



CONTRACT
BY AND BETWEEN
COUNTY OF LOS ANGELES
AND
APPLEONE EMPLOYMENT SERVICES
FOR
AS-NEEDED TEMPORARY PERSONNEL SERVICES

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 CONTRACT FOR
 AS-NEEDED TEMPORARY PERSONNEL SERVICES**

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**LOS ANGELES COUNTY DEPARTMENT OF BEACHES AND HARBORS
CONTRACT FOR
AS-NEEDED TEMPORARY PERSONNEL SERVICES**

PART ONE - GENERAL CONDITIONS

1.0 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 AppleOne Employment Services (the "Contractor").

1.1.2 Recitals

The Contract is intended to integrate within one document the terms for the as-needed 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, Form P-1 (Offer to Perform) and Form P-2 (Proposer's Organization/Questionnaire Affidavit) 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 to P-20 submitted with the Contractor's Proposal.

The Contract is authorized pursuant to California Government Code Section 31000.4 for the provision of the Contractor to provide County with as-needed temporary personnel services on an intermittent basis.

1.1.3 Effective Date

The effective date of this Contract shall be the later of July 1, 2012 or the date of Board approval.

1.1.4 Contract Provisions

The Contract is comprised of this Part 1 (General Conditions), Part 2 (Standard Contract Terms and Conditions), Part 3 (Unique Terms and

Conditions), Exhibits and Forms, 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; 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 Attachment B, Statement of Work and Form P-6. Pursuant to the provisions of this Contract, the Contractor shall fully perform, complete and deliver on time all tasks, deliverables, services and other work as set forth herein. If the Contractor provides any tasks, deliverables, goods, services or other work, other than as specified in this Contract, the same shall be deemed to be a gratuitous effort on the part of the Contractor, and the Contractor shall have no claim whatsoever against the County.

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 2.45, Termination for Improper Consideration, 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.

1.2 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.

1.3 CONTRACT TERM

1.3.1 Initial Term

The initial Contract term shall be three years commencing July 1, 2012 or upon execution by the County's Board of Supervisors, unless sooner terminated or extended, in whole or in part, as provided in this Contract.

1.3.2 Two One-Year/Six Month-to-Month 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. Additionally, the Director may extend the final Contract term on a month-to-month basis for up to six (6) months, at his/her sole discretion.

The County maintains databases that track/monitor contractor performance history. Information entered into such databases may be used for a variety of purposes, including determining whether the County will exercise a Contract term extension option.

1.3.3 Contractor to Notify County When it is within Six Months from Expiration of Term

The Contractor shall notify the Department when this Contract is within six (6) months from the expiration of the term as provided for hereinabove. Upon occurrence of this event, the Contractor shall provide written notification to the Department.

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 CONTRACT SUM

1.4.1 Contract Payment

The net amount the County shall expend from its own funds during any Contract year for as-needed temporary personnel services shall not exceed \$250,000 per Contract year, based on the Department's needs and availability of funds in the County's budget. The County may at its discretion expend any portion, all or none of the stipulated amount. However, aggregate annual payments for as-needed temporary personnel services may exceed the stipulated amount to the extent that a lessee or other third party is obligated to reimburse the County, when County uses as-needed temporary personnel services for third party benefit.

The Contractor shall not be entitled to payment or reimbursement for any tasks or services performed, nor for any incidental or administrative expenses whatsoever incurred in or incidental to performance hereunder, except as specified herein. Assumption or takeover of any of the Contractor's duties, responsibilities, or obligations, or performance of same by any entity other than the Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever, shall occur only with the County's express prior written approval.

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 Contract sum amount by up to 10 percent in any year of the Contract or any extension period, to cover needed, increased services in the scope of the Contract, 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 an issued Work Order (Exhibit

3). Compensation for all work under a Work Order shall be at Contractor's rate of pay as quoted on Form P-1, and shall be subject to Sections 1.4.1 and 2.48.

1.4.4 Emergent Work Orders

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. Compensation for emergent work shall be at Contractor's rate of pay as quoted on Form P-1. There is no overtime rate of pay for emergent work. *Authorized County Personnel* will be identified at the pre-job meeting upon contract award.

1.4.5 Contractor to Notify County when it has Received 75% of Total Contract Amount

The Contractor shall maintain a system of record keeping that will allow the Contractor to determine when it has incurred seventy-five percent of the total contract authorization under this Contract. Upon occurrence of this event, the Contractor shall send written notification to the Department.

1.4.6 No Payment for Services Provided Following Expiration/Termination of Contract

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

1.5 INVOICES AND PAYMENTS

1.5.1 The Contractor shall invoice the County only for providing the tasks, deliverables, goods, services, and other work specified in Attachment B, Statement of Work and elsewhere hereunder. The Contractor shall prepare invoices, which shall include the charges owed to the Contractor by the County under the terms of this Contract. The Contractor's payments shall be as provided in Form P-1, Offer to Perform, and the Contractor shall be paid only for the tasks, deliverables, goods, services, and other work approved in writing by the County. If the County does not approve work in writing no payment shall be due to the Contractor for that work.

1.5.2 Contractor's Invoice Procedures

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 or 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.

Upon the Department's receipt and the Contract Administrator'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.

1.5.2 Approval of Invoices

All invoices submitted by the Contractor for payment must have the written approval of the Department's Administrative Services Division prior to any payment thereof. In no event shall the County be liable or responsible for any payment prior to such written approval. Approval for payment will not be unreasonably withheld.

1.5.3 Local Small Business Enterprises - Prompt Payment Program

Certified Local SBEs will receive prompt payment for services they provide to County departments. Prompt payment is defined as 15 calendar days after receipt of an undisputed invoice.

1.6 ADMINISTRATION OF CONTRACT - CONTRACTOR

1.6.1 Contractor's Contract Representative

The Contractor's Contract Representative is designated on Form P-17, Contractor's Administration. The Contractor shall notify the County in writing of any change in the name or address of the Contractor's Contract Representative.

The Contractor's Contract Representative shall be responsible for the Contractor's day-to-day activities as related to this Contract and shall coordinate with County's Contract Administrator on a regular basis.

1.6.2 Approval of Contractor's Staff

County has the absolute right to approve or disapprove all of the Contractor's staff performing work hereunder and any proposed changes in the Contractor's staff, including, but not limited to, the Contractor's Contract Representative.

1.6.3 Contractor's Staff Identification

Contractor shall provide, at Contractor's expense, all staff providing services under this Contract with a photo identification badge.

