"To enrich lives through effective and caring service"

Los Angeles County
Caring for Your Coast
Beaches & Harbors

Stan Wisniewski
Director

Kerry Silverstrom
Chief Deputy

June 7, 2007

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

CONTRACT FOR TEMPORARY AND AS NEEDED SECRETARIAL, CLERICAL AND SUPPORT PERSONNEL SERVICES
(FOURTH DISTRICT)
(3 VOTES)

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve award of and instruct the Chair to execute the attached three-year contract, plus two one-year extension options, with Apple One Employment Services (Apple One) for temporary and as needed secretarial, clerical and support personnel services, at an aggregate annual County cost not to exceed $250,000 (Attachment I).

2. Authorize the Director of the Department of Beaches and Harbors to increase the contract sum by a sum not to exceed 20% during each contract year for additional, unforeseen personnel services within the scope of this contract.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Award of the contract will enable the Department of Beaches and Harbors (Department) to utilize temporary support personnel to complete critical work assignments most particularly in situations when vacancies prevent the Department from otherwise meeting deadlines or attending to the daily workday needs. It is also anticipated the Department will use temporary personnel services in order to complete emergent tasks

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and special projects in a timely and cost effective manner and to provide coverage during extended sick and family leaves and emergencies.

Implementation of Strategic Plan Goals

The services provided by Apple One will promote and further the Board-approved Strategic Plan Goals of "Service Excellence" and "Fiscal Responsibility" by providing quality, timely and cost effective temporary support personnel services when required by the Department, particularly when vacancies are being experienced and during peak critical work periods and emergency situations.

FISCAL IMPACT/FINANCING

The total compensation for these contract services is not to exceed $250,000 in any contract year. This amount is based on the hourly rates quoted by the contractor and our estimated annual utilization of the contractor's services. Subject to approval in the County budget process, the contract provides that the Director may increase the maximum annual amount of County-funded compensation by up to 20% in any contract year or any extension period.

The contractor will bill for the temporary personnel services at fixed hourly rates up to the annual maximum. The service will be provided on an as-needed basis.

The cost of this contract is included in the Department's 2007-2008 final recommended budget.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The Department is requesting award of a contract to Apple One, which was determined to be the most responsible, responsive proposer. The contract term is three years with two one-year extension options that may be exercised at the Director's discretion. The contract services will commence on the date of approval by your Board.

The County is authorized under California Government Code Section 31000.4 to obtain temporary assistance during any peak load, temporary absence or emergency other than a labor dispute. Use of temporary personnel under this Government Code Section is limited to a period not to exceed 90 days for any single peak load, temporary absence, or emergency situation.

The contract contains the County's standard provisions regarding contractor obligations and is in compliance with all Board, Chief Administrative Office (CAO) and County Counsel requirements.

This is not a Proposition A Contract, as authority to contract is expressly provided by statute; therefore, the Living Wage Program (County Code Chapter 2.2001) does not apply.

The contract has been approved as to form by County Counsel.

CONTRACTING PROCESS

This contract solicitation was advertised in the Los Angeles Times, the Daily Breeze, the Los Angeles Daily News, the Santa Monica Daily Press, the Lynwood Journal, the Compton Bulletin, the Eastside Sun, the Culver City News and the Los Angeles Watts Times. The opportunity was also advertised on the County's Bid Web page (Attachment II), as well as the Department's Internet site. In addition, notices were sent out by direct mail to a list of 156 contractors.

Four firms submitted proposals, met the Request for Proposals (RFP) minimum requirements and were evaluated. A three-person evaluation committee, comprised of three staff members from the Department's Administrative Services Division's Financial Services Section, Revenue and Systems Development Section and Human Resources Section, evaluated the proposals based on a weighted evaluation of: (1) experience and organizational resources, (500 points); (2) approach to contract requirements (350 points); and (3) references (150 points). The committee determined that Apple One had the ability, experience and resources to provide the Department with quality temporary personnel services as substantiated through its submitted proposal.

Apple One has extensive experience working with the County, serving as the current contractor providing temporary personnel services to departments including the Public Defender, District Attorney, Internal Services, Sheriff, Child Support Services, Superior Court and the Board of Supervisors, providing services to each from between nine and 20 years. Apple One offers a large pool of qualified temporary personnel, the lowest average hourly rate among all proposers and a strong management team. The Director has considered the committee's findings and recommends that your Board approve the contract with Apple One Employment Services.

Attachment III details the minority and gender composition of the qualifying firms. Apple One is not a County-certified Community Business Enterprise. However, on final

consideration of award, Apple One was selected without regard to gender, race, creed or color.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

The award of this contract will not result in the displacement of any County employees as these services are necessary only when the Department is experiencing vacancies or has needs beyond the ordinary workload.

There will be no impact on other County services or projects.

CONCLUSION

Instruct the Executive Officer to send one approved copy of this letter and two executed copies of the contract to the Department of Beaches and Harbors.

Respectfully submitted,

Stan Wisniewski, Director

SW:so
Attachments (3)
c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors
Human Resources
Service Employees International Union (Local 721)

ATTACHMENT I

CONTRACT, TEMPORARY AND AS NEEDED SECRETARIAL, CLERICAL AND SUPPORT PERSONNEL SERVICES

LOS ANGELES COUNTY DEPARTMENT OF BEACHES AND HARBORS CONTRACT FOR TEMPORARY AND AS NEEDED SECRETARIAL, CLERICAL AND SUPPORT PERSONNEL SERVICES

PART ONE – GENERAL CONDITIONS

1.1 INTRODUCTION

1.1.1 Parties. This Contract is entered into by and between the County of Los Angeles (the "County") and Apple One Employment Services (the "Contractor").

1.1.2 Recitals. The Contract is intended to integrate within one document the terms for the temporary personnel services to be performed for the County by the Contractor. The Contractor represents to the County that the express representations, certifications, assurances and warranties given in this Contract, including but not limited to those in Sections 3.2, 3.3, 3.4, 3.6, 3.21 and 3.31 and in Form P-1 (Offer to Perform/Price Proposal) and Form P-2 (Proposer's Staffing/Work Plan) are true and correct. The Contractor further represents that the express representations, certifications, assurances and warranties given by the Contractor in response to the Request for Proposals are true and correct, including but not limited to Forms P-3, P-4, P-5, P-6, P-7, P-11 and P-12, submitted with the Contractor's Proposal.

1.1.3 Effective Date. The effective date of this Contract shall be the date of Board approval.

1.1.4 Contract Provisions. The Contract is comprised of this Part 1 (General Conditions), Part 2 (Statement of Work), Part 3 (Standard Contract Terms and Conditions), Form P-1 (Offer to Perform/Price Proposal), and Form P-2 (Proposer's Staffing/Work Plan), all of which are attached to this Contract and incorporated by reference. It is the intention of the parties that when reference is made in this Contract to the language of the Request for Proposals (RFP), the Exhibits or the Proposal, such language shall be deemed incorporated in the Contract as if fully set forth. To the extent there is any inconsistency between the language in Forms P-1 and P-2 and any other part of the Contract, the language of such other part of the Contract shall prevail.

1.1.5 Work to be Performed. Contractor shall perform the work set forth in Part 2, Statement of Work.

1.1.6 Rescission. The County may rescind the Contract for the Contractor's misrepresentation of any of the matters mentioned in Section 1.1.2. In the case of a misrepresentation of the facts set forth in Section 3.7, a penalty may be assessed in the amount of the fee paid by the Contractor to a third person for the award of the Contract.

1.1.7 Supplemental Documents. Prior to commencing services under the Contract, the selected Proposer shall provide the Contract Administrator with satisfactory written proof of insurance complying with Section 3.9.

1.2 INTERPRETATION OF CONTRACT

1.2.1 Headings. The headings contained in the Contract are for convenience and reference only. They are not intended to define or limit the scope of any provision of the Contract.

1.2.2 Definitions. The following words shall be construed to have the following meanings, unless otherwise apparent from the context in which they are used.

Board, Board of Supervisors. The Board of Supervisors of Los Angeles County.

Chief Deputy. The Chief Deputy of the Department.

Contract. An agreement for performance of the work between the selected Proposer and the County, approved by the Board of Supervisors, which incorporates the items enumerated in Section 1.1.4.

Contract Administrator ("CA"). The Chief of the Department's Administrative Services Division or a designated representative.

Contractor. The Proposer whose Proposal is accepted by the Board of Supervisors for performance of the Contract work.

Contract Period. The period commencing on the effective date of the Contract and expiring on June 30, 2010, and thereafter, each succeeding twelve-month period over the remaining term including the optional years.

County. The County of Los Angeles.

County Counsel. The Los Angeles County Counsel.

Department. The Los Angeles County Department of Beaches and Harbors.

Director. The Director of the Department.

Offer to Perform. Form P-1 of the Contract.

Performance Standard. The essential terms and conditions for the performance of the Contract work as defined in the Contract.

Proposer. Any person or entity authorized to conduct business in California who submits a Proposal.

Request for Proposals (RFP). The solicitation to this Contract issued April 3, 2007.

Subcontractor. A person, partnership, company, corporation, or other organization furnishing supplies or services of any nature, equipment, or materials to the Contractor, at any tier, under written agreement.

1.3 CONTRACT TERM

1.3.1 Initial Term. The initial Contract term shall commence on the date of approval of the Contract by the Board of Supervisors and expiring on June 30, 2010.

1.3.2 Two One-Year Extension Options. If the Director determines that it is in the interest of the County to do so, he may grant up to two one-year extensions of the Contract term. The Director may exercise the first option by notifying the Contractor in writing before the Contract expiration date. The Director may exercise the second option by notifying the Contractor in writing before the expiration of the first optional Contract Year.

1.3.3 Extension to Complete Work Order. The Director may extend the Contract term or any optional Contract Year on a month-to-month basis subject to the Contract's terms and conditions, but only to allow the Contractor to complete a Work Order approved before the expiration of the Contract term or optional Contract Year. Such extensions are further subject to the availability of funds in the Department's budget. Up to 12 such one-month extensions may be granted, which shall be effective only if executed in writing by the Director or Chief Deputy.

1.3.4 Survival of Obligations. Notwithstanding the stated term of the Contract, some obligations assumed in the Contract shall survive its termination, such as, but not limited to, the Contractor's obligation to retain and allow inspection by the County of its books, records and accounts relating to its performance of the Contract work.

1.4 COMPENSATION

1.4.1 Contract Sum. The net amount the County shall expend from its own funds during any Contract year for temporary personnel services among all Contractors shall not exceed $250,000. The County may at its discretion expend any portion, all or none of that amount. However, aggregate annual payments for temporary personnel services may exceed the aforementioned $250,000 to the extent that a lessee, County Department other than the Department, or other third party is obligated to reimburse the County for its temporary personnel services.

1.4.2 Increase of Contract Sum by Director. Notwithstanding Section 1.4.1, the Director may, by written notice to the Contractor, increase the stipulated amount, which is not subject to reimbursement from lessees or other third parties by up to 20 percent in any year of the Contract or any extension period, subject to the availability of funds in the Department's budget. Such increases shall not be cumulative.

1.4.3 Compensation Payable Only Under Work Order at Quoted Hourly Rates. Notwithstanding any other provisions of this Contract, no compensation shall be paid unless and until the Contractor has performed work for the Department in accordance with the terms of the Work Order (Exhibit 11). Compensation for all work under a Work Order shall be at Contractor's rate(s) of pay as quoted on Form P-1, and shall be subject to Sections 1.4.1 and 3.1.

1.4.3.1 In emergent cases where need for personnel services occurs after regular business hours (regular business hours: Monday – Thursday, 7:00 a.m. – 6:00 p.m.), *Authorized County Personnel* may request services directly via the Contract Representative by telephone. A completed Work Order MUST be submitted by the Contractor two business days following the emergency request. Invoices will not be paid in the absence of a completed Work Order for each assignment. *Authorized County Personnel* will be identified at the pre-job meeting upon contract award.

1.4.4 Contractor's Invoice Procedures.

1.4.4.1 The Contractor shall submit an invoice to the Department on or before the fifteenth day of each month for compensation earned during the preceding calendar month. The Contractor shall submit two copies of each invoice. Invoices shall identify the Contract number and shall itemize dates and hours of work performed, type of work performed, person performing the work, hourly rate for such person, and other information necessary to calculate the payment for the work.

1.4.6.2 If the Scope of Work requires delivery of a report or other written product, fifty percent of all amounts due under the Work Order shall be withheld until receipt and acceptance by the CA of the report or other matter. The Contractor's monthly invoice shall show the amount earned subject to such withholding, the deduction for the amount to be withheld, and the net amount currently payable by the County.

1.4.6.3 Upon the Department's receipt and the CA's review and approval of the invoice, the County shall pay the net amount currently payable shown on the invoice less any other setoff or deduction authorized by the Contract. Such setoffs and deductions include, but are not limited to, the cost of replacement services.

1.4.6.4 Upon completion of the reports or other deliverable items identified in the Statement of Work, the Contractor shall deliver them with an invoice for the amounts withheld pending their receipt and acceptance. Upon their receipt and approval by the CA, the County shall pay the amounts withheld, provided that the County's maximum obligation for the contract amount is not exceeded. Approval or rejection of reports and other deliverable items identified Statement of Work shall not be unreasonably withheld and shall not exceed four weeks from the date of their receipt by the County.

LOS ANGELES COUNTY DEPARTMENT OF BEACHES AND HARBORS CONTRACT FOR TEMPORARY AND AS NEEDED SECRETARIAL, CLERICAL AND SUPPORT PERSONNEL SERVICES

PART TWO – STATEMENT OF WORK

2.1 GENERAL REQUIREMENTS

2.1.1 Contractor's Work Plan. Subject to all other terms and conditions of the Contract, Contractor shall perform the work and maintain quality control in accordance with the Work Plan and other representations submitted with the Contractor's Proposal.

2.1.2 Contractor Expenses. The Contractor shall at its own expense provide all labor, licenses, registration, transportation, meals, lodging, and any expenses required for the work.

2.1.3 Contractor's Office. The Contractor shall maintain a local address within the County at which the Contractor's Representative may be contacted personally or by mail. The office shall be staffed during normal business hours by at least one employee who can respond to inquiries and complaints which may be received about the Contractor's performance of the Contract work.

2.1.4 Communication with Department. The Contractor shall maintain communication systems that will enable the Department to contact the Contractor at all times during the Department's regular business hours. The Contractor shall return calls during business hours no later than the next business day and as soon as reasonably possible if the call is designated urgent. The Contractor shall provide an answering service, voicemail or telephone message machine to receive calls at any time Contractor's office is closed. In addition, the Contractor shall provide a 24-hour telephone number for immediate response to emergencies.

2.1.5 Property Damage. County property damaged by the Contractor's employees shall be repaired or replaced by the Contractor at the Contractor's expense with like workmanship and materials. Such repair or replacement shall be subject to approval by the CA.

2.2 COUNTY CONTRACT ADMINISTRATOR .

2.2.1 CA's Authority. The Department shall appoint a Contract Administrator ("CA") who shall have the authority to act for the County in the administration of the Contract except where action of the Director or Chief Deputy is expressly required by the Contract. The CA is not authorized to make any changes in the terms and conditions of the Contract or to obligate the County in any manner.

2.2.2 CA's Responsibility for Directing and Approving Contractor's Work. The CA will be responsible for ensuring that the objectives of the Contract are met and shall direct the Contractor as to the County's policy, information and procedural requirements. The Contractor's work shall be subject to the CA's acceptance and approval, which shall not be unreasonably withheld.

2.3 CONTRACTOR'S STAFF

2.3.1 General Personnel Requirements.

2.3.1.1 The Contractor shall ascertain that persons performing Contract services are of sound physical and emotional condition necessary to perform required duties.

2.3.1.2 Pursuant to Government Code Section 31000.4, personnel utilized under this contract will be placed in an individual assignment for a maximum of 90 business days.

2.3.1.3 The Contractor's employees are subject to reasonable dress codes when on County assignment; shall not bring in any form of weapon or contraband; shall not bring in any alcohol or drugs or be under the influence of alcohol or drugs; are subject to authorized search by the Contractor, the CA, and law enforcement; shall conduct themselves in a reasonable manner at all times; shall not cause any disturbance in the Department; and

otherwise are subject to all rules and regulations of the facility.

2.3.1.4 Personnel employed by Contractor and assigned to any County site shall have no serious misdemeanor, theft or felony conviction. A serious misdemeanor is defined as a misdemeanor involving any violent act, use or possession of a weapon or act of dishonesty for which the record has not been sealed or expunged.

2.3.1.5 All personnel assigned by the Contractor to perform services at County sites shall at all times be employees of the Contractor and the Contractor shall have the sole right to hire, discipline or discharge employees. However, at the request of the Director, the Contractor shall immediately exclude any member of the Contractor's staff from the Department's facilities. The County reserves the right to conduct a background investigation of the Contractor's staff and to bar any of the Contractor's staff from County facilities.

2.3.1.6 The Contractor shall provide the County with a current list of employees, including but not limited to management, and shall keep this list updated during the Contract period.

2.3.1.7 The Contractor's employees shall enter and leave County facilities only through access specified by the CA.

2.3.2 Contractor's Representative (CR). The Contractor shall designate a full-time employee as Contractor's Representative (CR) who shall be responsible for Contractor's day-to-day activities related to the Contract and who shall have full authority to act for the Contractor in all matters related to the performance of the Contract. The CR shall be available to the County CA on reasonable telephone notice each business day and at other times as required by the work. The CR shall supervise, answer questions, resolve problems, respond to emergencies, keep logs and approve reports. The CR shall cooperate with the County's CA in scheduling and attending periodic performance evaluation meetings. The Contractor may designate himself or herself as the CR.

2.3.3 Temporary Personnel Staff. Contractor shall provide the services of sufficient and adequate temporary personnel staff to perform the Contract in accordance with a Work Order issued. Upon Director's request, the Contractor shall relieve an individual employee of his or her assignment in the performance of the Contract work.

2.3.3.1 Personnel provided by the Contractor shall be able to read, write, speak and understand English.

2.3.3.2 Personnel provided by the Contractor shall be accustomed to a complex, fast paced, confidential and high-pressure work environment.

2.3.3.3 Personnel provided by the Contractor may be required to handle sensitive materials and perform confidential duties.

2.3.3.4 Personnel provided by the Contractor may be required to drive County owned or leased vehicles, or their own vehicles in the performance of their duties.

2.3.4 Changes of Key Personnel. The Contractor shall obtain the approval of the CA before replacing the CR or the supervisor. Such approval shall not be unreasonably withheld.

2.4 SERVICES TO BE PROVIDED

2.4.1 Scheduled Services. The Contractor shall provide temporary and as-needed secretarial, clerical and support personnel at any of the locations listed in Exhibit 2, Site Locations. The Services shall include, but are not limited to, the tasks listed in Exhibit 1, Personnel Specifications. The services shall be performed during normal working hours, 7 a.m. to 6:00 p.m., Monday through Thursday. The CA may request work beyond normal work hours which shall be compensated at the Contractor's normal hourly rates with no increase for overtime.

2.4.2 County May Add, Delete or Modify Personnel Specifications or Modify Site Locations.

2.4.2.1 The County reserves the right to add sites to, or remove sites from, the list of facilities identified in Exhibit 2; and to amend and modify Exhibit 1, Personnel Specifications in accordance with the County's needs.

2.4.2.2 The County may from time to time close or cease operating at specific sites or may

reduce the number of days on which services are performed. Such events shall not be deemed breaches of this Contract or of any of the covenants of this Contract and shall not relieve the Contractor of its duty as to the remaining dates of service.

2.4.3 Special Events. The Contractor shall provide temporary personnel services, as needed, for special events and programs on any day of the week at any time of day when requested by the Director at least twenty-four (24) hours prior to each such event.

2.4.4 Emergencies. The Director, in his sole discretion, may determine that an emergency or unforeseen incident jeopardizing health, safety or property requires special temporary personnel services. The Contractor shall make such services available within two hours of telephone notice.

2.4.5 Cancellation of a Work Order. The Contractor shall be allowed at least twenty-four (24) hours after the Department has made the request to provide the personnel. If the service has not begun as scheduled on the Work Order, the Department reserves the right to cancel the order and assess liquidated damages.

2.4.6 Employee Acknowledgment and Confidentiality Agreement. Contractor and all personnel assigned to serve under this contract shall be required to sign and adhere to the Contractor Employee Acknowledgement and Confidentiality Agreement, Form P-12.

2.4.7 References. Contractor shall be responsible for obtaining and verifying references of all personnel assigned to serve on this contract and supply copies of references as required by the CA.

2.4.8 Other Duties. The Contractor shall perform other duties within the scope of the Contract as required by the Director.

2.5 LOGS AND REPORTS

2.5.1 Daily Log. The Contractor shall maintain daily logs that shall be made available to the CA on request. Such logs shall be prepared by the Contractor's supervisor(s) and shall include:

- The beginning and ending time of each shift;
- The site location for each shift;
- Violations of the Performance Requirements and corrective actions taken;
- The time and signatures of each employee on arrival and departure;

2.5.2 Contractor to Make Monthly Reports. The Contractor shall submit with each invoice a report describing the services rendered during the period; the charge for the services rendered; the names, dates and hours worked of each employee; and, if applicable, the subcontractors employed and their dates and hours worked.

2.5.3 Complaint Log. The Contractor shall also maintain a log of all complaints received directly from the public or forwarded to the Contractor by the CA relating to complaints concerning employee appearance, attitude, and work. The log shall contain the date of receipt of complaint, nature of the complaint, time and action taken or reason for inaction. A copy of any written complaint and its resolution shall be submitted to the CA no later than five working days from the Contractor's receipt of the complaint. An updated copy of the complaint log shall be made available to the CA on request.

2.5.4 Reporting Injury, Theft, Damage, or Vandalism. The CR shall report to the CA any injury, theft, damage or vandalism to a site location within 24 hours of its discovery by the Contractor's staff. The report shall be in writing and on a form that is acceptable to the CA.

2.6 FACILITIES AND EQUIPMENT FURNISHED BY COUNTY

2.6.1 Keys and Gate Cards.

2.6.2.1 The County will provide the Contractor with all keys and gate cards that are required to gain access to the sites, when applicable. The CR shall report any lost or stolen key or gate cards to the CA within 24 hours of discovery of its loss. The Contractor shall reimburse the County for the cost of either re-keying or duplicating lost keys or cards as determined by the Director. All key and gate cards shall be returned to the CA upon completion of personnel assignment.

2.6.2.2 The Contractor shall not duplicate any key or gate card without the CA's prior written consent. Duplication of any key or gate card without this consent is a misdemeanor (Section 469 of the California Penal Code), in addition to being a breach of the Contract.

2.7 SUPPLIES AND EQUIPMENT FURNISHED BY CONTRACTOR

2.7.1 Contractor to Furnish Supplies and Equipment. Except for the items furnished by the County pursuant to Section 2.4, the Contractor shall provide all specialized or highly technical supplies and equipment as necessary to perform the Contract work.

2.7.2 Photo I.D. The Contractor shall furnish and require every on-duty employee to wear a visible photo identification card identifying the employee by name, physical description and company. The card shall be approved by the CA.

2.7.3 Vehicles. Personnel provided by the Contractor may be required to drive County owned or leased vehicles, or their own vehicles in the performance of their duties.

2.8 QUALITY ASSURANCE

2.8.1 Purpose of Standards. The Contractor will observe, at a minimum, the standards set forth in this Section 2.8, and acknowledges that the adequacy of its compliance with the Contract shall be measured by these standards as well as all other terms and conditions of the Contract.

2.8.2 Performance Evaluation. The County or its agent will evaluate Contractor's performance under this Contract on not less than an annual basis. Such evaluation will include assessing Contractor's compliance with all Contract terms and performance standards. Contractor's deficiencies which the County determines are severe or continuing and that may place performance of the Contract in jeopardy if not corrected will be reported to the Board of Supervisors. The report will include improvement/corrective measures taken by the County and Contractor. If improvement does not occur consistent with the corrective action measures, County may terminate this Contract or impose other penalties as specified in this Contract.

2.8.3 Contractor's Quality Control Plan. The Contractor shall comply with Contractor's quality control plan set forth in Form P-3, which shall be incorporated in the Contract by reference. To the extent that provisions of Contractor's quality control plan are inconsistent with any other part of the Contract, they shall be ineffective. The Contractor shall not change the quality control plan without written approval of the Director or his designee.

2.8.3.1 The Contractor's quality control plan shall include, but not limited to, the following:

- Methods for assuring and verifying the experience requirements listed in Exhibit 1 are met. The Plan shall specify how the methods are to be implemented and identify the Contractor's staff who shall perform the control and verification tasks;
- Samples of qualifying tests and acceptable scoring levels administered to personnel to ensure secretarial, clerical and other applicable skills acceptability;
- Samples of applications and/or resumes required from personnel and methods to be used to verify information contained therein;
- Samples of interview questions to be administered to personnel to determine acceptability.

2.8.4 County's Quality Assurance Plan

2.8.4.1 The Department shall have the right to interview and/or to examine any prospective employee to be assigned to the Department to determine the skills of the individual provided.

2.8.4.2 Any of the Contractor's employees who do not meet the requirements specified in Exhibit 1 or do not otherwise satisfactorily complete any interview shall be immediately replaced by the Contractor.

2.8.4.3 The Department shall not be charged for the first work day for any individual employee employed by the Contractor who does not pass the examination or interview, does not meet the experience requirements, or does not provide satisfactory service.

2.8.4.4 The methods and standards by which Contractor's performance shall be evaluated include, but are not limited to, those described in the Performance Requirements Summary (Exhibit 3).

2.8.4.5 Contractor's compliance with the Performance Requirements identified in Exhibit 3 shall be evaluated annually as provided in Section 2.8.2.

2.8.4.6 The Contractor agrees to and accepts the provisions of the Performance Requirement Summary Chart, including, but not limited to, the sums set forth as liquidated damages for unacceptable performance.

2.8.4.7 Failure to perform the Contract in accordance with the Performance Requirements is considered unacceptable. The CA may issue a Deficiency Report (DR) to the Contractor in any incident of failure to comply with the Performance Requirements or other unacceptable performance. In the case of continuing deficiencies, the CA may issue a separate DR each day the deficiency continues.

2.8.4.8 The Contractor shall immediately correct unacceptable performance and shall explain in writing within seven days of the date of the DR what caused the unacceptable performance, how and when performance will be returned to acceptable levels, and how the unacceptable performance will be prevented in the future. After considering the incident, the Contractor's statement and any history of unacceptable performance, the Director may excuse the incident, assess and collect liquidated damages in the manner and amount described in Section 2.8.5 and Exhibit 3 or proceed with Contract termination as provided in Section 3.16.

2.8.5 Liquidated Damages.

2.8.5.1 In any case of the Contractor's failure to meet the performance requirements stated in Exhibit 3, the County may, in lieu of other remedies provided by law or the Contract, assess liquidated damages in the sums specified in Exhibit 3 and deduct them from the next regularly scheduled payment to the Contractor. However, neither the provision of a sum of liquidated damages for nonperformance or inadequate performance nor the County's acceptance of liquidated damages shall be construed to waive the County's right to reimbursement for damage to its property or indemnity against third-party claims.

2.8.5.2 The amounts of liquidated damages have been set in recognition of the following circumstances existing at the time of the formation of the Contract:

- All the time limits and acts required to be done by both parties are of the essence of the Contract;
- The parties are both experienced in performance of the Contract work;
- The Contract contains a reasonable statement of the work to be performed in order that the expectation of the parties to the Contract are realized. The expectation of the County is a savings in the cost of work previously performed by employees of the County, while the expectation of the Contractor is a realization of a profit through the ability to perform the Contract work in accordance with the terms and condition of the Contract at the Proposal price;
- The parties are not under any compulsion to Contract;
- The Contractor's acceptance of the assessment of liquidated damages against it for unsatisfactory and late performance is by agreement and willingness to be bound as part of the consideration being offered to the County for the award of the Contract;
- Except where the County has incurred the cost of obtaining substitute performance or terminating the Contract, it would be difficult for the County to prove whether a failure to perform the Contract work for which a liquidated sum has been provided in Exhibit 3 will have resulted in a loss of its savings in the costs of the work to be performed; and
- The liquidated sums specified in Exhibit 3 represent a fair approximation of the damages incurred by the County resulting from the Contractor's failure to meet the performance standard as to each item for which an amount of liquidated damages is specified.

LOS ANGELES COUNTY DEPARTMENT OF BEACHES AND HARBORS CONTRACT TEMPORARY AND AS NEEDED SECRETARIAL, CLERICAL AND SUPPORT PERSONNEL SERVICES

PART THREE – STANDARD CONTRACT TERMS AND CONDITIONS

3.1 LIMITATION OF COUNTY'S OBLIGATION IN CASE OF NONAPPROPRIATION OF FUNDS

3.1.1 The County's obligation is payable only and solely from funds appropriated for the purpose of this Contract. All funds for payment after June 30th of any fiscal year are subject to County's legislative appropriation for this purpose. Payments during subsequent fiscal periods are dependent upon the same action.

3.1.2 In the event this Contract extends into succeeding fiscal year periods, and if the governing body appropriating the funds does not allocate sufficient funds for the next succeeding fiscal year's payments, then the services shall be terminated as of June 30th of the last fiscal year for which funds were appropriated.

3.2 NONDISCRIMINATION IN EMPLOYMENT

3.2.1 The Contractor shall take affirmative action to ensure that qualified applicants are employed, and that employees are treated equally during employment, without regard to their race, color, religion, sex, ancestry, age, physical disability, marital status, political affiliation, or national origin. Such action shall include, by way of example without limitation: employment; upgrading; recruitment or recruitment advertising; demotion or transfer; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

3.2.2 The Contractor certifies and agrees that all persons employed by the Contractor, its affiliates, subsidiaries or holding companies, are and will be treated equally by the employer without regard to or because of race, color, religion, sex, ancestry, age, physical disability, marital status, political affiliation, or national origin, and in compliance with all antidiscrimination laws of the United States of America and the State of California.

3.2.3 The Contractor certifies and agrees that it will deal with its Subcontractors, bidders, or vendors without regard to their race, color, religion, sex, ancestry, age, physical disability, marital status, political affiliation, or national origin.

3.2.4 The Contractor shall allow the County access to its employment records during regular business hours to verify compliance with these provisions when requested by the County.

3.2.5 If the County finds that any of the above provisions have been violated, the same shall constitute a material breach of contract upon which the County may determine to terminate the Contract. While the County reserves the right to determine independently that the antidiscrimination provisions of the Contract have been violated, a final determination by the California Fair Employment Practices Commission or the Federal Equal Employment Opportunity Commission that the Contractor has violated state or federal antidiscrimination laws shall constitute a finding on which the County may conclusively rely that the Contractor has violated the antidiscrimination provisions of the Contract.

3.2.6 The parties agree that in the event the Contractor violates the antidiscrimination provisions of the Contract, the County shall at its option be entitled to a sum of five hundred dollars ($500) pursuant to Section 1671 of the California Civil Code as damages in lieu of terminating the Contract.

3.3 ASSURANCE OF COMPLIANCE WITH CIVIL RIGHTS LAWS. The Contractor hereby assures it will comply with all applicable federal and state statutes to the end that no person shall, on the grounds of race, religion, ancestry, color, sex, age, physical disability, marital status, political affiliation or national origin, be excluded from participation in, be denied the benefits of, nor be otherwise subjected to discrimination

under the Contract or under any project, program, or activity supported by the Contract.

3.4 COMPLIANCE WITH FEDERAL, STATE AND LOCAL LAWS

3.4.1 The Contractor agrees to comply with all applicable federal, state, County and city laws, rules, regulations, ordinances, or codes, and all provisions required by these laws to be included in the Contract are incorporated by reference.

3.4.2 The Contractor warrants that it fully complies with all statutes and regulations regarding the employment eligibility of foreign nationals; that all persons performing the Contract work are eligible for employment in the United States; that it has secured and retained all required documentation verifying employment eligibility of its personnel; and that it shall secure and retain verification of employment eligibility from any new personnel in accordance with the applicable provisions of law.

3.4.3 The Contractor agrees to indemnify and hold the County harmless from any loss, damage or liability resulting from a violation on the part of the Contractor of such laws, rules, regulations or ordinances.

3.5 GOVERNING LAW. The Contract shall be construed in accordance with and governed by the laws of the State of California.

3.6 COVENANT AGAINST CONTINGENT FEES

3.6.1 The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure the Contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies under contract with the Contractor for the purpose of securing business.

3.6.2 The County shall have the right to terminate the Contract for a breach of this warranty, and, at its sole discretion, recover from the Contractor by way of such means as may be available the full amount of any commission, percentage, brokerage or contingent fee paid.

3.7 TERMINATION FOR IMPROPER CONSIDERATION

3.7.1 The County may, by written notice to the Contractor, immediately terminate the right of the Contractor to proceed under this Contract if it is found that consideration, in any form, was offered or given by Contractor, either directly or through an intermediary, to any County officer, employee or agent with the intent of securing the Contract or securing favorable treatment with respect to the award, amendment or extension of the Contract or the making of any determinations with respect to the Contractor's performance pursuant to the Contract. In the event of such termination, the County shall be entitled to pursue the same remedies against the Contractor as it could pursue in the event of default by the Contractor.

3.7.2 Among other items, such improper consideration may take the form of cash, discounts, services, tangible gifts or the provision of travel or entertainment.

3.7.3 The Contractor shall immediately report any attempt by a County officer, employee or agent to solicit such improper consideration. The report shall be made either to the County manager charged with the supervision of the employee or to the County Auditor-Controller's Employee Fraud Hotline at (213) 974-0914 or (800) 544-6861.

3.8 INDEMNIFICATION. The Contractor shall indemnify, defend and hold harmless the County and its Special Districts, elected and appointed officers, employees and agents ("County") from and against any and all liability, including but not limited to demands, claims, actions, fees, costs and expenses (including attorney and expert witness fees), arising from or connected with Contractor's operations or its services, which result from bodily injury, death, personal injury, or property damage (including damage to Contractor's property). Contractor shall not be obligated to indemnify for liability and expense ensuing from the active negligence of the County.

3.9 INSURANCE

3.9.1 General Insurance Requirements. Without limiting the Contractor's indemnification of the County and during the term of this Contract, the Contractor shall provide and maintain, and shall require all of its Subcontractors to maintain, the programs of

insurance specified in this Contract. Such insurance shall be primary to and not contributing with any other insurance or self-insurance programs maintained by the County, and such coverage shall be provided and maintained at the Contractor's own expense.

3.9.2 Evidence of Insurance. Certificate(s) or other evidence of coverage satisfactory to the County shall be delivered to the Department of Beaches and Harbors, Contract Section, 13837 Fiji Way, Marina del Rey CA 90292 prior to commencing services under this Contract. Such certificates or other evidence shall:

(1) Specifically identify this Contract;

(2) Clearly evidence all coverages required in this Contract;

(3) Contain the express condition that the County is to be given written notice by mail at least 30 days in advance of cancellation for all policies evidenced on the certificate of insurance;

(4) Include copies of the additional insured endorsement to the commercial general liability policy, adding the County of Los Angeles, its Special Districts, its officials, officers and employees as insureds for all activities arising from this Contract; and

(5) Identify any deductibles or self-insured retentions for County's approval. The County retains the right to require the Contractor to reduce or eliminate such deductibles or self-insured retentions as they apply to the County, or require the Contractor to provide a bond guaranteeing payment of all such retained losses and related costs, including, but not limited to, expenses or fees, or both, related to investigations, claims administrations and legal defense. Such bond shall be executed by a corporate surety licensed to transact business in the State of California.

3.9.3 Insurer Financial Rating. Insurance is to be provided by an insurance company acceptable to the County with an A.M. Best rating of not less than A:VII, unless otherwise approved by the County.

3.9.4 Failure to Maintain Coverage. Failure by the Contractor to maintain the required insurance or to provide evidence of insurance coverage acceptable to the County shall constitute a material breach of the Contract upon which the County may immediately terminate or suspend this Contract. The County, at its sole option, may obtain damages from the Contractor resulting from said breach. Alternatively, the County may purchase such required insurance coverage and, without further notice to the Contractor, the County may deduct from sums due to the Contractor any premium costs advanced by the County for such insurance.

3.9.5 Notification of Incidents, Claims or Suits. Contractor shall report to County:

(1) Any accident or incident related to services performed under this Contract which involves injury or property damage which may result in the filing of a claim or lawsuit against Contractor and/or County. Such report shall be made in writing within 24 hours of occurrence;

(2) Any third party claim or lawsuit filed against Contractor arising from or related to services performed by Contractor under this Contract;

(3) Any injury to a Contractor employee that occurs on County property. This report shall be submitted on a County "Non-employee Injury Report" to the County CA; and

(4) Any loss, disappearance, destruction, misuse, or theft of any kind whatsoever of County property, monies or securities entrusted to Contractor under the terms of this Contract.

3.9.6 Compensation for County Costs. In the event that Contractor fails to comply with any of the indemnification or insurance requirements of this Contract, and such failure to comply results in any costs to the County, Contractor shall pay full compensation for all costs incurred by the County.

3.9.7 Insurance Coverage Requirements for Subcontractors. Contractor shall ensure any and all Subcontractors performing services under this Contract meet insurance requirements of this Contract by either Contractor providing evidence to the CA of insurance covering the activities of Subcontractors, or Contractor providing evidence to the CA submitted by Subcontractors evidencing that Subcontractors maintain the required insurance coverage. The County

retains the right to obtain copies of evidence of Subcontractor insurance coverage at any time.

