd Suite 210	Bloomington	MN	55437-102	952-897-0887 P 952-897-0042 F
AppleOne	1563	Minneapolis, MN	Open	901 Marquette Ave. Suite 2800	Minneapolis	MN	55402	(612) 333-2800 P (612) 333-5550 F
AppleOne	1179	Plymouth Career Center, MN	Open	505 Waterford Park 505 Highway 169	Plymouth	MN	55441	952-513-9525 P 763-546-1252 F
AppleOne	1068	Charlotte, NC	Open	301 McCullough Drive Suite 105	Charlotte	NC	28262	(704) 597-9270 P (704) 597-9349 F
AppleOne	1182	South Charlotte, NC	Open	7421 Carmel Executive Park Suite 110	Charlotte	NC	28226	704-540-7476 P 704-540-7484 F
AppleOne	3335	IndyMac Bank (OnSite)	Open	303 Lippincott Drive	Marlton	NJ	8053	856-396-3881 P 856-988-8061 F
AppleOne	3369	McGraw-Hill On-Site - New Jersey	Open	601 Delran Parkway	Delran	NJ	8075	856-255-2510 P 856-255-2513 F
AppleOne	1532	Paramus, NJ	Open	340 W. Passaic St. 3rd Floor	Rochelle Park	NJ	7662	201-368 -0215 P 201-226-1155 F
AppleOne	1535	Princeton, NJ	Open	125 Village Blvd, Ste. 290 Princeton Forrestal Village	Princeton	NJ	8540	609-919-1004 P 609-919-1006 F
AppleOne	8851	AppleOne Performance Team	Open	8330 W. Sahara Ave	Las Vegas	NV	89117	(702) 577-9576 P Unknown F
AppleOne	1519	Henderson Las Vegas, NV	Open	2140 E Pebble Road Suite 100	Las Vegas	NV	89123	702-361-4121 P 702-361-3695 F
AppleOne	3389	IGT (OnSite)	Open	9295 Prototype Drive	Reno	NV	89521-898	775-448-7628 P 775-448-7741 F
AppleOne	1088	Las Vegas II, NV	Open	6655 W. Sahara Ave. Suite A200	Las Vegas	NV	89146	702 258-3010 P 702 870-1875 F
AppleOne	1092	Las Vegas Southwest	Open	7220 S. Cimmarron RD suite 210	Las Vegas	NV	89113	702-898-1956 P 702-898-2599 F
AppleOne	1089	Las Vegas, NV	Open	1050 E. Flamingo Rd Suite W250	Las Vegas	NV	89119	702-734-8110 P 702-734-1555 F
AppleOne	1556	Reno, NV	Open	5534 Longley Lane Suite B	Reno	NV	89511	775-825-4055 P 775-825-4077 F
AppleOne	1572	Albany, NY	Open	1 Marcus Blvd. Suite 106	Albany	NY	12205	(518) 591-0181 P (518) 591-0204 F
AppleOne	1141	Buffalo-Amherst, NY	Open	1551 Niagara Falls Blvd Unit 5	Amherst	NY	14228	716-835-4005 P 716-835-4080 F
AppleOne	8813	Marie Sclafani's Region	Open	100 Wall Street 7th Floor	New York	NY	10005	212-372-5416 P Unknown F