1.6.4 Background and Security Investigations

Each of Contractor's staff performing services under this Contract, who is in a designated sensitive position as determined by County in County's sole discretion, shall undergo and pass a background investigation to the satisfaction of County as a condition of beginning and continuing to perform services under this Contract. Such background investigation may include, but shall not be limited to, criminal conviction information obtained through fingerprints submitted to the California Department of Justice. The fees associated with the background investigation shall be at the

expense of the Contractor, regardless of whether or not the member of Contractor's staff passes or fails the background investigation.

If a member of Contractor's staff does not pass the background investigation, County may request that the member of Contractor's staff be immediately removed from performing services under the Contract at any time during the term of the Contract. County will not provide to Contractor or to Contractor's staff any information obtained through the County's background investigation.

County, in its sole discretion, may immediately deny or terminate facility access to any member of Contractor's staff that does not pass such investigation to the satisfaction of the County or whose background or conduct is incompatible with County facility access.

Disqualification of any member of Contractor's staff pursuant to this Paragraph 1.6.4 shall not relieve Contractor of its obligation to complete all work in accordance with the terms and conditions of this Contract.

1.6.5 Confidentiality

Contractor shall maintain the confidentiality of all records and information in accordance with all applicable Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures relating to confidentiality, including, without limitation, County policies concerning information technology security and the protection of confidential records and information.

Contractor shall indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting, or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with this Paragraph 1.6.5, as determined by County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Paragraph 1.6.5 shall be conducted

by Contractor and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide County with a full and adequate defense, as determined by County in its sole judgment, County shall be entitled to retain its own counsel, including, without limitation, County Counsel, and reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor shall not have the right to enter into any settlement, agree to any injunction, or make any admission, in each case, on behalf of County without County's prior written approval.

Contractor shall inform all of its officers, employees, agents and subcontractors providing services hereunder of the confidentiality provisions of this Contract.

1.6.6 Confidentiality Agreement

Contractor shall cause each employee performing services covered by this Contract to sign and adhere to the provisions of the "Contractor Employee Acknowledgment and Confidentiality Agreement", Form P-19.

LOS ANGELES COUNTY DEPARTMENT OF BEACHES AND HARBORS
CONTRACT FOR
AS-NEEDED TEMPORARY PERSONNEL SERVICES
PART TWO - STANDARD TERMS AND CONDITIONS

2.0 STANDARD TERMS AND CONDITIONS

2.1 AMENDMENTS

2.1.1 For any change which affects the scope of work, term, contract sum, payments, or any term or condition included under this Contract, an Amendment shall be prepared and executed by the Contractor and by the Board of Supervisors.

2.1.2 The County's Board of Supervisors or Chief Executive Officer or designee may require the addition and/or change of certain terms and conditions in the Contract during the term of this Contract. The County reserves the right to add and/or change such provisions as required by the County's Board of Supervisors or Chief Executive Officer. To implement such changes, an Amendment to the Contract shall be prepared and executed by the Contractor and by the Director of the Department or his/her authorized designee.

2.1.3 The Director of the Department or his/her designee, may at his/her sole discretion, authorize extensions of time as defined in Paragraph 1.3, Contract Term. The Contractor agrees that such extensions of time shall not change any other term or condition of this Contract during the period of such extensions. To implement an extension of time, an Amendment to the Contract shall be prepared and executed by the Contractor and by the Director of the Department.

2.2 ASSIGNMENT AND DELEGATION

2.2.1 The Contractor shall not assign its rights or delegate its duties under this Contract, or both, whether in whole or in part, without the prior written consent of County, in its discretion, and any attempted assignment or

delegation without such consent shall be null and void. For purposes of this sub-paragraph, County consent shall require a written amendment to the Contract, which is formally approved and executed by the parties. Any payments by the County to any approved delegate or assignee on any claim under this Contract shall be deductible, at County's sole discretion, against the claims, which the Contractor may have against the County.

2.2.2 Shareholders, partners, members, or other equity holders of Contractor may transfer, sell, exchange, assign, or divest themselves of any interest they may have therein. However, in the event any such sale, transfer, exchange, assignment, or divestment is effected in such a way as to give majority control of Contractor to any person(s), corporation, partnership, or legal entity other than the majority controlling interest therein at the time of execution of the Contract, such disposition is an assignment requiring the prior written consent of County in accordance with applicable provisions of this Contract.

2.2.3 Any assumption, assignment, delegation, or takeover of any of the Contractor's duties, responsibilities, obligations, or performance of same by any entity other than the Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever without County's express prior written approval, shall be a material breach of the Contract which may result in the termination of this Contract. In the event of such termination, County shall be entitled to pursue the same remedies against Contractor as it could pursue in the event of default by Contractor.

2.3 AUTHORIZATION WARRANTY

The Contractor represents and warrants that the person executing this Contract for the Contractor is an authorized agent who has actual authority to bind the Contractor to each and every term, condition, and obligation of this Contract and that all requirements of the Contractor have been fulfilled to provide such actual authority.

2.4 BUDGET REDUCTIONS

In the event that the County's Board of Supervisors adopts, in any fiscal year, a County Budget which provides for reductions in the salaries and benefits paid to the majority of County employees and imposes similar reductions with respect to County Contracts, the County reserves the right to reduce its payment obligation under this Contract correspondingly for that fiscal year and any subsequent fiscal year during the term of this Contract (including any extensions), and the services to be provided by the Contractor under this Contract shall also be reduced correspondingly. The County's notice to the Contractor regarding said reduction in payment obligation shall be provided within thirty (30) calendar days of the Board's approval of such actions. Except as set forth in the preceding sentence, the Contractor shall continue to provide all of the services set forth in this Contract.

2.5 COMPLAINTS

The Contractor shall develop, maintain and operate procedures for receiving, investigating and responding to complaints.

2.5.1 Within 10 business days after Contract effective date, the Contractor shall provide the County with the Contractor's policy for receiving, investigating and responding to user complaints.

2.5.2 The County will review the Contractor's policy and provide the Contractor with approval of said plan or with requested changes.

2.5.3 If the County requests changes in the Contractor's policy, the Contractor shall make such changes and resubmit the plan within 10 business days for County approval.

2.5.4 If, at any time, the Contractor wishes to change the Contractor's policy, the Contractor shall submit proposed changes to the County for approval before implementation.