3.9.8 Insurance Coverage Requirements. The Contractor shall maintain the insurance coverages specified in this Section 3.9.8 in the amounts specified.

3.9.8.1 General liability insurance (written on ISO policy form CG 00 01 or its equivalent) with limits of not less than the following:

General Aggregate:	$2 million
Products/Completed Operations Aggregate:	$1 million
Personal & Advertising Injury:	$1 million
Each Occurrence:	$1 million

3.9.8.2 Automobile liability insurance (written on ISO policy form CA 00 01 or its equivalent) with a limit of liability of not less than $1 million for each accident. Such insurance shall include coverage for all "owned", "hired" and "non-owned" vehicles, or coverage for "any auto".

3.9.8.3 Workers' Compensation and Employers' Liability insurance providing Workers' Compensation benefits as required by the Labor Code of the State of California or by any other state, and for which Contractor is responsible. If Contractor's employees will be engaged in maritime employment, coverage shall provide workers compensation benefits as required by the U.S. Longshore and Harbor Workers' Compensation Act, Jones Act or any other federal law for which Contractor is responsible. In all cases, the above insurance also shall include employers' liability coverage with limits of not less than the following:

Each Accident:	$1 million
Disease – policy limit:	$1 million
Disease – each employee:	$1 million

3.9.8.4 Professional Liability. Insurance covering liability arising from any error, omission, negligent or wrongful act of the Contractor, its officers or employees with limits of not less than $1 million per occurrence and $3 million aggregate. The coverage also shall provide an extended two-year reporting period commencing upon termination or cancellation of this Contract.

3.10 STATUS OF CONTRACTOR'S EMPLOYEES; INDEPENDENT STATUS OF CONTRACTOR

3.10.1 Contractor shall at all times be acting as an independent contractor. The Contract is not intended, and shall not be construed, to create the relationship of agent, servant, employee, partnership, joint venture or association as between the County and Contractor.

3.10.2 Contractor understands and agrees that all of Contractor's personnel who furnish services to the County under the Contract are employees solely of Contractor and not of County for purposes of Workers' Compensation liability.

3.10.3 Contractor shall bear the sole responsibility and liability for furnishing Workers' Compensation benefits to Contractor's personnel for injuries arising from or connected with the performance of the Contract.

3.11 RECORD RETENTION AND INSPECTION

3.11.1 The Contractor agrees that the County or any duly authorized representative shall have the right to examine, audit, excerpt, copy or transcribe any transaction, activity, time card, cost accounting record, financial record, proprietary data or other record pertaining to the Contract. Contractor shall keep all such material for four years after the completion or termination of the Contract, or until all audits are complete, whichever is later.

3.11.2 If any such records are located outside the County of Los Angeles, the Contractor shall pay the County for travel and per diem costs connected with any inspection or audit.

3.12 AUDIT SETTLEMENT

3.12.1 If, at any time during the term of the Contract or at any time after the expiration or termination of the Contract, authorized representatives of the County conduct an audit of the Contractor regarding performance of the Contract and if such audit finds that the County's obligation for the Contract payment is less than the payments made by the County to the

Contractor, then the Contractor agrees that the difference shall be either paid forthwith by the Contractor, or at the Director's option, credited to the County against any future Contract payments.

3.12.1.1 If such audit finds that the County's obligation for the Contract payment is more than the payments made by the County to the Contractor, then the difference shall be paid to the Contractor by the County, provided that in no event shall the County's maximum obligation under the Contract exceed the funds appropriated by the County for the purpose of the Contract.

3.13 VALIDITY. The invalidity in whole or in part of any provision of the Contract shall not void or affect the validity of any other provision.

3.14 WAIVER. No waiver of a breach of any provision of the Contract by either party shall constitute a waiver of any other breach of the provision. Failure of either party to enforce a provision of the Contract at any time, or from time to time, shall not be construed as a waiver of the provision or any other provision. The Contract remedies shall be cumulative and additional to any other remedies in law or in equity.

3.15 DISCLOSURE OF INFORMATION

3.15.1 The Contractor shall not disclose any details in connection with the Contract or any work performed under the Contract to any third party, except as may be required by law or as expressly authorized in writing by the Director.

3.15.2 However, recognizing the Contractor's need to identify its services and clients, the Contractor may publicize the Contract work, subject to the following limitations:

(1) All publicity shall be presented in a professional manner.

(2) The name of the County shall not be used in commercial advertisements, press releases, opinions or featured articles, without the prior written consent of the Director. The County shall not unreasonably withhold written consent, and approval by the County shall be deemed to have been given in the absence of objection by the County within two (2) weeks after receipt by the CA of the material submitted by the Contractor for approval by the County.

(3) The Contractor may list the County in any other proposal submitted in response to a request for proposals or bids from a third party without prior written permission of the County.

3.16 COUNTY'S REMEDIES FOR DEFAULT

3.16.1 If the Contractor fails to perform the Contract work in accordance with the covenants, terms and conditions of the Contract or fails to comply with any other material covenant, term or condition of the Contract, the County may, by written notice of default to the Contractor, terminate the whole or any part of the Contract. Nothing in this Section 3.16 shall prevent the County from recovering any and all damages arising from the default. The County may elect not to terminate the Contract without waiving its right to such recovery.

3.16.2 Contractor shall have ten (10) calendar days from written notification of default in which to cure the default. The County, in its sole discretion, may by written notice allow a longer or additional period for cure.

3.16.3 If the Contractor does not cure the default within the time specified by the notice of default or written extension of time, the Contract shall be terminated. In such event, all finished or unfinished documents, data and reports prepared by the Contractor under this Contract shall be transferred immediately to the County.

3.16.4 In the event the County terminates the Contract in whole or in part for the Contractor's default, the County may procure replacement services from a third party or by County's employees upon such terms and in such manner as the County deems appropriate. The Contractor shall be liable to the County for any excess costs arising from the use of replacement services. Excess costs shall consist of those costs incurred by the County in procuring replacement services, which exceed the costs the County would have been obligated to pay the Contractor for the services in question. The Contractor shall continue performance of any part of the Contract work not terminated.

3.16.5 Except with respect to defaults of Subcontractors, the Contractor shall not be liable for any excess costs if the failure to perform arises out of causes beyond the control and without the fault or negligence of the Contractor. Such causes may include, but are not restricted to, acts of the public enemy, acts of the County in either its sovereign or contractual capacity, acts of the federal and state governments in their sovereign capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargos, and unusually severe weather. If the failure to perform is caused by the default of a Subcontractor arising from causes beyond the control of both Contractor and Subcontractor, and without the negligence of either of them, the Contractor shall not be liable for any excess costs for failure to perform unless the Contractor had sufficient time to obtain performance from another party.

3.16.6 If, after termination, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the Contract were terminated pursuant to Section 3.18 (Termination for Convenience of the County).

3.16.7 The rights and remedies of the County provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract.

3.17 DEFAULT FOR INSOLVENCY

3.17.1 Notwithstanding the provisions of Section 3.16, the County may cancel the Contract for default without giving the Contractor written notice of default and time to cure upon the occurrence of any of the following events:

(1) The Contractor becomes insolvent. The Contractor shall be deemed to be insolvent if it has ceased to pay its debts in the ordinary course of business or cannot pay its debts as they become due, whether it has committed an act of bankruptcy or not, whether it has filed for federal bankruptcy protection and whether it is insolvent within the meaning of the federal bankruptcy law.

(2) The filing of a voluntary petition to have the Contractor declared bankrupt.

(3) The appointment of a receiver or trustee for the Contractor.

(4) The execution of the Contractor of an assignment of the Contract for the benefit of creditors.

3.17.2 The rights and remedies of the County provided in this section shall not be exclusive and are in addition to any rights and remedies provided by law or under the Contract.

3.18 TERMINATION FOR CONVENIENCE OF THE COUNTY

3.18.1 The performance of the Contract work may be terminated in whole or in part from time to time when such action is deemed by the County to be in its best interest, subject to delivery to the Contractor of a ten (10) day advance notice of termination specifying the extent to which the Contract work is terminated, and the date upon which such termination becomes effective. After receipt of a notice of suspension of performance or termination, the Contractor shall stop the Contract work on the date and to the extent specified in the notice.

3.18.2 County may suspend performance or terminate the Contract without liability for damages if County is prevented from performing by reasons beyond its control, including but not limited to operation of laws, acts of God, and official acts of local, state, or federal authorities.

3.18.3 The County and Contractor shall negotiate an equitable amount to be paid the Contractor by reason of the total or partial termination of work pursuant to this section, which amount may include a reasonable allowance for profit on the Contract work that has been performed and has not been paid, provided that such amount shall not exceed the total obligation to pay for the Contract work performed as reduced by the amount of Contract payments otherwise made.

3.18.4 The Contractor shall make available to the County, for a period of four (4) years after Contract termination, at all reasonable times, at the office of the Contractor, all books, records, documents, or other evidence bearing on the costs and expenses of the Contractor in respect to the termination under this section of the Contract work. In the event records are located outside the County of Los Angeles, the Contractor will pay the County for traveling and

per diem costs connected with the inspection or audit.

3.19 NOTICE OF DELAY. Except as otherwise provided, when either party knows of any fact that will prevent timely performance of the Contract, that party shall give notice, including all relevant information, to the other party within five days.

3.20 NOTIFICATION. Except as otherwise provided by the Contract, notices desired or required to be given by law or under the Contract may, at the option of the party giving notice, be given by enclosing a written notice in a sealed envelope addressed to the party for whom intended and by depositing such envelope with postage prepaid in the United States mail. Any such notice shall be addressed to the Contractor at the address shown for the Contractor in the Proposal or such other place designated in writing by the Contractor. Notice to the County shall be addressed to the Director, Department of Beaches and Harbors, 13837 Fiji Way, Marina del Rey, California 90292, or such other place as the Director may designate in writing.

3.21 CONFLICT OF INTEREST

3.21.1 The Contractor represents and warrants the statements set forth in the conflict of interest certification of its Proposal are true and correct.

3.21.2 The Contractor further agrees that anyone who is an employee or former employee of the County at the time of execution of the Contract by the Board of Supervisors and who subsequently becomes affiliated with the Contractor in any capacity shall not perform the Contract work or share in the Contract's profits for a period of one (1) year from the date of termination of the employee's employment with the County.

3.21.3 The County shall have the right to terminate the Contract for a breach by the Contractor of either its warranty or promise on the absence of the prohibited conflicts of interest.

3.22 DELEGATION AND ASSIGNMENT

3.22.1 The Contractor may not delegate its duties or assign its rights under the Contract, either in whole or in part, without the written prior consent of the Director. Any delegation of duties or assignment of rights under the Contract without the expressed written consent of the County shall be null and void and shall constitute a breach for which the Contract may be terminated.

3.22.2 Any delegation of duties or assignment of rights (including but not limited to a merger, acquisition, asset sale and the like) shall be in the form of a subcontract or formal assignment, as applicable. The Contractor's request to the Director for approval of an assignment shall include all information that must be submitted with a request by the Contractor to the County for approval of a subcontract of the Contract work pursuant to Section 3.23.

3.23 SUBCONTRACTING

3.23.1 Performance of the Contract work may not be subcontracted without the express written consent of the Director or authorized representative. Any subcontract of the Contract work without the express written consent of the Director or authorized representative shall be null and void and shall constitute a breach for which the Contract may be terminated.

3.23.2 The Contractor's request to the Director for approval to enter into a subcontract of the Contract work shall include:

(1) A description of the work to be performed by the Subcontractor;

(2) Identification of the proposed Subcontractor and an explanation of why and how the proposed Subcontractor was selected, including the degree of competition in the selection process;

(3) The proposed subcontract amount, together with the Contractor's cost or price analysis; and

(4) A copy of the proposed subcontract.

3.23.3 In the event the Director or authorized representative should consent to a subcontract for the performance of the Contract work, the terms and conditions of the Contract shall be made expressly applicable to the work that is to be performed by the Subcontractor.

3.23.4 In the event the Director or authorized representative should consent to a subcontract,

the Contractor shall provide in the approved subcontract an agreement that the work of the Subcontractor is pursuant to the terms of a prime contract with the County of Los Angeles, and that all representations and warranties shall inure to the benefit of the County of Los Angeles.

3.23.5 Subcontracts shall be made in the name of the Contractor and shall not bind nor purport to bind the County. The making of subcontracts shall not relieve the Contractor from performing the Contract work in accordance with the terms and conditions of the Contract. Approval of any subcontract by the County shall not be construed as effecting any increase in the compensation to be paid for the Contract work.

3.23.6 Any later modification or amendment of the subcontract shall be approved in writing by the Director or authorized representative before such modification or amendment is effective.

3.24 CHANGES AND AMENDMENTS

3.24.1 Except as provided in this Section 3.24, renewals and other modifications of this Contract shall be in writing and shall be executed by the parties and approved by the Board in the same manner as the Contract.

3.24.2 A change which does not materially effect the scope of work, period of performance, compensation, method of payment, insurance or other material term or condition of the Contract shall be effective upon the Director or his authorized representative and the Contractor signing an amendment or other writing reflecting a modification of the Contract.

3.24.3 The Director or authorized representative may, in his or her sole discretion, grant the Contractor extensions of time for performance of the work where such extensions do not materially effect the work. Such extensions shall not be deemed to extend the term of the Contract.

3.25 PROPRIETARY RIGHTS. All materials, data and other information of any kind obtained from County personnel and all materials, data, reports and other information of any kind developed by the Contractor under the Contract are the property of the County, and the Contractor agrees to take all necessary measures to protect the security and confidentiality of all such materials, data, reports and information. The provisions of this paragraph shall survive the expiration or other termination of the Contract.

3.26 TIME. Except as specifically otherwise provided in the Contract, time is of the essence in the performance of the Contract work and all terms and conditions of the Contract with respect to such performance shall be construed.

3.27 AUTHORIZATION. The Contractor represents and warrants that its signatory to the Contract is fully authorized to obligate the Contractor for performance of the Contract work, and that all necessary acts to the execution of the Contract have been performed.

3.28 COMPLIANCE WITH COUNTY LOBBYING REQUIREMENTS

3.28.1 The Contractor and each County lobbyist or County lobbying firm, as defined in Los Angeles County Code Section 2.160.010, retained by the Contractor shall fully comply with the County Lobbyist Ordinance, Los Angeles County Code Chapter 2.160.

3.28.2 Failure on the part of the Contractor or any County lobbyist or County lobbying firm retained by the Contractor to fully comply with the County Lobbyist Ordinance shall constitute a material breach of the Contract upon which the County may immediately terminate or suspend the Contract notwithstanding the opportunity to cure otherwise made available under Section 3.16.

3.29 CONSIDERATION OF HIRING COUNTY EMPLOYEES ON A REEMPLOYMENT LIST OR TARGETED FOR LAYOFFS

Should the Contractor require additional or replacement personnel after the effective date of this Contract to perform the services set forth herein, the Contractor shall give first consideration for such employment openings to qualified permanent County employees who are targeted for layoff or qualified former County employees who are on a reemployment list during the life of this agreement.

3.30 CONSIDERATION OF GREATER AVENUES FOR INDEPENDENCE (GAIN) OR GENERAL RELIEF OPPORTUNITIES FOR

WORK (GROW) PARTICIPANTS FOR EMPLOYMENT

Should the Contractor require additional or replacement personnel after the effective date of the agreement, contractor shall give consideration for any such employment openings to participants in the County's Department of Public Social Services' Greater Avenues for Independence (GAIN) Program or General Relief Opportunities for Work (GROW) Program who meet Contractor's minimum qualifications for the open position. County will refer GAIN/GROW participants, by job category, to Contractor.

3.31 COUNTY'S CHILD SUPPORT COMPLIANCE PROGRAM

3.31.1 Contractor's Warranty of Adherence to County Child Support Compliance Program. Contractor acknowledges that County has established a goal of ensuring that all individuals who benefit financially from County through contract are in compliance with their court-ordered child, family and spousal support obligations in order to mitigate the economic burden otherwise imposed upon County and its taxpayers.

As required by the County's Child Support Compliance Program (County Code Chapter 2.200) and without limiting the Contractor's duty under this Contract to comply with all applicable provisions of law, Contractor warrants that it is now in compliance and shall during the term of this Contract maintain compliance with employment and wage reporting requirements as required by the Federal Social Security Act (41 USC Section 653a) and California Unemployment Insurance Wage and Earnings Withholding Orders or Child Support Services Department Notices of Wage and Earnings Assignment for Child or Spousal Support, pursuant to Code of Civil Procedure Section 706.031 and Family Code Section 5246(b).

3.31.2 Termination for Breach of Warranty to Maintain Compliance with County Child Support Compliance Program. Failure of Contractor to maintain compliance with the requirements set forth in the preceding Section 3.31.1 "Contractor's Warranty of Adherence to County's Child Support Compliance Program" shall constitute a default by Contractor under this Contract. Without limiting the rights and remedies available to County under any other provision of this Contract, failure to cure such default within 90 days of notice by the Los Angeles County Child Support Services Department shall be grounds upon which the County Board of Supervisors may terminate this Contract pursuant to Section 3.16 "County's Remedies for Default."

3.31.3 Voluntary Posting of "Delinquent Parents" Poster. Contractor acknowledges that County places a high priority on the enforcement of child support laws and apprehension of child support evaders. Contractor understands that it is County's policy to encourage all County contractors to voluntarily post County's "L.A.'s Most Wanted: Delinquent Parents" poster in a prominent position at Contractor's place of business. County Child Support Services Department will supply Contractor with the poster to be used.

3.32 CONTRACTOR'S CHARITABLE ACTIVITIES COMPLIANCE

3.32.1 The Supervision of Trustees and Fundraisers for Charitable Purposes Act regulates entities receiving or raising charitable contributions. The "Nonprofit Integrity Act of 2004" (SB 1262, Chapter 919) increased Charitable Purposes Act requirements. By requiring Contractors to complete the certification Form P-11, the County seeks to ensure that all County contractors which receive or raise charitable contributions comply with California law in order to protect the County and its taxpayers. A contractor which receives or raises charitable contributions without complying with its obligations under California law commits a material breach subjecting it to either contract termination or debarment proceedings or both. (County Code Chapter 2.202)

3.33 CONTRACTOR RESPONSIBILITY AND DEBARMENT

3.33.1 A responsible Contractor is a Contractor who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity and experience to satisfactorily perform the Contract. It is the County's policy to conduct business only with responsible Contractors.

3.33.2 The Contractor is hereby notified that, in accordance with Chapter 2.202 of the County Code, if the County acquires information concerning the performance of the Contractor on this or other contracts which indicates that the Contractor is not responsible, the County may, in addition to other remedies provided in the Contract, debar the Contractor from bidding on County contracts for a specified period of time which generally will not exceed five years, but may exceed five years or be permanent if warranted by the circumstances, and terminate any or all existing contracts the Contractor may have with the County.

3.33.3 The County may debar a contractor if the Board of Supervisors finds, in its discretion, that the Contractor has done any of the following: (1) violated any term of a contract with the County or a nonprofit corporation created by the County; (2) committed any act or omission which negatively reflects on the Contractor's quality, fitness, or capacity to perform a contract with the County or any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or offense which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against the County or any other public entity.

3.33.4 If there is evidence that the Contractor may be subject to debarment, the Department will notify the Contractor in writing of the evidence which is the basis for the proposed debarment and will advise the Contractor of the scheduled date for a debarment hearing before the Contractor Hearing Board.

3.33.5 The Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. The Contractor and/or the Contractor's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether the Contractor should be debarred, and, if so, the appropriate length of time of the debarment. The Contractor and the Department shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board of Supervisors.

3.33.6 After consideration of any objections, or if no objections are submitted, a record of the hearing, the proposed decision and any other recommendation of the Contractor Hearing Board shall be presented to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny or adopt the proposed decision and recommendation of the Hearing Board.

3.33.7 If a Contractor has been debarred for a period longer than five years, that Contractor may, after the debarment has been in effect for at least five years, submit a written request for review of the debarment determinations to reduce the period of debarment or terminate the debarment. The County may, in its sole discretion, reduce the period of debarment or terminate the debarment if it finds that the Contractor has adequately demonstrated one or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interest of the County.

3.33.8 The Contractor Hearing Board will consider a request for review of debarment determination only where (1) the Contractor has been debarred for a period longer than five years; (2) the debarment has been in effect for at least five years; and (3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing. The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board shall present its proposed decision and recommendation to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the processed decision and recommendation of the Contractor Hearing Board.

3.33.9 These terms shall also apply to Subcontractors of County Contractors.

3.34 NOTICE TO EMPLOYEES REGARDING THE FEDERAL EARNED INCOME TAX CREDIT. Contractor shall notify its employees, and shall require each Subcontractor to notify its employees, that they may be eligible for the federal Earned Income Tax Credit under the federal income tax laws. Such notice shall be provided in accordance with the requirements set forth in Internal Revenue Service Notice 1015.

3.35 CONTRACTOR TO USE RECYCLED PAPER. Consistent with the Board of Supervisors' policy to reduce the amount of solid waste deposited at the County landfills, the Contractor agrees to use recycled-content paper to the maximum extent possible on all work performed under this Contract.

3.36 COMPLIANCE WITH JURY SERVICE PROGRAM

3.36.1 Jury Service Program. This Contract is subject to the provisions of the County's ordinance entitled Contractor Employee Jury Service ("Jury Service Program") as codified in Sections 2.203.010 through 2.203.090 of the Los Angeles County Code.

3.36.2 Written Employee Jury Service Program.

3.36.2.1 Unless Contractor has demonstrated to the County's satisfaction either that Contractor is not a "Contractor" as defined under the Jury Service Program (Section 2.203.020 of the County Code) or that the Contractor qualifies for an exception to the Jury Service Program (Section 2.203.070 of the County Code), Contractor shall have and adhere to a written policy that provides that its employees shall receive from the Contractor, on an annual basis, no less than five days regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with the Contractor or that the Contractor deduct from the employee's regular pay the fees received for jury service.

3.36.2.2 For purposes of this section, "Contractor" means a person, partnership, corporation, or other entity which has a contract with the County or a subcontract with a County contractor and has received or will receive an aggregate sum of $50,000 or more in any 12-month period under one or more County contracts or subcontracts. "Employee" means any California resident who is a full time employee of Contractor. "Full time means 40 hours or more worked per week, or a lesser number of hours if: (1) the lesser number is a recognized industry standard as determined by the County, or (2) Contractor has a long-standing practice that defines the lesser number of hours as full time. Full-time employees providing short-term, temporary services of 90 days or less within a 12-month period are not considered full time for purposes of the Jury Service Program. If Contractor uses any Subcontractor to perform services for the County under this Contract, the Subcontractor shall also be subject to the provisions of this section. The provisions of this section shall be inserted into any such subcontract agreement and a copy of the Jury Service Program shall be attached to the agreement.

3.36.2.3 If Contractor is not required to comply with the Jury Service Program when the Contract commences, Contractor shall have a continuing obligation to review the applicability of its "exception status" from the Jury Service Program, and Contractor shall immediately notify County if Contractor at any time either comes within the Jury Service Program's definition of "Contractor" or if Contractor no longer qualifies for an exception to the Program. In either event, Contractor shall immediately implement a written policy consistent with the Jury Service Program. The County may also require, at any time during the Contract and at its sole discretion, that Contractor demonstrate to the County's satisfaction that Contractor either continues to remain outside of the Jury Service Program's definition of "Contractor" and/or that Contractor continues to qualify for an exception to the Program.

3.36.2.4 Contractor's violation of this section of the Contract may constitute a material breach of the Contract. In the event of such material breach, County may, in its sole discretion, terminate the Contract and/or bar Contractor from the award of future County contracts for a period of time consistent with the seriousness of the breach.

3.37 SAFELY SURRENDERED BABY LAW

3.37.1 Notice to Employees Regarding the Safely Surrendered Baby Law. The Contractor shall notify and provide to its employees, and require each Subcontractor to notify and provide to its employees, a fact sheet regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and where and how to safely surrender a baby. The fact sheet is set forth in Exhibit 10 of this Contract and is also available on the Internet at www.babysafela.org for printing purposes.

3.37.2 Contractor's Acknowledgment of County's Commitment to the Safely Surrendered Baby Law. The Contractor acknowledges that the County places high priority on the implementation of the Safely Surrendered Baby Law. The Contractor understands that it is the County's policy to encourage all County Contractors to voluntarily post the County's "Safely Surrendered Baby Law" poster in a prominent position at the Contractor's place of business. The Contractor will also encourage its Subcontractors, if any, to post this poster in a prominent position in the Subcontractor's place of business. The County's Department of Children and Family Services will supply the Contractor with the poster to be used.

3.38 NO PAYMENT FOR SERVICES PROVIDED FOLLOWING EXPIRATION/ TERMINATION OF A CONTRACT

Contractor shall have no claim against County for payment of money or reimbursement of any kind whatsoever for any service provided by Contractor after the expiration or other termination of this Contract. Should Contractor receive any such payment, it shall immediately notify County and shall immediately repay all such funds to County. Payment by County for services rendered after expiration/termination of this Contract shall not constitute a waiver of County's right to recover such payment from Contractor. This provision shall survive the expiration or other termination of this Contract.

76207

IN WITNESS WHEREOF, the County has, by order of its Board of Supervisors, caused this Contract to be subscribed by the Chairman of said Board and attested by the Executive Officer thereof, and the Contractor, by its duly authorized representative, has executed the same, as of the day, month, and year set forth below.

APPLE ONE EMPLOYMENT SERVICES

By_____
Marc Goldman, Vice President

COUNTY OF LOS ANGELES

By_____
Chairman, Board of Supervisors

I hereby certify that pursuant to Section 25103 of the Government Code, delivery of this document has been made.

SACHI A. HAMAI
Executive Officer
Clerk of the Board of Directors

By_____
Deputy

SACHI A. HAMAI
Executive Officer-Clerk of the Board of Supervisor

By_____
Deputy

APPROVED AS TO FORM:

RAYMOND G. FORTNER, JR.
County Counsel

By_____
Deputy

ADOPTED
BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

25 JUN 19 2007

SACHI A. HAMAI
EXECUTIVE OFFICER

ATTACHMENT II

Bid Detail Information

Bid Number : DBH-25
Bid Title : Temporary and As Needed Secretarial, Clerical and Support Personnel Services
Bid Type : Service
Department : Beaches and Harbors
Commodity : PERSONNEL SERVICES (NOT EMPLOYMENT)
Open Date : 4/3/2007
Closing Date : 5/2/2007 5:00 PM
Bid Amount : N/A
Bid Download : Available
Bid Description : The Los Angeles County Department of Beaches and Harbors (Department) is seeking a qualified and experienced personnel services firm to provide temporary and as needed secretarial, clerical and support personnel services to assist in handling high volume workloads that cannot otherwise be handled by Department staff. Qualified companies may submit a written proposal for a contract to provide such services.

Proposals must be in the form described in the RFP. Selection of a contractor will be based on the qualifications of the firms submitting proposals as well as their prices for performing the work.

A Proposers' Conference will be held at 10:00 a.m. on Wednesday April 18, 2007 at the Chace Park Community Building, 13650 Mindanao Way, Marina del Rey. The deadline for submitting proposals will be 5:00 p.m., May 2, 2007.

Contractors submitting proposals must have a minimum of five years' experience in providing temporary personnel services to governmental agencies or private organizations. The County may require additional minimum qualifications.

To receive a copy of the RFP, either telephone (310) 306-0495, send an e-mail with Temporary Personnel Services in the subject line to dpritchett@bh.lacounty.gov, visit http://lacounty.info/doing_business/main_db.htm, or write:

Department of Beaches and Harbors
Temporary Personnel Services RFP
13837 Fiji Way
Marina del Rey, CA 90292
Fax: (310) 821-8155

The County reserves the right to cancel the RFP and to modify any and all terms and conditions of the RFP, including minimum requirements. If your attendance at the Conference requires special assistance or for further information, call Debra Pritchett at (310) 306-0495.

Contact Name : Debra Pritchett
Contact Phone# : (310) 306-0495
Contact Email : dpritchett@bh.lacounty.gov
Last Changed On : 4/3/2007 2:13:20 PM

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TEMPORARY AND AS NEEDED SECRETARIAL, CLERICAL AND SUPPORT PERSONNEL SERVICES
FIRM/ORGANIZATION INFORMATION

ATTACHMENT III

PROPOSER	Certified Local SBE	COMPOSITION	PARTNERS/ ASSOCIATE		MGRS		STAFF		TOTAL		
			M	F	M	F	M	F		M	F
Apple One Employment Services	N	Black/African American			8	27	19	105	159		
		Hispanic/Latino			23	34	51	203	311		
		Asian or Pacific Islander			43	36	33	81	193		
		Amer. Indian/Alaska Native			1	2	3	4	10		
		Filipino American			4	3	8	35	50		
		White	1		88	192	129	561	971		
		TOTALS	1	0	167	294	243	989	1694	411	1283
Helpmates Staffing	N	Black/African American				1		6	7		
		Hispanic/Latino				3	3	11	17		
		Asian or Pacific Islander	1		1	2		9	13		
		Amer. Indian/Alaska Native							0		
		Filipino American							0		
		White	1	2	4	11	2	16	36		
		TOTALS	2	2	5	17	5	42	73	12	61
BBT&T	N	Black/African American		1		2	3	5	11		
		Hispanic/Latino							0		
		Asian or Pacific Islander						1	1		
		Amer. Indian/Alaska Native						1	1		
		Filipino American							0		
		White				1		3	4		
		TOTALS	0	1	0	3	3	10	17	3	14
Aerotek, Inc. NA	N	Black/African American							0		
		Hispanic/Latino							0		
		Asian or Pacific Islander							0		
		Amer. Indian/Alaska Native							0		
		Filipino American							0		
		White							0		
		TOTALS	0	0	0	0	0	0	0	0	0

M = minority; **W** = women; **D** = disadvantaged; **DV** = disabled veterans; **NA** = Company chose not to disclose this information

ORIGINAL

Los Angeles County Department of Beaches & Harbors

Response to:

Request For Proposal for Temporary and As Needed Secretarial, Clerical and Support Personnel Services

Prepared by:

AppleOne Employment Services
Government Services Division
990 Knox Street
Torrance, CA 90502

Managing Branch:

Downtown L.A. Branch
888 South Figueroa Street, Suite 170
Los Angeles, CA 90017

Contact: Mr. Kenneth W. Landau
Director of Government Services
(310) 516-1572

May 2, 2007

appleone Government Services Division

990 Knox Street, Torrance, CA 90502 Tel (310) 516-1572 Fax (800) 539-2228 www.appleone.com

April 30, 2007

Attn: Contracts Section/Ms. Debra Pritchett
Temporary Personnel Services RFP
Department of Beaches and Harbors
13837 Fiji Way
Marina del Rey, CA 90292

Dear Ms. Pritchett:

AppleOne Employment Services welcomes the opportunity to present our services to the Los Angeles County Department of Beaches & Harbors to provide temporary and as-needed secretarial, clerical and support personnel services. As the largest privately-held human capital management company in the United States, AppleOne Employment Services has over 400 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. Moreover, **AppleOne is the first human capital management agency to be recognized by the United States Department of Treasury as the Large Business Partner of the Year for 2004.**

Consistent with the Board of Supervisors' and County's policies regarding reducing the amount of solid waste deposited at the County landfills, we are submitting our Proposal to you on recycled paper.

The managing AppleOne Downtown L.A. Office is located at 888 South Figueroa Street, Suite 170, Los Angeles, CA 90017, and a member of this office is available to the County 24 hours a day by calling (213) 892-0234.

AppleOne intends to provide the County 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 at (310) 516-1572. 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,

Kenneth W. Landau
Director of Government Services

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   (FORM P-1)
   Page 1: Offer to Perform is completed and signed.
   Page 2: Price Proposal for all twelve (12) positions has been completed.

2. **STAFFING & WORK PLAN**
   (FORM P-2)

(1) Staffing Plan

The Names, Relationships to the Proposer, Job Titles and Responsibilities for the Contractor's Representative, Supervisors, and Other Key Staff have been provided on Form P-2.

(2) Qualifications of Temporary and As-Needed Secretarial, Clerical and Support Personnel.
Include a description of the temporary and as-needed secretarial, clerical and support personnel qualifications including the extent to which they exceed the minimum requirements. Attach resumes of personnel representing staff to be used on this Contract. This information is to ensure staff proposed on this contract have the minimum qualifications to perform the required services.

All of the temporary and as-needed secretarial, clerical and support personnel that are available to the County possess and exceed the minimum qualifications to perform the required services, including:

- Thorough training in, and awareness of, on-the-job safety, sexual harassment and discrimination issues, and proper office behavior and dress.
- The necessary number of years of on-the-job experience as outlined in the Personnel Specifications.
- The ability to read, write, speak and understand English.
- Accustomed to a complex, fast-paced, confidential and high-pressure work environment.
- The ability to handle sensitive materials and perform confidential duties.
- The ability to drive County owned or leased vehicles, or their own vehicles in the performance of their duties.
- No serious misdemeanor, theft or felony conviction (background checks are performed as required by the County).

Additionally, our personnel exceed the minimum requirements of this Contract. For example:

- All of our temporary personnel have regular access to tutorials and tests for personal improvement and evaluation in software programs that are regularly used by secretarial, clerical and support personnel;
- A large percentage of our temporary personnel are bilingual.
- All of our temporary personnel are thoroughly interviewed with regard to availability and reliability.
- All temporary personnel are comprehensively reference-checked.

Sample resumes of personnel representing the staff to be used on this Contract are attached.

(3) Additional Staffing Information

AppleOne will readily provide any additional staffing information that the County requests.

Of note, AppleOne is currently servicing the Los Angeles County Department of Beaches and Harbors through its ongoing contract with the Los Angeles County Board of Supervisors, and we will continue to provide the same high-quality services that we have provided prior to this contract.

(4) Supervisors.

List staff to be assigned supervisorial positions relevant to performance of the work upon award of this contract (Please be sure to include the person serving as the Contractor Representative). Attach each person's resume.

STAFF ASSIGNED TO SUPERVISORIAL POSITIONS

- **Xochitl Morales - Assistant Branch Manager, Downtown Los Angeles**
  Contract's Representative, Primary Point of Contact for day-to-day management
- **Cora Calagna – Branch Manager, Downtown Los Angeles**
  Alternate Point of Contact for day-to-day management
- **Kenneth W. Landau – Director of Government Services**
  Contact regarding all contractual issues
- **Linda Madigan – Director of Training and Operations**
  Oversees all training and operations issues

(5) Statement of Level of Relevant Experience

- **How the experience of Proposer's staff is specifically related to the services described in Attachment 1, Sample Contract, Part Two, Statement of Work.**

Xochitl Morales - Assistant Branch Manager, Downtown Los Angeles

Ms. Xochitl Morales is the Contractor's Representative and primary point of contact for day-to-day management of the contract for the County of Los Angeles Department of Beaches & Harbors. Ms. Morales joined AppleOne in March, 2001. She has over 15 years of experience in recruiting, benefits and personnel management. She has worked with numerous public sector clients, including County of Los Angeles District Attorney, Public Defender, Child Support Services, City of Los Angeles Community Redevelopment Agency, County of Los Angeles Fire Department, County of Los Angeles Community and Senior Services, County of Los Angeles Public Library, County of Los Angeles Child and Family Services, County of Los Angeles Internal Services Department and County of Los Angeles Executive Office of the Board of Supervisors. Before joining AppleOne, Ms. Morales worked as a staffing supervisor for Kelly Services (2000 – 2001) and Assistant General Manager for Ward Engineering, Inc. (1998 – 2000).

Ms. Morales supports the day-to-day requirements of the contract for the County, and Ms. Cora Calagna serves as the alternate point of contact. Ms. Morales is directly supported by a branch of fifteen (15) full-time personnel.

Cora Calagna - Branch Manager, Downtown Los Angeles
Ms. Cora Calagna is the alternate point of contact for day-to-day management, for the County of Los Angeles Department of Beaches & Harbors. Ms. Calagna has over 15 years of experience in providing temporary personnel services on a temporary and as-needed basis. Ms. Calagna joined AppleOne in February 1991. She is responsible for managing several of our local government contracts, including: County of Los Angeles District Attorney, Public Defender, and Child Support Services, City of Los Angeles Community Redevelopment Agency, County of Los Angeles Fire Department, County of Los Angeles Community and Senior Services, County of Los Angeles Public Library, County of Los Angeles Child and Family Services, County of Los Angeles Internal Services Department and County of Los Angeles Executive Office of the Board of Supervisors. Before joining AppleOne, Ms. Calagna worked for Drake International (1989-1991) and Remedy Staffing (1986-1989).

Ms. Calagna is the Operations Manager and will supervise the execution of the contract for the County of Los Angeles Department of Beaches & Harbors. Ms. Calagna is directly supported by a branch of fifteen (15) full-time personnel.

Kenneth W. Landau – Director of Government Services
Mr. Landau is the contractual point of contact for this contract. Mr. Landau is AppleOne's Director of Government Services, a specialist in government procurement and staffing. He has been with AppleOne since June 2001 and has been working with government agencies for more than 25 years. Prior to joining AppleOne, Mr. Landau was an independent Public Policy Consultant (1998-2000) and a City Manager in Los Angeles County (1985-1998). Through his extensive experience he has gained a thorough understanding of all government programs as well as the legislative, regulatory, administrative and political processes that affect these programs.

Mr. Landau oversees all contractual issues relating to the Contract with the County. Mr. Landau is supported directly by AppleOne's Legal, Risk Management and Government Services Departments.