AppleOne	1504	NYC Wall Street	Open	100 Wall Street 7th Floor	New York	NY	10005	(212) 849-3313 P (212) 697-4044 F
AppleOne	1585	Tulsa	Open	5801 E. 41st St. Suite 104	Tulsa	OK	74135	918-877-0506 P 918-877-0516 F
AppleOne	199	Barrie, ON	Open	21 Commerce Park Drive	Barrie	ON	L4N 8X1	(705) 735-1707 P (705) 735-1230 F
AppleOne	85	Brampton, ON	Open	295 Queen Street East Unit 38	Brampton	ON	L6W 3R1	905-453-8000 P 905-453-8044 F
AppleOne	175	Burlington, ON	Open	1035 Brant St. Unit 1A	Burlington	ON	L7R 2K1	905-631-3333 P 905-631-2324 F
AppleOne	176	Canada Corporate Accounting, ON	Open	50 Paxman Road Suite 8	Etobicoke	ON	M9C 1B7	416-622-0100 P 416-622-6327 F
AppleOne	76	Etobicoke, ON	Open	3331 Bloor Street West Etobicoke	Ontario	ON	M8X 1E7	416 236-4000 P 416-236-0422 F
AppleOne	537	Markham, ON	Open	4961 Highway 7 Unit 1B	Markham	ON	L3R 1N1	(905) 477-4450 P (905) 477-4505 F
AppleOne	77	Meadowvale, ON	Open	6400 Millcreek Drive	Mississauga	ON	L5N 3E7	905-567-9990 P 905-567-9661 F
AppleOne	81	Mississauga, ON	Open	33 City Centre Drive Suite 160	Ontario	ON	L5B 2N5	905-277-2770 P 905-277-5715 F
AppleOne	530	Newmarket, ON	Open	17480 Yonge Street Unit C007	Newmarket	ON	L3Y 8A9	(905) 868-8608 P (905) 868-8387 F
AppleOne	196	North York, ON	Open	40 Sheppard Ave West Suite 103	North York	ON	M2N 6K9	(416) 225-2000 P (416) 225-2003 F
AppleOne	117	Oakville, ON	Open	233 Cross Ave Unit 1	Oakville , Canada	ON	L6J 2W9	905-339-3333 P 905-339-3307 F
AppleOne	157	Pickering, ON	Open	1794 Liverpool Road Unit 7	Pickering	ON	L1V 4G7	905 831-3400 P 905 831-3080 F
AppleOne	540	Richmond Hill, ON	Open	9555 Yonge Street	Richmond Hill	ON	L4C 9M5	(905) 787-9911 P (905) 787-9811 F
AppleOne	53	Scarborough, ON	Open	2206 Eglington Ave, East Suite 144, Box 9	Scarborough	ON	M1L 4S7	416-750-4718 P 416-750-4530 F
AppleOne	510	Toronto, ON	Open	120 Adelaide Street West Suite 1901	Toronto	ON	M5H 1T1	(416) 363-1663 P (416) 363-1330 F
AppleOne	1119	Portland, OR	Open	U.S. Bancorp Tower 111 SW Fifth Street	Portland	OR	97204	503-279-8893 P 503-279-4632 F
AppleOne	1109	Harrisburg West, PA	Open	4242 Carlisle Pike Suite #237	Camp Hill	PA	17011	717-731-9400 P 717-731-9405 F
AppleOne	8853	Agile1 DuPont, PR	Open	P.O. Box 30200	Manati	PR	674	(787) 621-1419 P n/a F
AppleOne	1151	Charleston, SC	Open	2000 Sam Rittenberg Blvd. Suite 3002	Charleston	SC	29407	843-852-2297 P 843-852-2298 F

AppleOne	1514	Columbia NE, SC	Open	1001 Pinnacle Point Drive Suite 112	Columbia	SC	29223	803-699-9941 P 803-865-9880 F
AppleOne	1156	Columbia, SC	Open	3800 Fernandina RD Suite 120	Columbia	SC	29210	803-407-0777 P 803-407-1007 F
AppleOne	1058	Greenville, SC	Open	30 Patewood Drive Suite 130	Greenville	SC	29615	864 627-9829 P 864 627-9858 F
AppleOne	1144	Cordova, TN	Open	8132 Cordova Rd. Suite 101	Cordova	TN	38018	901-753-3471 P 901-757-0695 F
AppleOne	1137	Nashville, TN	Open	783 Old Hickory Blvd Suite 262 West	Brentwood	TN	37027	615-309-0310 P 615-661-7771 F
AppleOne	1010	Addison, TX	Open	14131 Midway Road Suite 106	Addison	TX	75001	972-392-0951 P 972-392-0771 F
AppleOne	1107	Arlington, TX	Open	2500 N.E. Green Oaks Blvd. Suite 201	Arlington	TX	76006	817 275-3000 P 817 275-3199 F
AppleOne	1165	Austin Northwest, TX	Open	11149 Research Blvd Suite 340	Austin	TX	78759	512-795-8950 P 512-795-8991 F
AppleOne	1159	Fort Worth, TX	Open	6100 Western Place Drive Suite 900	Fort Worth	TX	76107	817-560-0443 P 817-560-0453 F
AppleOne	1127	Houston Galleria	Open	5858 Westheimer St. Suite #700	Houston	TX	77057	832-252-1010 P 832-252-8330 F
AppleOne	1135	Houston North	Open	10700 N Freeway Suite 120	Houston	TX	77037	281-249-0034 P 281-249-0046 F
AppleOne	1148	Las Colinas, TX	Open	1333 Corporate Drive Suite 260	Irving	TX	75038	214-441-1334 P 214-441-1336 F
AppleOne	1014	Plano, TX (formerly Richardson, TX)	Open	14131 Midway Road Suite 106	Addison	TX	75001	972-479-9359 P 972-479-9358 F
AppleOne	1546	San Antonio, TX	Open	8000 IH 10 West, Suite 160 The Forum	San Antonio	TX	78230	210-979-6853 P 210-979-6884 F
AppleOne	3336	RX America (OnSite)	Open	401 N. Eddie Rickenbacker	Salt Lake City	UT	84116	801-350-5147 P 801-355-0502 F
AppleOne	1548	Salt Lake City, UT	Open	1245 East Brickyard Road Suite 330	Salt Lake City	UT	84106	801-523-4242 P 801-467-2889 F
AppleOne	1036	Sandy, UT	Open	7050 Union Park Center Suite 420	Midvale	UT	84047	(801) 566-1889 P (801) 561-5901 F
AppleOne	1131	Arlington, VA	Open	4601 N. Fairfax Dr. Suite 220	Arlington	VA	22203	703-351-7830 P 703-351-7831 F
AppleOne	1160	Chesapeake, VA	Open	1305 Executive Boulevard Suite # 140	Chesapeake	VA	23320	757-382-5900 P 757-382-0520 F
AppleOne	8843	Debra Rusnak Regional Profit Center	Open	4601 N Fairfax Dr Suite 220	Arlington	VA	22203	Unknown P Unknown F
AppleOne	1152	Newport News, VA	Open	1030 Loftis Blvd Suite 105	Newport News	VA	23606	757-591-0400 P 757-591-7230 F