2.5.5 The Contractor shall preliminarily investigate all complaints and notify the County's Contract Administrator of the status of the investigation within five business days of receiving the complaint.

2.5.6 When complaints cannot be resolved informally, a system of follow-through shall be instituted which adheres to formal plans for specific actions and strict time deadlines.

2.5.7 Copies of all written responses shall be sent to the County's Contract Administrator within five business days of mailing to the complainant.

2.6 COMPLIANCE WITH APPLICABLE LAW

2.6.1 In the performance of this Contract, Contractor shall comply with all applicable Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures, and all provisions required thereby to be included in this Contract are hereby incorporated herein by reference.

2.6.2 Contractor shall indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs, and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with any such laws, rules, regulations, ordinances, directives, guidelines, policies, or procedures, as determined by County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Paragraph 2.6 shall be conducted by Contractor and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide County with a full and adequate defense, as determined by County in its sole judgment, County shall be entitled to retain its own counsel, including, without limitation, County Counsel, and reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor shall not have the right to enter into any settlement,

agree to any injunction or other equitable relief, or make any admission, in each case, on behalf of County without County's prior written approval.

2.7 COMPLIANCE WITH CIVIL RIGHTS LAWS

The Contractor hereby assures that it will comply with Subchapter VI of the Civil Rights Act of 1964, 42 USC Sections 2000 (e) (1) through 2000 (e) (17), to the end that no person shall, on the grounds of race, creed, color, sex, religion, ancestry, age, condition of physical handicap, marital status, political affiliation, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Contract or under any project, program, or activity supported by this Contract. The Contractor shall comply with *Form P-8 – Contractor's EEO Certification*.

2.8 COMPLIANCE WITH THE COUNTY'S JURY SERVICE PROGRAM

2.8.1 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, a copy of which is attached as *Exhibit 6* and incorporated by reference into and made a part of this Contract.

2.8.2 Written Employee Jury Service Policy.

1. Unless the Contractor has demonstrated to the County's satisfaction either that the 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), the 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 of 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.

2. For purposes of this sub-paragraph, "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 the 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 the Contractor uses any Subcontractor to perform services for the County under the Contract, the Subcontractor shall also be subject to the provisions of this sub-paragraph. The provisions of this sub-paragraph shall be inserted into any such subcontract agreement and a copy of the Jury Service Program shall be attached to the agreement.
3. If the Contractor is not required to comply with the Jury Service Program when the Contract commences, the Contractor shall have a continuing obligation to review the applicability of its "exception status" from the Jury Service Program, and the Contractor shall immediately notify the County if the Contractor at any time either comes within the Jury Service Program's definition of "Contractor" or if the Contractor no longer qualifies for an exception to the Jury Service Program. In either event, the 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 the Contractor demonstrate to the County's satisfaction that the Contractor either continues to remain outside of the Jury Service Program's definition of "Contractor" and/or that the Contractor continues to qualify for an exception to the Program.

4. Contractor's violation of this sub-paragraph 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 the Contractor from the award of future County contracts for a period of time consistent with the seriousness of the breach.

2.9 CONFLICT OF INTEREST

2.9.1 No County employee whose position with the County enables such employee to influence the award of this Contract or any competing Contract, and no spouse or economic dependent of such employee, shall be employed in any capacity by the Contractor or have any other direct or indirect financial interest in this Contract. No officer or employee of the Contractor who may financially benefit from the performance of work hereunder shall in any way participate in the County's approval, or ongoing evaluation, of such work, or in any way attempt to unlawfully influence the County's approval or ongoing evaluation of such work.

2.9.2 The Contractor shall comply with all conflict of interest laws, ordinances, and regulations now in effect or hereafter to be enacted during the term of this Contract. The Contractor warrants that it is not now aware of any facts that create a conflict of interest. If the Contractor hereafter becomes aware of any facts that might reasonably be expected to create a conflict of interest, it shall immediately make full written disclosure of such facts to the County. Full written disclosure shall include, but is not limited to, identification of all persons implicated and a complete description of all relevant circumstances. Failure to comply with the provisions of this sub-paragraph shall be a material breach of this Contract.

2.10 CONSIDERATION OF HIRING COUNTY EMPLOYEES TARGETED FOR LAYOFF/ OR RE-EMPLOYMENT LIST

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 re-employment list during the life of this Contract.

2.11 CONSIDERATION OF HIRING GAIN/GROW PROGRAM PARTICIPANTS

Should the Contractor require additional or replacement personnel after the effective date of this Contract, the 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 Opportunity for Work (GROW) Program who meet the Contractor's minimum qualifications for the open position. For this purpose, consideration shall mean that the Contractor will interview qualified candidates. The County will refer GAIN/GROW participants by job category to the Contractor.

In the event that both laid-off County employees and GAIN/GROW participants are available for hiring, County employees shall be given first priority.

2.12 CONTRACTOR RESPONSIBILITY AND DEBARMENT

2.12.1 Responsible Contractor

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.

2.12.2 Chapter 2.202 of the County Code

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 or proposing on, or being awarded, and/or performing work 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.

2.12.3 Non-responsible Contractor

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 a term of a contract with the County or a nonprofit corporation created by the County, (2) committed an act or omission which negatively reflects on the Contractor's quality, fitness or capacity to perform a contract with the County, 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.

2.12.4 Contractor Hearing Board

1. 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.
2. 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. 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 Contractor Hearing Board.
4. If a Contractor has been debarred for a period longer than five (5) years, that Contractor may after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. The County may, in its 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 interests of the County.
5. The Contractor Hearing Board will consider a request for review of a debarment determination only where (1) the Contractor has been debarred for a period longer than five (5) years; (2) the debarment has been in effect for at least five (5) 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.

6. 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 proposed decision and recommendation of the Contractor Hearing Board.

2.12.5 Subcontractors of Contractor

These terms shall also apply to Subcontractors of County Contractors.

2.13 CONTRACTOR'S ACKNOWLEDGEMENT OF COUNTY'S COMMITMENT TO THE SAFELY SURRENDERED BABY LAW

The Contractor acknowledges that the County places a 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. Information on how to receive the poster can be found on the Internet at www.babysafela.org.

2.14 CONTRACTOR'S WARRANTY OF ADHERENCE TO COUNTY'S CHILD SUPPORT COMPLIANCE PROGRAM

2.14.1 The Contractor acknowledges that the County has established a goal of ensuring that all individuals who benefit financially from the 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 the County and its taxpayers.