Linda Madigan—Director of Training and Operations
Ms. Madigan has been with AppleOne for over 25 years and has worked in virtually all levels of the staffing industry. She started her career working in the Anaheim branch office recruiting, testing, interviewing and placing candidates on assignment and following up with their progress to ensure client satisfaction. Ms. Madigan also developed, implemented, and currently maintains AppleOne's ISO Certification standards. Now a part of AppleOne's Government Services Division, she implements and maintains contracts with our public sector clients.

Ms. Madigan oversees all training and operations issues including, but not limited to, reports, database set-up and maintenance, and contract implementation with Mr. Landau. Ms. Madigan is supported directly by a staff of eight (8) full-time trainers that will support this contract.

- **What level of staff the Proposer would be equipped to assign on an as-needed basis to provide the various kinds of services listed in Attachment 1, Sample Contract, Part Two, Statement of Work.**

AppleOne will service all of the personnel positions included in the Request for Proposal (RFP). AppleOne has over four decades of experience in supplying high-caliber staff for clerical, administrative and accounting positions. Our extensive network of Los Angeles County offices continually maintains a large pool of qualified candidates for the listed personnel positions. We can staff numerous additional job classifications not listed in the RFP, including programmer analysts, telephone operators and general laborers. AppleOne's recruitment, evaluation, training and quality control processes guarantee that we will always have available candidates to provide a rapid, reliable, high-quality staffing solution for every need

- **Evidence that personnel provided by the Proposer who are required to drive their own vehicles in the performance of their duties are in possession of a valid driver's license and shall meet the financial responsibility required by the State.**

Upon request for staffing a position that requires driving, AppleOne will provide evidence that personnel are in possession of a valid driver's license and will meet the financial responsibility required by the State.

(6) Operational/Work Plan

Describe or attach your plan for scheduling temporary staff, transportation to the job sites, keeping proposed staff trained and supervised.

Plan for Scheduling Temporary Staff

Scheduling temporary staff will begin when a Work Order is received from the County.

Overview of Work Order Filling

The Work Order filling procedures at AppleOne are based on our in-depth knowledge of the needs of Government entities and our 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 assist in identifying the skill levels required to succeed in the County'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, Ms. Morales will map task orders out to the appropriate regional offices and quickly fill your needs from our large pool of pre-qualified candidates. In addition, AppleOne can customize our recruitment and matching processes according to projected staffing requirements in order to further ensure that qualified candidates are available. Ms. Morales will maintain close contact with County representatives to maintain an awareness of current and upcoming staffing requirements in order to minimize potential disruptions from employee turnover. An in-depth description of the work order process can be found in section **3.h.** below.

- **The number of management, clerical and support service staff available on a daily basis.**

Following are numbers of AppleOne staff available on a daily basis in the County of Los Angeles to support the needs of this contract:

Management	40
Clerical	200
Support Service	110

- **The lead time necessary in order to provide temporary and as-needed secretarial, clerical and support personnel to meet the contract requirements.**

Ms. Morales, or an alternate point-of-contact at the Downtown Los Angeles office, promptly responds to all standard requests, including those received by email or voice mail, within 30 minutes with a confirmation that the Work Order Request was received, as well as a progress report. After receiving an order from the County, there is typically a four (4) hour turnaround time to place a qualified temporary employee. Specialty positions require a 24 to 48-hour turnaround, and ASAP orders generally can be filled within two (2) hours. AppleOne utilizes a proprietary software system called Office Automation (OA). OA allows the Contractor Representative to instantly identify a select group of candidates that match the job descriptions submitted by the County. This allows the AppleOne Downtown Los Angeles branch office to expedite Work Order requests by the County by identifying candidates instantly. AppleOne's streamlined Work Order process ensures that our response time meets all of the requirements of the County.

- **The ability of the Proposer to provide the services referenced in the Statement of Work, on a temporary and as needed basis and in a timely manner.**

AppleOne is very familiar with staffing for the County of Los Angeles, and has sufficient staffing available for prompt placement of secretarial, clerical and support personnel as required in the contract. After receiving an order from the County of Los Angeles, AppleOne provides the County with a qualified candidate within two (2) hours.

The normal hours for the Downtown Los Angeles AppleOne office are from 7:30 AM to 5:30 PM, Monday through Friday. However, a Account Executive is available to the County 24 hours a day, via pager. In the event that the County needs immediate assistance outside of the normal hours of operation, you may call the AppleOne office at (213) 892-0234 and a paging prompt will contact the Government Services Division.

Plan for Transportation to the Job Sites

All temporary personnel are personally responsible for their own transportation to and from the job sites. AppleOne promotes to its employees the use of mass transit where available, such as LADOT, MTA and Metrolink (transit, rail and bus service).

Plan for Keeping Proposed Staff Trained and Supervised

AppleOne is committed to providing high-quality people to the County. Our Los Angeles area Account Executives are aware of the general requirements for the job categories commonly used by the County, and in addition, our Contractor Representative will meet with the appropriate County personnel to ensure that they are fully knowledgeable of the County's requirements for the specific job descriptions. Our screening process meets and exceeds all of the requirements in the Scope of Services.

With your needs in mind, our Account Executives conduct an in-depth interview with each applicant using behavioral-evaluation techniques. We also evaluate each potential candidate on his or her skill strengths, experience, and career objectives. Our evaluations are based on propriety assessment systems and carried out by highly trained staffs, which have extensive experience in screening potential candidates. Using the AppleCore Assessment Series, software evaluations, and rigorous background screening, we will quickly fill the County's staffing orders with the best possible candidates. Following is a comprehensive outline of the testing/assessment and training programs that AppleOne offers to all employees.

The AppleCore Assessment Series

To enhance our 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, our assessment series can be customized to meet the County's specific requirements for job descriptions.

For administrative, clerical and customer service positions, situational judgment exercises are used to assess personal characteristics found to be important for the job. The development of these tools was as follows:

Receptionist CD Simulation
Development of the Receptionist job simulation included identifying critical work activities that contribute to success on the job. For receptionists, it was found that answering multiple-line telephones and routing calls are critical elements of the job. A computerized work sample was created to simulate a receptionist receiving and routing a call. Also, receptionists were found to be a direct link to visiting customers and clients. Thus, in conjunction with the job simulation, a situational-judgment exercise was created to determine an applicant's ability to respond to work situations effectively. The tool was developed using computerized CD Video technology to create a realistic portrayal of the work environment. Job incumbents, job experts, and AppleOne personnel were responsible for providing information to be used in the development of the assessment.

Customer Service Situations Video
A video-based situational judgment exercise was created for Customer Service Representatives and other personnel who interact with the public. Data collected during job analysis revealed that customer service representatives must respond to several different types of situations relating to interactions with internal and external customers. The video-based assessment provides an accurate depiction of actual situations faced on the job. Applicants are then asked to determine the most effective approach to resolve the work situation. Selecting a video-based testing platform adds a virtual element to the testing—thereby, making the testing process more accurate, as well as enhancing applicant interest.

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 our Account Executives, combined with the consistency in evaluation standards provided by the structured interview guide, ensures that our 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 Evaluations
In addition to our AppleCore Assessment series, we extensively test candidates on their software proficiency—particularly important in today's high-tech work environment. Using the sophisticated evaluation and training system of *ProveIt!,* our 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 MacOS operating systems. As new software is introduced to the workplace, all AppleOne candidates are encouraged to enhance their skills using our *ProveIt!* tutorial programs. Prior to assignment, we can test our contractors on over 250 applications, with customized training and evaluation programs that simulate the work to be performed at locations within the County Tests and training available include:

TRAINING	
Access	Excel
Internet Explorer	Office 2000, 2003, XP, etc.
Outlook	PowerPoint
Windows 2000, XP, etc.	Word

To determine the accounting skills of the candidates that we provide to the County, AppleOne offices utilize testing and tutorials in PeachTree/QuickBooks, Lotus Notes, Netscape, Audio Transcription, Hemmingway Accounting, Winway Resume, AON Receptionist, AON Computer Assessment (AppleCore Assessment Series). AppleOne tests all candidates on today's latest programs, to ensure that we receive candidates who are motivated and proactive in their approach to work. AppleOne uses *ProveIt!*, an industry-leading assessment program to determine a candidate's skill sets. What follows is a list of just some of the AppleOne testing capabilities:

TESTING		
ABAP for SAP	ASP	Apache Web Server
Access	PowerPoint	Windows
AS/400	C Programming	Cisco Networking/Router
COBOL	Cold Fusion	DCOM
CORBA	Crystal Reports	DB2
Data Entry Test (Numeric, Alpha)	Software Productivity	Windows
Delphi	Dreamweaver	E Commerce
Excel	Ten Key	Word
HP-UX	HTML	Informix
Java	JavaScript	Linux
Lotus 1-2-3	Typing Test 1	Word Perfect
Lotus Notes	Macintosh	MS Exchange
MS Help Desk	Network Security	Novell
Oracle	PeopleSoft	Perl
Outlook	Win2000 Test 1	Win2003 Test 1
PHP	PowerBuilder	RDBMS
SAS	Solaris	SQL Server Developer
SQL Server DBA	SQL Desktop Applications	Sybase
TCP/IP	UNIX	Visual Basic
Visual FoxPro	WinRunner	XML

Assessing Bilingual Skills
To determine language skills, a bilingual AppleOne Account Executive meets one-on-one with candidates to assess their bilingual proficiency. Bilingual applicants are given our safety test in the appropriate language. After evaluating an applicant's bilingual skill level, our Account Executive makes detailed notes in our Office Automation system. Doing so allows us to provide candidates matched to the County's specifications.

Specialized Evaluations
As noted in our company profile, AppleOne has dedicated divisions devoted to specialized staffing areas including, but not limited to, Accounting/Finance and Technical/Information Technology.

Accounting/Finance Knowledge Tests
For Accounting and Finance positions, AppleOne uses the *ProveIt!* Accounting and Financial Knowledge test package to evaluate core accounting and finance competencies, as well as proficiency with accounting software like Peachtree and Quickbooks.

- Tests include examples and illustrations from real-world accounting environments.
- Tests cover general job categories such as Accounting and Bookkeeping as well as numerous specialized accounting subjects such as Cost Accounting and Taxation.
- Customized test making is available.

These Knowledge and Accounting Office tests are designed to provide the most accurate picture of a job candidate's knowledge, skills and abilities and have the appropriate knowledge and experience in their area of specialization.

Technical/IT Evaluation and Screening
All AppleOne Technical/IT recruiters have the solid technical background needed to thoroughly qualify candidates, and proven interviewing methods to identify skill levels and assess a candidate's true capabilities. Our thorough screening process includes: in-depth interviews with trained Technical/IT consultants, technique and skills analyses, verification of degrees and reference checks.

All potential Technical/IT AppleOne employees meet for one hour with an AppleOne Technical Recruiter and for one hour with an AppleOne/At-tech Division Account Executive in a formal interview. The face-to-face interviews consist of candidates individually interviewing against the specific job requirements. The two-hour interview process determines specific experience, expertise, and suitability to a specific job and organization. An Executive Summary is then generated for your review from the information collected from the candidate.

The AppleOne Los Angeles area offices have extensive experience in providing Technical/IT staffing. We retain a large pool of highly motivated and qualified technical professionals for the full scope of Technical/IT fields, including, but not limited to:

- Database Development & Administration
- Network Analysis & Administration
- Programming & Software Engineering
- Project Management
- Software Testing & Quality Analysis
- Technical Support
- Web Development & Administration

Our Technical/IT screening and evaluation process ensures that all candidates referred to the County have the appropriate knowledge and experience in their area of specialization.

Test Validation

The tests used by AppleOne have been validated by Linkage, Inc., one of the world's most respected HR consulting organizations in testing and assessment, and The Donath Group (developers of important certification programs like the CompTIA A+, an international industry credential that validates the knowledge of computer service technicians).

The tests comply with the applicable sections and guidelines of the ***Uniform Guidelines on Employee Selection Procedures*** **(41 CFR 60-3)**, as well as the ***Standards for Educational and Psychological Tests*** developed by the *American Psychological Association*, the *American Educational Research Association*, and the *National Council on Measurement in Education*, and the ***Guidelines for Educational and Psychological Testing*** developed by the *Canadian Psychological Association*.

The content of all tests have high levels of content validity as measured and reported by subject matter experts. Criterion-related validity studies yield high relationships with job performance since tests are designed with a specific focus on and analysis of the job tasks, skills and abilities required to perform the job.

Reliability of the tests, which is a necessary condition for the validation of test scores, is within and above the range of most skill-based tests in the industry. This assures accurate measurement and highly useful information for candidate selection.

Continuous Training

Our support for our temporary associates does not stop with job placement. We strive to maintain positive relationships with our associates, encouraging them to hone their skills. Once temporary personnel are assigned to positions with the County, we 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 our 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 or cassette. Utilizing our library has proven very effective in educating our temporary employee roster.

Similarly, our 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.

All AppleOne offices are equipped with our AppLearn training system, a validated tutorial program that is updated as new software is released into the market. AppLearn can train temporary and direct hire personnel on a wide array of computer programs. In addition, AppleOne has the ability to update our AppLearn system to accommodate your specific software, enabling us to train for your exact needs. AppleOne can install the system as a complete Work Center at a County location(s), enabling you to conduct timely, targeted training and evaluation not only for AppleOne-sourced candidates, but for your own staff, as well.

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

In addition, our Service Supervisors 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 associate 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.

(7) Methods.
Describe or attach a description of the methods your company and/or employees will use to provide Contract services.

Specialized Services & Divisions
Each of the 400 AppleOne points of operation offers myriad staffing services for our government clients. As a full-service staffing agency, we supply temporary, temp-to-hire, and direct-hire candidates to satisfy all of your human resources demands. Each division's area of expertise delivers unparalleled results for our government clients. AppleOne is comprised of the following Specialized Services divisions that coordinate to deliver a multitude of staffing solutions:

Government Services Division
AppleOne Employment Services is continuously seeking ways to improve the service that we provide to our clients. To that end, AppleOne has established a Government Services Division. This division is dedicated to evaluating the special needs of our public sector clients, and providing lasting solutions while remaining cognizant of the taxpayer's dollar. Each member of our Government Services Division works together as a team to research ways to provide public sector entities and educational institutions with a high quality staffing solution. Our Government Services Division services numerous public entities on the local, state and federal level, as well as public and private educational institutions.

AppleOne Temporary and Direct-Hire Services
As our core department, AppleOne Temporary Services handles multiple job classifications, encompassing a wide range of skills from Administrative/Clerical to Professional and Customer Service. Our 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 our customers. Our recruitment methods include a vast database with over 120,000 candidates who are ready to start assignment at a moment's notice. Our skill assessment program has been designed to test a variety of skill sets from Administrative/Clerical to Professional, increasing our client's productivity. The technological capabilities of AppleOne are user-friendly and allow our clients to browse hundreds of resumes, so that they may choose the right candidate for them.

Employee Management Plan

AppleOne has developed a preliminary Employee Management Plan to ensure that County services are not impacted by any absences by employees performing tasks. Through our extensive experience in providing public sector staffing, we have developed validated methodologies for determining adequate numbers for staffing, and adequate supervision of personnel. We provide dedicated Account Executives who monitor and supervise assigned personnel's performance, and follow up with the appropriate County representative(s) to ensure the services rendered meet the work requirements.

AppleOne utilizes various methodologies in order to determine potential staffing levels/needs at specific installations. These methodologies include:

- Regular Quality Assurance Meetings with appropriate County representative(s) in order to determine upcoming ramp-up periods or ramp-down periods.
- Identification of specific mission goals for a client, and proactive staffing plan submissions to the appropriate County representative(s).

Whereas the retention of personnel is key to providing the County with the best solution to meet any specific mission goal, AppleOne maintains communication with on-site temporary employees performing tasks on a regular basis. Therefore any potential issues that may develop with an employee are addressed prior to any impact to workflow. Furthermore, through regularly scheduled quality assurance and control meetings with the appropriate County representative(s) at the various facilities, AppleOne identifies performance issues that need to be addressed to the employees based on the input from the County.

Absences and Punctuality

AppleOne's policies regarding absences and punctuality are addressed both in AppleOne's "Best Foot Forward" handout, which each candidate signs before being placed out on assignment, and in any orientation brochures that AppleOne creates for our clients. As such, we ask that temporary employees give as much notice as possible with regard to possible lateness or absences. This ensures that AppleOne has ample time to replace said employee, causing no lapse in work on that assignment.

Additionally, our Office Automation (OA) database system maintains a complete history of each associate so that AppleOne remains aware of each associate's reputation with regard to attendance and previous employment.

When an employee who is ill or unable to report to work notifies AppleOne, AppleOne calls the specific County department, advise them of the absence and coordinate providing a replacement employee, if requested.

Implementation Overview

Over the past forty-three (43) years, AppleOne has implemented literally thousands of programs for clients. Our implementation and training teams are comprised of our most

experienced professionals each promoted from within our organization and recognized for their abilities to provide exceptional results. Our implementation plan ensures that the County is smoothly and rapidly integrated with our Work Order filling process.

AppleOne realizes the importance of ensuring that the County receives quick responses to your Work Order requests from the beginning of your contract with us. Kenneth Landau, Director of Government Services, Linda Madigan, Director of Training and Operations and Ms. Morales, your Contractor Representative and primary point of contact for day-to-day management, will meet with the appropriate County representative(s) to design an Implementation Plan with material that is specific to the County. Meetings will be set up in advance and outside of normal productive hours so that events scheduled for the implementation/transition period will flow smoothly without affecting current work. Elements of your Implementation Plan will include, but are not limited to the following:

- Meet with your department managers to build department profiles.
- Create a customized recruiting program to build a database of candidates meeting each department's needs.
- Customize an orientation brochure.
- Send a letter of introduction to the non-awarded incumbent vendor(s) and existing associates (if transitioning existing associates).
- Conduct orientation meetings with existing temporary associates, if any (distribute AppleOne material, registration materials, benefit information, timelines, etc.)

Gantt Chart

AppleOne utilizes a Gantt Chart, generated through MS Project, to ensure a smooth transition to AppleOne services. The Gantt Chart provides visual oversight of our plan and also identifies the benchmark to measure progress during the contract and helps to identify adjustments needed in the remaining tasks to meet the deadlines. These timelines (Gantt Charts) are an informed projection of future activities. They should be considered as active entities to be modified on a regular basis as the contract unfolds. In a nutshell, the use of timelines is crucial to maintaining clear interdepartmental communication during the necessary transition and succession plan. Our belief is that a timeline is always needed on any sizeable contract to keep all parties on the same page and avoid miscommunication.

Employee Orientation

Once an associate is identified for placement for the County, the Contractor Representative assists in acclimating the associate to the County working environment by conducting a thorough department-specific orientation and can provide the associate with an orientation brochure. The brochure is 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 also includes any other information which the County may determine to be important as a part of this Orientation Brochure.

The Recruiting Process

One of the reasons for AppleOne's continued success in quickly supplying high-quality staff is our recruiting and matching processes. AppleOne uses our proven recruiting practices and implement a staffing and recruiting plan that reflect industry trends in technology, skill demands, and compensation structures. We employ management practices designed to quickly recruit and hire skilled professionals for any position, which has been critical to our business success.

Factors such as environment, structure, culture, tasks and goals are all important considerations for obtaining the best qualified candidates. Through department needs analysis and benchmarking, we are able to recruit candidates who not only meet the needs of the County, but identify candidates with the strongest likelihood to succeed in your particular working environments. Hence, we can proactively recruit, hire, train and retain quality personnel for the County.

Recruiting efforts include identifying and screening potential, highly qualified personnel from the open market. We use powerful proprietary systems, such as JobCaster, which assists our 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 vast pool of qualified candidates - 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, we provide economical staffing solutions for the County while still delivering exceptionally qualified personnel. We achieve the highest level of effectiveness and economy in delivering precisely-targeted staffing solutions by integrating our staff member's experience and expertise with cutting-edge technological resources, including:

JobCaster

JobCaster is a powerful proprietary system which is utilized for enhancing the database of available candidates to fill Work Orders from the County. 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 75 of the most popular career sites on the World Wide Web. These websites include, but are not limited to, AppleOne.com, Monster, Alta Vista, AOL.com, 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
We use 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 each 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 County may request. AppleXpress even allows our clients to search our pre-qualified candidate base from their own computers.

As a further time saving measure, each applicant's information is received directly into our Office Automation 2000 database digitally, making their information instantly available to our clients, reducing the need to transcribe information into our system. As one of the proprietary systems at AppleOne, AppleXpress is a revolutionary tool that allows our 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 vast 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 our branch offices to quickly select a pool of temporary associates from our entire network. Providing more than simple names, resumes and contact details, it contains detailed personal profiles gathered from each expertly structured associate interview including personalities, temperaments and strengths.

Through Office Automation, AppleOne can fully service our 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 our Specialist-On-Site programs at some of our largest clients to effectively manage their own contingency workforce and provide in depth reporting mechanisms.

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

Other Recruiting Resources
We also use "direct recruiting" which involves asking each person we contact to suggest other qualified candidates, and, as an incentive, we authorize significant employee referral cash bonuses. Our commanding referral rate of nearly 60% distinguishes our company from any other in the staffing industry. Once our 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 our 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 we afford our people.

To ensure getting the "right" personnel, 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 Accounting and Technical/IT, with the skills to successfully support a wide variety of environments. This directly benefits our mission-oriented customers, such as the County, because we are able to provide you with the best people. We provide our temporary employees with the incentives required to successfully perform.

Recruiting Diversity

AppleOne is aware of and fully supports the County's commitment to a diverse workforce. Like the County, we are 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 ethniCounty. Our 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. We actively recruit applicants with physical and/or mental challenges, from all ethnic backgrounds, and all ages.

As part of this effort to cultivate a diverse workforce, AppleOne posts job advertisements in a variety of online recruiting sites that are focused on diversity outreach. Those sites include:

- HispanicOnline
- BET EMP
- ESSENCE
- Gay Financial Network
- Third Age
- Latina
- Resource Partnership
- Best Buddies

AppleOne utilizes multiple recruitment methods such as aggressive advertising for new applicants and frequenting local job fairs to locate exceptional candidates. Currently, AppleOne has a large pool of bilingual candidates in our databases. Part of our application process is indicating bilingual capabilities, which we track through our proprietary software, Office Automation (OA), system. To complement our 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, GAIN/GROW and other similar programs to enhance the diversity of the candidates that we can provide to our clients. Our labor pool represents the full citizenry of the communities served by the County.

Of note, AppleOne is currently servicing the Los Angeles County Department of Beaches and Harbors through its ongoing contract with the Los Angeles County Board of Supervisors, and we will continue to provide the same high-quality services that we have provided prior to this contract.

(8) Emergencies and Overtime.
How will you communicate with employees and schedule to cover urgent requests for unscheduled work or unforeseen changes in weather? What will your average response time for emergency calls be?

Emergency Procedures
If the Director of the Department determines that an emergency or unforeseen incident jeopardizing health, safety or property requires special temporary personnel services, AppleOne makes services available within two (2) hours of telephone notice.

AppleOne has assembled a National Emergency Response Team (NERT) to manage our client operations during an emergency, and has developed the following Disaster Plan to address unforeseen circumstances and to deliver quality customer service that serves all constituents' interests and promotes the safety and soundness of the County of Los Angeles.

In the event of an internal County emergency, a natural disaster or other emergency situation so-designated by the County, AppleOne is prepared to temporarily expand the hours of operation to as much as twenty-four hours per day, seven days per week. This enhances our ability to accommodate any sudden change of material circumstances.

The NERT has set as its first priority the safety and well-being of all staff and contract employees. This includes daily attendance monitoring of all County contract personnel by appropriate regional staff, overseen by Ms. Morales. Contract employees are identified by full name, duty schedule, work assignment and location. This allows us to quickly ascertain the immediate effect to our current workforce during a crisis. We can then establish vital lines of communication for ongoing status updates and emergency services.

AppleOne's proprietary network is hosted at Qwest CyberCenter, located in Burbank, California, and all backups are stored off site. This facility is SAS 70 level 2 certified. Qwest CyberCenter is designed specifically to withstand any seismic activity and utilizes fire detection and suppression systems. This network is configured to allow the system to be redirected to an alternate data center within 6-8 hours. Only authorized personnel have access to the data center, and all personnel have been screened prior to hire through extensive background checks and biometric fingerprinting.

In the event that an AppleOne facility is damaged or otherwise deemed uninhabitable, emergency facilities can be made available at one of the other AppleOne branch and/or satellite locations. Those in need of temporary sites have access to over 360 AppleOne offices located throughout the United States. AppleOne offices utilize Voice-Over-Internet-Protocol (VOIP), a technology that allows you to make voice calls using a broadband Internet connection instead of a regular (or analog) phone line.

Payroll and invoice processing can also be shifted as necessary, as all locations will be linked through our eProcurement system.

(9) Additional Operational/Work Plan Information.

Preventing Co-Employment

AppleOne takes a decidedly active role in managing our associates, so we may avert any potential co-employment issues. The AppleOne legal department has developed strict guidelines that allow us to analyze the impact our services have on our public sector entity clients and our temporary associates. Our adherence to these guidelines and over forty-three (43) years of experience in the staffing industry has given us in-depth expertise avoiding dangerous, co-employment issues. AppleOne works to avoid co-employment issues in several ways, including:

- Strong on-site representation to manage the temporary workforce
- Communication (and, if necessary, education) with client management of their limitations when working with the temporary associates
- Utilization of one source to generate all documentation (re: timecards and paychecks)
- AppleOne cooperates and works with the County to prevent any co-employment issues.

Supervisor Enrichment and Education Program – SEE

As part of transition and contract implementation, AppleOne can, if the County desires, initiate our unique Supervisor Enrichment and Education Program (SEE). The AppleOne SEE Program was created to guarantee that client supervisors are fully integrated partners. The SEE program is designed as a mechanism for the development of County

supervisors at the County site(s) or the nearby branch office. It is an interactive program in which AppleOne personnel interface directly on a routine basis with County supervisors to facilitate program understanding, discuss opportunities for program enhancement, and provide educational forums for continued supervisor learning.

Quarterly, and as needed, AppleOne conducts Enrichment and Educational sessions geared and structured toward the needs and interests of County supervisors. Topics may include such subjects as Interviewing Techniques, Motivating Employees and Preventing Co-Employment. We also provide County supervisors with a quick reference guide for requesting personnel. The SEE Program enables AppleOne and its clients to ensure optimal communication, reduce turnover, increase order fulfillment ratios. It is an AppleOne best practice lending itself to the success of our staffing partnerships.

3. QUALITY CONTROL PLAN (FORM P-3)

a. Supervision

Who will supervise and review the work done under Temporary Services Contract?

Xochitl Morales - Assistant Branch Manager, Downtown Los Angeles

Ms. Xochitl Morales is the Contractor Representative/primary point of contact for day-to-day management of the contract for the County of Los Angeles Department of Beaches & Harbors. Ms. Morales joined AppleOne in March, 2001. She has over 15 years of experience in recruiting, benefits and personnel management. She has worked with numerous public sector clients, including County of Los Angeles District Attorney, Public Defender, Child Support Services, City of Los Angeles Community Redevelopment Agency, County of Los Angeles Fire Department, County of Los Angeles Community and Senior Services, County of Los Angeles Public Library, County of Los Angeles Child and Family Services, County of Los Angeles Internal Services Department and County of Los Angeles Executive Office of the Board of Supervisors. Before joining AppleOne, Ms. Morales worked as a staffing supervisor for Kelly Services (2000 – 2001) and Assistant General Manager for Ward Engineering, Inc. (1998 – 2000).

Ms. Morales supports the day-to-day requirements of the contract for the County, and Ms. Cora Calagna serves as the alternate point of contact. Ms. Morales is directly supported by a branch of fifteen (15) full-time personnel.

Cora Calagna - Branch Manager, Downtown Los Angeles

Ms. Cora Calagna is the alternate point of contact for day-to-day management, for the County of Los Angeles Department of Beaches & Harbors. Ms. Calagna has over 15 years of experience in providing temporary personnel services on a temporary and as-needed basis. Ms. Calagna joined AppleOne in February 1991. She is responsible for managing several of our local government contracts, including: County of Los Angeles District Attorney, Public Defender, and Child Support Services, City of Los Angeles

Community Redevelopment Agency, County of Los Angeles Fire Department, County of Los Angeles Community and Senior Services, County of Los Angeles Public Library, County of Los Angeles Child and Family Services, County of Los Angeles Internal Services Department and County of Los Angeles Executive Office of the Board of Supervisors. Before joining AppleOne, Ms. Calagna worked for Drake International (1989-1991) and Remedy Staffing (1986-1989).

Ms. Calagna is the Operations Manager and supervises the execution of the contract for the County of Los Angeles Department of Beaches & Harbors. Ms. Calagna is directly supported by a branch of fifteen (15) full-time personnel.

b. Methods

What methods will be taken to verify experience requirements are met by staff assigned to work on County projects? How will skill acceptability be determined? How will application and resume information be verified? Please provide all sample qualifying tests, sample interview questions and explain how references/reference checks will be conducted.

Methods used to verify experience requirements are met by staff.
-How methods are to be implemented
-Who will perform the control and verification tasks

With over fifteen (15) years of experience in recruiting and personnel management, Senior Account Executive and Contractor's Representative Ms. Xochitl Morales will ensure that all staff assigned to the County meet the experience requirements in the Contract. This is done through extensive interviews and evaluations, as well as through the use of powerful proprietary systems such as JobCaster, AppleXpress, and Office Automation (OA) software. During the implementation phase of the Contract, AppleOne's Government Services Division implementation team enters all of the deliverables into the Office Automation database system, which allows for the rapid and efficient distribution of all staffing-related information. This ensures that the staff assigned to work on County projects – who have been thoroughly and specifically tested and interviewed by AppleOne – meet the experience requirements in the Contract.

How skill acceptability is determined.
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. In addition to our AppleCore Assessment series, we extensively test candidates on their software proficiency—particularly important in today's high-tech work environment. Using the sophisticated evaluation and training system of *ProveIt!,* our 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 MacOS operating systems. The

assessment of skill acceptability is performed in a variety of skill areas including but, not limited to: accounting, typing, administrative, secretarial, and IT.

How application and resume information is verified.
-Methods to be used to verify information
Application and resume information is verified through two main sources:
1) Direct phone calls and follow-ups by the branch Account Executives, and
2) Pre-screening through A-Check America, Inc. In addition to references and education verification, pre-screening may include drug screens, criminal background checks, credit checks, social security checks, and DMV verifications. A-Check's services are available for our temporary associates as well as the County's permanent employees.

I-9 Verification
The policy of AppleOne is to comply with all laws, including anti-discrimination and immigration laws. In compliance with the Immigration and Control Act of 1986 and the Illegal Immigration and Reform and Immigration Responsibility Act of 1996, AppleOne has:

- Examined the required documentation presented to us under oath by applicants
- We certify that, to the best of our knowledge, the applicants being referred to you are authorized to work in the United States.
- Employment eligibility forms for specific employees are available for the County's inspection.

As part of our registration process, all contractors must complete an I-9 form, which includes providing proof of identification that establishes their eligibility to work in the United States (identification is taken based upon the list of acceptable documents as determined by the INS). An AppleOne staff member then verifies this information and the I-9 forms are stored according to government guidelines as well as our ISO 9001:2000 standards. Following is a summary of the guidelines for I-9 verification:

- The Contractor Representative must inspect all documents to make sure they are valid and authentic.
- As per the government standards, AppleOne must maintain I-9 records for a minimum of three (3) years after the date of hire as well as at least 1 year after the date of termination.
- All forms of identification used for I-9 verification must be originals, copies are not allowed (exception: an employee may present a certified copy of a birth certificate).
- Contractor is provided with the I-9 form (current revision from the Department of Homeland Security is dated 5/31/05).

Sample Qualifying Tests and Sample Interview Questions

Tests
Sample qualifying tests are included as attachments to this proposal.

The Interview
During the interview, we make sure to address the following interview topics.

- We verify all dates and facts for accuracy.
- We get specifics and measurements as applicable for all shifts and job duties.
- We ask the applicant to describe a typical workday.
- We use as many open-ended questions as possible.
- We watch for eye contact, assertiveness, and other traits that are critical to superior matching.
- We want to know what the individual's likes and dislikes were of each position they have held in the past.
- We want to know how they found each job and who the hiring authority was.
- We ask them if they used another service to obtain those positions.
- We are sure to get names, positions & titles, and current phone numbers for references at each past job.
- If the applicant is not currently working, we find out if their last position is still open.
- We make sure to ask for complete and coherent reasons for each career change.
- We make sure to ask any question that we feel our client may ask us, and we make sure to observe how the applicant answers.
- We ask them to describe their ideal job, and the five most important items. Before we continue, we ensure that we have covered these critical points.
  - Minimum acceptable compensation
  - Application motivation
  - Career position desires/ideals
  - Defined the applicant's professional and interviewing skills
  - Gain necessary data to check references
  - Clearly communicate benefits to the applicant
  - Define the applicant's level of commitment

Additionally, AppleOne has a clearly stated policy of providing equal opportunity for all.

- *It is the established policy of AppleOne to provide equal opportunity for all*

- *All applicants for employment with AppleOne receive consideration for employment without regard to race, color, religion, origin, ancestry, sex, age, marital status, or disability.*

- *All job orders from our clients are reviewed and filled solely on the basis of the job related qualifications of our candidates. A discriminatory job order will not be accepted and candidates are referred on a non-discriminatory basis.*

- *AppleOne does not maintain nor provide for its employees segregated facilities at any of its locations. Neither does it permit its employees to perform their services at any location where segregated facilities are maintained.*

- *This policy is communicated to all* AppleOne *offices. All managers, supervisors and employees are counted on wholehearted support to make this Equal Employment Opportunity program successful.*

How references/reference checks are conducted.
AppleOne's policy regarding reference checks is to acquire at least two (2) positive references from each employee's most recent employers.

For all of the background and screening that may be required by the County, AppleOne uses A-Check America, Inc. Prior to sending an employee to work for the County, the Contractor Representative, in conjunction with the appropriate County representative, will evaluate what pre-employment screening will be utilized.

A-Check America
To assure that our 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, credit checks, social security checks, and DMV verifications. A-Check's services are available for our temporary associates as well as the County's permanent employees.

c. Steps to Correct Deficiencies
What steps will you take to correct deficiencies reported by the Department or discovered by your reviewer?

AppleOne is committed to the belief that superior customer service requires anticipating and proactively solving potential concerns before they can become problems. Our AppleOne representatives have frequent, and often daily, interaction with our 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, our goal has been, and continues to be, one of discovery. Our 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, we utilize our Quality Assurance Survey. These periodic surveys allow us to quantify your satisfaction over time in the

form of our 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.

When we are contacted by the County to inform us of a service issue, our first step is to document the call. We seek to obtain whatever information is needed to provide quick resolution to the issue. However, we also seek to record information that allows us to monitor complaint escalation and resolution as well as satisfaction trending over time. Once we understand the problem, your AppleOne Account Executive provides a specific time frame in which you can expect action and provides periodic status reports while working the issue.

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.

Kenneth Landau, Director of Government Services, Linda Madigan, Director of Training and Operations and Ms. Morales, Branch Manager conducts quarterly contract review meetings with the appropriate County representative(s), or more often if needed or desired by the County.

d. Performance Resolution
If the Department complains that work has not been adequately performed and requests immediate correction, how soon will your firm be able to respond?

When AppleOne is contacted by the County regarding a service issue, the first step is to immediately document the situation and obtain whatever information is needed to provide quick resolution to the issue. We also add the information to our records in order to monitor complaint escalation and resolution and satisfaction trending over time. Once the problem is clearly understood, the County's AppleOne Contractor Representative and Primary Point of Contact provides immediate follow-up and a specific time frame in which the County can expect action, was 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 is two (2) hours to provide the County with a qualified replacement candidate.

e. Coverage of unexpected absences

AppleOne's policies regarding absences and punctuality are addressed both in AppleOne's "Best Foot Forward" handout, which each candidate signs before being placed out on assignment, and in any orientation brochures that AppleOne creates for our clients. As such, we ask that temporary employees give as much notice as possible with regard to possible lateness or absences. This ensures that AppleOne has ample time to replace said employee, causing no lapse in work on that assignment.

Additionally, our Office Automation (OA) database system maintains a complete history of each associate so that AppleOne remains aware of each associate's reputation with regard to attendance and previous employment.

When an employee who is ill or unable to report to work notifies AppleOne, AppleOne calls the specific County department, advise them of the absence and coordinate providing a replacement employee, if requested.

f. Quality Control Plan
If you have a written quality control plan or written procedures for your staff, please attach them.

Quality Control Program
The overall purpose of our Quality Control Program is to guarantee that AppleOne provides our clients, such as the County, with the level of service they expect from a leader in the employment services industry. The Program ensures the following:

- AppleOne meets and exceeds contract expectations when placing contractor personnel.
- AppleOne complies with local, state and federal rules and regulations.

The goal of our Quality Control Program is to measure the AppleOne service levels, as well as identify opportunities for improvement. By doing so, we enhance customer satisfaction and improve important operational efficiencies. Based on defined standards of excellence, our Quality Control Program includes the weekly quality checks on contractor performance using the Triple Check System, client and contractor personnel surveys and regular reviews by our Quality Management Committee. Our Quality Control Program ensures that we meet the highest standards regarding delivery of services, performance reviews, communication with and availability to County supervisors and managers and minimization of employee turnover.

Our Quality Control Program is based on defined standards – overall standards of excellence which guide all of the AppleOne work -- and a Performance Baseline with specific Performance Objectives developed in conjunction with the appropriate County representative(s) for each individual contacted project. These Performance Objectives are routinely/periodically reviewed and compliance issues addressed in a formal monthly meeting, or as often as the desired by the County.