AppleOne	1558	Reston, VA	Open	11710 Plaza America Dr. 5th Floor, Suite 540	Reston	VA	20190	703-793-0934 P 703-793-0954 F
AppleOne	1139	Richmond, VA	Open	4461 Cox Road Suite #120	Glen Allen	VA	23060	804-762-9393 P 804-968-5202 F
AppleOne	1030	Bellevue, WA	Open	400 112th Ave. NE Suite 115	Bellevue	WA	98004	(425) 450-1951 P (425) 450-0015 F
AppleOne	1522	Kent, WA	Open	20415 72nd Ave. South Suite 290	Kent	WA	98032	(253) 796-4340 P (253) 796-4341 F
AppleOne	1114	Seattle, WA	Open	2201 6th Ave Suite 110	Seattle	WA	98121	206-441-3837 P 206-441-5314 F

CURRENT & PENDING LITIGATIONS

CURRENT AND PENDING LITIGATION

The current and pending litigation for AppleOne Employment Services, a dba of Howroyd-Wright Employment Agency, Inc., is provided below:

1. AppleOne adv. Yesnick: This is an action filed in December 2008 in the Justice Court, Las Vegas Township, Clark County, Nevada, Case No. 08C-056393, against AppleOne Nevada, Inc. by a former customer for breach of contract, breach of covenants of good faith and fair dealing, unjust enrichment and declaratory relief. Plaintiff claims a refund is due regarding a placement. The firm provided Plaintiffs counsel information to the effect that the claim has no merit. Plaintiffs counsel granted Apple One an open extension to respond on 15 days written notice. If Apple One is required to respond, local counsel will be obtained and the matter will be strenuously defended. Based on available information, it is believed it is remote that this claim will have an unfavorable outcome to the Company.

2. Industrial Apple adv. Tri-State: On September 1,2010, Industrial Apple filed a civil action against Tri-State Staffing, Inc., Robert Cassera and TS Staffing Corp. in the Superior Court, County of Los Angeles, Case No. BC444841 for breach of contract and failure to pay promissory notice seeking recovery of approximately $870,000.00 for money's due and owing. In the civil action, Tri-State Staffing, Inc. and TS Staffing Corp. filed a cross-complaint cross-complaint against Industrial Apple, Inc. and Howroyd Wright Employment Agency, Inc. Their amended cross-complaint sets forth causes of action for intentional and negligent misrepresentation, interference and other claims. The case was settled for $500,000.