2.14.2 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, the Contractor warrants that it is now in compliance and shall during the term of this Contract maintain in compliance with employment and wage reporting requirements as required by the Federal Social Security Act (42 USC Section 653a) and California Unemployment Insurance Code Section 1088.5, and shall implement all lawfully served Wage and Earnings Withholding Orders or Child Support Services Department Notices of Wage and Earnings Assignment for Child, Family or Spousal Support, pursuant to Code of Civil Procedure Section 706.031 and Family Code Section 5246(b).

2.15 COUNTY'S QUALITY ASSURANCE PLAN

The County or its agent will evaluate the Contractor's performance under this Contract on not less than an annual basis. Such evaluation will include assessing the Contractor's compliance with all Contract terms and conditions and performance standards. Contractor 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 action measures taken by the County and the Contractor. If improvement does not occur consistent with the corrective action measures, the County may terminate this Contract or impose other penalties as specified in this Contract.

2.16 DAMAGE TO COUNTY FACILITIES, BUILDINGS OR GROUNDS

2.16.1 The Contractor shall repair, or cause to be repaired, at its own cost, any and all damage to County facilities, buildings, or grounds caused by the Contractor or employees or agents of the Contractor. Such repairs shall be

made immediately after the Contractor has become aware of such damage, but in no event later than thirty (30) days after the occurrence.

2.16.2 If the Contractor fails to make timely repairs, County may make any necessary repairs. All costs incurred by County, as determined by County, for such repairs shall be repaid by the Contractor by cash payment upon demand.

2.17 EMPLOYMENT ELIGIBILITY VERIFICATION

2.17.1 The Contractor warrants that it fully complies with all Federal and State statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this Contract meet the citizenship or alien status requirements set forth in Federal and State statutes and regulations. The Contractor shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by Federal and State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, (P.L. 99-603), or as they currently exist and as they may be hereafter amended. The Contractor shall retain all such documentation for all covered employees for the period prescribed by law.

2.17.2 The Contractor shall indemnify, defend, and hold harmless, the County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against the Contractor or the County or both in connection with any alleged violation of any Federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Contract.

2.18 FACSIMILE REPRESENTATIONS

The County and the Contractor hereby agree to regard facsimile representations of original signatures of authorized officers of each party, when appearing in appropriate places on the Amendments prepared pursuant to Section 2.1, and received via communications facilities, as legally sufficient evidence that such

original signatures have been affixed to Amendments to this Contract, such that the parties need not follow up facsimile transmissions of such documents with subsequent (non-facsimile) transmission of "original" versions of such documents.

2.19 FAIR LABOR STANDARDS

The Contractor shall comply with all applicable provisions of the Federal Fair Labor Standards Act and shall indemnify, defend, and hold harmless the County and its agents, officers, and employees from any and all liability, including, but not limited to, wages, overtime pay, liquidated damages, penalties, court costs, and attorneys' fees arising under any wage and hour law, including, but not limited to, the Federal Fair Labor Standards Act, for work performed by the Contractor's employees for which the County may be found jointly or solely liable.

2.20 FORCE MAJEURE

2.20.1 Neither party shall be liable for such party's failure to perform its obligations under and in accordance with this Contract, if such failure arises out of fires, floods, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by such party or any of such party's subcontractors), freight embargoes, or other similar events to those described above, but in every such case the failure to perform must be totally beyond the control and without any fault or negligence of such party (such events are referred to in this sub-paragraph as "force majeure events").

2.20.2 Notwithstanding the foregoing, a default by a subcontractor of Contractor shall not constitute a force majeure event, unless such default arises out of causes beyond the control of both Contractor and such subcontractor, and without any fault or negligence of either of them. In such case, Contractor shall not be liable for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required

performance schedule. As used in this sub-paragraph, the term “subcontractor” and “subcontractors” mean subcontractors at any tier.

2.20.3 In the event Contractor's failure to perform arises out of a force majeure event, Contractor agrees to use commercially reasonable best efforts to obtain goods or services from other sources, if applicable, and to otherwise mitigate the damages and reduce the delay caused by such force majeure event.

2.21 GOVERNING LAW, JURISDICTION AND VENUE

This Contract shall be governed by, and construed in accordance with, the laws of the State of California. The Contractor agrees and consents to the exclusive jurisdiction of the courts of the State of California for all purposes regarding this Contract and further agrees and consents that venue of any action brought hereunder shall be exclusively in the County of Los Angeles.

2.22 INDEPENDENT CONTRACTOR STATUS

2.22.1 This Contract is by and between the County and the Contractor and 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 the Contractor. The employees and agents of one party shall not be, or be construed to be, the employees or agents of the other party for any purpose whatsoever.

2.22.2 The Contractor shall be solely liable and responsible for providing to, or on behalf of, all persons performing work pursuant to this Contract all compensation and benefits. The County shall have no liability or responsibility for the payment of any salaries, wages, unemployment benefits, disability benefits, Federal, State, or local taxes, or other compensation, benefits, or taxes for any personnel provided by or on behalf of the Contractor.

2.22.3 The Contractor understands and agrees that all persons performing work pursuant to this Contract are, for purposes of Workers' Compensation

liability, solely employees of the Contractor and not employees of the County. The Contractor shall be solely liable and responsible for furnishing any and all Workers' Compensation benefits to any person as a result of any injuries arising from or connected with any work performed by or on behalf of the Contractor pursuant to this Contract.

2.22.4 The Contractor shall adhere to the provisions stated in sub-paragraph 1.6.5, Confidentiality.

2.23 INDEMNIFICATION

The Contractor shall indemnify, defend and hold harmless the County, its Special Districts, elected and appointed officers, employees, and agents 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 the Contractor's acts and/or omissions arising from and/or relating to this Contract.

2.24 GENERAL PROVISIONS FOR ALL INSURANCE COVERAGE

Without limiting Contractor's indemnification of County, and in the performance of this Contract and until all of its obligations pursuant to this Contract have been met, Contractor shall provide and maintain at its own expense insurance coverage satisfying the requirements specified in Sections 2.24 and 2.25 of this Contract. These minimum insurance coverage terms, types and limits (the "Required Insurance") also are in addition to and separate from any other contractual obligation imposed upon Contractor pursuant to this Contract. The County in no way warrants that the Required Insurance is sufficient to protect the Contractor for liabilities which may arise from or relate to this Contract.