AppleOne ensures maintenance of the Quality Control Program through Monthly/Bi-weekly reviews and reports covering topics including (a) task order and team management, (b) required deliverables, (c) task order schedule and cost control, (d) employee security compliance requirements, (e) contractor identification and in-processing procedures, (f) training and certification requirements (g) staffing and retention issues. These reviews incorporate findings from personal contacts by the

Contractor Representative and Account Executives with the appropriate County representative(s), as well as regular Quality Assurance Surveys. Any complaint or deficiency is immediately reviewed by the Project Manager, who is empowered to take swift corrective action.

Triple Check System

The AppleOne Triple Check System takes a proactive approach to ensuring that the performance of our contractor employees meet and exceed the County's requirements and expectations. The Triple Check System consists of the following:

The AppleOne Contractor Representative or assisting Account Executive makes an arrival time telephone call to the County person who placed the request to the contract within thirty (30) minutes of the scheduled arrival time of the employee. He/She also makes a quality control call to the County person who placed the request on the first day of each new assignment to confirm our employee is performing up to your expectations.

The Contractor Representative continues to check weekly (or more frequently, if necessary) with the County to ascertain the quality of the employee's performance.

After the assignment is complete, we check to evaluate the overall quality of the associate's performance and productivity, including the distribution of a performance evaluation form to the appropriate County personnel. We retain only those associates who meet or exceed our high performance standards.

Using the Triple Check System, we monitor all aspects of our contractors' performance, including, but not limited to:

- Attendance
- Punctuality
- Proficiency in Required Skills
- Ability to Adapt to the Work Environment
- Ability to Follow Instructions
- Ability to Solve Problems
- Ability to follow established policies and procedures
- Verbal Communication Skills
- Written Communication Skills
- Quality of Work
- Productivity
- Dress Attire
- Ability to maintain effective working relationships

By using the Triple Check System, we ensure that our employees meet and exceed all of the requirements of the County. Poor workplace performance is handled through a process of progressive discipline. Employees are coached and counseled on their performance on a continual basis. Additional training or instruction is provided when appropriate. Failure to meet or exceed AppleOne standards results in the employee's termination for non-performance. This information is noted in our internal tracking system, which has a "no recall" function that is activated when necessary. Our Account Executives are empowered to make judgment calls regarding employee performance, enabling us to replace an unsatisfactory employee immediately.

Quality Assurance Surveys
AppleOne maintains our standards of excellence through a variety of quality assurance surveys, including:

Performance Surveys—The County department and hiring managers have the opportunity to gauge AppleOne on its performance with regard to its responsiveness on Work Orders; the selection of contractor personnel relevant to the assignment, and the levels of communication between the County and AppleOne.

Service Reports—Results from our various quality reviews are compiled and presented to the County, providing statistical information regarding Work Orders received versus Work Orders filled, Work Order replacement ratio, and average response time. The data are reflected in informative graphs and charts displaying satisfaction and performance levels as well as other measured parameters. These reports can be provided weekly, monthly, or for any other time span that the County may desire.

Employee Assignment Satisfaction Surveys—Measure the satisfaction level of our currently working personnel at our client work locations. This tool assists our Employee Monitoring Program that allows proactive measurement activities to minimize turnovers and the overall quality of our placements.

Employee Exit Interview Surveys—Measure and probe the reasons behind assignment separations from the employee's perspective. This information is shared with our customers to minimize the turnover and to create assignment longevity from our personnel.

Our Quality Control Program, developed with the appropriate County representative(s), guarantees that the County receives top-caliber service.

ISO 9001:2000 Certification
AppleOne is dedicated to quality assurance, and this ensures that our clients achieve their staffing goals. Toward this end, in 1999, AppleOne achieved ISO-9002 certification, which has since been upgraded to ISO 9001:2000. The ISO 9001:2000 Certification, established by the International Standards Organization, is a quality management system that sets a global standard for quality assurance processes and ensures that a company's products and services are among the best in the world. Following this achievement, related quality assurance policies were implemented throughout our corporation using the guide of our newly established Executive Management Quality Policy, which states:

"AppleOne is committed to improve the Quality Management system and meet and exceed the expectations of our internal and external customers. Quality objectives are met with the aim of enhancing customer satisfaction."

Supporting our Executive Management Quality Policy is the development of our evaluation process for applicants, the Core Assessment Series, designed specifically for AppleOne to facilitate the standardization of testing and interpretation of results throughout the nation. We utilize behavior-based questions and interactive tests. Our quality system provides a means of checks and balances that is reviewed at the corporate level twice a year, allowing us to pay special attention to customer concerns, and identify any discernable trends. Solutions then can be developed and easily disbursed to the field. Furthermore, the training of our Account Executives are standardized and documented, thereby increasing our level of efficiency by creating a sense of consistency throughout our branch locations.

g. Ensuring Assignment Dates
How will your firm control staff assignments do not exceed the assignment dates specified on each Work Order (Exhibit 11)?

All staff assignments are controlled through AppleOne's Office Automation (OA) database system, which ensures that no assignments exceed the specified Work Order assignment dates. Through OA, the County's Contractor Representative can manage all details regarding each staff assignment, including key start and end dates; dates that personnel are available for interview and for start of work, and all related personnel data. Additionally, reports and reminders can be arranged by any of the available personnel details, including assigned departments, specified dates, set timeframes, etc.

h. Work Order Procedures
What steps will you take to ensure Work Order Procedures are met?

The Step-By-Step Work Order Process
The County's notification of need initiates AppleOne's streamlined and standardized Work Ordering process, which ensures the availability and qualifications of contractor personnel. The following step-by-step Work Order process ensures that all procedures are met.

Step 1 – Submittal of Work Order
Work Order is submitted by the County to the AppleOne Contractor Representative via phone, fax, or the Internet. The Contractor Representative acts as a single point of contact for the County.

Step 2 - Acceptance of Order and Initial Response
The AppleOne Contractor Representative accepts the order and enters it into our internal Office Automation database. The Contractor Representative then responds 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 County.

Step 3 - Work Order is Sent
Utilizing automated software, the Contractor Representative maps out the Work Order to the appropriate AppleOne and subcontractor 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 County. This may include credit, 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 move onto the next step. If not, the previous step is repeated until a qualified candidate match is made. We have included a detailed discussion of our evaluation process below.

Step 5 - Interview/Final Approval
The candidate is then interviewed or presented for a final approval by the County. If approved, the candidate is confirmed for a start date.

Step 6 – Orientation
Prior to the start date, AppleOne provides the candidate with a full orientation on the job and the County environment, as well as information on how to complete their timecard or assign them a badge/password for our Time and Attendance Processor (TAP) or Web Time Capture software, if the County decides to use these options.

Step 7 - Quality Control
On the first day of assignment, the AppleOne Contractor Representative conducts a quality control call to the candidate's supervisor. At the end of the first week, another quality control check is completed. Afterwards, the AppleOne Contractor Representative conducts ongoing quality checks to ensure that the candidate is performing up to, or better than, expectations for the County.

4. BUSINESS AND FINANCIAL SUMMARY (FORM P-4)

(1) Government Agencies/Private Institutions.

Government Agency and Private Institution References are provided in Form P-4.

(2) How many full-time workers does your firm employ?

AppleOne employs 8909 full-time employees.

(3) Attach an organizational chart or describe the organization of your firm.

An organization chart showing the organization of AppleOne is attached.

(4) Credit References.

Three credit or financial references, including names, addresses and telephone numbers are attached.

(5) Evidence of Insurability.

A certificate of insurance coverage meeting the limits and other requirements for this Contract is attached.

(6) Labor and Payroll Violations.

AppleOne has never been responsible for any labor, wage or payroll violations.

(7) Copies of financial statements.
Attach a copy of financial statements (balance and income statements) for the last full fiscal year and any partial year through at least December 2006.

A financial statement for the last full fiscal year and any partial year through at least December 2006 is attached -- Specifically, the 2005 audited financial statement, and the 2006 un-audited financial statement.

(8) Additional Information.

FINANCIAL STABILITY
AppleOne is a consistently profitable, financially stable organization that has a clientele that now exceeds over 250 government entities at the Local, State and Federal levels, including over thirty-five (35) educational institutions. The following are our most recent annual audited revenues:

- **2003** - *$522,784,614.00*
- **2004** - *$630,156,657.00*
- **2005** - *$720,224,000.00*

While most major corporations expand through mergers and acquisitions, AppleOne is firmly committed to furthering expansion through reinvestment in our national network. To demonstrate the financial solvency of AppleOne, we have provided copies of AppleOne's most recent audited Financial Statements at the end of this proposal.

5. PROPOSER'S CERTIFICATION
(FORM P-5)

The Proposer's Certification is completed and attached.

6. REQUEST FOR LOCAL SBE PREFERENCE PROGRAM CONSIDERATION AND CBE FIRM/ORGANIZATION INFORMATION FORM (FORM P-6)

Form P-6 is completed and attached.

7. CONTRACTOR EMPLOYEE JURY SERVICE PROGRAM CERTIFICATION FORM AND APPLICATION FOR EXCEPTION (FORM P-7)

Form P-7 is completed and attached.

~~**8. [STRICKEN FROM RFP]**~~

~~**9. [STRICKEN FROM RFP]**~~

~~**10. [STRICKEN FROM RFP]**~~

11. CHARITABLE CONTRIBUTIONS COMPLIANCE (FORM P-11)

Form P-11 is completed and attached.

12. CONTRACTOR EMPLOYEE ACKNOWLEDGMENT AND CONFIDENTIALITY AGREEMENT (FORM P-12)

At the time of Contract award, AppleOne and all personnel assigned to serve under this contract will sign and adhere to the Contractor Employee Acknowledgment and Confidentiality Agreement, Form P-12.

13. ADDITIONAL INFORMATION

AppleOne Company Profile

Founded in 1964 by our President, Bernard Howroyd, AppleOne Employment Services has grown from a single-desk staffing agency to become the largest privately held employment service in the nation, with four decades of experience from which to draw. Over the last forty-three (43) years, AppleOne has provided the best in temporary staffing, and is currently supporting over 250 government entities at the Local, State and Federal levels, including over thirty-five (35) educational institutions. AppleOne wholeheartedly supports the County of Los Angeles, Department of Beaches and Harbors' mission to provide Temporary and As Needed Secretarial, Clerical and Support Personnel Services.

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 County. Our precise, comprehensive methods for providing staffing services to the County ensures 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 our expansion through reinvestment in our national network of branch locations. Since 1995, the AppleOne branch network has grown from 81 locations, mainly in the Western United States, to over 400 locations throughout North America. This growth was accomplished while maintaining the conservative position of remaining virtually debt-free, eliminating any distraction from our main goal to provide unsurpassed customer service. Thus, the core philosophies of AppleOne are reflected in our daily practices.

Special Qualifications

As a leader in the staffing industry, AppleOne provides many advantages to our clients, including, but not limited to: employees who exceed expectations and add value to an organization, low employee turnover to minimize service disruptions, and cutting-edge technology to provide streamlined, efficient service.

"Value-Added" Employees

The expertise of our Account Executives, combined with the consistency in evaluation standards provided by the structured interview guide, ensures that our candidates not only have the skills requirements needed for positions, but the reasoning ability and work ethic to excel in their positions with the County. In addition to the specific job description requirements, AppleOne refers candidates to the County who have:

- Ability to identify areas of improvement within work groups
- Problem-solving and troubleshooting skills
- Ability to make decisions based on loosely defined parameters
- Ability to independently move between tasks
- Self-motivation and discipline to meet deadlines
- Excellent interpersonal skills and team-oriented attitude.

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. We have an exceptional ability to recruit, train and retain temporary employees who exceed job position requirements and add value to an organization.

Minimization of Employee Turnover

AppleOne will cooperate and work with the County to minimize the turnover rate of AppleOne employees. We meet and exceed the accepted industry standard turnover ratio, which is 25%. Over 81% of our temporary employees successfully complete their assignments with AppleOne. Approximately 11% leave their assignment for a better opportunity (more compensation or upward mobility) and 8% are typically dismissed from their assignment. Additionally, 65% of our temporary employees gain full-time positions.

The AppleOne methodology for calculating rates and reasons provided by our employees is provided in the Employee Exit Interview Surveys. The Exit Surveys measure and probe the reasons behind assignment separations from the employee's perspective. This information is shared with our customers to minimize the turnover and to create assignment longevity from our employees.

Commitment to Government

AppleOne is dedicated to understanding and addressing the unique requirements of public sector entities. As noted above, AppleOne is currently supporting over 250 public sector entities at the Local, State and Federal levels, including over thirty-five (35) educational institutions. We have developed a corporate staff who have special training and expertise in serving government customers. AppleOne also shares your commitment to serving the public. As we aid County by providing highly-qualified temporary personnel, we help our Southern California associates achieve their career goals. We also help uplift communities by assisting and teaming with Minority, Women Owned and Small Disadvantaged Businesses. The United States Department of the Treasury recognized our commitment to community by naming us ***Large Business Partner of the Year for 2004 – The first staffing company ever to be awarded this recognition.***

FORMS

P-1
P-2
P-3
P-4
P-5
P-6
P-7
P-11
P-12

REQUEST FOR PROPOSALS—TEMPORARY AND AS NEEDED SECRETARIAL, CLERICAL AND SUPPORT PERSONNEL SERVICES

OFFER TO PERFORM and PRICE PROPOSAL

Proposer:

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

Address: 990 Knox Street, Torrance, CA 90502

Phone: (310) 516-1572 Fax: (800) 539-2228

To: Director, Department of Beaches and Harbors

Proposer, responding to the Request for Proposals (RFP) issued by the Los Angeles County Department of Beaches and Harbors, offers to provide temporary and as-needed secretarial, clerical and support personnel services at specified County facilities on the terms and conditions for the performance of this work that are set forth in the RFP. Such services shall be performed during a three-year term that at the option of the Director may be extended for two additional, consecutive, optional Contract Years. The two one-year options shall be exercised separately in succession.

The compensation for Proposer's services shall be in accordance with the rates set forth for such work on page 2 of this form, subject to the limitations provided in the Contract. The proposal is subject to the following additional conditions:

_____

_____

(Conditions that reject, limit or modify required terms and conditions of the Contract may cause rejection.)

This offer shall be irrevocable for a period of 120 days after the final date for submission.

Proposer is a(n): individual [corporation] partnership or joint venture limited liability company other:

State of organization: California Principal place of business: Glendale, CA

Out of state vendor's authorized agent for service of process in California:

Name_____ Address_____ Phone_____

The Proposer represents that the person executing this offer and the following persons are individually authorized to commit the Proposer in any matter pertaining to the proposed Contract:

Name	Title	Phone	Name	Title	Phone
Bernard Howroyd	President	(310) 516-1572	Michael A. Hoyal	Chief Financial Officer	(310) 516-1572
Marc Goldman	Vice President	(310) 516-1572			

Dated: May 1, 2007 Proposer's signature:

PRICE PROPOSAL – Revised April 19, 2007

Fill in all of the unshaded boxes This chart will be used for a variety of purposes as follows:

- The price proposal will be used for assignment of Work Order and billing (invoice) purposes. Because the County may require increases or decreases in temporary personnel services during the term of the Contract, the annual compensation may vary from contract year to year. Temporay Personnel Services will be compensated at the quoted hourly rates.
- The first column represents the Personnel positions the contractor may provide. Please include any other positions you feel may be useful in this contract.
- The next column, "Proposed Hourly Price (Cost to the County)" will be used for Proposal Price evaluation purposes. The total should equal the Proposer's expected compensation for providing the services. This will also be used for increased or reduced services in those instances warranting a change in staffing levels or when extra work is authorized by the Director. There will be no overtime rate paid for this contract service.

COST ITEMS / PERSONNEL POSITIONS	PROPOSED HOURLY PRICE (COST TO COUNTY)
Accountant Clerk	$16.80
Intermediate Clerk	$16.57
Information Technology Aide	$ 24.00
Typist-Clerk	$ 16.57
Senior Clerk	$16.80
Senior Typist-Clerk	$ 17.10
Staff Assistant	$ 19.55
Administrative Assistant	$ 21.00
Accountant I	$ 25.20
Accountant II	$ 28.00
Procurement Aid	$ 22.40
Secretary	$ 18.45
Supervisor	$
Contractor Representative	$
Other Positions:	
1.	$
2.	$
3.	$

STAFFING & WORK PLAN

1. **STAFFING PLAN:** Provide the requested information about principals, key employees and supervisors responsible for overseeing the contract work. Attach each person's resume.

Name	Relationship to Proposer	Job Title	Responsibilities
Xochitl Morales	Sr. Account Executive	Contractor's Representative:	Primary point of contact, day-to-day management of the contract
Cora Calagna	Branch Manager	Supervisors:	Alternate point of contact, day-to-day management of the contract
Kenneth W. Landau	Director, Gov't Services		Contact for all contract-related issues
Linda Madigan	Director, Training/Operations	Others:	In charge of overseeing all training and operations issues

2. **QUALIFICATIONS OF TEMPORARY AND AS-NEEDED SECRETARIAL, CLERICAL AND SUPPORT PERSONNEL. Please include a description of the temporary and as-needed secretarial, clerical and support personnel qualifications including the extent to which they exceed the minimum requirements. Please attach resume's of personnel representing staff to be used on this Contract. This information is to ensure staff proposed on this contract have the minimum qualifications to perform the required services.**

The Qualifications of Temporary and As-Needed Secretarial, Clerical and Support Personnel are detailed in the attached proposal, which includes a description of the temporary and as-needed secretarial, clerical and support personnel qualifications -- including the extent to which they exceed the minimum requirements. Fourteen (14) personnel resumes are attached that represent the staff to be used on this contract.

3. **ADDITIONAL STAFFING INFORMATION (Attach pages if necessary):**

AppleOne's Staffing Cost Management Program is explained and detailed in the attached proposal.

4. **SUPERVISORS:** List staff to be assigned supervisorial positions relevant to performance of the work upon award of this contract (Please be sure to include the person serving as the Contractor Representative.) Attach each person's resume:

Name	Title	Specialty/Trade
Xochitl Morales	Contractor's Representative/Sr. Account Executive	Recruiting and Personnel Management
Cora Calagna	Branch Manager/Alternate Point of Contact	Operations Management
Kenneth W.	Director of Government Services	Contracts and Government Procurement
Linda Madigan	Director of Training and Operations	Reports, database set-up and maintenance, and contract implementation

5. **STATEMENT OF LEVEL OF RELEVANT EXPERIENCE.**

Please elaborate on the following with respect to the proposed staffing plan relative to the Scope of Work identified in the RFP;

- How the experience of Proposer's staff is specifically related to the services described in Attachment 1, Sample Contract, Part Two, Statement of Work;
- What level of staff the Proposer would be equipped to assign on an as-needed basis to provide the various kinds of services listed in Attachment 1, Sample Contract, Part Two, Statement of Work;
- Evidence that personnel provided by the Proposer who are required to drive their own vehicles in the performance of their duties are in possession of a valid driver's license and shall meet the financial responsibility required by the State.

The Statement of Level of Relevant Experience is explained in detail in the attached proposal.

6. **OPERATIONAL/WORK PLAN. Describe or attach your plan for scheduling temporary staff, transportation to the job sites, keeping proposed staff trained and supervised. Please include:**

- The number of management, clerical and support service staff available on a daily basis;
- The lead time necessary in order to provide temporary and as-needed secretarial, clerical and support personnel to meet the contract requirements;
- The ability of the Proposer to provide the services referenced in the Statement of Work, on a temporary and as needed basis and in a timely manner.

The Plan for scheduling temporary staff, transportation to the job sites, and keeping proposed staff trained and supervised is explained in detail in the attached proposal.

7. **METHODS. Describe or attach a description of the methods your company and/or employees will use to provide Contract services:**

The Methods that AppleOne will use to provide Contract services is explained in detail in the attached proposal.

8. **EMERGENCIES AND OVERTIME. How will you communicate with employees and schedule to cover urgent requests for unscheduled work or unforeseen changes in weather? What will your average response time for emergency calls be?**

AppleOne's policies regarding emergencies and overtime are explained in detail in the attached proposal.

9. **ADDITIONAL OPERATIONAL/WORK PLAN INFORMATION (Attach pages if necessary):**

Additional operational/work plan information is explained in detail in the attached proposal.

FORM P-3

QUALITY CONTROL PLAN

Provide a detailed description of how you will ensure that your employees provide the Contract service in accordance with the Performance Requirements Summary and other Contract provisions. Attach or describe your Quality Control Plan, explaining the following:

a. Who will supervise and review the work done under Temporary Services Contract?

b. What methods will be taken to verify experience requirements are met by staff assigned to work on County projects? How will skill acceptability be determined? How will application and resume information be verified? Please provide all sample qualifying tests, sample interview questions and explain how references/reference checks will be conducted.

c. What steps will you take to correct deficiencies reported by the Department or discovered by your reviewer?

d. If the Department complains that work has not been adequately performed and requests immediate correction, how soon will your firm be able to respond?

e. How will you cover unexpected absences?

f. If you have a written quality control plan or written procedures for your staff, please attach them.

g. How will your firm control staff assignments do not exceed the assignment dates specified on each Work Order (Exhibit 11)?

h. What steps will you take to ensure Work Order Procedures are met?

Details regarding AppleOne's Quality Control Plan, which address items a through h above, are explained in detail in the attached proposal.

BUSINESS AND FINANCIAL SUMMARY

Attach all documentation listed on Page 8 of the RFP (Under Business and Financial Summary).

1. List all of the governmental agencies and private institutions for which your firm has provided temporary personnel services during the last five years. *(At least 5 years' experience in the field must be demonstrated.)* FAILURE TO LIST ALL OF YOUR FIRM'S EXPERIENCE WITH GOVERNMENT AGENCIES AND PRIVATE INSTITUTIONS DURING THE LAST FIVE YEARS MAY RESULT IN REJECTION OF YOUR PROPOSAL.

GOVERNMENT AGENCIES:

Start of Contract	End of Contract	Name of client	Address of client	Project Mgr./ Contact person	Phone number	Description of Services
1987	Present	County of Los Angeles Public Defender & DA	19-803 Criminal Courts Bldg 210 West Temple St. Los Angeles, CA 90012	Janet Yarbrough	(213) 625-5551	Temporary, Clerical, Word Processing and Data Entry
1997	Present	County of Los Angeles Internal Services Dept.	1100 N. Eastern Avenue Los Angeles, CA 90063	Diana Ayala	(323) 881-4653	Temporary Clerical Staffing
1998	Present	County of Los Angeles Sheriff's Department	4700 Ramona Blvd. Monterey Park, CA 91754	Betty Jackson	(323) 526-5220	Temporary Clerical Staffing
2001	Present	County of Los Angeles Child Support Services	5570 South Eastern Avenue Los Angeles, CA 90040	Kelly Saldivar	(323) 889-3429	Temporary Clerical and Administrative
2001	Present	County of Los Angeles Superior Court	111 North Hill Street Los Angeles, CA 90012	Deborah McGill	(213) 974-54319	Temporary Clerical, Legal and Legal Secretaries
1991, 2003	Present	County of Los Angeles Board of Supervisors	Kenneth Hahn Hall of Administration 500 West Temple Street Los Angeles, CA 90012	Joni Acosta	(213) 974-1421	Temporary Clerical, Administrative, and Data Processing
2002	Present	Housing Authority of the City of Los Angeles	2600 Wilshire Blvd. Los Angeles, CA 90057	Laura Ricard	(213) 252-5387	Temporary Clerical, Accounting and Word Processing
1996	Present	County of Contra Costa	651 Pine Street Contra Costa, CA 94553	Nancy Zandonella	(925) 335-1751	Temporary Clerical, Accounting and Word Processing

Add additional pages if necessary to list all experience with Government Agencies.

BUSINESS AND FINANCIAL SUMMARY

Attach all documentation listed on Page 8 of the RFP (Under Business and Financial Summary).

1. List all of the governmental agencies and private institutions for which your firm has provided temporary personnel services during the last five years. *(At least 5 years' experience in the field must be demonstrated.)* FAILURE TO LIST ALL OF YOUR FIRM'S EXPERIENCE WITH GOVERNMENT AGENCIES AND PRIVATE INSTITUTIONS DURING THE LAST FIVE YEARS MAY RESULT IN REJECTION OF YOUR PROPOSAL.

GOVERNMENT AGENCIES:

Start of Contract	End of Contract	Name of client	Address of client	Project Mgr./ Contact person	Phone number	Description of Services
1999	Present	County of Orange, CA	1300 S. Grand Ave., Bldg A Santa Ana, CA 92701	Jerry Gee	(714) 567-5025	Clerical, Administrative, Data Entry, Accounting
1990	Present	County of San Bernardino	777 E. Rialto Ave. San Bernardino, CA 92415	Alan Sanchez	(909) 387-2065	Temporary Clerical, Accounting, Word Processing

Add additional pages if necessary to list all experience with Government Agencies.

PRIVATE INSTITUTIONS:

Start of Contract	End of Contract	Name of client	Address of client	Project Mgr./ Contact person	Phone number	Description of Services
Active Client since 2002		Pacific Life	515 S. Figueroa Street Los Angeles, CA 90010	David Baca	(213) 624-1076	Clerical Support
Active Client since 2002		United Public Employees	4000 Tenth Street Riverside, CA 92501	Linda Gonse	(951) 682-4590	Clerical Support
Active Client since 2004		Herbalife	950 W. 190th Street Torrance, CA 90502	Hazel Tiefen	(310) 410-9600	Customer Service/Call Center, Clerical Support
Active Client since 2001		Childrens Collective	5870 W. Jefferson Unit C Los Angeles, CA 90016	Coral Forbes	(310) 733-4388	Clerical Support
Active Client since 2002		Los Angeles Unified School District	1055 W. 7th St. 10th Floor Los Angeles, CA 90017	Helen Serimian	(213) 972-3847	Executive Level Staff

2. How many full-time workers does your firm employ?

8909 full-time workers.

3. Attach an organizational chart or describe the organization of your firm:

An organization chart showing the organization of AppleOne is included as an attachment.

4. CREDIT REFERENCES. List at least three recent credit or financial references:

Name	Address	Business relationship	Contact person	Phone number
Standard Register	251 South Lake Avenue, Ste 510 Pasadena, CA 91101	Credit	Gregg Lewis	(877) 655-8160
Office Depot	3366 East Willow Street Signal Hill, CA 90755	Credit	Maria Harrington	(562) 490-7436
Wells Fargo Bank, N.A.	333 South Grand Avenue, 3rd Floor Los Angeles, CA 90071	Financial	Jan Macy-Buescher	(213) 253-6273

5. EVIDENCE OF INSURABILITY. Attach a letter of commitment, binder or certificate of current insurance coverage meeting the limits and other requirements of Section 3.9 of the Contract. A certificate of insurance coverage meeting the limits and other requirements for this Contract is attached.

6. LABOR AND PAYROLL VIOLATIONS. Within the last three years, a public entity (including, but not limited to, the State Labor Commission, the Los Angeles County Auditor-Controller, the Los Angeles County Office of Affirmative Action Compliance, and any other County department):

has not found the Proposer responsible for any labor, wage, or payroll violations

has found the proposer responsible for the following violation(s):

7. Attach copies of financial statements (balance and income statements) for the last full fiscal year and any partial year through at least December 2006. See page 9 of the RFP for additional information.

A financial statement for the last full fiscal year and any partial year through at least December 2006 is included as an attachment.

8. ADDITIONAL INFORMATION (Attach additional pages if necessary):

Details regarding AppleOne's financial stability are included in the attached proposal.

REQUEST FOR PROPOSALS -- PROPOSER'S CERTIFICATION

On behalf of Proposer Howroyd Wright Employment Agency, dba AppleOne Employment Services, the undersigned certifies, declares and agrees as follows:

1. **Absence of Any Conflict of Interest.** The Proposer is aware of the provisions of Section 2.180.010 of the Los Angeles County Code and certifies that neither Proposer nor its officers, principals, partners or major shareholders are employees of either the County or another public agency for which the Board of Supervisors is the governing body or a former employee who participated in any way in the development of the Contract or its service specifications within 12 months of the submission of this Proposal.

2. **Independent Price Determination.** The Proposer certifies that the prices quoted in its Proposal were arrived at independently, without consultation, communication, or agreement with any other Proposer for the purpose of restricting competition.

3. **Compliance with County Lobbyist Ordinance.** The Proposer is familiar with the requirements of Chapter 2.160 of the Los Angeles County Code. All persons acting on Proposer's behalf have complied with its provisions and will continue to do so pending and subsequent to the award of the Contract by the Board of Supervisors.

4. **Antidiscrimination.**

   (a) In accordance with Section 4.32.010.A of the Los Angeles County Code, all persons employed by the Proposer, its affiliates, subsidiaries, or holding companies are and will be treated equally by the firm without regard to or because of race, religion, ancestry, national origin or sex and in compliance with all anti-discrimination laws of the United States and the State of California. The following policies and procedures shall be in force and effect over the Contract term: (1) a written policy statement prohibiting discrimination in all phases of employment; (2) periodic self-analysis or utilization analysis of Proposer's work force; (3) a system for determining if Proposer's employment practices are discriminatory against protected groups; and (4) where problem areas are identified in employment practices, a system for taking reasonable corrective action to include establishment of goals or timetables;

   OR:

   (b) Proposer is exempt from the provisions of Section 4.32.010 because the Contract is for the performance of professional, scientific, expert or technical services of a temporary and occasional character involving only a single individual or an individual or a firm employing less than 10 persons in connection with the performance of such Contract.

5. **Consideration of GAIN/GROW Participants for Employment.** As a threshold requirement for consideration for Contract award, Proposer shall demonstrate a proven record of hiring GAIN/GROW participants or shall attest to a willingness to consider GAIN/GROW participants for any future employment opening. Additionally, Proposer shall attest to a willingness to provide employed GAIN/GROW participants access to the Proposer's employee mentoring program, if available, to assist these individuals in obtaining permanent employment and promotional opportunities.

   Proposer has a proven record of hiring GAIN/GROW participants (subject to verification; attach proof);

   OR:

   Proposer is willing to consider GAIN/GROW participants for any future employment opening and to provide employed GAIN/GROW participants access to the Proposer's employee mentoring program, if available.

On behalf of Proposer, I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct:

Vice President
Title

Signature

Marc Goldman
Name

May 1, 2007
Date

FORM P-6

County of Los Angeles – Community Business Enterprise Program (CBE)

Request for Local SBE Preference Program Consideration and CBE Firm/Organization Information Form

INSTRUCTIONS: All proposers/bidders responding to this solicitation must complete and return this form for proper consideration of the proposal/bid.

I. LOCAL SMALL BUSINESS ENTERPRISE PREFERENCE PROGRAM:

FIRM NAME: _____

■ **I AM NOT**
☐ **I AM** — A Local SBE certified by the County of Los Angeles Office of Affirmative Action Compliance as of the date of this proposal/bid submission.

☐ As an eligible Local SBE, I request this proposal/bid be considered for the Local SBE Preference.

My County (WebVen) Vendor Number: 1002550

II. FIRM/ORGANIZATION INFORMATION: The information requested below is for statistical purposes only. On final analysis and consideration of award, contractor/vendor will be selected without regard to race/ethnicity, color, religion, sex, national origin, age, sexual orientation or disability.

Business Structure: ☐ Sole Proprietorship ☐ Partnership ■ Corporation ☐ Non-Profit ☐ Franchise
☐ Other (Please Specify) _____

Total Number of Employees (including owners): 1,694

Race/Ethnic Composition of Firm. Please distribute the above total number of individuals into the following categories:

Race/Ethnic Composition	Owners/Partners/ Associate Partners		Managers		Staff	
	Male	Female	Male	Female	Male	Female
Black/African American	0	0	8	27	19	105
Hispanic/Latino	0	0	23	34	51	203
Asian or Pacific Islander	0	0	43	36	33	81
American Indian	0	0	1	2	3	4
Filipino	0	0	4	3	8	35
White	1	0	88	192	129	561

III. PERCENTAGE OF OWNERSHIP IN FIRM: Please indicate by percentage (%) how ownership of the firm is distributed.

	Black/African American	Hispanic/ Latino	Asian or Pacific Islander	American Indian	Filipino	White
Men	%	%	%	%	%	100 %
Women	%	%	%	%	%	%

IV. CERTIFICATION AS MINORITY, WOMEN, DISADVANTAGED, AND DISABLED VETERAN BUSINESS ENTERPRISES:
If your firm is currently certified as a minority, women, disadvantaged or disabled veteran owned business enterprise by a public agency, complete the following and attach a copy of your proof of certification. (Use back of form, if necessary.)

Agency Name	Minority	Women	Dis-advantaged	Disabled Veteran	Expiration Date

V. DECLARATION: I DECLARE UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE ABOVE INFORMATION IS TRUE AND ACCURATE.

Print Authorized Name	Authorized Signature	Title	Date
Marc Goldman		Vice President	May 1, 2007

FORM P-7

COUNTY OF LOS ANGELES CONTRACTOR EMPLOYEE JURY SERVICE PROGRAM CERTIFICATION FORM AND APPLICATION FOR EXCEPTION

The County's solicitation for this Request for Proposals is subject to the County of Los Angeles Contractor Employee Jury Service Program (Program), Los Angeles County Code, Chapter 2.203. All proposers, whether a contractor or subcontractor, must complete this form to either certify compliance or request an exception from the Program requirements. Upon review of the submitted form, the County department will determine, in its sole discretion, whether the Bidder is excepted from the Program.

Company Name: Howroyd Wright Employment Agency, Inc. dba AppleOne Employment Services		
Company Address: 990 Knox Street		
City: Torrance	**State:** California	**Zip Code:** 90502
Telephone Number: (310) 516-1572		
Solicitation For (Type of Services): Temporary and As-Needed Secretarial, Clerical and Support Personnel Services		

If you believe the Jury Service Program does not apply to your business, check the appropriate box in Part I (attach documentation to support your claim); or, complete Part II to certify compliance with the Program. Whether you complete Part I or Part II, please sign and date this form below.

Part I: Jury Service Program is Not Applicable to My Business

- ☐ **My business does not meet the definition of "contractor," as defined in the Program, as it has not received an aggregate sum of $50,000 or more in any 12-month period under one or more County contracts or subcontracts (this exception is not available if the contract itself will exceed $50,000). I understand that the exception will be lost and I must comply with the Program if my revenues from the County exceed an aggregate sum of $50,000 in any 12-month period.**

- ☐ **My business is a small business as defined in the Program. It 1) has ten or fewer employees; and, 2) has annual gross revenues in the preceding twelve months which, if added to the annual amount of this contract, are $500,000 or less; and, 3) is not an affiliate or subsidiary of a business dominant in its field of operation, as defined below. I understand that the exception will be lost and I must comply with the Program if the number of employees in my business and my gross annual revenues exceed the above limits.**

  "Dominant in its field of operation" **means having more than ten employees, including full-time and part-time employees, and annual gross revenues in the preceding twelve months, which, if added to the annual amount of the contract awarded, exceed $500,000.**

  "Affiliate or subsidiary of a business dominant in its field of operation" **means a business which is at least 20 percent owned by a business dominant in its field of operation, or by partners, officers, directors, majority stockholders, or their equivalent, of a business dominant in that field of operation.**

- ☐ **My business is subject to a Collective Bargaining Agreement (attach agreement) that expressly provides that it supersedes all provisions of the Program.**

OR

Part II: Certification of Compliance

- ■ **My business has and adheres to a written policy that provides, on an annual basis, no less than five days of regular pay for actual jury service for full-time employees of the business who are also California residents, or my company will have and adhere to such a policy prior to award of the contract.**

I declare under penalty of perjury under the laws of the State of California that the information stated above is true and correct.

Print Name: Marc Goldman	**Title:** Vice President
Signature:	**Date:** May 1, 2007

FORM P-11

CHARITABLE CONTRIBUTIONS CERTIFICATION

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

990 Knox Street, Torrance, CA 90502
Address

95-2580864
Internal Revenue Service Employer Identification Number

California Registry of Charitable Trusts "CT" number (if applicable)

The Nonprofit Integrity Act (SB 1262, Chapter 919) added requirements to California's Supervision of Trustees and Fundraisers for Charitable Purposes Act which regulates those receiving and raising charitable contributions.

Check the Certification below that is applicable to your company.

■ Proposer or Contractor has examined its activities and determined that it does not now receive or raise charitable contributions regulated under California's Supervision of Trustees and Fundraisers for Charitable Purposes Act. If Proposer engages in activities subjecting it to those laws during the term of a County contract, it will timely comply with them and provide County a copy of its initial registration with the California State Attorney General's Registry of Charitable Trusts when filed.

OR

☐ Proposer or Contractor is registered with the California Registry of Charitable Trusts under the CT number listed above and is in compliance with its registration and reporting requirements under California law. Attached is a copy of its most recent filing with the Registry of Charitable Trusts as required by Title 11 California Code of Regulations, sections 300-301 and Government Code sections 12585-12586.

Signature

May 1, 2007
Date

Marc Goldman, Vice President
Name and Title of Signer (please print)

CONTRACTOR EMPLOYEE ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT

Contractor(s) shall have each temporary employee assigned to County worksite complete this form prior to start date.

GENERAL INFORMATION

Your employer, AppleOne Employment Services, has entered into a contract with the County of Los Angeles Department of Beaches and Harbors (Department) to provide various services. Therefore, we need your signature on this employee acknowledgment and confidentiality agreement.

EMPLOYER ACKNOWLEDGMENT

I understand that AppleOne Employment Services *is my sole employer for purposes of this employment.*

I rely exclusively upon AppleOne Employment Services *for payment of salary and any and all other benefits payable to me or on my behalf during the period of this employment.*

I understand and agree that I am not an employee of the County of Los Angeles for any purposes and that I do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles during the period of this employment.