3. AppleOne adv. Read: On November 17, 2010, a temporary employee, David Read, filed a civil action against AppleOne in the Superior Court, Los Angeles County, Case No. BC449744. Mr. Read, individually and on behalf of a putative class, seeks reimbursement and penalties based on a claim that after a temporary employee's first temporary placement, an employment applicant is entitled to wages for interviews with clients for both temporary and permanent employment placement. Limited discovery has been conducted on the issue of Read's standing to pursue a class action claim and the action is stayed pending completion of the basic pleadings. AppleOne has filed a series of motions attacking Mr. Read's complaints. A further demurrer and motion to strike in regard to the Third Amended Complaint will be filed this week for hearing in early 2012.

4. AppleOne adv. Slama: Mr. Slama was a temporary employee of AppleOne on a short term placement with AARP in California and has complained that he was not permitted to take meal and rest breaks and for failure to pay for all time worked at appropriate rates. To date, Mr. Slarna's attorneys have sent letters to the Labor Workforce and Development Agency which has declined to investigate. We are not informed that any other legal or administrative actions have been pursued by Mr. Slama.

5. AppleOne Robinson: : A temporary employee, Tricia Robinson, who worked on three temporary placements, filed an EEOC complaint against AppleOne regarding a placement by the Torrance Branch with Honeywell and the absence of further placements after that placement ended. The matter remains before the EEOC. The attorney for Ms. Robinson has made a settlement demand regarding settlement of claims against AppleOne and Honeywell. The initial demand was $75,000 and was settled for substantially less.

6. AppleOne Thompson: In July 2011, Renetta Thompson filed a complaint in the Los Angeles Superior Court, Case No. BC464574. Ms. Thompson is representing herself. The original complaint related to the fact that Thompson had registered for temporary employment but had not been placed on an assignment. She claimed age discrimination. A demurrer and motion to strike were filed and sustained. Thompson filed a First Amended Complaint which sets forth 10 causes

of action ranging from age discrimination to violation of the Preamble to the California Constitution to violation of various amendments to the U.S. Constitution. AppleOne filed a demurrer and motion to strike which will be heard in early 2012.

7. AppleOne Rue: AppleOne Rue: On December 21, 2010, a former employee, Alica Rue, filed a civil action in the Superior Court, Los Angeles County, Case No. BC 451700, against AppleOne in which she asserted retaliation and discrimination based claims. Thereafter, the complaint was amended to add Apple A Day, Inc. as a defendant but it has never been served. The case has been dismissed and judgment has been entered in favor of Apple. It is not known whether Ms. Rue will appeal.

8. Mario Lovacheff vs. Act 1 Group, Inc., All-in-One, and Howroyd -Wright Employment Agency Inc., et al., Los Angeles County Superior Court Case No. BC 430983. Status: Pending, recently served. Ms. Lovacheff has filed a claim for discrimination and for discrimination due to pregnancy. Ms. Lovacheff was on authorized medical leave. After she had exhausted all available paid or unpaid leave time including leave provided by statutory law, the Company determined that it was necessary to place an employee in her position and Ms. Lovacheff was so advised. The Company also advised Ms. Lovacheff that when she is medically released to return to work, if she wishes employment she can contact the Company and the Company will consider placing her in an alternative position if one is then available.

9. Axium International, Inc., Debtor, Howard M Ehrenberg, chapter 7 Trustee of the Jointly Administered Cases of Axium International Inc. and Diversity MSP, Inc., vs. Act-1 Personnel Services and Howroyd-Wright Employment Agency, Inc. United States Bankruptcy Court, Central District of California Los Angeles, Case No.'s 2:08-bk-10277-BB (Act-1) and 2:08-bb-10277-BB. Status: Pending. Action to recover claimed preference payment. Payments were made in ordinary course and are not subject to preference and are further subject to new valued defenses.

10. Michael Zenzen vs. All In One, Inc., Howroyd Wright Employment Agency, Inc., AppleOne personnel Services, Inc., et al., Los Angeles County Superior Court Case No. BC425351. Status: Pending. Mr. Zenzen was employed in as a field service technician and was laid off due to restructuring. Zenzen filed a multi-count claim asserting racial discrimination (he is Caucasian), age discrimination, and retaliation. Motions to dismiss and strike the complaint were filed and an amended complaint has been filed. His counsel have petitioned to withdraw as counsel of record. Defendants deny the asserted claims.

Please note the following:

- There are currently no judgments against Howroyd Wright Employment Agency, Inc. dba AppleOne Employment Services.
- AppleOne has no threatened or pending litigation ongoing against our company, principal officers, or our affiliates in connection with any contract.
- AppleOne does not have any potential commitments that may impact the assets, lines of credit, guarantor letters, etc. that may affect our ability to perform the contract.