2.24.1 Evidence of Coverage and Notice to County

- Certificate(s) of insurance coverage (Certificate) satisfactory to County, and a copy of an Additional Insured endorsement confirming County and its Agents (defined below) has been given Insured status under the Contractor's General Liability policy, shall be delivered to

County at the address shown below and provided prior to commencing services under this Contract.

- Renewal Certificates shall be provided to County not less than 10 days prior to Contractor's policy expiration dates. The County reserves the right to obtain complete, certified copies of any required Contractor and/or Sub-Contractor insurance policies at any time.
- Certificates shall identify all Required Insurance coverage types and limits specified herein, reference this Contract by name or number, and be signed by an authorized representative of the insurer(s). The Insured party named on the Certificate shall match the name of the Contractor identified as the contracting party in this Contract. Certificates shall provide the full name of each insurer providing coverage, its NAIC (National Association of Insurance Commissioners) identification number, its financial rating, the amounts of any policy deductibles or self-insured retentions exceeding fifty thousand (\$50,000.00) dollars, and list any County required endorsement forms.
- Neither the County's failure to obtain, nor the County's receipt of, or failure to object to a non-complying insurance certificate or endorsement, or any other insurance documentation or information provided by the Contractor, its insurance broker(s) and/or insurer(s), shall be construed as a waiver of any of the Required Insurance provisions.

Certificates and copies of any required endorsements shall be sent to:

Los Angeles County Department of Beaches and Harbors
13837 Fiji Way, Marina del Rey, CA 90292
Attention: Nicolette Taylor, Contracts Analyst

Contractor also shall promptly report to County any injury or property damage accident or incident, including any injury to a Contractor employee occurring on County property, and any loss, disappearance,

destruction, misuse, or theft of County property, monies or securities entrusted to Contractor. Contractor also shall promptly notify County of any third party claim or suit filed against Contractor or any of its Sub-Contractors which arises from or relates to this Contract, and could result in the filing of a claim or lawsuit against Contractor and/or County.

2.24.2 Additional Insured Status and Scope of Coverage

The County of Los Angeles, its Special Districts, Elected Officials, Officers, Agents, Employees and Volunteers (collectively County and its Agents) shall be provided additional insured status under Contractor's General Liability policy with respect to liability arising out of Contractor's ongoing and completed operations performed on behalf of the County. County and its Agents additional insured status shall apply with respect to liability and defense of suits arising out of the Contractor's acts or omissions, whether such liability is attributable to the Contractor or to the County. The full policy limits and scope of protection also shall apply to the County and its Agents as an additional insured, even if they exceed the County's minimum Required Insurance specifications herein. Use of an automatic additional insured endorsement form is acceptable providing it satisfies the Required Insurance provisions herein.

2.24.3 Cancellation of or Changes in Insurance

Contractor shall provide County with, or Contractor's insurance policies shall contain a provision that County shall receive written notice of cancellation or any change in Required Insurance, including insurer, limits of coverage, term of coverage or policy period. The written notice shall be provided to County at least ten (10) days in advance of cancellation for non-payment of premium and thirty (30) days in advance for any other cancellation or policy change. Failure to provide written notice of cancellation or any change in Required Insurance may constitute a material breach of the Contract, in the sole discretion of the County, upon which the County may suspend or terminate this Contract.

2.24.4 Failure to Maintain Insurance

Contractor's failure to maintain or to provide acceptable evidence that it maintains the Required Insurance shall constitute a material breach of the Contract, upon which County immediately may withhold payments due to Contractor, and/or suspend or terminate this Contract. County, at its sole discretion, may obtain damages from Contractor resulting from said breach.

Alternatively, the County may purchase the Required Insurance, and without further notice to Contractor, deduct the premium cost from sums due to Contractor or pursue Contractor reimbursement.

2.24.5 Insurer Financial Ratings

Coverage shall be placed with insurers acceptable to the County with A.M. Best ratings of not less than A:VII unless otherwise approved by County.

2.24.6 Contractor's Insurance Shall Be Primary

Contractor's insurance policies, with respect to any claims related to this Contract, shall be primary with respect to all other sources of coverage available to Contractor. Any County maintained insurance or self-insurance coverage shall be in excess of and not contribute to any Contractor coverage.

2.24.7 Waivers of Subrogation

To the fullest extent permitted by law, the Contractor hereby waives its rights and its insurer(s)' rights of recovery against County under all the Required Insurance for any loss arising from or relating to this Contract. The Contractor shall require its insurers to execute any waiver of subrogation endorsements which may be necessary to effect such waiver.

2.24.8 Sub-Contractor Insurance Coverage Requirements

Contractor shall include all Sub-Contractors as insureds under Contractor's own policies, or shall provide County with each Sub-Contractor's separate evidence of insurance coverage. Contractor shall be responsible for verifying each Sub-Contractor complies with the Required Insurance provisions herein, and shall require that each Sub-

Contractor name the County and Contractor as additional insureds on the Sub-Contractor's General Liability policy. Contractor shall obtain County's prior review and approval of any Sub-Contractor request for modification of the Required Insurance.

2.24.9 Deductibles and Self-Insured Retentions (SIRs)

Contractor's policies shall not obligate the County to pay any portion of any Contractor deductible or SIR. The County retains the right to require Contractor to reduce or eliminate policy deductibles and SIRs as respects the County, or to provide a bond guaranteeing Contractor's payment of all deductibles and SIRs, including all related claims investigation, administration and defense expenses. Such bond shall be executed by a corporate surety licensed to transact business in the State of California.

2.24.10 Claims Made Coverage

If any part of the Required Insurance is written on a claims made basis, any policy retroactive date shall precede the effective date of this Contract. Contractor understands and agrees it shall maintain such coverage for a period of not less than three (3) years following Contract expiration, termination or cancellation.

2.24.11 Application of Excess Liability Coverage

Contractors may use a combination of primary, and excess insurance policies which provide coverage as broad as the underlying primary policies, to satisfy the Required Insurance provisions.

2.24.12 Separation of Insureds

All liability policies shall provide cross-liability coverage as would be afforded by the standard ISO (Insurance Services Office, Inc.) separation of insureds provision with no insured versus insured exclusions or limitations.

2.24.13 Alternative Risk Financing Programs

The County reserves the right to review, and then approve, Contractor use of self-insurance, risk retention groups, risk purchasing groups, pooling arrangements and captive insurance to satisfy the Required

Insurance provisions. The County and its Agents shall be designated as an Additional Covered Party under any approved program.