I understand and agree that I do not have and will not acquire any rights or benefits pursuant to any agreement between my employer, AppleOne Employment Services *, and the County of Los Angeles.*

_____ (Initial and date)

CONFIDENTIALITY AGREEMENT

Please read the following agreement and take due time to consider it prior to signing.

As *an employee* of AppleOne Employment Services, *you may be involved with work pertaining to County services and have access to confidential data pertaining to persons and/or other entities who receive services from the County* of *Los Angeles. The County* of *Los Angeles has* a *legal obligation to protect all confidential data. If you are to be involved in County work, the County must ensure that you, too, will protect the confidentiality* of *all data. Consequently, you must sign this confidentiality agreement* as a *condition* of *your work to be provided by* AppleOne Employment Services *for the County.*

CONFIDENTIALITY AGREEMENT (Continued)

I hereby agree that I will not divulge to any unauthorized person data obtained while performing work pursuant to the contract between AppleOne Employment Services *and the County of Los Angeles.*

I agree to forward all requests for the release of information received by me to my *County supervisor.*

I agree to report any and all violations of the above by any other person and/or by myself to my County supervisor. I agree to return all confidential materials to my County supervisor upon termination of my employment with AppleOne Employment Services *or completion of the presently assigned work task, whichever occurs first.*

I acknowledge that violation of this agreement may subject me to civil and/or criminal action and that the County of Los Angeles will seek all possible legal redress.

Name: _____
(Contractor Employee's Signature)

Name: _____
(Contractor Employee's Name - PRINT)

Social Security No.: _____

Contract Representative (Agency): _____
(Signature)

Date: _____

TEMPORARY EMPLOYEE

RESUMES

Glenda Alexander
applone Downtown LA 213-892-0234
(Information Technology Aide)

Objective:
My objective at this time is to find a stepping stone to launch my career. My career choice is not limited to Information Technology as I hope to acquaint myself about different areas in the business world. I want to apply what I have learned and to expand my knowledge/experience to improve myself as well as contribute something back to the business world.

Education:
B.S. in Business Administration — Graduated Spring 2005
California Polytechnic University — Pomona, California 91768
Major: Computer Information Systems (CIS)
Track: Application Systems Development
Java (JSP & Servlets), C++, VB.NET, SQL, Rational Rose, ASP.Net, HTML, Dreamweaver, Homesite, Word, Excel, Visio, WordPerfect, Lotus 123, MS Publisher, PowerPoint, Pagemaker, Photoshop, Illustrator, Premiere, Adobe Acrobat, Flash, Basic Networking (LAN, WAN)

Certificate - Radio Broadcasting Technician — Sept. 1986 - Sept. 1988
Telecom Training Center — Suva, Fiji

A.S. - Electronic Engineer — April 1984 - April 1986
Tokyo College of Technology — Yoyogi, Tokyo

Experiences:
Kinkos (June 2000 - May 2004)
Senior Key Operator: sales, project coordinating, single project management, digital output generation, digital document creation, use of multiple software for digital projects, customer relation and customer service

Microfilm Center: Ministry of Administration, Republic of Palau (1993 - 1997)
Office Manager and Operator: office manager, budget planner, operation manager, trainer, supervisor, computer and microfilm system consultant, data analyzer, microfilm equipment operator

Pacific Data System: Koror, Palau (1989-1993)
Customer Engineer: customer systems consultant, system hardware installer, operating system and application software installer, application software trainer, trouble-shooter, customer technical support

Palau National Communications Corporation: Koror, Palau (1987 - 1989)
Technician I: technical trouble-shooter, repair and maintenance of equipments for telecommunication and radio systems, consulting and implementation of radio system upgrading, radio department parts and inventory controller

Jessica Monique Ayala

appleone DOWNTOWN LA 213-892-0234

(Intermediate clerk, Typist Clerk, Senior Clerk)

Objective: Seeking a position that will allow me to utilize my skills.

Qualifications:

- 3 Years In Management
- 3 Years In Customer Service
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Outlook
- Family Law
- Civil & Criminal Procedure
- ARS
- Paradox
- Contract Law
- Wills & Trusts
- Tort Law
- Bankruptcy Law

Education:

2003-2004 **Computer Education Institute (Maric College)**
Certificate for Legal Administrative Assistant GPA 4.0

1999 **Montebello Adult School**
Certificate for G.E.D.

Employment:

06/04 - 08/04

AppleOne Employment Agency **Rowland Heights, CA**
Administrative Assistant - Layton-Belling & Associates

- Created and maintained various spreadsheets.
- Maintained the tenant and vendor files.
- Handled all incoming calls.
- Maintained all incoming and outgoing mail.
- Worked on various projects.

03/04 – 05/04

JM Staffing **San Dimas, CA**
Timekeepers Assistant / Clerk - Child Support Services

- Maintained the personnel and time folders of all employees.
- Balance time cards.
- Prepare Court Documents.
- Track cases, and input case notes.
- Handled all incoming calls.

07/03- Present

In Home Supportive Services **Rowland Heights, CA**

Home Care Provider

- Prepared meals.
- Handled all the daily chores.
- Helped with the clients daily functions.

07/99 – 07/02

Knox Attorney Services **Los Angeles, CA**

Office Manager

- Maintaining the functions of the entire office.
- Prepared court documents.
- Filed court documents.
- Researched court cases.
- Establishing a one on one relationship with attorneys and their support staff.
- Delegated the daily work load.
- Interviewed prospective employees.
- Handled various Service of Process

References: Available upon request.

Christian D. Baliton II

appleone Downtown LA 213-892-0234

(Intermediate clerk, Typist Clerk, Senior Clerk)

Experience

July 24, 2006 to April 04, 2007	**Los Angeles County** **Child Support Services Department**	5770 South Easter Avenue Los Angeles CA, 90040

Intermediate Clerk

- Calculate current quarterly , monthly earnings and update to LA County data base program
- Research and update the Duplicate Case Transfer and O/J mail from the different county about the information of Non-Custodial Parent and Custodial Party in ARS Production county data base program
- Encodes the workers compensation appeals board, declaration of payment history, unfile answer to complaint, filed answer to complaint, response to order to show cause, response to notice of motion, attorney letter, paternity declaration information request, negative DA246 letter, positive DA246 letter, income and expense declaration, substitution of attorney, notice of motion, order to show cause, notice of continuance, custodial parent letter, non custodial parent letter, child support verification of housing authority
- Updated the income tax return
- Update the Bad Address Mail of Non- Custodial Parent and Custodial Party and verify if this establishment or enforcement on ARS Production county data base program and send to each team
- Update the information of Notice to Withhold Income, Medical Support Notice, Health Insurance and Wages Assignment Order of the Non Custodial Parents to ARS Production county data base program
- Verify the Re-apps if this is Enforcement or Establishment and send to each team
- Review and process the co – locate route slip for the enforcement and establishment
- Send letter to get more information
- Stamp and open the US and County mail everyday
- Sorts the Bad Address mail everyday

June 8, 2006 to June 9, 2006	**Los Angeles County** **Registrar-Recorder County/ Clerk**	12400 Imperial Hwy. Norwalk CA, 90651

Clerk

- Review the voting ballots
- Counts the total voting then write to county journal voucher
- Write the correct voting to duplicate ballots

January 6, 2006 to April 20, 2006	**Los Angeles County** **Department of Public Social Services**	3435 Wilshire Blvd. 8th floor Los Angeles, CA 90010

Encoder

- Posts EBT Repayment and CalWorks
- Records CalWorks Collections
- Searches the participant Case Number from county data base programs
- Researches Lomeli Food Stamp to TelNet and Leader data base
- Posts payments of Cahier's collection
- Encodes Tax Intercept and Journal Voucher
- Scans Food Stamp repayment Agreement Documents
- Review and reconciles the Posted and Unposted collection
- Prepares Debit and Credit Memos
- Files various documents
- Sorts various documents
- Photocopying various documents

Sept. 2003 to March 2004	**Meralco Industrial Engineering Services Corporation**	5/f, Renaissance Tower Meralco Avenue Pasig City Metro Manila, Philippines

Field Representative

- Posts unpayment and payment bills to computer management system
- Files various documents
- Sorts various documents
- Meter Reader
- Tests dial accuracy of meter
- Inspection Illegal Service Connection
- Inspection Reconnection
- Inspection Disconnection
- Delivered demand letter

June 2003 to July 2003	**Meralco Industrial Engineering Services Corporation**	5/f Renaissance Tower Meralco Avenue Pasig City Metro Manila, Philippines

Branch Representative

- Data Entry
- Files various documents
- Verifier
- Updating Record
- Answering Telephone Calls
- Sorts various documents

October 2000 to June 2001	**National Food Authority Government**	San Pablo City, Laguna Philippines

File Clerk

- Data Entry
- Files various documents
- Answering Telephone Calls

- Preparing Monthly report
- Sorts various documents
- Review and reconcile the daily transaction amount

Education

College 1998-2001	AMA Computer Learning Center San Pablo City Laguna Philippines
Associates Degree	Computer System Design and Programming
High – School 1994-1998	Liceo de San Pablo San Pablo City Laguna Philippines

Objectives – To seek a challenging job where I can utilize my skills and knowledge with a progressive and growing company

Skills

- knowledge in Microsoft Office application
- Microsoft Excel
- Microsoft Word
- Microsoft Power Point
- Microsoft Access
- Outlook
- Fox Pro
- HTML

References

Mr. Remiel Resuma

Administrative Services Manager I
Department of Public Social Services
Special Operation Section
213 - 639-5708

3435 Wilshire Blvd. 8th floor
Los Angeles CA 90010

Mrs. Minerva Gestuvo

WFA
Department of Public Social Services
Special Operation Section
213 - 639-5862

3435 Wilshire Blvd. 8th floor
Los Angeles Ca 90010

Ms. Edna Greene

Supervising Intermediate Clerk
Child Support Services Department

5770 South Easter Avenue
Commerce, CA 90040

323 - 889-2766

Language English and Filipino

Tina La Shawn Brown

Downtown LA 213-892-0234 (Accountant I, Accountant II)

Objective

Seeking an accounting, bookkeeping, or administrative position, utilizing my professional accounting and office management experience within a growing company. Offering over seven years of accounting experience.

Software Competencies

MS Excel	Macros	Yardi	MAS 90-200	Quicken	Typing 55 WPM
MS Access	Pivot Tables	Filters/Grouping	Peachtree	PC/Mac	Ten Key
MS Word	Database Design	Tables/Graphs	QuickBooks	Ad Vision	Bilingual:
MS Power Point	Import/Export	Great Plains	Avus	MRI	Spanish

Work Experience

Satellite Accounting

Bookkeeper/Accountant, Los Angeles (Mar. 2006 – Present)

- Post deposits, receive payments, reconcile bank and credit card accounts, payroll and taxes, G/L, JE, A/P, A/R, invoicing, check printing, expense reporting, communicate with vendors and customers, process W-9/1099, collections, gross receipts and sales & use tax, budgeting & variance analysis, financial reporting to include: P&L, cash flow, projections, Balance Sheet. Specialized use of QuickBooks. Multiple clients.

Los Angeles Times

Account Support Rep, Recycler Classifieds, Los Angeles (Oct. 2005 – June 2006)

- Responsible for assisting account executives with accurate tracking and booking of all advertising sold. Maintenance of files. Insure accuracy of all insertion orders, contracts, receipts, and trackers, of all data input into the mainframe system. Deadline and detail oriented. Strong organizational skills. Analytical and accuracy.

TSR, Recycler Classifieds, Los Angeles (Aug. 2005 – Oct. 2005)

- Provided excellent customer service. Outbound/Inbound telemarketing sales. Ability to multi-task. Internet navigation. Meet revenue quotas. Professional demeanor.

Admin Asst. to Ops Mgr/Budget Analyst, Recruiter, & TS Manager, Ontario (May 1997 – Nov. 1998)

- Office services incl.: personnel, budgeting, business analysis. Develop, design, and maintain advanced excel reports. Implement cost reductions. Payroll, forms control, personnel requirements, and performance standards. New systems implementation, procedure establishment. Analyzed jobs to delimit position responsibilities for use in wage and salary adjustments, promotions and evaluation of workflow. Designed, maintained, and coordinated the collection and preparation of operating reports. Reports included time-and-attendance records, terminations, new hires, transfers, budget expenditures and statistical records of performance data. Recommended areas of improvement for administration. Reviewed and answered correspondence. Interviewed job applicants, conducted orientation of new employees and planned training programs.

Order Processing Lead, Rancho Dominguez (Oct. 1996 – May 1997)

- Supervised department of 27-30 order processors. Processed payroll, maintained and designed reports. Produced department efficiency and buy-in, developed positive employee attitude. Monitored calls, scheduling, processed orders, data entry, handled incoming and outbound calls. Tracked and monitored department productivity.

Regional Processing Clerk, Rancho Dominguez (Jun. 1996 – Oct. 1996)

- Operated keyboard and other data entry device. Entered alphabetic, numeric and symbolic data from source documents into computer. Followed format displayed on screen. Compared data entered with source documents and customer, and re-entered data in verification format on screen to detect errors. Compiled, sorted and verified accuracy of data to be entered. Kept records of work completed.

Mayer/HAPI Management

Senior Accountant, Beverly Hills (Feb. 2000 – May 2001)

- Applied principles of GAAP to analyze financial information, prepare financial reports. Compiled, analyzed, and reconciled financial information, prepared entries to accounts, such as G/L and bank accounts, Prepared balance sheet, P&L statements, statement of cash flows, and other reports. Instrumental in month end/year end closing, budgeting, forecasting and implementing policies and procedures. Directed and coordinated activities of other accountants and clerical workers. Successfully handled account of over 200 properties. Assistant to the CAO, CFO, and two controllers. Prepared schedules for amortization of buildings and equipment.

Accountant, Beverly Hills (Aug. 1999 – Feb. 2000)

- Executed daily operations of A/P and A/R. Wrote, designed and produced variance analysis reports, account and bank reconciliation's, and various financial reports. Analyzed financial information detailing assets, liabilities and capital and P&L. Audited contracts and agreements, orders and vouchers and prepared reports. Recorded description, value, location and other pertinent information of each item.

Tina La Shawn Brown

4113 E Avenue R13
Palmdale, California 93552
(661) 285-1823
kpmashen@yahoo.com

Bookkeeper, Beverly Hills (Apr. 1999 – Aug. 1999)

- Identified and kept records of company owned and leased equipment, buildings and other property. Conducted periodic inventories. Distributed cost of maintenance to proper accounts. Prepared statements reflecting monthly appreciated and depreciated values. Kept records of financial transactions. Verified details of business transactions recorded on sales slips, invoices, receipts, check stubs and computer printouts. Allocated and posted details of CAM activities. Calculated employee wages from plant records and time cards. Computed, typed and mailed monthly statements to customers.

Primematrix Wireless Communications

Central Control Supervisor, Calabasas (Nov. 1998 – Apr. 1999)

- Directed studies on existing communications system and equipment, effectiveness and adequacy of system. Estimated equipment replacement and maintenance costs. Supervised over 300 employees, scheduled work hours, resolved conflicts, determined salaries. Studied production schedules and estimated worker-hour requirements. Interpreted company policies to workers and enforced safety regulations. Maintained time and production records and recommended measures to methods, equipment performance and quality of products. Training. Conferred with other supervisors. Performed activities of the workers supervised, when needed.

Education

Mt. San Antonio College — Walnut, California
Finance — 1998

Los Angeles Trade Technical College — Los Angeles, California
Accounting/Business Management — 1994-1997

El Camino College — Torrance, California
Spanish — 1994

ANGELA M ESTRADA

appleone Downtown LA 213-892-0234 (Senior Typist Clerk)

Bilingual: English/Spanish

OBJECTIVE

To obtain a full-time position as a Data Entry Clerk with growth opportunities

SUMMARY OF QUALIFICATIONS

Data Entry Skills	Typing-68 WPM
Ten-key by touch	Alpha/Numeric filing
Microsoft Word 2000	Excel 2000
Skilled, patient, and accurate	Customer Service

WORK EXPERIENCE

AppleOne/Digital Archive 07/06-12/06
Data Entry Clerk (213) 892-0234
Verifying LAUSD lunch applications

LA Care 06/04-09/05
Enrollment Representative-Temp (213) 694-1250
Daily process Healthy kids/Healthy Rebate applications, verified members through Host Access and AVES, filed, faxed, follow up with Monthly Renewals, Customer Service

Transportation Communications Union 03/02-11/03
Receptionist/Intern (213) 747-1433
Answered phones, typed various business forms, photocopied, filed, faxed, maintained computerized student attendance records, & Customer Service

EDUCATION

Transportation Communications Union Advanced Training 03/02-11/03
Completed coursed in English Communications, Data Entry, Math, and Keyboarding

Los Angeles Job Corps 01/02-02/02
Receptionist Training
Completed courses in ten-key, English, and Reception, i.e. secretarial work, etc.

Centennial High School 09/98-06/01
High School Diploma **General Courses**

AWARDS

Student of the Month Awards	Attendance Awards
Keyboarding Awards	Data Entry Awards
Filing Awards	Ten-Key Awards
Clerical Certificate of Completion	Receptionist Diploma

REFERENCES

References are available upon request

Ferlinda Fletcher APPLEONE Downtown LA 213-892-0234

(Accounting Clerk)

Objective: Seeking a career opportunity with a company that can utilized my versatility and experience towards success.

Experience

March 2006-December 2006 **Cherokee International** **Tustin, CA**
Accounts Payable & Accounts Receivable Collections Specialist

* Servicing high volume of commercial A/R collection accounts with a monthly revenue of over $14M, maintain department and corporate cash goal, credit analysis to determine credit limit/loss-profit factor
* Resolving RMA issues, pricing discrepancies, shipping issues, credit/debit reconciliation, account & audit reconciliation, work with sales and marketing to ensure customer satisfaction
* Batch, code, match, and vouch invoices, interface with vendors, cash application, troubleshooting problematic accounts

May 2005 - March 2006 **Cash Call** **Fountain Valley, CA**
Legal Collection Specialist

* Heavy inbound/outbound calls for servicing first payment default personal loans of $2500K-$20K in delinquency of 30-120 days
* Preparing documents for civil litigation, negotiating settlement agreements, payment plans, deferments, and extensions
* Provide training for new employees on departmental procedures and job functions

August 2002-May 2005 **Downey Savings** **Newport Beach, CA**
Loan Service Specialist II

* Heavy inbound/outbound calls for servicing mortgage loans (current to foreclosure), negotiate payment plans and servicing home equity line of credit, servicing automobile loans and checking line of credit
* Responsible for monthly reports (90 day, First Payment Default, NSF, Payment Plan, Over $500K/$750K, Bankruptcy, Home Equity Line of Credit). training for new employees on department procedures and job functions
* Automatic payment set up/deletion, payment processing (Accounts Payable)

Education

1984-1988 Pasadena High School Pasadena, CA
Diploma

1998-2000 CEI College Anaheim, CA
Associates of Arts - Paralegal/Legal Assistant

Skills

Type 80 wpm, Microsoft Word/Excel/Outlook, Corel Word Perfect, 10 Key-40,000 Keystrokes, Windows, ProComm System, ERP System, Daybreak System, Miser System, Accounts Payable & Receivable, Knowledge of FDPCA, Dunn & Bradstreet, ISO & SOX Compliance Public Company Policies & Procedures

Francisco Martinez

APPLEONE Downtown LA 213-892-02034

(Information Technology Aide)

Objective:

obtain a stable position in a company where my skills and experience will be utilized for its benefit and my experience will expand.

Knowledge and Experience:

- Windows 9x/2000/XP/NT, Mac OS
- LAN Setup and installation
- Microsoft Office; Word, Excel, PowerPoint, Access, Publisher, FrontPage
- Adobe Photoshop, Illustrator, Acrobat
- Notebook repair and upgrade
- Cisco hubs, routers, and switches IOS

Work Experience:

Martinez Computers
02/01- Present
Technician

- Perform technical consulting for computer and network issues. Implement and establish TCP/IP networks.
- Troubleshoot, repair, and sale desktops, notebooks, printers, and copy machines.
- Provide technical support on the phone and customer service for clients.

Xerox Corporation
05/03-11/05
Technician

- Assembled, performed troubleshooting for and repaired copy and fax machines.
- Entered order information in database.

Beacon Point Corporation
07/02-05/03
Technician

- Diagnosed, performed troubleshooting, and repaired networked computers and printers.
- Pulled orders for computer parts and peripherals, which consisted of gathering items, logging them, and packaging them for shipment.
- Controlled inventory of parts and built custom computer systems for orders.

Foconn Inc.
10/01-06/02
Technician

- Performed troubleshooting and repaired copy machines, printers, and computers using company software on a paced assembly line
- Installed hardware and software.
- Inputted order information in database.
- Installed and removed hardware and software.

A Place Called Home
02/98-10/01
Technician

- Installed and configured Windows 9x/2000 and Mac operating systems on an Ethernet, TCP/IP network.
- Instructed computer classes to youth and adults who attended facility, which consisted of repair, hardware and software installation and troubleshooting, network configuration, and management, software use; Windows, Microsoft Word, Excel, PowerPoint.
- Supervised new employees and contributed in their knowledge growth of computer software use, and networking

Education:

Los Angeles Trade-Technical College

- 2005 Associate in Science of Computer Information Systems

P Technical Training

- 2003 Cisco Systems (School went out of business)

Language: Fluent in English and Spanish

Carol Medway APPLEONE

(Secretary, Administrative Assistant)

OBJECTIVE: To share my administrative skills in a long -term relationship with an excellent, team oriented company.

QUALIFICATIONS:

- Computer literate on Microsoft Office Suites, and the Internet.
- Typing 60 wpm...Self-Motivated...Organized...Detail-Oriented...Dedicated.
- Excellent spelling and grammar skills. Ability to restructure written material.
- Use professional diplomacy to help clients and assist executive staff.
- Experienced in organizing business contracts and legal documents.
- Team oriented with the ability to perceive the needs of the team.
- Time management skills with insight to creatively streamline office workflow.

EMPLOYMENT HISTORY:

2005 to Present

COMPANY CONTRACTS / AGENCY ASSIGNED
Word Processor/Administrative Assistant
On contract assignments for insurance company - First American Title Insurance; Property management - The Beaumont Company; Architects – AC Martin Partners, and others. Assisted Executives: Coordinated a mass mail out of 1600 letters and magazines for partner architect, meeting deadline. Used Dictaphone for transcribing/proofing letters and memos. Professional communication abilities needed in the assistance of clients and all levels of executive staff.

9/01 to 11/05

STOEHR MEDICAL MANAGEMENT
Administrative Assistant/Medical-Legal
Responsible for providing secretarial and administrative support for doctors of psychology in the workers' compensation field. Produced medical-legal documents, corrected edited versions and final proof and print. Generated reports of up to 50 pages ensuring accuracy in final proofing. Calculation of statements for accounts payable. Produced letters and memos as needed for executive staff. Organized and transferred incoming emailed documents to assigned files. Answered phones as necessary and performed other general administrative duties.

1999 to 2000

UNIVERSITY OF SOUTHERN CALIFORNIA
Administrative Assistant
Assisted faculty in completing a self-study report for audit analysis. Created spreadsheets and tables of teaching procedures. Input information into the report for Self-Study handbook. Updated faculty resumes and transformed them into the curriculum vitae format. Communicated information and sent documents using Outlook. Handled other responsibilities such as letters, memos and organizing computer files.

1998 to 1999

AIRWATCH AMERICA/RADIO ADVERTISING
Administrative Sales Assistant
Typed broadcast agreements for sales manager. Organized all contracts and created a more efficient computer filing system for contracts, forms and correspondence. Screened incoming phone calls for executive. Responsible for contract submission to headquarter office. Improved office production by streamlining filing systems, purchasing office equipment, and efficient communication.

1997 TUMARO'S MANUFACTURING COMPANY, INC.
Executive Assistant
Maintain broker and distributor listings and contracts. Requested to write response letters to customer complaints by the president of company. Communicated with executive chefs nationwide regarding the product line. Produced original page layout in the form of creative flyers on product. Professional communication skills contributed to company sales. Excel spreadsheets created and updated incoming figures. Mail merge used for letters to clients in mass mail out advertising campaigns.

PRIOR CORPORATE HISTORY:

1988 to 11/93 THRIFTY CORPORATION *(Thrifty Drug Stores)*
Administrative Assistant to Director of Workers' Compensation
Assisted the department director and claim staff with secretarial duties including generating correspondence to doctors, attorneys and medical facilities. Prepared expense/statistical reports, proposals and weekly status evaluations. Organized reference materials regarding department policies and procedures as well as client, attorney and clinic information. Responded to problem calls from reception desk. Coordinated legal forms, hearing calendars and office supplies. Implement ways to expedite word processing. Invited to takes courses with IEA to become a claims examiner.

1987 to 1988 CONGRESS TALCOTT CORPORATION
Executive Secretary for Senior Vice President
Provided executive assistance to the senior vice president. Prepared contracts and maintained the legal filing system. Managed small secretarial staff, coordinated legal documents, created letters, memos and typed statistical reports. Scheduled meetings in conference rooms and used fast notes to document in outline form. Coordinated meetings for vice president with clients such as Guess. Factoring company, lending money via phone call transfers to the garment district. Heavy afternoon phones/money transfers.

EDUCATION:

OAKLAND COLLEGE / MICHIGAN
English/Psychology

INSURANCE EDUCATION ASSOCIATION:
Basic Workers' Compensation, Legal and Medical Terminology courses

MEENA NANJI, B.A.

APPLEONE

(Senior Typist Clerk)

OBJECTIVE: To obtain a Typist-Clerk position in a growing environment.

SKILLS

- Microsoft Office (Word, Excel, Access)
- Data Entry Experience
- Typing 55-60 w.p.m.
- Promise Data Base System
- Excellent Sales Techniques
- Exceptional Customer Service Skills
- Good Negotiations Skills
- Positive Attitude
- Bilingual – English / Hindi (other Indian dialects)
- Dependable Team Player

Work Experience:

Typist-Clerk:
Dept. of Social Services, Los Angeles, CA — August 2006-November 2006

- Worked on Mapper and Leader software to enter data, heavy filing, alpha and numeric, setting up folders, xeroxing.

Clerk:
Dept. of Social Services, Los Angeles, CA — April 2006 – June 2006

- Worked on Mapper & Leader to enter invoices and reconciliation data, filing, xeroxing, faxing.

Secretary: — September 2004 – March 2006
Magic Price Apparel Co., Los Angeles, CA

- Typed business correspondence on word software, answered phones, filing, faxing, xeroxing, bookkeeping.
- Attended to customers and handled/resolved customer complaints (both retail and wholesale).
- Collected payments and various administrative duties.

Office Assistant/Buyer: — July 2000 - August 2004
Jonathan K. Apparel Co., Los Angeles, CA

- Handled customer inquiries, negotiated, purchased and processed garments
- Selected closeout samples from national garment conferences and local clothing outlets.
- Negotiated merchandise price; purchased and processed garments through logging and labeling system.

Customer Service Associate: — February 1998 – May 2000
The Heyler Co. Realtors Insurance Co., Los Angeles CA

- Collected insurance payments, assisted customers, handled office duties and correspondence.
- Operated Microsoft Works Database to input new listings data and to conduct mass mailers of newsletters.

Customer Service Representative: — August 1997 – August 1998
Credit Bureau, Santa Monica, CA

- Answered customer inquiries and collected credit payments.
- Provided office support, correspondence, medical billing, faxing, filing, and data entry.

Sales/Administrative Assistant — March 1988 – March 1995
General Medical Company, Los Angeles, CA

- Answered high volume phones attending to customer complaints and refunds.
- Maintained billing records for checks and credits.
- Input product orders on internal database systems.
- Tracked orders from initial request to final delivery.

Education

Graduate Studies - Sociology	Jersey City State College, New Jersey, NJ
B.A. in History/Political Science	University of Bombay, India

Maria Angelica Antonia P. Naungayan

appleone

(Accounting Clerk)

SUMMARY OF QUALIFICATION

Accounting clerk with extensive experience in journals, disbursement, cash/sales invoices, checks, vouchers, filed documents, updated accounts receivable, maintained summary of accounts payable and handled company payroll. Performed well under pressure, adaptable, quick learner and can work independently or as a team member.

EXPERIENCE

ALFRED DESIGN, INC. Redondo Beach, CA Oct. 2006- Jan.2007
Consulting Engineers & Designers

Accounting Clerk

- Doing the payroll of the employees
- Issuing checks for the subcontractors, suppliers
- Filing invoices and other important documents
- Updating accounts receivable/payables
- Doing design, structural proposals for the clients

ANDE JEWELRY AND MINERAL CO. Los Angeles, CA June 2005-Oct.2006

Sales/Inventory Clerk

- Dealing, taking and doing the orders of the customers
- Handling company sales, inventory
- Sorting and grading the semi-precious stones

MOVALL INTERIORS, INC. Laguna, Philippines Jan.1997-Apr.2001

Accounting/Payroll Clerk

- Managed/maintained journals, recorded disbursements, cash receipts, sales invoices
- Handled company payroll, calculated time cards and cash advances
- Calculated the monthly commissions of all account executives and designers
- Updated accounts receivable and managed summary of accounts payable
- Responsible for calculating and issuing of checks/voucher to suppliers

METROLAB INDUSTIRES Pasig City, Philippines Sept.1991-Oct.1991

Accounting Clerk

- Calculated and issued vouchers/checks
- Posted receivables/payables and bank reconciliation

METRO DRUG Bicutan, Philippines Aug.1990-Dec.1990

Claims Clerk

- Researched receivables from companies to gather data/documents to resolve billing problems

DE LA SALLE UNIVERSITY Manila, Philippines June1989-Nov.1989

Accounting Clerk/Clerk Typist

- Issuing checks or vouchers for supplier and students with Refundable amount of money
- Filing vouchers, invoices and receipts

EDUCATION

Bachelor of Science in Commerce, Major in Accounting June1985-Mar.1989
Adamson University, Manila, Philippines

LA SHANETTE PETERSON

APPLEONE (Procurement Aid, Staff Assistant)

OBJECTIVE

Seeking professional company with friendly environment.

EXPERIENCE

2003–2005 The Standard Hotel Hollywood, CA

Payroll Administrator/ Assist Controller

- Compiled and posted employees' time and payroll data.
- Computed employees' time worked commissions, posted wages and deductions, and processed paychecks.
- Compiled data, such as hours worked, gratuities earned, taxes, insurance, union dues and employee identification numbers, from time sheets and other records.
- Assisted Controller with overseeing the companies accounting system and accounting personnel.
- Assisted Controller in preparing monthly budgets and financial statements.
- Assisted Department Heads with forecasting the financial goals for each quarter to maintain the company's profitability.
- Processed insurance claims and liability insurance with the assistance of Human Resource Director.
- Reviewed financial statements and ledgers, and worked with the accounting staff to clear up any discrepancies.
- Assisted Controller with the preparing of taxes and filing forms with the government.
- Met with the department managers regularly to go over business matters and develop plans to increase profitability.

2002–2003 Oohwee Entertainment Inc Beverly Hills, CA

Manager/ Payroll Coordinator

- Created cost-effective advertising programs and merchandising strategies for the company.
- Provided company management with weekly reports on the financial condition of the company.
- Oversaw the monthly financial statements to ensure they were complete, accurate

and submitted on time to the management/company owners.

- Coordinated regular meetings with the managers of each department to ensure their profitability and efficiency.
- Paid close attention to daily operations recommended and created improved courses of action where necessary.
- Compiled payroll data, entered data, computed and posted wages and reconciled errors in order to maintain accurate payroll records.
- Prepared computer input forms and posted payroll information by entering data into computer files.
- Computed wages and deductions using a calculator and posted to payroll records.
- Advised employees on income tax withholding and other mandatory deductions.
- Recorded changes affecting net wages, such as exemptions, insurance coverage and loan payments for each employee, while keeping master payroll records updated.
- Recorded changes affecting gross wages, such as pay increases, holiday/vacation payments, and yearly bonuses for each employee.
- Reported earnings, taxes and deductions.
- Prepared and issued paychecks as well as tax-withholding statements for employees' use in preparing income tax returns.

1999–2002 Westwood Building Materials Lawndale, CA

Accounts Payable/Payroll Clerk/General Cashier

- Processed accounts payable invoices/payment requests, and issued reimbursement checks.
- Reviewed invoices/payment requests for policy adherence.
- Matched checks to invoices/payment requests and purchase orders after each check run cycle.
- Maintained the petty cash system.
- Entered invoices; posted and reconciled batches; researched and resolved accounts payable and accounts receivable issues with customers and vendors.
- Processed timecards and posted payroll.
- Computed and recorded transaction totals.
- Counted money in cash drawers at the beginning of shifts to ensure that amounts were correct and that there was adequate change, as well as reconciled the cash drawer at the end of the shift.
- Established and identified prices and tabulated bills using calculators, cash registers, and computers.
- Issued receipts, refunds, credits, and change due to customers.
- Compiled and maintained non-monetary reports and records.

1996–1998 Fishman & Cohen, LLP Santa Monica, CA

Administrative Assist/Accounts Receivable

- Processed payments to customers' accounts and took appropriate action on overdue payments, also maintained records and deposits.
- Assisted Attorneys with daily operations.
- Received all payments and receipts daily, recording every transaction.
- Processed charges daily and prepared cash deposits.
- Worked with customers to reconcile accounts and worked with collection agencies, when necessary, to obtain overdue payments.
- Answered multiple phone lines.
- Prepared monthly statements and invoices.

1994–1996 Kentucky Fried Chicken Los Angeles, CA

Shift Manager

- Explained the policies and procedures of the company to all employees and followed up with employees to ensure that those issues were understood and followed.
- Focused on any customer complaints that department managers were unable to rectify and took the necessary steps to resolve those complaints.
- Maintained an enthusiastic attitude to build positive employee attitudes and morale.
- Greeted customers at the cashier window, answering customers' questions and providing information on procedures and policies.
- Counted money in cash drawers at the beginning of shifts to ensure that amounts were correct and that there was adequate change, as well as reconciled the cash drawer at the end of the shift.

EDUCATION

EDITH GARCIA-RAMOS
Presented by: AppleOne Employment Services (213) 892-0234

(Procurement Aid)

OBJECTIVE: Obtain a permanent full-time position in the field of Accounting not only to fully practice and put to work the experiences that I have acquired but also to share and develop it much further through inter-personal and cross training.

RELATED SKILLS:
* Strong organizational and detail-oriented skills
* Well regarded for inter-personal, written and oral communication
* Effectively handle multiple tasks simultaneously
* Demonstrated ability to acquire knowledge rapidly
* Work independently and with minimal supervision
* Interacts effectively between departments and customers inquiries
* Unselfish in sharing knowledge and new ideas / work as a team
* Demonstrated strong determination and willingness to start from the bottom
* Work with HONESTY & INTEGRITY
* Considered to possess an exceptional personality and workmanship as stated in employee annual performance appraisal

EXPERIENCE
SENIOR ACCOUNTS PAYABLE ASSOCIATES
Self Employed as an Independent Contract Worker/Consultant
October 2004 - Present
*Perform various duties as required by different companies.
* Receive, audit, obtain approval and input incoming invoices into the System
* Analyze G/L Account Code on invoices and correct errors when necessary
* Receive and respond to all internal and external phone or written vendor inquiries
* Perform vendors' account analysis to resolve any issue relating to credit hold and make the most feasible arrangements with vendors to release shipment and credit hold
* Support the Accounts Payable Manager in any vendors or departmental issue
* Prepare a very detailed step by step with screen printout of accounts payable procedure and used as a tool in performing detailed in-house training for new or temporary employees
* Handles company petty cash as requested.

SENIOR ACCOUNTS PAYABLE ASSOCIATES:
Ortel a Division of Emcore
(Formerly Ortel Corp., then Lucent Technology, and then Agere Systems)
April 1996 — September 2004
In addition in performing all the duties and responsibilities as stated and outlined in Accounts Payable job description, **I SAVED THE COMPANY OVER S 300,000.00 IN REVENUE**
* Performed detailed in-house training for new or temporary employees;
* Prepared schedules of Payment Generation / Check Cut-Off/Invoice Cut-Off Due Date;
* Responded and resolved any problems that arises between Vendors/Purchasing/Finance;
* Negotiated with vendors for the best discount / payment terms for company benefits;
* Audited and processed all Employees Expense Reports and Procurement Card Purchases;
* Prepared and Performed Payment Generation & Printing Checks
* Ran and Audited Vouchers Payable Report
* Maintained a complete and well organized accounts payable reports and vendors file

* Performed General Ledger responsibilities: performed monthly accruals, journal entries, and account analysis and account re-classification

OFFICE AND ACCOUNTING MANAGER
Hot Box Inc./ SZT Audio Systems, Inc.
August 1994- December 1995
Assisted President in various administrative and legal matters; responsible in the implementation of company policy; oversaw employee inquiry and needs; handled purchase of office supply and equipment; handled all telephone inquiries; and kept a complete and well organized corporate records. As an accounting manager: assisted president in pricing and cost analysis; accounted for the receipts and disbursement of petty cash, handled all shipping documentations. Handled accounts payables; accounts receivables; bi-weekly payroll; bookkeeping; maintained and balance corporate checking account; and prepared all documentations necessary for filling corporate income tax.

OFFICE AND ACCOUNTING MANAGER
P.A. Areca Engineering, Inc.
March 1993- August 1994 (presently working as a consultant)
Performed all the duties and responsibilities of the President for one year during his leave of absence and worked hand-in-hand with the Project Engineer. Assisted President in various administrative and legal matters; assisted in the preparation of Bids / Proposals; represented the company in various business functions and seminars; contributed in the decision making in the purchase of office supply and equipment. As an accounting manager: handled accounts payables; accounts receivables; monthly payroll; bookkeeping; maintained and balanced corporate checking account; and prepared all documentations necessary for filling corporate income tax.

ACCOUNTING CLERK II
U.S. Borax
September 1975 – February 1993
* Started as Utility Clerk: Assisted Sales Accounting in processing customer orders: assisted Accounts Payable and Accounts Receivable with their record keeping.
* Promoted to Accounting Clerk I: Handled all the Freight Payables and record keeping
* Promoted to Accounting Clerk II and transferred to Accounts Payables: Performed all the duties as defined in the Accounts Payable job description as well as the responsibilities in auditing and processing all employees expense report.
* Promoted and transferred to Accounts Receivables: In addition to responsibilities outlined in Accounts Receivable job description, performed supervisory duties relating to managing the department

BUSINESS SKILLS AND TRAINING:

Notary Public State of California, County of Los Angeles
Software DBS & MSA / Symix — Syteline / Famous

2005 **QuickBooks Pro** 2003
Whittier Adult School Business Skill Center - Whittier, California
2000/2003 Sales and Use Tax Seminars
Padgett Thompson — Pasadena, California
1996 Computer Classes and Business Skills Enhancement Programs
Whittier Adult School Business Skill Center - Whittier, California
* Excel *5.0* Intermediate & Advance * Medical Spelling - I
* Stress and Time Management * Medical Terminology I & Office Procedure
* Access 2.0 * Introduction to ICD-9-CM & CPT Coding 1992 AUTOCAD
Rio Hondo College — Whittier, California

1992 D.B.S. Online System
U.S. Borax In-House Training Programs - Los Angeles, California
1990 M.S.A. - I.E. 500/ M.S.A. - AR / General Ledger
Management Science of America, Inc. - Sta. Monica, California
1987 M.S.A. — Cash Application
Management Science of America, Inc. — Sta. Monica, California
P.A.M. Online System
U.S. Borax In-House Training Program - Los Angeles, California
EDUCATION: *Bachelor of Science in Civil & Sanitary Engineering*
Mapua Institute of Technology Manila, Philippines

REFERENCE AVAILABLE UPON REQUEST

Carlyslie Rudon

APPLEONE Downtown LA 213-892-0234

(Secretary, Administrative Assistant, Staff Assistant)

OBJECTIVE

To obtain a productive, and challenging position using my business and interpersonal skills.

EXPERIENCES

2005-2007 APPLE ONE — Los Angeles, CA

COUNTY OF LOS ANGELES - OFFICE OF AFFIRMATIVE ACTION

ADMINISTRATIVE SERVICES ASSISTANT

- Create spreadsheet reports that allow a detail tracking of procurement for 10 different sections in the department simultaneously.
- Assisted in the procurement process of documenting and issues and spending amounts. Revised all budget forms to be consistent with e-CAPS.
- Purged all budget files and created a new electronic filing system for new budget files.
- Assisted in developing budget instructions for distribution to Senior Deputy Compliance Officers.
- Served as staff support to the Administrative Deputy of Administration by screening calls, scheduling meetings/conferences, preparing reports for meetings, etc.
- Assisted in the preparation of the Budget for the Fiscal Year 05-06, 06-07, and 07-08 for the department.

2002–2005 SK MANAGEMENT COMPANY, LLC — Los Angeles, CA

Tenant Screening Representative

- Interviewed the public for credit and criminal checks for 50 apartment buildings and utilized an automated electronic system (federal database) to document their cases and resolve their clearance problems.
- Met with the public in a incredibly high volume environment for the purpose of verifying INS documentation which includes, but not limited to interviewing the applicants for public assistance in all Section 8 buildings, creating and maintaining an automated electronic database waiting list and a monthly report.
- Trained new hired managers of their daily, monthly, and yearly functions with the waiting list.

2000–2002 Respironics — San Diego, CA

Facilities HR Assistant

- Created, and maintained the procurement process for over 200 employees.
- Created a new cash flow program which allowed the company to gain profit.
- Process all maintenance/facilities issues; payroll, and time keeping for full/part-time temporary employees.
- Responsible for high-volume public contact position which screened and interviewed applications for employment from ten different locations worldwide.
- Provided assistance to the public on company trading information, and vendor purchases of company products and services.

1998–2000 Sprint PCS — San Diego, CA

Senior Customer Service Manager

- Assisted customers with billing, phone, service concerns, customer service issues
- Created a generously amount field sales which expanded to include business, and national accounts using marketing tools, upgrades, and incentives

SOFTWARE EDUCATION & EXPERIENCES

- **Microsoft:** Word, Excel, Power point, Access, Visio, Publisher, & Outlook
- **Windows:** XP, 2000, '98; & Internet Friendly

EXTRA ACTIVITIES

- Computer Programming, CAD, Tennis, Volleyball

YVETTE YOUNG APPLEONE DOWNTOWN LA 213-892-0234

(ACCOUNTANT I, ACCOUNTANT II)

OBJECTIVE

To obtain an accounting position that utilizes my strong analytical, organizational, and time management skills

PROFILE

A detail-oriented financial professional with extensive experience in managing and coordinating accounting/finance processes. Specific expertise includes optimizing procedures, minimizing redundancy and improving efficiency and data accuracy. Achieved significant improvements by implementing new systems and creating new policies and procedures. Excellent problem solving and team building skills. Recognized for ability to work effectively with senior management and all levels of managerial and administrative staff. Demonstrated ability to independently manage projects to successful completion. Knowledge areas include:

Accounting/Finance	Project Management	Vendor Relationship Management
Human Resources Staffing	Software Conversion	Meeting, Planning and Move Coordination

SKILLS

Advanced Lawson, Solomon, Oracle and Great Plains user knowledge & troubleshooting ability. Advanced Excel (which includes Macros, Formulas & Pivot tables)

Veritude, (a Fidelity Company)

Accountant **04/2005 – 06/2006**

- Managed billing customizations and data feeds, which involves data integration between multiple databases
- Performed detailed data analysis, resolved complex Oracle issues and supported with troubleshooting, 3rd party subsystems /integration points to ensure accurate billing execution
- Partnered with Production, Developers and Systems Analyst to ensure the integrity and efficient processing of 7-8 MM in revenues weekly
- Revenue/COS reporting
- Created Process and Procedures manual for Oracle AR, electronic billings and all related processes

CONSULTING & TEMPORARY ASSIGNMENTS: **12/2002 – 06/2006**

Commonwealth Financial

Contracted Accountant **01/2003, 01/2004, 01/2005**

- Reconciled, audited and created schedules for $60 million in 1099 equity and insurance commissions

Express Business Forms, XpressPax, Inc.

Contracted Accountant **04/2004 – 02/2005**

- Corrected, Completed & Restated 2002-2003 Financials. Setup processes/ procedures

Ditch Witch of New England

Staff Accountant **05/2003 – 02/2004**

- Performed monthly bank reconciliation, Journal Entries, and maintained sales reporting and budget forecasts

Blue Dolphin Group

Staff Accountant **05/2003 – 10/2003**

- Managed monthly close, bank reconciliation and Journal Entries
- Streamlined payment process from 3days to 4 hrs

JN Phillips Glass

Staff Accountant **05/2003**

- Analyzed and organized expenses related to managing fleet of vehicles and properties

Staples, Inc.
Staff Accountant **12/2002**
- Responsible for routinely checking the accuracy of published financials. Analyzed cushion/risk

PROFESSIONAL EXPERIENCE:

Imark Communications, Inc.
Staff Accountant **05/2000 – 06/2002**
A/R Coordinator **07/1999 – 05/2000**
- Served as lead on major software conversion
- Maintained yearly budget and quarterly forecasts
- Reconciled all cash account activity and analyzed P&L and balance sheet accounts
- Prepared various journal entries for month end closing, reviewed journal entries prepared by accounting staff, made necessary changes and closed the books at month's end
- Created processes and procedures for Lawson Software usage and all processes related to the Staff Accounting Function

The Yankee Group
A/R Accountant **10/1998-07/1999**
- Managed consulting contracts, completion schedule & revenue recognition
- Managed collections, cash and billings
- Major role in sales meeting cash goal

Arthur J. Gallagher & Company
Accounting Administrator **10/1996-10/1998**
- Assisted in developing and formalizing annual budget
- Conducted extensive client contact in aiding sales team with their collection efforts
- Negotiated commercial premium financing rates for clients looking to finance insurance premiums.
- Served as contact to vendors and challenged vendors to assure competitive pricing, service and quality to our standard

MSAS Cargo International
Office Administrator **10/1991-10/1996**
- Responsibilities included A/P, A/R, collections, cash, managing overhead and HR
- Successfully kept A/R aging 90-100% current
- Designed and organized new office space during major move and served as liaison to all vendors, architect and contractors
- Organized the transition of thirty 1099 employees to full time, permanent employees
- Created Processes and Procedures for all Accounting functions, including job costing procedures, currency conversions and overseas billings and international intercompany transactions

EDUCATION
Bentley College, Salem State College and Southwestern College

Courses included:
Managerial Accounting
Financial Accounting and Reporting I & II
Financial Reporting and Analysis
Accounting Information for Decision Making
Accounting Information Systems
Advanced Accounting Information Systems
Calculus

REFERENCES
Available upon request

STAFF TO BE ASSIGNED

SUPERVISORIAL POSITIONS

RESUMES

888 South Figueroa Street, Ste 170
Los Angeles, CA 90017

Phone: (213) 892-0234
Fax: (213) 892-0682
E-mail: xmorales@appleone.com

Xochitl Morales

EMPLOYMENT HISTORY:

AppleOne Employment Services — **Los Angeles, CA**
Senior Account Executive/Recruiter — **March 2001-Present**

- Responsible for full cycle recruiting functions for entry level to highly specialized positions
- Source and screen candidates through a variety of methods; job fairs, internet, employee referrals, advertisements, public organizations, cold calling.
- Represent the company in recruiting events such as open houses, campus recruiting, and job fairs
- Develop job descriptions, required qualifications, and competitive salary ranges for open positions
- Determine advertising needs for clientele
- Assist in the development of new technology for staff
- Coordinate contract accounts, which includes the public and private sector
- Negotiate bill rates to maximize gross profit to meet corporate standards and guidelines
- Annual productivity increase of at least 30% since 2001
- 2003-2005 Million Dollar Sales Award; • 2002, 2004, 2005, Awarded Superstar Status

Kelly Services — **Santa Fe Springs, CA**
Staffing Supervisor — **January 2000-February 2001**

- Directed recruitment & business development for national accounts including Fortune 500 companies.
- Negotiated bill rates to meet goals and assisted in full Lime placement contracts
- Developed and maintained a network of contacts to help identify and source qualified candidates
- Developed specialized payroll procedures for clients as needed
- Maintained accurate and organized documentation on all candidates' searches and recruiting activities.
- Supervised secondary supplier usage.

Ward Engineering, Inc. — **North Hollywood, CA**
Assistant General Manager — **March 1998 - January 2000**

- Assisted president in presentations trade shows by demonstrating products, answering questions.
- Created, developed, and advised customers on new materials and product development
- Responsible for Company's risk management procedures
- Responsible for meeting production deadlines

EDUCATION:

Santa Monica Community College — Santa Monica, CA
General Studies — August 1994-June 1999

LANGUAGE:

Bilingual Spanish

888 South Figueroa Street, Suite 170
Los Angeles, CA 90017

Phone (213) 892-0234
Fax (213) 892-0682
E-mail ccalagna@appleone.com

Ms. Cora Calagna

Employment

1991 - Present AppleOne Employment Services Los Angeles, CA

Branch Manager

- Responsible for opening the Downtown Los Angeles branch
- Developing a team of professional
- Responsible for increasing the profitability of the Downtown Los Angeles branch by 750%.
- Responsible for servicing the following government contracts: County of Los Angeles District Attorney, County of Los Angles Public Defender, Los Angeles County Board of Supervisors, Child Support Services, Community Redevelopment Agency, County of Los Angeles Fire Department, County of Los Angeles Community and Senior Services, Los Angeles County Public Library, County of Los Angeles Child and Family Services and County of Los Angeles Internal Services Department.
-

1989 - 1991 Drake International Los Angeles, CA

Sales Manager of Franchise

- Responsible for segments of their Westcoast operations

1986 - 1989 Remedy Staffing Beverly Hills, CA

Branch Manager

- Responsible for opening the Beverly Hills branch
-

Education

City University of New York New York, NY

Bachelor of Arts

- Kinesiology

Awards received

AppleOne Team Excellence Awards, 1995 – 2001

AppleOne Peak Performance Awards, 1998 – 1999

AppleOne Most Improved Office Award, 1994

990 Knox Street
Torrance, CA 90502

Phone (310) 516-1572
Fax (310) 516-9256
E-mail
klandau@appleone.com

Mr. Kenneth W. Landau

Employment

2000 – Present AppleOne Employment Services Torrance, CA

Director of Government Services

- Contract and business development on the local, state, and federal level
- Has a thorough understanding of all government programs as well as the legislative, regulatory, administrative and political process that affects the programs.
- Created E-Government business segment to provide cost effective solutions with government partnerships.

1998 - 2000 Landau Associates Gardena, CA

Consultant

- Owner and Manager of a Public Policy Consulting Agency.

1981 -1998 City of Gardena Gardena, CA

City Manager

- Chief Administrative Officer to a five-member City Council for a General Law, full-service city in Los Angeles County.

Education

University of Southern California Los Angeles, CA

Master of Public Administration

University of Southern California Los Angeles, CA

Bachelor of Science

Awards received

League of California Cities, Advancement of Minorities and Women Award, 1996.

International City/County Management Association, Workplace Diversity Professional Development Award, 1995.

Dominguez Brand Award, Outstanding Contributions in Local Government, Award1993.

327 West Broadway
Glendale, CA 91204

Phone (800) 872-2677
Fax (800) 240-9958
E-mail lmadigan@appleone.com

Ms. Linda Madigan

Employment

1992 – Present AppleOne Employment Services Glendale, CA
Director of Training and Operations

- Perform continual contract maintenance through regular contact with client
- Create performance surveys and participate in updating
- Gather client feedback from surveys and present to the appropriate department for review
- Train new employees on procedure with public sector clients
- Implement the provisions of contract
- Team Leader for Government Quality Control Program

1990 - 1992 AppleOne Employment Services Glendale, CA
Regional Director

- Oversaw branch functions for 7 offices (South Bay Region)
- Trained new personnel on AppleOne policies and procedures

1987 – 1992 AppleOne Employment Services Glendale, CA
Director of Training

- Oversaw training operations for entire company
- Maintained training standards
- Developed, implemented, and maintained AppleOne's ISO Certification
- Frequently held training sessions for new and current AppleOne employees

1982 – 1987 AppleOne Employment Services Anaheim, CA
Branch Manager

- Oversaw sales and progress of entire Anaheim Branch
- Hired, trained, and mentored new staff
- Conducted regular training and refresher seminars
- Maintained client relationship through meetings and follow-up calls
- Recruited candidates to client specifications
- Recruited, screened, interviewed, and tested clients for placement
- Ensured client satisfaction by recruiting candidates specific to client needs
- Regularly went on-site to client companies, to discuss challenges and survey work environment

SAMPLE TESTS AND EVALUATIONS

AppleCore Assessment Scoring Chart

PROFESSIONAL ASSISTANT SERIES (PAS)		
Title	Code	Scoring
Detail Orientation	DO	NI/A/O*
Business Language	BL	NI/A/O*
Business Communication	BC	NI/A/O*
Detail Orientation	DO	NI/A/O*
Legal Test Knowledge	LK	NI/A/O*

OFFICE SERIES (OS)		
Title	Code	Scoring
Workplace Behavior	WB	NI/A/O*
Filing	F	NI/A/O*
Business Communication	BC	NI/A/O*
Detail Orientation	DO	NI/A/O*
Receptionist Simulation	RS	NI/A/O*

CUSTOMER SERVICE SERIES (CSS)		
Title	Code	Scoring
Interpersonal Skills	IS	NI/A/O*
Business Communication	BC	NI/A/O*
Detail Orientation	DO	NI/A/O*
Customer Service Video	CSV	NI/A/O*

MANUFACTURING ASSEMBLY SERIES – LIGHT INDUSTRIAL (LI)		
Title	Code	Scoring
Workplace Behavior	WB	NI/A/O*
Assembly	A	NI/A/O*
Detail Orientation	DO	NI/A/O*
Manual Dexterity Pegboard	MD	NI/A/O*

MANUFACTURING ASSEMBLY SERIES – ELECTRONIC ASSEM. (EA)		
Title	Code	Scoring
Workplace Behavior	WB	NI/A/O*
Assembly	A	NI/A/O*
Detail Orientation	DO	NI/A/O*
Electrical Assembly Board	EAB	NI/A/O*
Electrical Knowledge	EK	NI/A/O*

***NI - Needs Improvement – Scores between 1 and 3**
***A - Acceptable – Scores between 4 and 6**
***O - Outstanding – Scores between 7 and 9**

Revision Date: May 4, 1999 LM

DEC-20-2002 12:03 FROM:APPLEONE-L.A. 2138920682 TO:3105169256 P.004/006

Core Assessment Series: Office Series (OS)
Applicant Summary Report

Employee Name: _____ *Social Security #:* _____

Rating Scale

1 - 3	**4 - 6**	**7 - 9**
Needs Improvement	Acceptable	Outstanding
(0-25th Percentile)	(26th-75th Percentile)	(76th-100th Percentile)

Section A: Workplace Behavior

Number Correct	0	1	2	3	4	5	6	7	8	9	10	11	12
Rating	1	1	1	1	2	2	3	4	4	5	6	7	9

Section B: Filing

Number Correct	0	1	2	3	4	5	6	7	8
Rating	1	1	2	2	3	4	5	7	9

Section C: Business Communication

Number Correct	0	1	2	3	4	5	6
Rating	1	3	5	5	6	7	9

Section D: Detail Orientation

Number Correct	0	1	2	3	4	5	6	7	8
Rating	1	1	2	3	4	5	6	7	9

Overall Score

Number Correct	0-10	11-18	19-21	22-23	24	25-28	29	30-31	32	33-34
Rating	1	2	3	4	5	5	6	7	8	9

Receptionist Simulation

Part 1: Handling In-coming Calls

Number Correct	0	1	2	3	4	5	6	7	8	9	10
Rating	1	1	3	4	5	5	6	7	8	9	9

Part 2: Job-Related Situations

Number Correct	0-5	6	7-8	9-10	11-12	13	14	15-16	17-18
Rating	1	2	3	4	5	6	7	8	9

Receptionist Simulation: Overall Score

Number Correct	0-5	6-8	9-14	15	16-18	19-21	22	23-25	26-28
Rating	1	2	3	4	5	6	7	8	9

APPLEONE

Core Assessment Series: Professional Assistant Series
Applicant Summary Report

Employee Name: _____ *Social Security #:* _____

Rating Scale

1 - 3	**4 - 6**	**7 - 9**
Needs Improvement	Acceptable	Outstanding
(0-25th Percentile)	(26th-75th Percentile)	(76th-100th Percentile)

Section A: Detail Orientation

Number Correct	0	1	2	3	4	5	6
Rating	1	1	2	4	6	8	9

Section B: Business Language

Number Correct	0	1	2	3	4	5	6	7
Rating	1	1	1	2	3	5	7	9

Section C: Business Communication

Number Correct	0	1	2	3	4	5	6	7	8
Rating	1	1	1	2	3	4	5	8	9

Overall Score

Number Correct	0-9	10-12	13-15	16	17	18	19	20	21
Rating	1	3	4	5	6	7	8	9	9

APPLEONE

Core Assessment Series: Customer Service Series (CSS)
Applicant Summary Report

Employee Name: _____ *Social Security #:* _____

Rating Scale

1 - 3	**4 - 6**	**7 - 9**
Needs Improvement	Acceptable	Outstanding
(0-25th Percentile)	(26th-75th Percentile)	(76th-100th Percentile)

Section A: Interpersonal Skills

Number Correct	0	1	2	3	4	5	6	7	8	9	10
Rating	0	1	1	1	1	2	3	4	5	8	9

Section B: Business Communication

Number Correct	0	1	2	3	4	5	6	7	8
Rating	0	1	1	2	4	5	7	8	9

Section C: Detail Orientation

Number Correct	0	1	2	3	4
Rating	1	3	6	8	9

Section D: Customer Service Video Situations

Number Correct	0	1-10	11-14	15-16	17	18	19	20	21-22	23-24
Rating	0	1	2	3	4	5	6	7	8	9

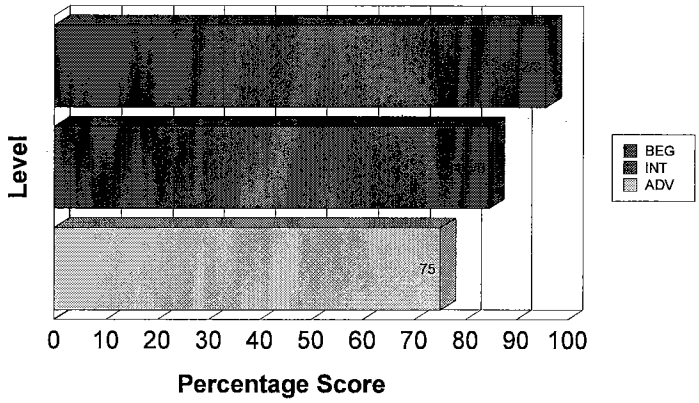
Overall Score

Number Correct	0	1-20	21-27	28-30	31-32	33-34	35-36	37-38	39-40	41-46
Rating	0	1	2	3	4	5	6	7	8	9

Candidate Test Report -SUZANNE TESTTAKER - DIGITAL LITERACY - COMPUTING

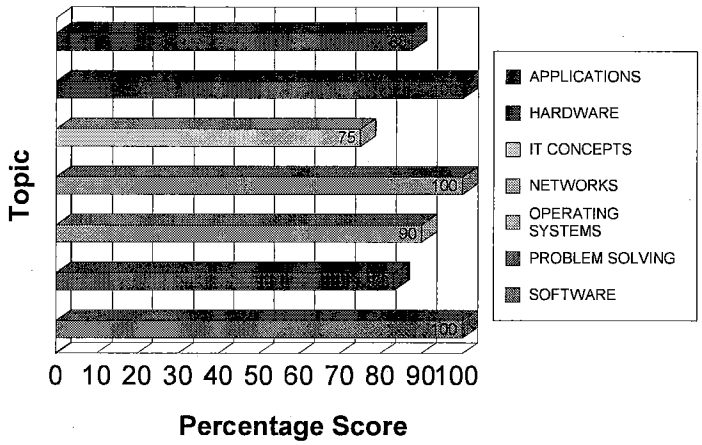
Candidate: SUZANNE TESTTAKER
Candidate ID: 123456
Date of Test: 02/16/04
Time of Test: 11:09
Test Duration: 6 minute(s)
Overall Score: 90% (36/40)
Grade: N/A

Scores by Level



LEVEL	SCORE
BEG	96% (22/23)
INT	85% (11/13)
ADV	75% (3/4)

Scores by Topic



TOPIC	SCORE
APPLICATIONS	88% (7/8)
HARDWARE	100% (5/5)
IT CONCEPTS	75% (3/4)
NETWORKS	100% (2/2)
OPERATING SYSTEMS	90% (9/10)
PROBLEM SOLVING	83% (5/6)
SOFTWARE	100% (5/5)

Question Details (sorted by Topic)

Question

APPLICATIONS

21. Applications - Start Program: Correct
22. Applications - Open Files: Incorrect Incorrect item selected on screen
23. Applications - Cut: Correct
24. Applications - Undo: Correct
25. Applications - Paper Size: Correct
26. Applications - Fonts: Correct
27. Applications - Print Preview: Correct
28. Shortcut Keys - Editing: Correct

HARDWARE

1. PC Components: Correct
2. Central Processing Unit (CPU): Correct
3. Microprocessor Speed: Correct
4. Random Access Memory (RAM): Correct
5. Ports - Keyboard: Correct

IT CONCEPTS

37. Computers - Best Use: Incorrect User selected A.
38. Ergonomics - Keyboard Position: Correct
39. File Compatibility: Correct
40. Software Piracy: Correct

NETWORKS

29. Network - Definition: Correct
30. Wide Area Networks: Correct

OPERATING SYSTEMS

11. Windows - Maximize Window: Correct
12. Shut Down Command: Correct
13. Windows - Help Index: Correct
14. Windows - Desktop Folders: Correct
15. Windows - Display Settings: Incorrect
16. Windows - Disk Drives: Correct
17. Windows - Create Directory/Folder: Correct
18. Windows - Rename File: Correct
19. Windows - Format Disk: Correct
20. Operating Systems - Macintosh: Correct

PROBLEM SOLVING

31. Problems - Disk Error: Correct
32. Problems - File Incompatibility: Correct
33. Problems - Memory Problems: Correct
34. Problems - Virus Checking: Correct
35. Problems - Backup Priorities: Correct
36. Problems - Passwords: Incorrect User selected answer(s) ABC

SOFTWARE

6. Operating Systems vs. Applications: Correct
7. Graphical User Interface - Elements: Correct
8. Applications - Best Use: Correct
9. Spreadsheet Software: Correct
10. Help - Keyboard Option: Correct

Prove It!

Test Results for: J. Smith

Email : jsmith@abc.com

Company Name : AppleOne Employment Services

Company ID: 10159

Test Administrator/Recruiter's Email : info@appleone.com

Test Name : Microsoft Excel 2003 - Normal User

Test Date : 1/23/2007

Elapsed Time : 00:10:46

Questions Correct : 26 out of 30

Percent Correct : 87%

Percentile Ranking : 80

Global Average : 72%

Detail Score Report

Q#	Status	Topic	Type	Level	Time
1	Correct	Opening Workbook	Application Basics	Basic	00:00:28
2	Correct	Insert Rows	Insert Procedures	Basic	00:00:07
3	Correct	Cutting and Pasting Text	Application Basics	Basic	00:00:11
4	Correct	Center Across Columns	Formatting Cells	Intermediate	00:00:10
5	Correct	Editing Cells	Application Basics	Basic	00:00:27
6	Correct	Text Wrap	Formatting Cells	Advanced	00:00:13
7	Correct	Text Alignment	Formatting Cells	Basic	00:00:21
8	Correct	Font/Font Size	Formatting Cells	Basic	00:00:24
9	Correct	Font Style	Formatting Cells	Basic	00:00:05
10	Correct	Format Number	Formatting Cells	Basic	00:00:11
11	Correct	Save	Application Basics	Basic	00:00:08
12	Correct	Selecting Cells	Formatting Cells	Basic	00:00:09
13	Correct	Borders	Formatting Cells	Basic	00:00:39
14	Incorrect	Print Scaling	Formatting a Worksheet	Intermediate	00:00:26
15	Correct	Navigating in a Worksheet	Application Basics	Basic	00:01:33
16	Correct	Use SUM Function	Formulas and Functions	Basic	00:00:58

Prove It!

17	Correct	Paste a Function	Formulas and Functions	Intermediate	00:00:11
18	Incorrect	Column Width	Formatting a Worksheet	Basic	00:00:31
19	Correct	Insert Column	Insert Procedures	Intermediate	00:00:09
20	Incorrect	Use AVERAGE Function	Formulas and Functions	Intermediate	00:00:24
21	Correct	Insert Worksheet	Insert Procedures	Advanced	00:00:05
22	Correct	Renaming a Worksheet	Formatting a Worksheet	Advanced	00:00:22
23	Incorrect	Insert Chart	Insert Procedures	Advanced	00:00:40
24	Correct	Page Orientation	Formatting a Worksheet	Basic	00:00:13
25	Correct	Margins	Formatting a Worksheet	Basic	00:00:24
26	Correct	Header/Footer	Formatting a Worksheet	Intermediate	00:00:25
27	Correct	Print Center on Page	Formatting a Worksheet	Advanced	00:00:19
28	Correct	Spell Check	Application Basics	Basic	00:00:13
29	Correct	Save As	Application Basics	Basic	00:00:16
30	Correct	Print Worksheet	Application Basics	Basic	00:00:04

Question Level Statistics

	Number of Questions	Number Correct	Total Percentage
Basic	19	18	95%
Intermediate	6	4	67%
Advanced	5	4	80%
Total	30	26	87%

Question Type Statistics

	Number of Questions	Number Correct	Total Percentage
Application Basics	8	8	100%
Formatting a Worksheet	7	5	71%
Formatting Cells	8	8	100%
Formulas and Functions	3	2	67%

Insert Procedures	4	3	75%
Total	30	26	87%

Test Description

Microsoft Excel 2003 is a popular spreadsheet application. It is included in Microsoft Office Package, which also includes Word and PowerPoint. The Microsoft Excel 2003 Whole Test combines both the Normal and Power User Test.
The Microsoft Excel 2003 Normal User test is designed to test clerical level users of Excel who are required to edit, develop and create Excel Workbooks. This test assesses the user's ability to create and develop a basic Excel workbook, including the most commonly used commands for formatting cells, navigation through the application, using formulas and changing the overall appearance of the spreadsheet.
The Microsoft Excel 2003 Power User test attempts to provide the basis for separating candidates who possess limited exposure to Microsoft Excel 2002 from those who are conversant with the full functionality of the software. The primary topics include advanced formatting and formula writing.
This test is designed to test candidates who will be required to use some of the more advanced features of the program, while the bulk of their responsibilities fall within conducting more basic level activities.
Tests for Microsoft Excel 2002 and Microsoft Excel 2000 are also available.

- Test takers, please contact your test administrator or recruiter for scoring guidelines.
- Administrators, please refer to the Scoring Guidelines page within the Resources section of your Administration Center for scoring guidelines.

PAS

Professional Assistant Series

Executive Secretary
Administrative Assistant
Legal Secretary

Section A: Detail Orientation

Instructions: For this section you must compare blocks of information. For each question (1-6), you will see two blocks of information. The block on the left is *always* correct. Your task will be to compare the words and numbers on the left to those on the right, counting the number of errors you find. Then, mark your answers on the answer sheet.

	Correct		To be Checked	
1	**To:** **From:** **Date:** **Re:**	Dr. Samuel Richland Ms. Kelly Casey April 21, 1991 Various Administrative Matters	**To:** **From:** **Date:** **Re:**	Dr. Samuel Richland Ms. Kelly Casey April 21, 1991 Various Administrative Matters

A ! 1 error
B ! 2 errors
C ! 3 errors
D ! 4 errors
E ! No errors

	Correct	To be Checked
2	**"On the third day, we visited the Metropolitan Museum of Art. We had a great time looking at all the wonderful exhibits. When we left the museum, we only had time for a late dinner before bedtime."**	**"On the third day, we visited the Metropolitan Museum of Art. We had a great time looking at all of the wonderful exhibits. When we left the museum, we only had time for a late dinner before bedtime."**

A ! 1 error
B ! 2 errors
C ! 3 errors
D ! 4 errors
E ! No errors

Continue to next page.

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5

Correct Table

Quarterly Production Breakdown 1990				
	Jan-Mar	Apr-Jun	July-Sep	Oct-Dec
01765	14	--	23	62
02971	--	84	--	15
11342	52	47	--	--
66977	99	--	--	--
43151	56	30	--	13

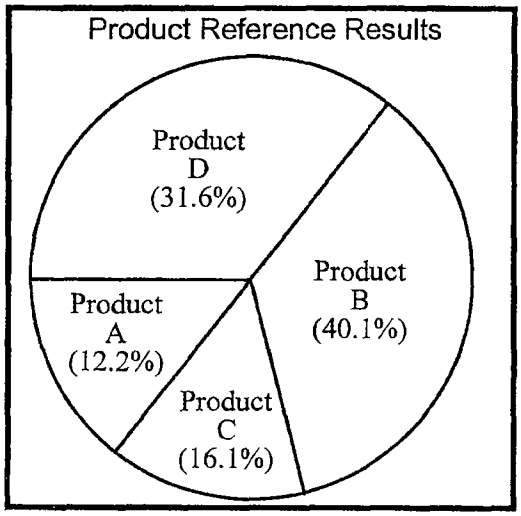
Table to be Checked

Quarterly Production Breakdown 1990				
	Jan-Mar	Apr-Jun	July-Sep	Oct-Dec
01765	14	--	23	62
02771	--	84	--	15
11342	62	84	--	--
66967	99	--	--	--
43151	56	30	--	13

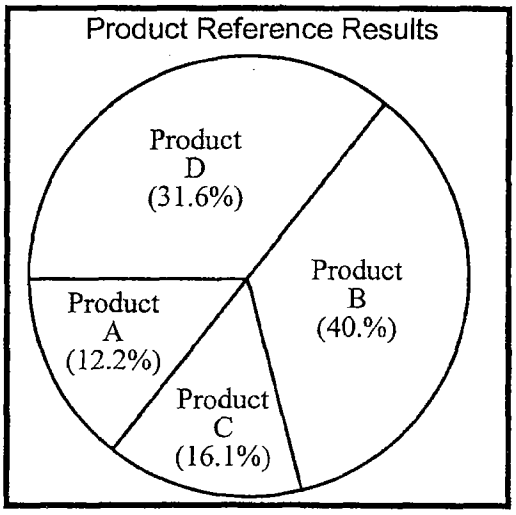
A : 1 error
B : 2 errors
C : 3 errors
D : 4 errors
E : No errors

6

Correct Graph



Graph to be Checked



A : 1 error
B : 2 errors
C : 3 errors
D : 4 errors
E : No errors

Section B: Business Language

Instructions: Use the following paragraph to answer questions 7-13. Read each sentence part carefully, and determine whether it contains an error. Then, if a sentence contains one or more errors, answer the question by selecting the alternative that contains no errors. If a sentence part contains no errors, the correct response is "E" (correct). Mark your answers in Section B of your answer sheet.

Two weeks after initial contact (7) a follow up call is made to the individuals' (8) health care provider. To ensure payment is available (9). If the agent encounters difficultys (10) or if elegibility has been denied, another approach (11) must be tryed. A reapplication may (12) be needed; Or, a investagation of the reasons (13) for a refusal may be required.

7

A Two weeks after initial contact, a follow-up call is

B Two weeks after inatial contact, a follow up call is

C Two weeks after inital contact a follow up call is

D Two weeks after inital contact, a follow-up call is

E Correct

Continue to next page.

Two weeks after initial contact a follow up call is made to the individuals' health care provider. ensure payment is available. If the agent encounters difficultys or if elegibility has been denied, another approach must be tryed. A reapplication may be needed; Or, a investagation of the reasons for a refusal may be required.

8

A made. To the individual's health care provider to
B made to the individuals health care provider to
C made to the individuals' health care provider; to
D made to the individual's health care provider to
E Correct

9

A ensure payment is availible if the agent
B ensure payment is available, if the agent
C ensure payment is avalable. If the agent
D ensure payment is availible if the agent
E Correct

10

A encounters difficultys, or if eligibility has
B encounters difficulties. Or, if eligibility has
C encounters difficulties, or if eligibility has
D encounters difficulties. Or, if elegibility has
E Correct

11	A ı been denied another aproach must be tried. B ı been denied, another approach must be tried. C ı been denied another approach must be tryed D ı been denied, another approch must be tried. E ı Correct
12	A ı A reapplication maybe needed. Or, an B ı A reapplication may be needed or an C ı A reapplication maybe needed; or a D ı A re-application may be needed: Or, an E ı Correct
13	A ı investigation of the reasons for a refusal, may B ı investigation of the reasons. For a resfusal may C ı investigation of the reasons for a refusal may D ı investigaton of the reasons for a refusal, may E ı Correct

Continue to next page.

Section C: Business Communication

Instructions: Use the following memorandum to answer questions 14-18. Read the memorandum below carefully. Assume that you have just received this information. Then select the correct response for each question. Mark your answers in Section C on your answer sheet.

MEMORANDUM

To: All Office Staff

From: Shipping Department

Subject: Shipping Express Mail

Please apply the following policy if you are shipping letters and packages via express mail. The policy has been developed on the least expensive way to ship.

	Carrier
Next Day Delivery	
Packages under 50 pounds, letters	Express Package Delivery
Packages 50 pounds—200 pounds	MailLink
Packages greater than 200 pounds	Airfreight
Second Day Delivery	
Packages under 100 pounds, letters	Delivery Express
Packages 100 pounds—200 pounds	Airfreight
Packages greater than 200 pounds	Consolidated

14	**You have been given a package that must arrive at its destination by tomorrow. It weighs 50 pounds. Which carrier should you use?**	A Express Package Delivery B MailLink C Delivery Express D Airfreight E Consolidated
15	**A package was sent using second day delivery. Consolidated was appropriately chosen as the carrier for this package. How much did this package weigh?**	A 50 pounds B 100 pounds C 120 pounds D 185 pounds E 215 pounds
16	**Which carrier should you use to send two 100 pound packages for second day delivery?**	A Express Package Delivery B MailLink C Delivery Express D Airfreight E Consolidated
17	**You have a package that weighs 200 pounds. Which two carriers could you use to ship this package?**	A Express Package Delivery, Delivery Express B MailLink, Delivery Express C MailLink, Airfreight D Express Package Delivery, MailLink E Express Package Delivery, Airfreight
18	**You have a package of books going to Lanktown that must arrive there in two days. Each book weighs approximately 20 pounds. The package weighs 200 pounds. Which carrier should you use?**	A Express Package Delivery B MailLink C Delivery Express D Airfreight E Consolidated

Continue to next page.