2.24.14 County Review and Approval of Insurance Requirements

The County reserves the right to review and adjust the Required Insurance provisions, conditioned upon County's determination of changes in risk exposures.

2.25 INSURANCE COVERAGE

2.25.1 Commercial General Liability insurance (providing scope of coverage equivalent to ISO policy form CG 00 01), naming County and its Agents as an additional insured, with limits of not less than:

| | |
|--|-------------|
| General Aggregate: | \$2 million |
| Products/Completed Operations Aggregate: | \$1 million |
| Personal and Advertising Injury: | \$1 million |
| Each Occurrence: | \$1 million |

2.25.2 Automobile Liability insurance (providing scope of coverage equivalent to ISO policy form CA 00 01) with limits of not less than \$1 million for bodily injury and property damage, in combined or equivalent split limits, for each single accident. Insurance shall cover liability arising out of Contractor's use of autos pursuant to this Contract, including owned, leased, hired, and/or non-owned autos, as each may be applicable.

2.25.3 Workers Compensation and Employers' Liability insurance or qualified self-insurance satisfying statutory requirements, which includes Employers' Liability coverage with limits of not less than \$1 million per accident. If Contractor will provide leased employees, or, is an employee leasing or temporary staffing firm or a professional employer organization (PEO), coverage also shall include an Alternate Employer Endorsement (providing scope of coverage equivalent to ISO policy form WC 00 03 01 A) naming the County as the Alternate Employer, and the endorsement form shall be modified to provide that County will receive not less than thirty (30) days advance written notice of cancellation of this coverage

provision. If applicable to Contractor's operations, coverage also shall be arranged to satisfy the requirements of any federal workers or workmen's compensation law or any federal occupational disease law.

2.25.4 Professional Liability/Errors and Omissions insurance covering Contractor's liability arising from or relating to this Contract, with limits of not less than \$1 million per claim and \$2 million aggregate. Further, Contractor understands and agrees it shall maintain such coverage for a period of not less than three (3) years following this Agreement's expiration, termination or cancellation.

2.26 LIQUIDATED DAMAGES

2.26.1 If, in the judgment of the Director, or his/her designee, the Contractor is deemed to be non-compliant with the terms and obligations assumed hereby, the Director, or his/her designee, at his/her option, in addition to, or in lieu of, other remedies provided herein, may withhold the entire monthly payment or deduct pro rata from the Contractor's invoice for work not performed. A description of the work not performed and the amount to be withheld or deducted from payments to the Contractor from the County, will be forwarded to the Contractor by the Director, or his/her designee, in a written notice describing the reasons for said action.

2.26.2 If the Director, or his/her designee, determines that there are deficiencies in the performance of this Contract that the Director, or his/her designee, deems are correctable by the Contractor over a certain time span, the Director, or his/her designee, will provide a written notice to the Contractor to correct the deficiency within specified time frames. Should the Contractor fail to correct deficiencies within said time frame, the Director, or his/her designee, may: (a) deduct from the Contractor's payment, pro rata, those applicable portions of the Monthly Contract Sum; and/or (b) deduct liquidated damages. The parties agree that it will be impracticable or extremely difficult to fix the extent of actual damages resulting from the failure of the Contractor to correct a deficiency within the specified time

frame. The parties hereby agree that under the current circumstances a reasonable estimate of such damages is Two Hundred Dollars (\$200) per day per infraction, or as specified in the *Performance Requirements Summary (PRS) Chart*, as defined in *Attachment B-1, Statement of Work* hereunder, and that the Contractor shall be liable to the County for liquidated damages in said amount. Said amount shall be deducted from the County's payment to the Contractor; and/or (c) Upon giving five (5) days notice to the Contractor for failure to correct the deficiencies, the County may correct any and all deficiencies and the total costs incurred by the County for completion of the work by an alternate source, whether it be County forces or separate private contractor, will be deducted and forfeited from the payment to the Contractor from the County, as determined by the County.

2.26.3 The action noted in sub-paragraph 2.26.2 shall not be construed as a penalty, but as adjustment of payment to the Contractor to recover the County cost due to the failure of the Contractor to complete or comply with the provisions of this Contract.

2.26.4 This sub-paragraph shall not, in any manner, restrict or limit the County's right to damages for any breach of this Contract provided by law or as specified in the PRS or sub-paragraph 2.26.2, and shall not, in any manner, restrict or limit the County's right to terminate this Contract as agreed to herein.

2.27 MOST FAVORED PUBLIC ENTITY

If the Contractor's prices decline, or should the Contractor at any time during the term of this Contract provide the same goods or services under similar quantity and delivery conditions to the State of California or any county, municipality, or district of the State at prices below those set forth in this Contract, then such lower prices shall be immediately extended to the County.

2.28 NONDISCRIMINATION AND AFFIRMATIVE ACTION

- 2.28.1** The Contractor certifies and agrees that all persons employed by it, its affiliates, subsidiaries, or holding companies are and shall be treated equally without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable Federal and State anti-discrimination laws and regulations.
- 2.28.2** The Contractor shall certify to, and comply with, the provisions of *Form P-8, Contractor's EEO Certification*.
- 2.28.3** The Contractor shall take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable Federal and State anti-discrimination laws and regulations. Such action shall include, but is not limited to: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.
- 2.28.4** The Contractor certifies and agrees that it will deal with its subcontractors, bidders, or vendors without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation.
- 2.28.5** The Contractor certifies and agrees that it, its affiliates, subsidiaries, or holding companies shall comply with all applicable Federal and State laws and regulations to the end that no person shall, on the grounds of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Contract or under any project, program, or activity supported by this Contract.

2.28.6 The Contractor shall allow County representatives access to the Contractor's employment records during regular business hours to verify compliance with the provisions of this sub-paragraph 2.28 when so requested by the County.

2.28.7 If the County finds that any provisions of this sub-paragraph 2.28 have been violated, such violation shall constitute a material breach of this Contract upon which the County may terminate or suspend this Contract. While the County reserves the right to determine independently that the anti-discrimination provisions of this Contract have been violated, in addition, a determination by the California Fair Employment Practices Commission or the Federal Equal Employment Opportunity Commission that the Contractor has violated Federal or State anti-discrimination laws or regulations shall constitute a finding by the County that the Contractor has violated the anti-discrimination provisions of this Contract.

2.28.8 The parties agree that in the event the Contractor violates any of the anti-discrimination provisions of this Contract, the County shall, at its sole option, be entitled to the sum of Five Hundred Dollars (\$500) for each such violation pursuant to California Civil Code Section 1671 as liquidated damages in lieu of terminating or suspending this Contract.