Instructions: Use the following memorandum to answer questions 19-21. As you read the memorandum assume that you are Chris Smith the Administrative Assistant. For each question, select the best response from the alternatives presented. Mark your answers in Section C of your answer sheet.

BAY INTERIORS OF SAN FRANCISCO

Interoffice Correspondence

Date: 4/14

To: Chris Smith
Administrative Assistant

From: Toby Anton
Marketing Research Manager

Subject: Conference and Dinner

As indicated on Tuesday, the Sixth Annual MID Conference will be held from May 6-9 at the New York Halston Hotel. The hotel, located at the heart of the theater district, has 411 guest rooms and features amenities such as a health club, sauna, business center, and restaurant. Please inform Alex that MID has reserved a block of rooms at a special discounted rate.

The cut-off date is April 24th. Reservations received after this date or after the group block has been filled will be accepted on a space-available basis only, at prevailing hotel rates. Alex's reservation must be guaranteed with a credit card or first night's deposit. Remind Alex that Vin Coleman, who will be joining Bay Interiors on April 22nd, will be leading a panel discussion at the conference. The discussion is scheduled to begin at 6:30 in Ballroom C.

Additionally, Terry Roberts will retire on April 25th after 25 years of service at Bay Interiors. She is being honored with a dinner party the evening of May 8th. Remind Alex that the dinner party will take place at the Bay Hotel in Ballroom C (third floor) from 6:00-8:00 p.m. The hotel is located near Fisherman's Wharf on Bridge Street. Contact Lisa Preston if Alex needs more specific instructions. Ross Park will be contacting you for any dinner reservations. I would appreciate your passing this information on to anyone who might wish to congratulate Terry.

Thanks for all of your help. If Alex calls into the office tomorrow, tell him I will be in Houston tomorrow and back in the office April 17.

19	**Which of the following statements is true about Chris Smith?**	A ! Chris works closely with Alex. B ! Chris works at the Bay Hotel. C ! Chris should be at Ballroom C at 6:30. D ! Chris works at the New York Halston Hotel. E ! Chris should be at Ballroom C at 6:00.
20	**What information does Chris need from Alex?**	A ! Whether he will be attending the Conference or the retirement party B ! His work schedule for April 24th C ! His work schedule for April 25th D ! The time and location of the Sixth Annual MID Conference E ! The time and location of the retirement dinner party
21	**According to Toby, what should be done if Alex requires more detailed instructions to the Bay Hotel?**	A ! Alex should call Toby. B ! Alex should call Lisa. C ! Chris should call Toby. D ! Chris should call Lisa. E ! Ross should call Chris.

End of test.

APPLE ONE

OS

Office Series

General Office Receptionist

Section A: Workplace Behavior

Instructions: Please choose the answer that best represents your opinions and feelings about the questions asked (1-12). Be sure to mark your answers on the answer sheet. Do not mark in the booklet.

1	**How do you normally feel when facing a deadline or other challenging event at work?**	A ! very anxious B ! moderately anxious C ! only slightly anxious D ! calm and relaxed
2	**In general, how well do you get along with other people?**	A ! no conflicts B ! monthly conflicts C ! weekly conflicts D ! daily conflicts
3	**How often do you think you will be late for work this year?**	A ! never B ! once or twice C ! three or four times D ! five or more times

Continue to next page.

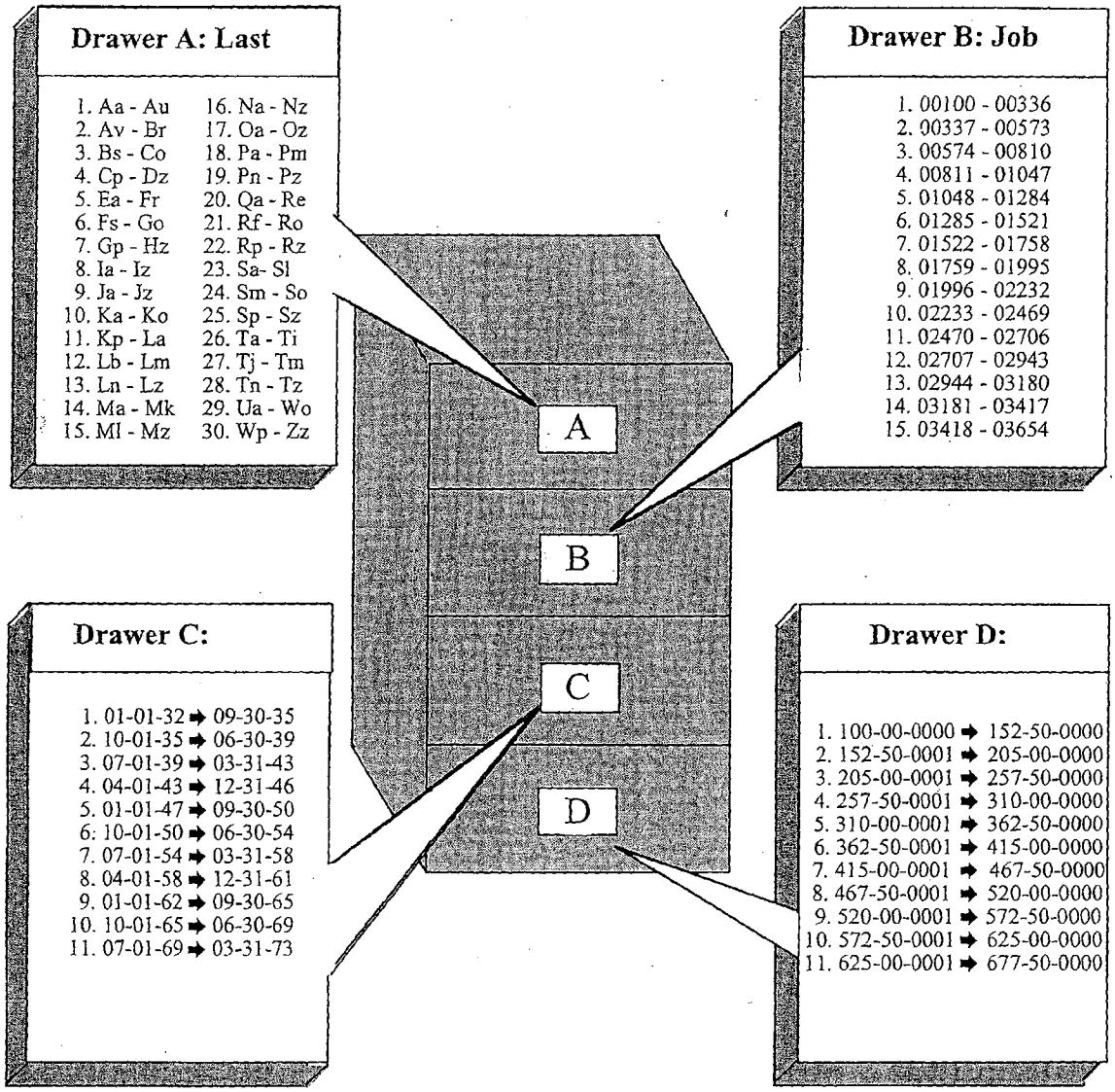
Instructions: Mark an "A" if you strongly agree, "B" if you agree, "C" if you don't agree or disagree, "D" if you disagree, and "E" if you strongly disagree with the following statements (4-12). Be sure to mark your answers on the answer sheet. Do not mark in the booklet.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
	A	B	C	D	E
4 I	I often feel tense or anxious.				
5 I	I am easy to get along with, no matter what happens.				
6 I	I tend to overlook small details in my work.				
7 I	I am very prompt.				
8 I	I work very well as part of a group.				
9 I	My abruptness sometimes makes people uncomfortable.				
10 I	When working on a job, I make sure all of the minor details are correct.				
11 I	I am easily frustrated or disappointed.				
12 I	I often lose my patience with others.				

Continue to next page.

Section B: Filing

Instructions: Use the filing drawers and folder numbers shown below to file the employee information cards in the correct drawer (13-20).



13 File by Last Name:

Employee Information Card

Name: Baldwin, Betty
SSN: 183-32-7014
Birthdate: 04-17-34
Job Code: 00857

A Drawer A, Folder 8
B Drawer A, Folder 7
C Drawer C, Folder 5
D Drawer A, Folder 2
E Drawer B, Folder 4

14 File by SSN:

Employee Information Card

Name: Tierney, Jane
SSN: 312-70-6210
Birthdate: 10-30-51
Job Code: 02708

A Drawer D, Folder 11
B Drawer D, Folder 5
C Drawer B, Folder 7
D Drawer D, Folder 12
E Drawer B, Folder 5

15 File by Job Code:

Employee Information Card

Name: Sullivan, Donna
SSN: 150-56-3705
Birthdate: 09-01-59
Job Code: 01496

A Drawer B, Folder 4
B Drawer B, Folder 11
C Drawer A, Folder 6
D Drawer B, Folder 6
E Drawer A, Folder 7

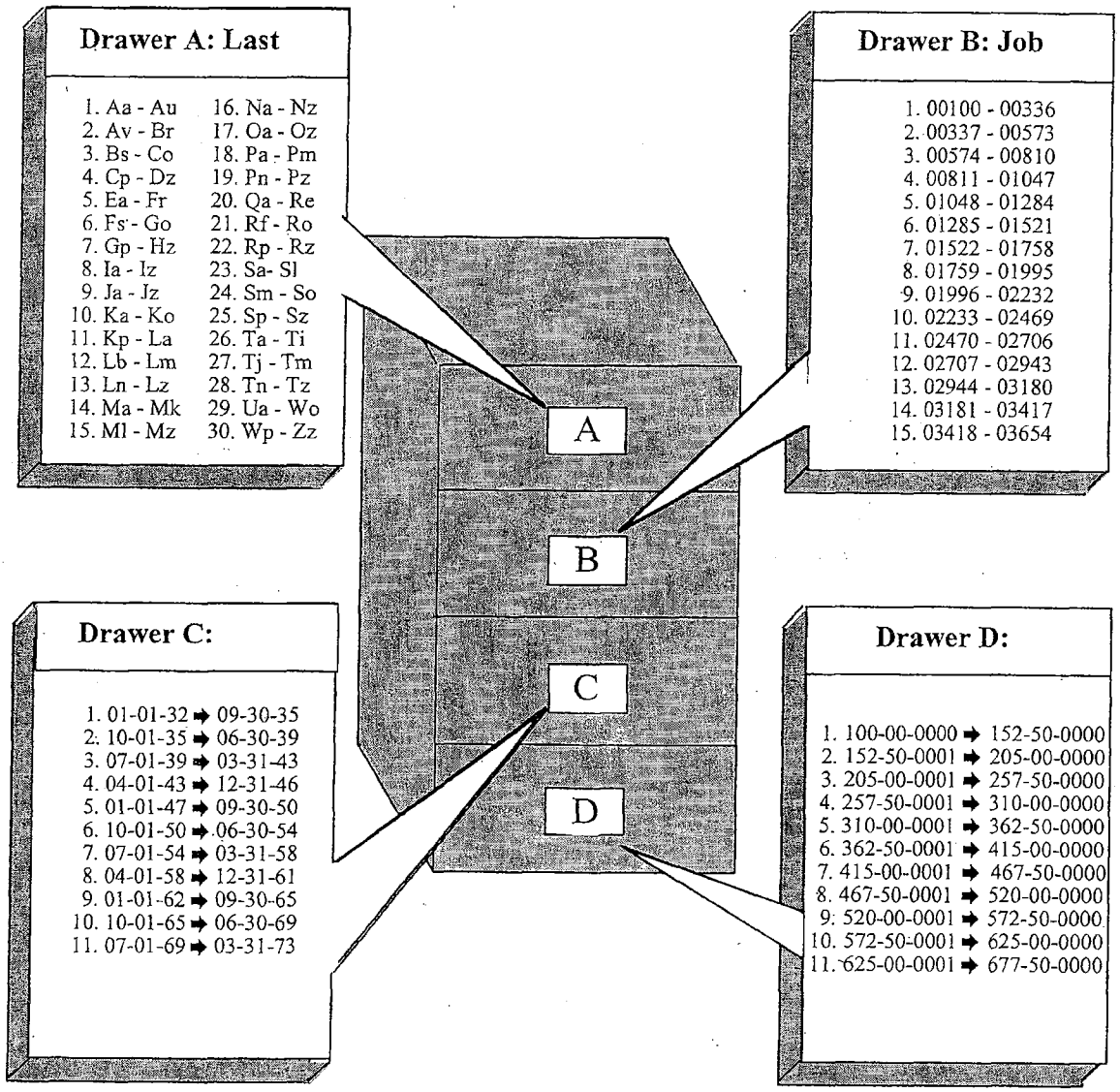
16 File by Birthdate:

Employee Information Card

Name: Steverson, Angela
SSN: 480-84-4257
Birthdate: 03-25-69
Job Code: 02613

A Drawer C, Folder 7
B Drawer D, Folder 10
C Drawer D, Folder 8
D Drawer C, Folder 10
E Drawer C, Folder 6

Instructions: Instructions: Use the filing drawers and folder numbers shown below to file the employee information cards in the correct drawer.



17 File by SSN:

Employee Information Card

Name: Hartman, Paul
SSN: 440-32-9107
Birthdate: 03-13-71
Job Code: 01168

A Drawer B, Folder 7
B Drawer B, Folder 5
C Drawer D, Folder 1
D Drawer D, Folder 7
E Drawer D, Folder 1

18 File by Birthdate:

Employee Information Card

Name: Daniels, Thomas
SSN: 108-44-3436
Birthdate: 12-27-41
Job Code: 00395

A Drawer C, Folder 3
B Drawer A, Folder 6
C Drawer A, Folder 9
D Drawer C, Folder 6
E Drawer A, Folder 4

19 File by Last Name:

Employee Information Card

Name: Nathan, Rose
SSN: 520-70-6210
Birthdate: 08-19-42
Job Code: 01112

A Drawer A, Folder 16
B Drawer C, Folder 16
C Drawer A, Folder 4
D Drawer C, Folder 13
E Drawer A, Folder 8

20 File by Job Code:

Employee Information Card

Name: Link, Anthony
SSN: 311-91-7601
Birthdate: 04-29-68
Job Code: 01779

A Drawer B, Folder 8
B Drawer B, Folder 15
C Drawer D, Folder 9
D Drawer D, Folder 2
E Drawer D, Folder 8

Continue to next page.

Section C: Business Communication

Instructions: Use the EMPLOYEE CODE TABLE and the information provided to determine the correct code for each question, 21-26.

EMPLOYEE CODE TABLE					
Employee Name	**Code**	**Job Classification**	**Code**	**Department**	**Code**
James Borden	432	Receptionist	14	Accounting	ACG
Cathy Hogan	534	Accountant	23	Finance	FNC
David Reed	971	Stock keeper	32	Service	SVC
Kim Ratner	178	Typist	18	Production	PRN
Diane Gray	817	Billing Clerk	41	Personnel	PSL

Information: Diane Gray is a billing clerk in the accounting department.

21 **Department:**
What is the code for her department?

A PRN
B PSL
C ACG
D SVC
E FNC

22 **Employee Name:**
What is the code for her name?

A 178
B 432
C 534
D 817
E 971

23 **Job Classification:**
What is her job classification code?

A 14
B 18
C 23
D 32
E 41

Information: The service department hired Kim Ratner as a receptionist:

24	Employee Name: What is the code for her name?	A: 178 B: 432 C: 532 D: 817 E: 971
25	Job Classification: What is the code for her job classification?	A: 14 B: 18 C: 23 D: 32 E: 41
26	Department: What is the code for her department?	A: FNC B: SVC C: PRN D: PSL E: ACG

Continue to next page.

Section D: Detail Orientation

Instructions: For each question (27-34), you will see two blocks of information. The block on the left is *always* correct. Your task will be to compare the words and numbers on the left to those on the right, counting the numbers of errors you find. Then, mark your answers on the answer sheet.

27

Mr. Richard Kessel **Synergy Industries** **P.O. Box 6218-B** **Lisle, IL 25804**	**Mr. Richard Kessel** **Synergy Industries** **P.O. Box 6281-B** **Lisle, IL 25804**

A ! 1 error
B ! 2 errors
C ! 3 errors
D ! 4 errors
E ! No errors

28

June 1990 Expenses: $26,872.21 **June 1990 Income: $43,110.07** **June 1990 Net Profit: $16,237.86** **Projected July 1990 Income: $45,000.00**	**June 1990 Expences: $26,872.21** **June 1990 Income: $43,110.07** **Jun 1990 Net Profit: $16,237.86** **Project July 1990 Income: $45,000.00**

A ! 1 error
B ! 2 errors
C ! 3 errors
D ! 4 errors
E ! No errors

29

We would like the following items shipped by March 20, 1991:
- 350 Packing Cards
- Requisition Forms
- 200 Utility Forms

We would like the following items shipped by March 20, 1991:
- 300 Packing Cards
- Requisition Forms
- 200 Utility Forms

A 1 error
B 2 errors
C 3 errors
D 4 errors
E No errors

30

Ms. Kimberly Jones
Alert Medical Supply
821 Yellowbluff Pl.
Ellisville, MA 10076

Ms. Kimberly Jones
Alert Medical Supply
812 Yellow bluff Pl.
Ellisville, MA 10076

A 1 error
B 2 errors
C 3 errors
D 4 errors
E No errors

31

Ms. Julia Gryset
Colonial Services, Inc.
10322 Bristol St., Ste. B-210
Dallas, TX 90633

Ms. Julia Gryset
Colonial Service, Inc.
10322 Bristol St, Ste. B-220
Dallas, TX 90663

A 1 error
B 2 errors
C 3 errors
D 4 errors
E No errors

Continue to next page.

32

To: Dr. Samuel Richland
From: Ms. Kelly Casey
Date: 04-21-91
Re: Various Administrative Matters

To: Dr. Samuel Richland
From: Ms. Kelly Casey
Date: 04-21-91
Re: Various Administrative Matters

A 1 error
B 2 errors
C 3 errors
D 4 errors
E No errors

33

To: Sally & Jo
From: Mike
Date: 06/19/90
Re: Company Picnic

To: Sally & Jo
From Mike
Date 06/19/90
Re: Company Picnic

A 1 error
B 2 errors
C 3 errors
D 4 errors
E No errors

34

To: Billie Lewis
From: The Staff
Date: 10/21/89
Re: Paid Vacation Days

To: Billy Lewis
From: The Staff
Date: 10/21/89
Re: Pd Vacation Day

A 1 error
B 2 errors
C 3 errors
D 4 errors
E No errors

Receptionist Simulation

Instructions: If you are applying for a **receptionist position**, see the office coordinator for the **receptionist computer simulation test**. If you are applying for a **general office position**, please **return all materials** to the office coordinator.

WORD 2000 - STANDARD

First Name: NICOLE
Last Name: TURNER
ID Number: 044766708
Date: 11/17/05
Time: 08:56 AM
Test Time: 15 minute(s)

Score: 91 % (32/35)

LEVELS

BEGINNER: 100 % (14/14)
INTERMEDIATE: 100 % (8/8)
ADVANCED: 77 % (10/13)

PRODUCTIVITY: Low

Analysis

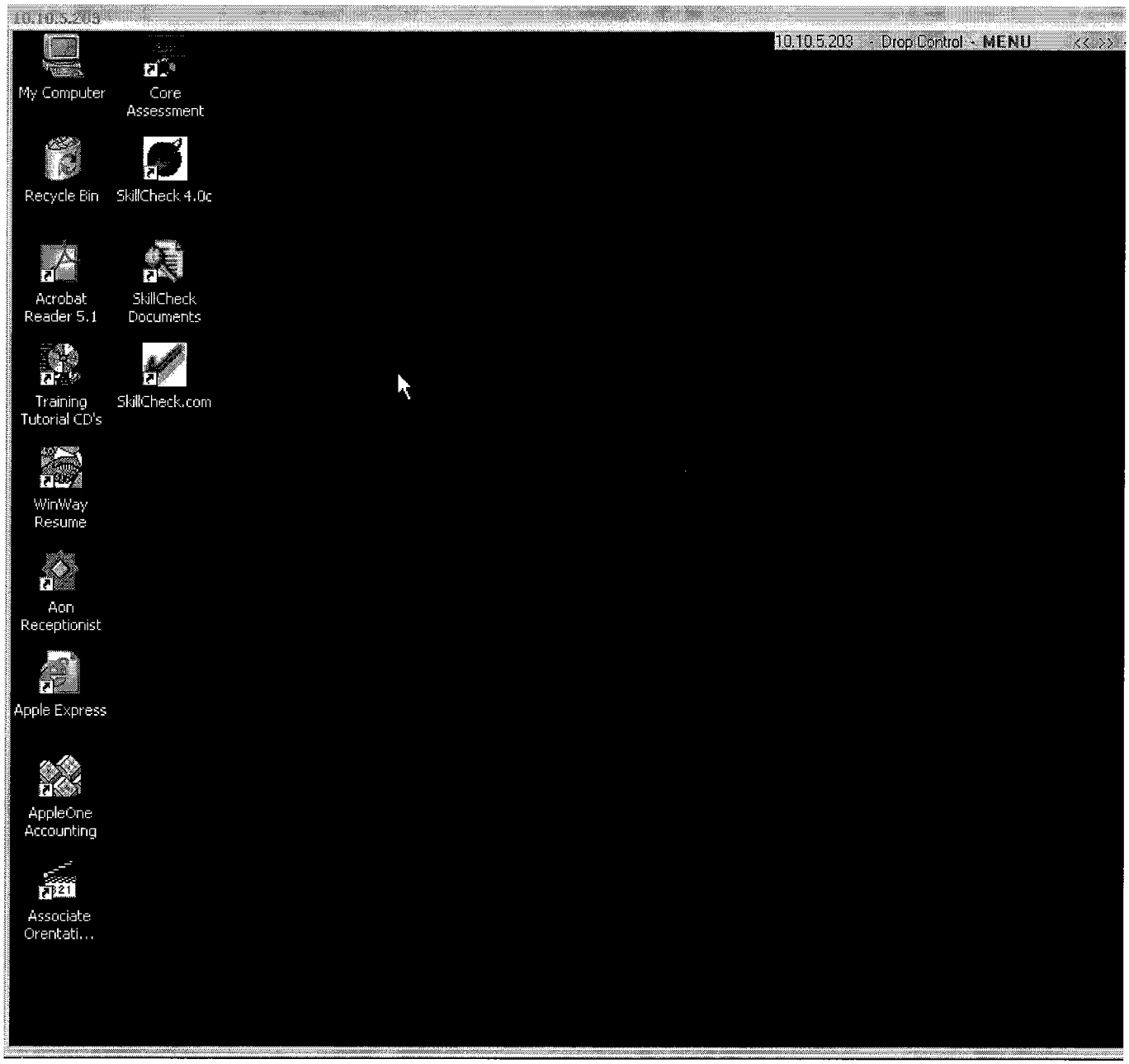
When given the opportunity to perform a software task using a shortcut key, or other efficient method, this candidate DID NOT utilize these productivity shortcuts most of the time. Keep in mind that use of shortcut keys is only one measurement of a person's productivity. To obtain a more accurate assessment of a candidate's productivity, we recommend the candidate be given the Software Productivity test included with your system.

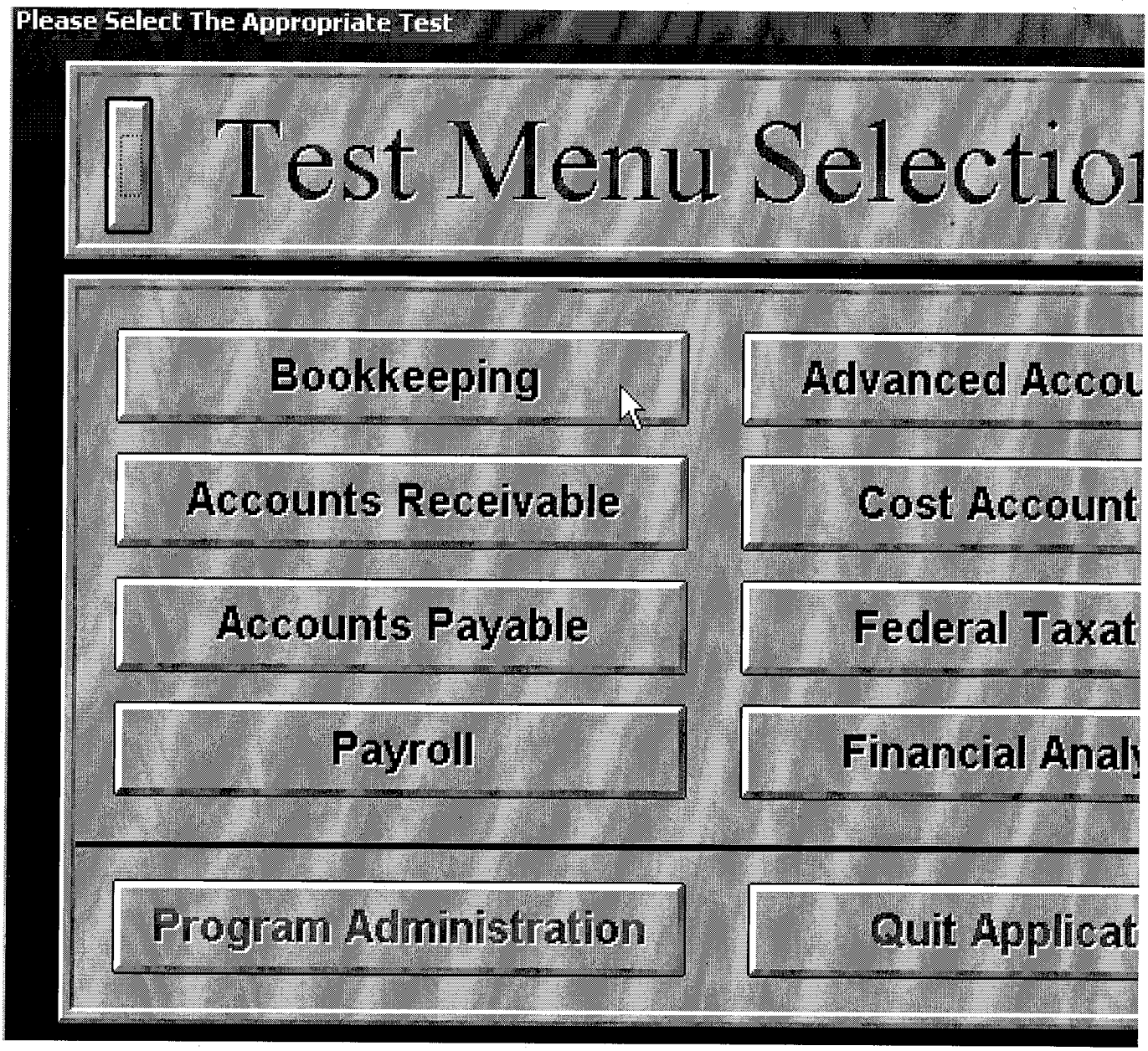
TOPICS

FILE MANAGEMENT: 80 % (4/5)
EDITING: 100 % (6/6)
FORMATTING: 92 % (12/13)
DESKTOP PUBLISHING: 100 % (3/3)
CUSTOMIZING WORD: 100 % (2/2)
PRINTING: 80 % (4/5)
ONLINE USE / INTERNET: 100 % (1/1)

QUESTIONS

BEGINNER
2. Open Document: Correct
3. Save Document: Correct
4. Template - Create: Correct
5. Copy Text: Correct
6. Paste Text: Correct
7. Margins: Correct
8. Orientation: Correct
10. Paper Size: Correct
11. Line Spacing: Correct
12. Tabs - Set: Correct
13. Redo: Correct
16. Fonts: Correct
30. Print Preview: Correct


10.10.5.203 - Drop Control - MENU
My Computer
Core Assessment
Recycle Bin
SkillCheck 4.0c
Acrobat Reader 5.1
SkillCheck Documents
Training Tutorial CD's
SkillCheck.com
WinWay Resume
Aon Receptionist
Apple Express
AppleOne Accounting
Associate Orientati...


Please Select The Appropriate Test
Test Menu Selectio
Bookkeeping
Advanced Accou
Accounts Receivable
Cost Account
Accounts Payable
Federal Taxat
Payroll
Financial Analy
Program Administration
Quit Applicat

Computerized Assessment System 10.10.5.203 - Drop Control - MENU

Candidate Information

ID Number 555-55-5555

Last Name TEST First Name TEST MI T

Test Date 07/17/2006

Test Battery None

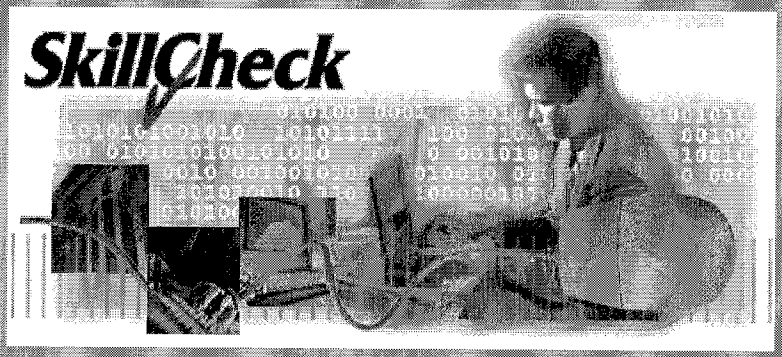
- None
- CSS: Customer Service
- MAS: Electronic Assembly
- MAS: Light Industrial
- OS: General Office
- PAS: Assistant/Secretary
- PAS: Legal Knowledge

OK Cancel

Press the space bar to see the list and the arrow keys to select an option

TestCenter 10.10.5.203 - Drop Control - MENU << >>

File Help



Available Tests

Test Group:

ALL

- Access 2000 - Advanced Skills
- Access 2000 - Basic Skills
- Access 2000 - Standard
- Access 7 - Advanced Skills
- Access 7 - Basic Skills
- Access 7 - Standard
- Access 97 - Advanced Skills
- Access 97 - Basic Skills
- Access 97 - Standard
- CLERICAL SAFETY QUESTIONNAIRE 2005
- Data Entry Test - Alphanumeric
- Data Entry Test - Numeric
- Excel 2000 - Advanced Skills
- Excel 2000 - Basic Skills
- Excel 2000 - New Features
- Excel 2000 - Standard
- Excel 7 - Advanced Skills

Add >>

Begin Tests

<< Remove

Exit

Selected Tests

Move Up

PAS

Professional Assistant Series

Executive Secretary
Administrative Assistant
Legal Secretary

Section A: Detail Orientation

Instructions: For this section you must compare blocks of information. For each question (1-6), you will see two blocks of information. The block on the left is *always* correct. Your task will be to compare the words and numbers on the left to those on the right, counting the number of errors you find. Then, mark your answers on the answer sheet.

	Correct		To be Checked	
1	**To:** **From:** **Date:** **Re:**	Dr. Samuel Richland Ms. Kelly Casey April 21, 1991 Various Administrative Matters	**To:** **From:** **Date:** **Re:**	Dr. Samuel Richland Ms. Kelly Casey April 21, 1991 Various Administrative Matters

A 1 error
B 2 errors
C 3 errors
D 4 errors
E No errors

	Correct	To be Checked
2	**"On the third day, we visited the Metropolitan Museum of Art. We had a great time looking at all the wonderful exhibits. When we left the museum, we only had time for a late dinner before bedtime."**	**"On the third day, we visited the Metropolitan Museum of Art. We had a great time looking at all of the wonderful exhibits. When we left the museum, we only had time for a late dinner before bedtime."**

A 1 error
B 2 errors
C 3 errors
D 4 errors
E No errors

Continue to next page.

This page left blank intentionally.

	Correct		To be Checked	
3	**To:**	Sally & Jo	**To**	Sally & Jo
	From:	Mike	**From:**	Mike
	Date:	June 19, 1990	**Date:**	June 19, 1990
	Re:	Company Picnic	**Re:**	Company Picnic

A 1 error
B 2 errors
C 3 errors
D 4 errors
E No errors

4

Correct Table

Applicant Testing Results	
Employee	Words Per Min
S. Robinson	45
D. Lewis	65
L. Anderson	64
P. Jennings	72
S. Brown	59

Table to be Checked

Applicant Testing Results	
Employee	Words Per Minute
S. Robinson	45
D. Lewis	65
L. Anderson	64
P. Jennings	72
S. Brown	59

A 1 error
B 2 errors
C 3 errors
D 4 errors
E No errors

Continue to next page.

5

Correct Table

Quarterly Production Breakdown 1990				
	Jan-Mar	Apr-Jun	July-Sep	Oct-Dec
01765	14	--	23	62
02971	--	84	--	15
11342	52	47	--	--
66977	99	--	--	--
43151	56	30	--	13

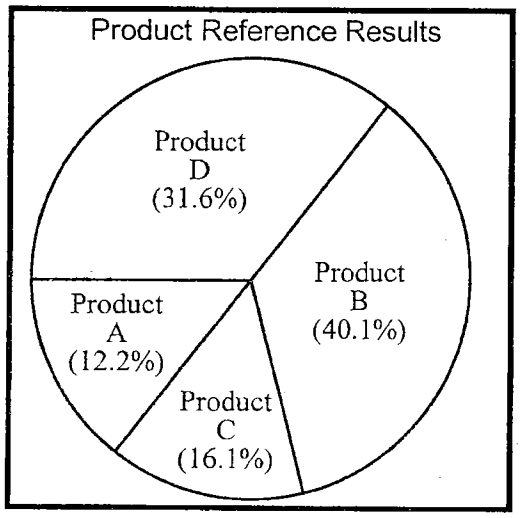
Table to be Checked

Quarterly Production Breakdown 1990				
	Jan-Mar	Apr-Jun	July-Sep	Oct-Dec
01765	14	--	23	62
02771	--	84	--	15
11342	62	84	--	--
66967	99	--	--	--
43151	56	30	--	13

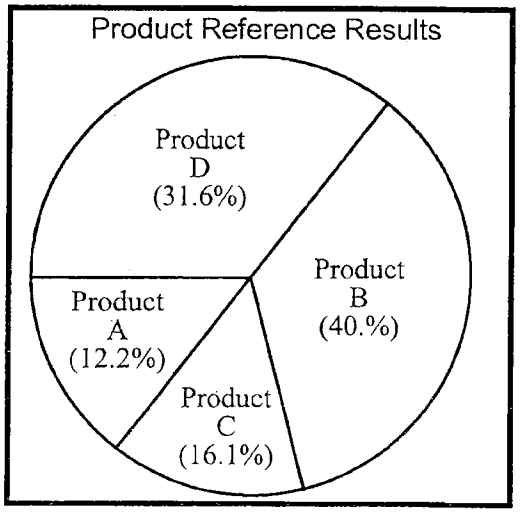
A 1 error
B 2 errors
C 3 errors
D 4 errors
E No errors

6

Correct Graph



Graph to be Checked



A 1 error
B 2 errors
C 3 errors
D 4 errors
E No errors

Section B: Business Language

Instructions: Use the following paragraph to answer questions 7-13. Read each sentence part carefully, and determine whether it contains an error. Then, if a sentence contains one or more errors, answer the question by selecting the alternative that contains no errors. If a sentence part contains no errors, the correct response is "E" (correct). Mark your answers in Section B of your answer sheet.

Two weeks after initial (7) contact a follow up call is made to the individuals' (8) health care provider. To ensure payment is available (9). If the agent encounters difficultys (10) or if elegibility has been denied, another approach (11) must be tryed. A reapplication may (12) be needed; Or, a investagation of the reasons (13) for a refusal may be required.

7

A Two weeks after initial contact, a follow-up call is

B Two weeks after inatial contact, a follow up call is

C Two weeks after inital contact a follow up call is

D Two weeks after inital contact, a follow-up call is

E Correct

Continue to next page.

Two weeks after initial contact (7) a follow up call is made to the individuals' (8) health care provider. ensure payment is available (9). If the agent encounters difficultys (10) or if elegibility has been denied, another approach (11) must be tryed. A reapplication may (12) be needed; Or, a investagation of the reasons (13) for a refusal may be required.

8

A made. To the individual's health care provider to
B made to the individuals health care provider to
C made to the individuals' health care provider; to
D made to the individual's health care provider to
E Correct

9

A ensure payment is availible if the agent
B ensure payment is available, if the agent
C ensure payment is avalable. If the agent
D ensure payment is availible if the agent
E Correct

10

A encounters difficultys, or if eligibility has
B encounters difficulties. Or, if eligibility has
C encounters difficulties, or if eligibility has
D encounters difficulties. Or, if elegibility has
E Correct

11	A been denied another aproach must be tried. B been denied, another approach must be tried. C been denied another approach must be tryed D been denied, another approch must be tried. E Correct
12	A A reapplication maybe needed. Or, an B A reapplication may be needed or an C A reapplication maybe needed; or a D A re-application may be needed: Or, an E Correct
13	A investigation of the reasons for a refusal, may B investigation of the reasons. For a resfusal may C investigation of the reasons for a refusal may D investigaton of the reasons for a refusal, may E Correct

Continue to next page.

Section C: Business Communication

Instructions: Use the following memorandum to answer questions 14-18. Read the memorandum below carefully. Assume that you have just received this information. Then select the correct response for each question. Mark your answers in Section C on your answer sheet.

MEMORANDUM

To: All Office Staff

From: Shipping Department

Subject: Shipping Express Mail

Please apply the following policy if you are shipping letters and packages via express mail. The policy has been developed on the least expensive way to ship.