2.29 NON EXCLUSIVITY

Nothing herein is intended nor shall be construed as creating any exclusive arrangement with the Contractor. This Contract shall not restrict the Department from acquiring similar, equal or like goods and/or services from other entities or sources.

2.30 NOTICE OF DELAYS

Except as otherwise provided under this Contract, when either party has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this Contract, that party shall, within one (1) business

day, give notice thereof, including all relevant information with respect thereto, to the other party.

2.31 NOTICE OF DISPUTES

The Contractor shall bring to the attention of the Contract Administrator any dispute between the County and the Contractor regarding the performance of services as stated in this Contract. If the County's Contract Administrator is not able to resolve the dispute, the Director or his/her designee shall resolve it.

2.32 NOTICE TO EMPLOYEES REGARDING THE FEDERAL EARNED INCOME CREDIT

The Contractor shall notify its employees, and shall require each Subcontractor to notify its employees, that they may be eligible for the Federal Earned Income Credit under the Federal income tax laws. Such notice shall be provided in accordance with the requirements set forth in *Internal Revenue Service Notice No.1015, Exhibit 7*.

2.33 NOTICE TO EMPLOYEES REGARDING THE SAFELY SURRENDERED BABY LAW

The Contractor shall notify and provide to its employees, and shall 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 8* of this Contract and is also available on the Internet at www.babysafela.org for printing purposes.

2.34 NOTICES

All notices or demands required or permitted to be given or made under this Contract shall be in writing and shall be hand delivered with signed receipt or mailed by first-class registered or certified mail, postage prepaid, addressed to the parties as identified in *Form P-17, Contractor's Administration*. Notices addressed

to the County shall be addressed to the Director, Department of Beaches and Harbors, 13837 Fiji Way, Marina del Rey, California 90292. Addresses may be changed by either party giving ten (10) days' prior written notice thereof to the other party. The Director or his/her designee shall have the authority to issue all notices or demands required or permitted by the County under this Contract.

2.35 PROHIBITION AGAINST INDUCEMENT OR PERSUASION

Notwithstanding the above, the Contractor and the County agree that, during the term of this Contract and for a period of one year thereafter, neither party shall in any way intentionally induce or persuade any employee of one party to become an employee or agent of the other party. No bar exists against any hiring action initiated through a public announcement.

2.36 PUBLIC RECORDS ACT

2.36.1 Any documents submitted by the Contractor; all information obtained in connection with the County's right to audit and inspect the Contractor's documents, books, and accounting records pursuant to Section 2.38 - Record Retention and Inspection/Audit Settlement of this Contract; as well as those documents which were required to be submitted in response to the Request for Proposals (RFP) used in the solicitation process for this Contract, become the exclusive property of the County. All such documents become a matter of public record and shall be regarded as public records. Exceptions will be those elements in the California Government Code Section 6250 *et seq.* (Public Records Act) and which are marked "trade secret", "confidential", or "proprietary". The County shall not in any way be liable or responsible for the disclosure of any such records including, without limitation, those so marked, if disclosure is required by law, or by an order issued by a court of competent jurisdiction.

2.36.2 In the event the County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a proposal marked "trade secret", "confidential",

or “proprietary”, the Contractor agrees to defend and indemnify the County from all costs and expenses, including reasonable attorney’s fees, in action or liability arising under the Public Records Act.

2.37 PUBLICITY

2.37.1 The Contractor shall not disclose any details in connection with this Contract to any person or entity except as may be otherwise provided hereunder or required by law. However, in recognizing the Contractor’s need to identify its services and related clients to sustain itself, the County shall not inhibit the Contractor from publishing its role under this Contract within the following conditions:

- The Contractor shall develop all publicity material in a professional manner; and
- During the term of this Contract, the Contractor shall not, and shall not authorize another to, publish or disseminate any commercial advertisements, press releases, feature articles, or other materials using the name of the County without the prior written consent of the County’s Contractor Administrator. The County shall not unreasonably withhold written consent.

2.37.2 The Contractor may, without the prior written consent of County, indicate in its proposals and sales materials that it has been awarded this Contract with the County of Los Angeles, provided that the requirements of this Section 2.37 shall apply.

2.38 RECORD RETENTION AND INSPECTION/AUDIT SETTLEMENT

The Contractor shall maintain accurate and complete financial records of its activities and operations relating to this Contract in accordance with generally accepted accounting principles. The Contractor shall also maintain accurate and complete employment and other records relating to its performance of this Contract. The Contractor agrees that the County, or its authorized representatives, shall have access to and the right to examine, audit, excerpt, copy, or transcribe

any pertinent transaction, activity, or record relating to this Contract. All such material, including, but not limited to, all financial records, bank statements, cancelled checks or other proof of payment, timecards, sign-in/sign-out sheets and other time and employment records, and proprietary data and information, shall be kept and maintained by the Contractor and shall be made available to the County during the term of this Contract and for a period of five (5) years thereafter unless the County's written permission is given to dispose of any such material prior to such time. All such material shall be maintained by the Contractor at a location in Los Angeles County, provided that if any such material is located outside Los Angeles County, then, at the County's option, the Contractor shall pay the County for travel, per diem, and other costs incurred by the County to examine, audit, excerpt, copy, or transcribe such material at such other location.

2.38.1 In the event that an audit of the Contractor is conducted specifically regarding this Contract by any Federal or State auditor, or by any auditor or accountant employed by the Contractor or otherwise, then the Contractor shall file a copy of such audit report with the County's Auditor-Controller within thirty (30) days of the Contractor's receipt thereof, unless otherwise provided by applicable Federal or State law or under this Contract. Subject to applicable law, the County shall make a reasonable effort to maintain the confidentiality of such audit report(s).

2.38.2 Failure on the part of the Contractor to comply with any of the provisions of this Section 2.38 shall constitute a material breach of this Contract upon which the County may terminate or suspend this Contract.

2.38.3 If, at any time during the term of this Contract or within five (5) years after the expiration or termination of this Contract, representatives of the County conduct an audit of the Contractor regarding the work performed under this Contract, and if such audit finds that the County's dollar liability for any such work is less than payments made by the County to the Contractor, then the difference shall be either: a) repaid by the Contractor to the County by cash payment upon demand or b) at the sole option of the County's Auditor-Controller, deducted from any amounts due to the Contractor from the

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

2.39 RECYCLED BOND 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 this Contract.

2.40 SUBCONTRACTING

2.40.1 The requirements of this Contract may not be subcontracted by the Contractor **without the advance written approval of the County**. Any attempt by the Contractor to subcontract without the prior consent of the County may be deemed a material breach of this Contract.