	Carrier
Next Day Delivery	
Packages under 50 pounds, letters	Express Package Delivery
Packages 50 pounds—200 pounds	MailLink
Packages greater than 200 pounds	Airfreight
Second Day Delivery	
Packages under 100 pounds, letters	Delivery Express
Packages 100 pounds—200 pounds	Airfreight
Packages greater than 200 pounds	Consolidated

14	**You have been given a package that must arrive at its destination by tomorrow. It weighs 50 pounds. Which carrier should you use?**	A Express Package Delivery B MailLink C Delivery Express D Airfreight E Consolidated
15	**A package was sent using second day delivery. Consolidated was appropriately chosen as the carrier for this package. How much did this package weigh?**	A 50 pounds B 100 pounds C 120 pounds D 185 pounds E 215 pounds
16	**Which carrier should you use to send two 100 pound packages for second day delivery?**	A Express Package Delivery B MailLink C Delivery Express D Airfreight E Consolidated
17	**You have a package that weighs 200 pounds. Which two carriers could you use to ship this package?**	A Express Package Delivery, Delivery Express B MailLink, Delivery Express C MailLink, Airfreight D Express Package Delivery, MailLink E Express Package Delivery, Airfreight
18	**You have a package of books going to Lanktown that must arrive there in two days. Each book weighs approximately 20 pounds. The package weighs 200 pounds. Which carrier should you use?**	A Express Package Delivery B MailLink C Delivery Express D Airfreight E Consolidated

Continue to next page.

Instructions: Use the following memorandum to answer questions 19-21. As you read the memorandum assume that you are Chris Smith the Administrative Assistant. For each question, select the best response from the alternatives presented. Mark your answers in Section C of your answer sheet.

BAY INTERIORS OF SAN FRANCISCO

Interoffice Correspondence

Date: 4/14

To: Chris Smith
Administrative Assistant

From: Toby Anton
Marketing Research Manager

Subject: Conference and Dinner

As indicated on Tuesday, the Sixth Annual MID Conference will be held from May 6-9 at the New York Halston Hotel. The hotel, located at the heart of the theater district, has 411 guest rooms and features amenities such as a health club, sauna, business center, and restaurant. Please inform Alex that MID has reserved a block of rooms at a special discounted rate.

The cut-off date is April 24th. Reservations received after this date or after the group block has been filled will be accepted on a space-available basis only, at prevailing hotel rates. Alex's reservation must be guaranteed with a credit card or first night's deposit. Remind Alex that Vin Coleman, who will be joining Bay Interiors on April 22nd, will be leading a panel discussion at the conference. The discussion is scheduled to begin at 6:30 in Ballroom C.

Additionally, Terry Roberts will retire on April 25th after 25 years of service at Bay Interiors. She is being honored with a dinner party the evening of May 8th. Remind Alex that the dinner party will take place at the Bay Hotel in Ballroom C (third floor) from 6:00-8:00 p.m. The hotel is located near Fisherman's Wharf on Bridge Street. Contact Lisa Preston if Alex needs more specific instructions. Ross Park will be contacting you for any dinner reservations. I would appreciate your passing this information on to anyone who might wish to congratulate Terry.

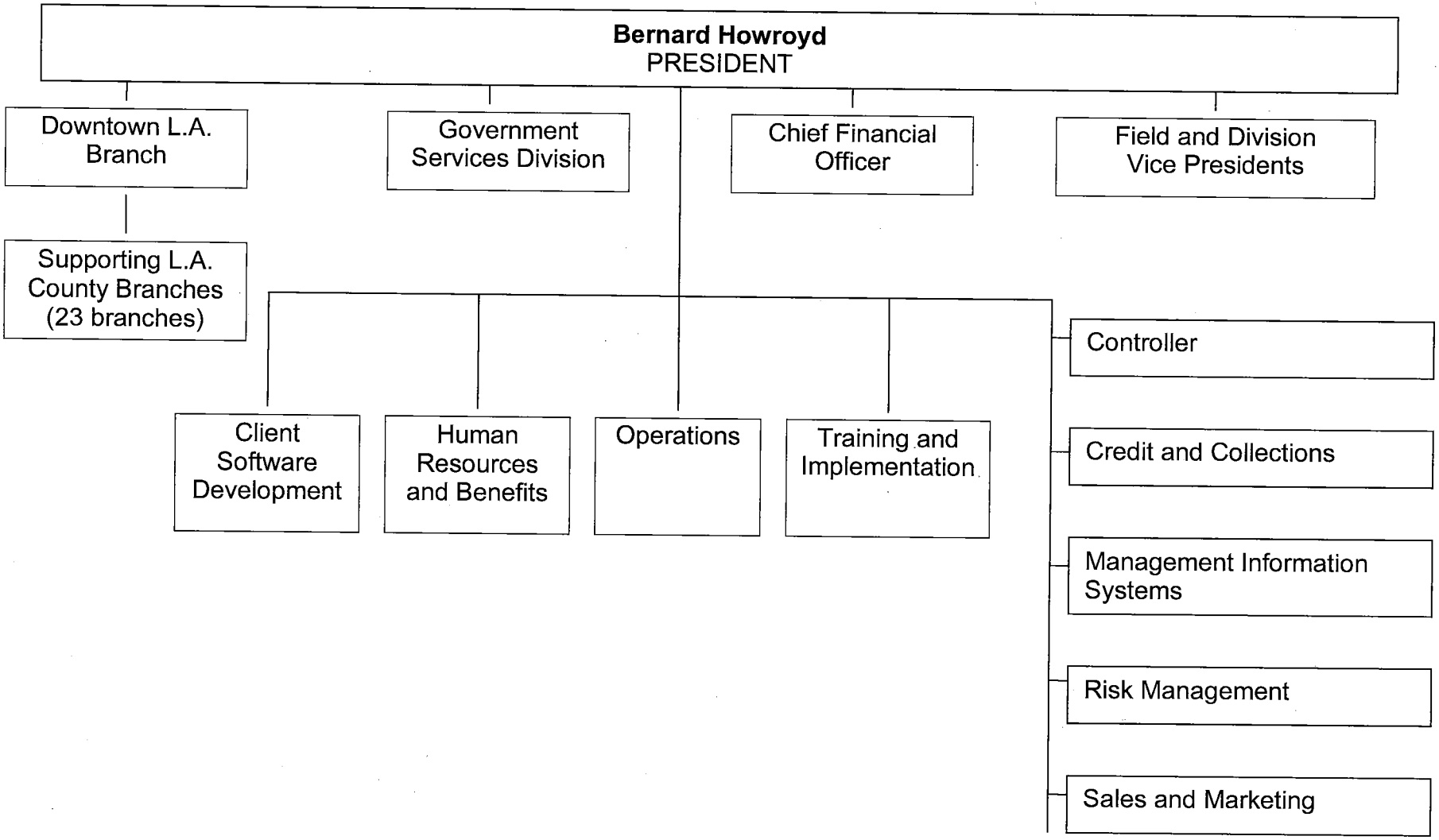
Thanks for all of your help. If Alex calls into the office tomorrow, tell him I will be in Houston tomorrow and back in the office April 17.

19	**Which of the following statements is true about Chris Smith?**	A Chris works closely with Alex. B Chris works at the Bay Hotel. C Chris should be at Ballroom C at 6:30. D Chris works at the New York Halston Hotel. E Chris should be at Ballroom C at 6:00.
20	**What information does Chris need from Alex?**	A Whether he will be attending the Conference or the retirement party B His work schedule for April 24th C His work schedule for April 25th D The time and location of the Sixth Annual MID Conference E The time and location of the retirement dinner party
21	**According to Toby, what should be done if Alex requires more detailed instructions to the Bay Hotel?**	A Alex should call Toby. B Alex should call Lisa. C Chris should call Toby. D Chris should call Lisa. E Ross should call Chris.

End of test.

ORGANIZATIONAL CHART

AppleOne Employment Services Organizational Chart



CERTIFICATE OF INSURANCE

ACORD™ CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 05/01/2007

PRODUCER 7
M. G. SKINNER & ASSOCIATES
11030 SANTA MONICA BLVD.
SUITE 207
LOS ANGELES, CA 90025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED
HOWROYD WRIGHT EMPLOYMENT
AGENCY, INC. DBA APPLE ONE (CA)
P.O. BOX 29048
GLENDALE, CA 91209-9048
HOWW00

INSURERS AFFORDING COVERAGE	NAIC#
INSURER A: LIBERTY SURPLUS INS. CORP.	10725
INSURER B: FEDERAL INSURANCE CO.	20281
INSURER C: AMERICAN GUARANTEE & LIABILITY	26247
INSURER D: ACE AMERICAN INSURANCE CO.	22667
INSURER E:	

COVERAGES

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. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	ADD'L INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
A		GENERAL LIABILITY	SSL-200997-0107	04/01/2007	04/01/2008	EACH OCCURRENCE	$ 1000000
		X COMMERCIAL GENERAL LIABILITY				DAMAGE TO RENTED PREMISES (Ea occurence)	$ 50000
		CLAIMS MADE X OCCUR				MED EXP (Any one person)	$ 5000
						PERSONAL & ADV INJURY	$ 1000000
						GENERAL AGGREGATE	$ 3000000
		GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC				PRODUCTS - COMP/OP AGG	$ 1000000
B		AUTOMOBILE LIABILITY	7326-53-34	04/01/2007	04/01/2008	COMBINED SINGLE LIMIT (Ea accident)	$ 1000000
		X ANY AUTO				BODILY INJURY (Per person)	$
		ALL OWNED AUTOS					
		SCHEDULED AUTOS				BODILY INJURY (Per accident)	$
		X HIRED AUTOS					
		X NON-OWNED AUTOS				PROPERTY DAMAGE (Per accident)	$
		GARAGE LIABILITY				AUTO ONLY - EA ACCIDENT	$
		ANY AUTO				OTHER THAN AUTO ONLY: EA ACC	$
						AGG	$
C		EXCESS/UMBRELLA LIABILITY	AUC5327482-03	04/01/2007	04/01/2008	EACH OCCURRENCE	$ 10000000
		X OCCUR CLAIMS MADE				AGGREGATE	$ 10000000
							$
		DEDUCTIBLE					$
		RETENTION $					$
D		WORKERS COMPENSATION AND EMPLOYERS LIABILITY	WLRC44003478	04/01/2007	04/01/2008	X WC STATU-TORY LIMITS OTH-ER	
		ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED?				E.L. EACH ACCIDENT	$ 1000000
		If yes, describe under SPECIAL PROVISIONS below				E.L. DISEASE - EA EMPLOYEE	$ 1000000
						E.L. DISEASE - POLICY LIMIT	$ 1000000
A		OTHER ERRORS & OMISSIONS	SSL-200997-0107 E&O	04/01/2007	04/01/2008	EACH ACT AGGREGATE	3000000 3000000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

CRIME/DISHONESTY-HARTFORD #10FA0230787-06-4/1/06-UNTIL CANCELLED-LIMIT: $3,000,000-COUNTY OF LOS ANGELES, ITS SPECIAL DISTRICTS, ITS OFFICIALS, OFFICERS AND EMPLOYEES ARE INCLUDED AS ADDITIONAL INSUREDS UNDER GENERAL LIABILITY FOR ALL ACTIVITIES THAT ARISE PER THE CONTRACT. PRIMARY AND NON-CONTRIBUTORY COVERAGE APPLIES.

CERTIFICATE HOLDER

LOS ANGELES COUNTY
DEPT. OF BEACHES & HARBORS
ADMINISTRATIVE SVCS. DIVISION
13837 FIJI WAY
MARINA DEL REY, CA 90292

CANCELLATION 10-DAY NOTICE FOR NON-PAYMENT OF PREM

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATIO DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

DRO

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

CG 20 10 10 93

ADDITIONAL INSURED-OWNERS, LESSEES OR CONTRACTORS (FORM B)

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

This endorsement changes the policy effective on the inception date of the policy unless another date is indicated below.

Endorsement effective 12:01 A.M. standard time	Policy No. SSL-200997-0107
Named Insured HOWROYD WRIGHT EMPLOYMENT	Countersigned by (Authorized Representative)

SCHEDULE

Name of Person or Organization: LOS ANGELES COUNTY
ADMINISTRATIVE SVCS. DIVISION
13837 FIJI WAY
MARINA DEL REY, CA 90292

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

WHO IS AN INSURED (Section II) is amended to include as an insured the person or organization shown in the Schedule, but only with respect to liability arising out of your ongoing operations performed for that insured.

CRIME/DISHONESTY-HARTFORD #10FA0230787-06-4/1/06-UNTIL CANCELLED-LIMIT: $3,000,000-COUNTY OF LO ANGELES, ITS SPECIAL DISTRICTS, ITS OFFICIALS, OFFICERS AND EMPLOYEES ARE INCLUDED AS ADDITIONA INSUREDS UNDER GENERAL LIABILITY FOR ALL ACTIVITIES THAT ARISE PER THE CONTRACT. PRIMARY AND NON-CONTRIBUTORY COVERAGE APPLIES.

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FINANCIAL STATEMENTS MARKED CONFIDENTIAL ON FILE WITH THE DEPARTMENT

PERSONNEL SPECIFICATIONS

CLASSIFICATION	DESCRIPTION
Accountant Clerk	Performs accounting clerical work and maintenance of accounting records for a departmental accounting system. Serves as a clerical assistant to a higher-level in-charge accounting position, which has day-to-day responsibility for operation of the accounting system. Handles bookkeeping and associated financial-clerical work, spending a major portion of time performing a variety of tasks involved in maintaining the accounting records of a small general accounting system. Experience Required: One year's clerical experience in the maintenance of financial or statistical records involving the coding, recording, checking tabulations and computation of data and completion of a high school level course in bookkeeping or elementary accounting. Must have some experience working with Microsoft Word and Excel.
Intermediate Clerk	Performs basic clerical duties in accordance with established procedures, which require minimum clerical knowledge or training. Duties may include sorting and filing; copying checking; posting of dates; input of data utilizing the Microsoft Office Suite; scanning documents; delivering of supplies; lifting and moving boxes and furniture, etc. Experience Required: One-year general office experience. Must have some experience working with Microsoft Word and Excel.
Information Technology Aide	Diagnoses and resolves PC hardware and software issues for the Department. Sets up desktops, laptops and electronic tablets as needed including the loading of system and application software. Supports and maintains printers, copiers, cell phones, Blackberries and digital cameras.. Maintains inventory of all electronic equipment including cell phones, Blackberries, desktop PCs, laptops, electronic tablets and digital cameras including serial numbers. Maintains inventory of all software residing on desktops, PCs, laptops and electronic tablets. Programs parking keys and proxi cards for department applications. Experience Required: Two (2) years of experience

	installing, configuring, testing, troubleshooting and repairing client computing devices and software, in a centralized Information Technology organization. A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions. Must be able to lift a minimum of 30 pounds.
Typist-Clerk	Performs typing and clerical work. Performs skilled typing work and clerical duties requiring a working knowledge of certain subject matter. Requires initiative and judgment with procedural and policy limits. Experience Required: One year of office clerical experience. *Typing rate*: 40 words per minute. Must have some experience working with Microsoft Word and Excel.
Senior Clerk	Performs more technical and advanced clerical work. Requires a working knowledge of certain subject matter. Requires initiative and judgment with procedural and policy limits. Experience Required: One year of office clerical experience. Must have experience working with Microsoft Word and Excel.
Senior Typist-Clerk	Performs skilled typing work and performs highly specialized clerical duties requiring a knowledge of a particular function with responsibility for applying proper procedures and for carrying out the work with only general direction. Answers questions that require such things as searching for and abstracting technical data. Makes statistical computations and analyses, estimates of fees, etc. Makes the final check of permits, authorizations, etc., without higher-level review. Experience Required: Two years office clerical experience involving typewriting. *Typing Rate*: 40 words per minute. Must have experience working with Microsoft Word and Excel.
Staff Assistant	Performs the housekeeping and record keeping functions, and conducts administrative studies of internal operations and procedures as an assistant to the manager. Analyzes and makes recommendations to the unit manager for the resolution of problems of work procedure and space allocation; and may participate in the implementation of changes resulting from recommendations. Prepares reports and projections of workload and staffing for the manager of the unit.

	Coordinates and resolves problems between the unit served and payroll, personnel, and other divisions and sections. Experience Required: One year's experience in either a staff capacity analyzing and making recommendations for the solution of problems of organization, procedures, programs, budget or personnel, or a highly responsible secretarial capacity, or a responsible supervisory clerical capacity. Must have the ability to analyze, interpret and present complex data to management orally and in writing. Must be proficient on a personal computer using MS Word and Excel. Must have experience in a fast-paced work environment. Must have excellent writing skills with good grammar and spelling.
Administrative Assistant	Conducts administrative budget or personnel studies; analyzes internal operations and procedures; prepares comprehensive reports that include such things as recommendations. Experience Required: Two years experience in a staff capacity analyzing and making recommendations for the solution of problems of organization, systems and procedures, programs, budget or personnel. Must have the ability to analyze, interpret and present complex data to management orally and in writing. Must be proficient on a personal computer using MS Word and Excel. Must have experience in a fast-paced work environment. Must have excellent writing skills with good grammar and spelling.
Accountant I	Performs a variety of difficult and complex non-supervisory accounting assignments. Performs assignments involving all of the following under immediate professional accounting supervision. Participates in a wide variety of assignments occurring within the annual accounting cycle including the annual set-up and maintenance of accounting books, the classification of transactions, trial balance, closing, and end of period adjustments. Assists in conducting cost surveys, revenue analyses, and other accounting studies; participates in writing reports of findings. Prepares complex accounting reports and schedules requiring a thorough understanding of the account structure and the relationship of data contained in the reports to the needs of management. Experience Required: Graduation from an accredited

	college with twenty-one units of accounting.
Accountant II	Performs professional accounting and auditing work. Performs a variety of staff, systems, and cost accounting assignments in connection with the overall operation of a accounting system and has immediate responsibility for one or more of the following: Interpreting the accounting and other financial provisions of a variety of laws and regulations, recommending steps for their implementation. Conducting the less complex cost surveys, revenue analyses, and accounting systems and procedural studies, writing reports of findings in which recommendations for modifications or other action are made, and participating in installation of systems and procedures. Compiling and evaluating complex consolidated and operating statements, final accountings for large construction and other projects large budgets, and claims for reimbursement from other government agencies or private contractors. May serve as liaison with other County departments or governmental agencies concerning accounting matters. May review and participate in day-to-day accounting and bookkeeping operations such as setting up accounting books or subsidiary records, classifying accounting transactions, posting and journalizing, taking trial balance, reconciling and personally preparing year-end closing transactions as an incident to performing other more difficult accounting assignments. Experience Required: Accounting Education: Completion of twenty-one units of accounting including at least two courses in advanced subjects such as cost accounting, governmental accounting or auditing in an accredited college, or equivalent accounting education. One year's professional accounting or auditing experience, or two years responsible or supervisory technical accounting experience.
Procurement Aid	Prepares various procurement documents and maintains related clerical records and controls. Processes blanket purchase orders and requisitions for a wide variety of supplies or services. Conducts research of vendor catalogs and establishes telephone contacts with operating personnel and vendors in connection with clarifying details of requests, locating supply sources, ascertaining unit costs and other pertinent factors. Places and expedites orders, resolves minor problems in connection with deliveries of wrong materials, shortages, damaged merchandise, etc. Assists with writing specifications and conducting product research.

	Arranges for returns of merchandise. Keeps records and prepares reports such as on the availability and price of certain products using the internet, trade journals, and other research tools. Analyzes requisitions from operating departments for non-stock items in order to identify item, maximize use of stock and/or standardized items, and standardize use of descriptive classification. Processes requests for emergency purchases, and assists departments in obtaining supplies from prescribed or other sources. Experience Required: One year of experience in procurement or warehousing activities, including the performance of specialized clerical duties involving the ordering or warehousing of material using automated systems. Must have basic keyboarding skills, the ability to use commonly used word processing programs such as Microsoft Word and Excel. Must have the ability to access and retrieve information using video display terminals, and effective verbal and written communication skills.

Secretary	Performs secretarial work with minimal supervision or instructions. Screens office callers and telephone calls, furnishes requested information, refers calls to others better qualified, and personally takes care of those calls which do not require the attention of the supervisor. Makes appointments and arranges conferences and meetings for staff and supervisors. Gathers data for general information purposes or special reports. Acts as an intermediary between supervisor and staff, transmitting messages, orders and request, both written and verbal. Contacts other departments, employees, agencies and individuals for additional materials as necessary and may prepare reports for supervisor's approval upon request. Maintains office files and records, including those of a confidential nature. Check materials / mail being submitted for supervisor's attention to ascertain that all relevant data, files, signatures, etc., are included. Performs general office duties such as scheduling, timekeeping, and purchase requisitions. Experienced Required: One year of highly responsible secretarial experience. Strong interpersonal skills with the ability to work effectively with staff, County departments and other agencies; strong organizational skills with the ability to work on multiple projects and assignments at the same time, meeting critical deadlines; strong written and oral communication skills with proficient grammar, punctuation, spelling and proofreading. Must be proficient on personal computers using Microsoft Word and Outlook. Typing rate: 40 net words per minute.

Site Locations

1. ADMINISTRATION BUILDING
13837 Fiji Way
Marina del Rey, CA 90292

2. BURTON W. CHACE COMMUNITY BUILDING
13650 Mindanao
Marina del Rey, CA 90292

3. MARINA INFORMATION CENTER
4701 Admiralty Way
Marina del Rey, CA 90292

4. DEPARTMENT WAREHOUSE
516 N. Broadway
Redondo Beach, CA

5. TRAILER COMPLEX
13483 Fiji Way
Marina del Rey, CA 90292

6. BOATHOUSE
13650 Mindanao
Marina del Rey, CA 90292

7. SANTA MONICA YACHT CLUB
13589 Mindanao Way
Marina del Rey, CA 90292

8. DOCKWEILLER YOUTH CENTER/SERVICE YARD
8255 Vista del Mar
Playa Del Rey, CA 90292

9. 14110 PALAWAN WAY
14110 Palawan Way
Marina del Rey, CA 90292

10. THE COVE
13535 Mindanao Way
Marina del Rey, CA 90292

11. POM BUILDING
13575 Mindanao Way
Marina del Rey, CA 90292

12. VIA DOLCE SERVICE YARD
4139 Dell Avenue
Marina del Rey, CA 90292

13. ROSECRANS SERVICE YARD
3621 The Strand
Manhattan Beach, CA 90266

14. KNOB HILL SERVICE YARD
743 Esplanade
Redondo Beach, CA 90277

15. VENICE SERVICE YARD
2300 Ocean Front Walk
Venice, Ca. 90291

16. WILL ROGERS SERVICE YARD
16300 Pacific Coast Highway
Pacific Palisades, CA 90272

17. ZUMA SERVICE YARD
30100 Pacific Coast Highway
Malibu, CA 90265

PERFORMANCE REQUIREMENT SUMMARY CHART

Key to Performance Requirements Summary:

Column 1: Contract section reference;

Column 2: Contract service for which performance standard is provided;

Column 3: Description of the performance required to satisfy the Contract;

Column 4: How the Contractor's performance may be monitored by the CA;

Column 5: Description of inadequate performance triggering obligation to pay liquidated damages; and

Column 6: The amount of liquidated damages that may be assessed per Deficiency Report.

1 CONTRACT SECTION	2 SERVICE	3 PERFORMANCE STANDARD	4 METHOD OF MONITORING	5 DEFICIENCY SUBJECT TO LIQUIDATED DAMAGES	6 LIQUIDATED DAMAGES PER DR
1.4.4	MONTHLY INVOICE	SUBMIT TWO COPIES OF INVOICE BY 15TH OF MONTH	REVIEW OF INVOICES	FAILURE TO SUBMIT BY 15TH OF MONTH	$100
2.1.3	OFFICE	CONTRACTOR MAINTAINS OFFICE IN COUNTY	OBSERVATION	ANY FAILURE TO MAINTAIN OFFICE OR TELEPHONE SERVICE	$100
2.1.4	Communications	Calls Of County Agents, Employees And Contractors Are Returned Promptly	Observation	Failure to return a call within one hour	$50
2.3	CONTRACTORS STAFF	DO NOT BRING VISITORS, WEAPONS, CONTRABAND, ALCOHOL, DRUGS INTO FACILITY; ARE NOT UNDER THE INFLUENCE. Conduct Themselves In A Reasonable Manner At All Times; Shall Not Cause Any Disturbance In The Department	OBSERVATION, REPORTS, COMPLAINTS, INSPECTIONS	EMPLOYEES BRING VISITORS OR IMPROPER MATERIALS INTO FACILITY, REPORT TO WORK WHILE UNDER INFLUENCE, CAUSE DISTURBANCES.	$100
2.3.1.6	LIST OF EMPLOYEES	PROVIDES AND UPDATES CURRENT LIST OF EMPLOYEES	REVIEW OF LIST	ANY USE OF UNLISTED EMPLOYEES	$50
2.3.1.7	AUTHORIZED ACCESS ONLY	CONTRACTORS EMPLOYEES USE ACCESS SPECIFIED BY CA.	OBSERVATION, REPORTS	ANY USE OF UNAUTHORIZED ENTRY OR EXIT BY CONTRACTORS STAFF	$50
2.3.2	PROVIDES REPRESENTATIVE	CONTRACTOR'S REPRESENTATIVE OR SUBSTITUTE AVAILABLE DURING COUNTY WORK HOURS (7:00 AM - 6:00 PM MON.-FRI.).	OBSERVATION, REPORTS AND COMPLAINTS	FAILURE TO ASSIGN OR MAKE AVAILABLE CR OR SUPERVISOR	$100
2.3.2	MEETING WITH CA	CONTRACTOR REPRESENTATIVE MEETS WITH CA AS	OBSERVATION	CR UNAVAILABLE TWICE IN TWO-WEEK PERIOD OR MISSES MORE THAN ONE	$100

1 CONTRACT SECTION	2 SERVICE	3 PERFORMANCE STANDARD	4 METHOD OF MONITORING	5 DEFICIENCY SUBJECT TO LIQUIDATED DAMAGES	6 LIQUIDATED DAMAGES PER DR
		DIRECTED		PERFORMANCE EVALUATION MEETING PER CONTRACT YEAR	
2.3.4	CA APPROVES KEY STAFF CHANGES	CONTRACTOR OBTAINS CA APPROVAL BEFORE CHANGING CR OR SUPERVISOR	OBSERVATION	REPLACES CR OR SUPERVISOR WITHOUT PRIOR APPROVAL	$100
2.4.1	SCHEDULED SERVICES	CONTRACTOR ADEQUATELY PERFORMS TASKS LISTED IN EXHIBIT 2.	OBSERVATION	ANY FAILURE TO ADEQUATELY PERFORM A REQUIRED TASK	$50
2.4.1	SCHEDULED SERVICES	Contractor Provides Temporary And As-Needed Secretarial, Clerical And Support Personnel At Any Of The Locations Listed In Exhibit 2.	OBSERVATION	MISSING ANY SCHEDULED ASSIGNMENT OF PERSONNEL	$100
2.4.6	CONTRACTOR EMPLOYEE ACKNOWLEDGMENT AND CONFIDENTIALITY AGREEMENT	Contractor And All Personnel Assigned To Serve Under This Contract Shall Be Required To Sign And Adhere To The Contractor Employee Acknowledgement And Confidentiality Agreement, Form P-12	REVIEW OF RECORDS	ANY FAILURE TO SUBMIT FORM AT TIME OF PERSONNEL APPOINTMENT AND/OR FILE IN RECORDS	$100
2.5.3	COMPLAINT LOG	MAINTAIN RECORD OF COMPLAINTS AND ACTIONS TAKEN, SUBMIT WRITTEN COMPLAINTS TO CA WITHIN 5 WORKING DAYS.	REVIEW OF RECORDS	ANY FAILURE TO RECORD COMPLAINTS, SUBMIT TO CA OR TO MAKE LOG AVAILABLE TO CA	$100
2.5.4	INJURY AND LOSS REPORTS	CONTRACTOR MAKES WRITTEN REPORT OF INCIDENT OF INJURY, PROPERTY DAMAGE, THEFT AND VANDALISM TO CA WITHIN 24 HOURS OF DISCOVERY	REVIEW OF RECORDS; OBSERVATION	ANY FAILURE TO REPORT WITHIN 24 HOURS	$100
2.6.2.1	REPORT LOST KEYS AND GATE CARDS	CONTRACTOR REPORTS LOST KEYS AND GATE CARDS WITHIN 24 HOURS OF DISCOVERY OF LOSS	OBSERVATION	ANY FAILURE TO REPORT WITHIN 24 HOURS OF DISCOVERY OF LOSS	$100
2.6.2.2	DO NOT DUPLICATE KEYS OR GATE CARDS	CONTRACTOR SHALL NOT DUPLICATE KEYS OR GATE CARDS WITHOUT CAS PRIOR WRITTEN CONSENT	OBSERVATION	ANY DUPLICATED KEY OR GATE CARD	$100
2.7.1	CONTRACTOR TO FURNISH SUPPLIES AND EQUIPMENT	CONTRACTOR TO FURNISH SUPPLIES AND EQUIPMENT	OBSERVATION	ANY INADEQUATE WORK PERFORMANCE FROM LACK OF SUPPLIES OR EQUIPMENT	$50

1 CONTRACT SECTION	2 SERVICE	3 PERFORMANCE STANDARD	4 METHOD OF MONITORING	5 DEFICIENCY SUBJECT TO LIQUIDATED DAMAGES	6 LIQUIDATED DAMAGES PER DR
2.7.2	PHOTO I.D. CARDS	CONTRACTOR□S EMPLOYEES WEAR PHOTO I.D. WHILE ON DUTY	OBSERVATION	ANY FAILURE TO WEAR I.D.	$100
2.8.3	QUALITY CONTROL PLAN	CONTRACTOR FOLLOWS PROVISIONS OF CONTRACTOR'S QUALITY CONTROL PLAN	COMPLAINTS; OBSERVATION; REVIEW OF RECORDS	ANY DEPARTURE FROM QUALITY CONTROL PLAN REQUIREMENTS	$100
3.9	INSURANCE	CONTRACTOR MAINTAINS ALL REQUIRED INSURANCE COVERAGES WITH REQUIRED LIABILITY LIMITS NAMING COUNTY AS ADDITIONAL INSURED AND ALLOWS NO LAPSE IN COVERAGE. INSURANCE IS NEVER ALLOWED TO LAPSE. PROOF OF INSURANCE COMPLIES WITH CONTRACT REQUIREMENTS IN ALL RESPECTS, INCLUDING BUT NOT LIMITED TO STATE AUTHORIZATION OF INSURER, PRESENCE OF EACH REQUIRED COVERAGE, AND POLICY LIMITS.	REVIEW OF INSURANCE CERTIFICATE OR POLICY	ANY FAILURE TO CARRY COVERAGE IN REQUIRED AMOUNTS NAMING COUNTY AS ADDITIONAL INSURED; PER DAY UNTIL INSURANCE IS OBTAINED	$100
~~3.32.2.1~~	~~LIVING WAGE COMPLIANCE~~	~~Contractor Shall Pay Its Employees No Less Than The Applicable Hourly Living Wage Rate, As Follows: Not Less Than $11.84 Per Hour If, In Addition To The Per-Hour Wage, Contractor Contributes Less Than $2.20 Per Hour Towards The Provision Of Bona Fide Health Care Benefits For Its Employees And Any Dependents; Or~~ ~~Not Less Than $9.64 Per Hour If, In Addition To The Per-Hour Wage, Contractor Contributes At Least $2.20 Per Hour Towards The Provision Of Bona Fide Health Care Benefits.~~	~~REVIEW OF INVOICES~~	~~ANY FAILURE TO PAY THE LIVING WAGE, PER DAY UNTIL RATE IS CORRECTED~~	~~$100~~
~~3.32.3~~	~~Contractor's Submittal of Certified Monitoring Reports.~~	~~Contractor Shall Submit To The County Certified Monitoring Reports At A Frequency Instructed By The County. The Certified Monitoring Reports Shall List All Of Contractor's Employees During The Reporting Period. The Certified Monitoring~~	~~REVIEW OF CERTIFIED REPORTS~~	~~FAILURE TO SUBMIT CERTIFIED REPORTS~~	~~$100~~

1 CONTRACT SECTION	2 SERVICE	3 PERFORMANCE STANDARD	4 METHOD OF MONITORING	5 DEFICIENCY SUBJECT TO LIQUIDATED DAMAGES	6 LIQUIDATED DAMAGES PER DR
		~~Reports Shall Also Verify The Number Of Hours Worked, The Hourly Wage Rate Paid, And The Amount Paid By Contractor For Health Benefits, If Any, For Each Of Its Employees.~~			

COUNTY OF LOS ANGELES

Policy on Doing Business With Small Business

Forty-two percent of businesses in Los Angeles County have five or fewer employees. Only about 4% of businesses in the area exceed 100 employees. According to the Los Angeles Times and local economists, it is not large corporations, but these small companies that are generating new jobs and helping move Los Angeles County out if its worst recession in decades.

WE RECOGNIZE.

The importance of small business to the County

- *in fueling local economic growth*
- *providing new jobs*
- *creating new local tax revenues*
- *offering new entrepreneurial opportunity to those historically under-represented in business*

The County can play a positive role in helping small business grow

- *as a multi-billion dollar purchaser of goods and services*
- *as a broker of intergovernmental cooperation among numerous local jurisdictions*
- *by greater outreach in providing information and training*
- *by simplifying the bid/proposal process*
- *by maintaining selection criteria which are fair to all*
- *by streamlining the payment process*

WE THEREFORE SHALL:

1. *Constantly seek to streamline and simplify our processes for selecting our vendors and for conducting business with them.*
2. *Maintain a strong outreach program, fully coordinated among our departments and districts, as well as other participating governments, to: a) inform and assist the local business community in competing to provide goods and services; b) provide for ongoing dialogue with and involvement by the business community in implementing this policy.*
3. *Continually review and revise how we package and advertise solicitations, evaluate and select prospective vendors, address subcontracting, and conduct business with our vendors, in order to: a) expand opportunity for small business to compete for our business, and b) to further opportunities for all businesses to compete regardless of size.*
4. *Insure that staff who manage and carry out the business of purchasing goods and services are well trained, capable and highly motivated to carry out the letter and spirit of this policy.*

Certainly we would prefer that women seek help while they are pregnant, not after giving birth, to receive proper medical care and counselling. But at the same time, we want to assure parents who choose not to keep their baby that they will not go to jail if they deliver their babies to safe hands in a hospital emergency room.

The California Safely Surrendered Baby Law:

Allows a distressed birth parent(s) to legally, confidentially, and safely surrender their baby

Provides a safe place for babies

Protects the parent(s) from arrest or prosecution for abandonment as long as the baby has not been abused or neglected

Does not require that names be given when the baby is surrendered

Permits parents to bring a baby within 3 days of birth to any hospital emergency room in California

In California, no one ever has to abandon a child again.

State of California
Gray Davis, Governor
Health and Human Services Agency
Grantland Johnson, Secretary
Department of Social Services
Rita Saenz, Director

PUB 400 (8/02)

no shame. no blame. no names.

now there's a way to safely surrender your baby

What is the Safely Surrendered Baby Law?

It's a new law. Under this law, a person may surrender their baby confidentially. As long as the baby has not been abused or neglected, the person may do so without fear of arrest or prosecution.

How does it work?

A distressed parent who is unable or unwilling to care for an infant can legally, confidentially and safely surrender their baby within 3 days of birth. All that is required is that the baby be brought to a hospital emergency room in California. If there are additional places, they will be listed on the back of this brochure. As long as the child shows no signs of abuse or neglect, no name or other information is required. A bracelet will be placed on the baby for identification. A matching bracelet will be given to the parent. The bracelet will help connect the parent to the baby if the parent wants the baby back.

Can only a parent bring in the baby?

In most cases, a parent will bring in the baby. The law allows another person to bring in the baby if they have legal custody.

Does the parent have to call before bringing in the baby?

No. A parent can bring in a baby anytime, 24 hours a day, 7 days a week.

Does a parent have to tell anything to the people taking the baby?

No. Nothing is required. However, hospital personnel will give the parent a medical information questionnaire that is designed to gather family medical history. This could be very useful in caring for the child but it is up to the parent to complete it.

What happens to the baby?

The baby will be examined and given medical treatment, if needed. Then the baby will be placed in a foster or pre-adoptive home.

What happens to the parent?

Once the parent(s) has safely turned over the baby, they are free to go.

What if a parent wants the baby back?

The parent(s) may take the bracelet back to the hospital. Hospital personnel will provide information about the baby.

Why is California doing this?

The purpose of the Safely Surrendered Baby Law is to protect babies from being hurt or killed because they were abandoned.

You may have heard tragic stories of babies left in dumpsters or public toilets. The persons who committed these acts may have been under severe emotional distress. The mothers may have hidden their pregnancies, fearful of what would happen if their families found out. Because they were afraid and had nowhere to turn for help, they abandoned their infants.

Abandoning a baby puts the child in extreme danger. It is also illegal. Too often, it results in the baby's death. Because of the Safely Surrendered Baby Law, this tragedy doesn't ever have to happen in California again.

The Eighteenth Safely Surrendered Baby in California

At 8:30 a.m. on Thursday, July 25, 2002, a healthy newborn baby was brought to St. Bernardine Medical Center in San Bernardino under the provisions of the California Safely Surrendered Baby Law.

This baby was the eighteenth child protected under California's Safely Surrendered Baby Law. As the law states, the baby's mother did not have to identify herself. When the baby was brought to the emergency room, he was examined by a pediatrician, who determined that the baby was healthy and doing fine. He was placed in a foster home for short-term care while the adoption process was started.

Every baby deserves a chance for a healthy life. If you or someone you know is considering giving up a child, learn about your options.