2.40.2 If the Contractor desires to subcontract, the Contractor shall provide the following information promptly at the County's request:

- A description of the work to be performed by the Subcontractor;
- A draft copy of the proposed subcontract; and
- Other pertinent information and/or certifications requested by the County.

2.40.3 The Contractor shall indemnify, defend and hold the County harmless with respect to the activities of each and every Subcontractor in the same manner and to the same degree as if such Subcontractor(s) were the Contractor employees.

2.40.4 The Contractor shall remain fully responsible for all performances required of it under this Contract, including those that the Contractor has determined to subcontract, notwithstanding the County's approval of the Contractor's proposed subcontract.

2.40.5 The County's consent to subcontract shall not waive the County's right to prior and continuing approval of any and all personnel, including Subcontractor employees, providing services under this Contract. The Contractor is responsible to notify its Subcontractors of this County right.

2.40.6 The Department's Director is authorized to act for and on behalf of the County with respect to approval of any subcontract and Subcontractor employees. After approval of the subcontract by the County, Contractor shall forward a fully executed subcontract to the County for their files.

2.40.7 The Contractor shall be solely liable and responsible for all payments or other compensation to all Subcontractors and their officers, employees, agents, and successors in interest arising through services performed hereunder, notwithstanding the County's consent to subcontract.

2.40.8 The Contractor shall obtain certificates of insurance, which establish that the Subcontractor maintains all the programs of insurance required by the County from each approved Subcontractor. The Contractor shall ensure delivery of all such documents to:

Los Angeles County Department of Beaches and Harbors

Administrative Services Division / Contracts Unit

13837 Fiji Way

Marina del Rey, California 90292

before any Subcontractor employee may perform any work hereunder.

2.41 TERMINATION FOR BREACH OF WARRANTY TO MAINTAIN COMPLIANCE WITH COUNTY'S CHILD SUPPORT COMPLIANCE PROGRAM

Failure of the Contractor to maintain compliance with the requirements set forth in Section 2.14 - Contractor's Warranty of Adherence to County's Child Support Compliance Program, shall constitute default under this Contract. Without limiting the rights and remedies available to the County under any other provision of this Contract, failure of the Contractor to cure such default within ninety (90) calendar days of written notice shall be grounds upon which the County may terminate this

Contract pursuant to Section 2.44 - Termination for Default and pursue debarment of the Contractor, pursuant to County Code Chapter 2.202.

2.42 TERMINATION FOR BREACH OF WARRANTY TO MAINTAIN COMPLIANCE WITH COUNTY'S DEFAULTED PROPERTY TAX REDUCTION PROGRAM

Failure of Contractor to maintain compliance with the requirements set forth in Section 2.52 "Warranty of Compliance with County's Defaulted Property Tax Reduction Program" shall constitute default under this Contract. Without limiting the rights and remedies available to County under any other provision of this Contract, failure of Contractor to cure such default within 10 days of notice shall be grounds upon which County may terminate this Contract and/or pursue debarment of Contractor, pursuant to County Code Chapter 2.206.

2.43 TERMINATION FOR CONVENIENCE

2.43.1 This Contract may be terminated, in whole or in part, from time to time, when such action is deemed by the County, in its sole discretion, to be in its best interest. Termination of work hereunder shall be effected by notice of termination to the Contractor specifying the extent to which performance of work is terminated and the date upon which such termination becomes effective. The date upon which such termination becomes effective shall be no less than ten (10) days after the notice is sent.

2.43.2 After receipt of a notice of termination and except as otherwise directed by the County, the Contractor shall:

- Stop work under this Contract on the date and to the extent specified in such notice, and
- Complete performance of such part of the work as shall not have been terminated by such notice.

2.43.3 All material including books, records, documents, or other evidence bearing on the costs and expenses of the Contractor under this Contract shall be maintained by the Contractor in accordance with Section 2.38,

2.44 TERMINATION FOR DEFAULT

2.44.1 The County may, by written notice to the Contractor, terminate the whole or any part of this Contract, if, in the judgment of the Department's Director:

- Contractor has materially breached this Contract; or
- Contractor fails to timely provide and/or satisfactorily perform any task, deliverable, service, or other work required either under this Contract; or
- Contractor fails to demonstrate a high probability of timely fulfillment of performance requirements under this Contract, or of any obligations of this Contract and in either case, fails to demonstrate convincing progress toward a cure within five (5) working days (or such longer period as the County may authorize in writing) after receipt of written notice from the County specifying such failure.

2.44.2 In the event that the County terminates this Contract in whole or in part as provided in Section 2.44.1, the County may procure, upon such terms and in such manner as the County may deem appropriate, goods and services similar to those so terminated. The Contractor shall be liable to the County for any and all excess costs incurred by the County, as determined by the County, for such similar goods and services. The Contractor shall continue the performance of this Contract to the extent not terminated under the provisions of this Section.

2.44.3 Except with respect to defaults of any Subcontractor, the Contractor shall not be liable for any such excess costs of the type identified in Section 2.44.2 if its failure to perform this Contract arises out of causes beyond the control and without the fault or negligence of the Contractor. Such causes may include, but are not limited to: acts of God or of the public enemy, acts of the County in either its sovereign or contractual capacity, acts of Federal or State governments in their sovereign capacities, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe

weather; but in every case, the failure to perform must be beyond the control and without the fault or negligence of the Contractor. If the failure to perform is caused by the default of a Subcontractor, and if such default arises out of causes beyond the control of both the Contractor and Subcontractor, and without the fault or negligence of either of them, the Contractor shall not be liable for any such excess costs for failure to perform, unless the goods or services to be furnished by the Subcontractor were obtainable from other sources in sufficient time to permit the Contractor to meet the required performance schedule. As used in this Section 2.44.3, the terms "Subcontractor" and "Subcontractors" mean Subcontractor(s) at any tier.

2.44.4 If, after the County has given notice of termination under the provisions of this Section 2.44, it is determined by the County that the Contractor was not in default under the provisions of this Section 2.44, or that the default was excusable under the provisions of Section 2.44.3, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to Section 2.43-Termination for Convenience.

2.44.5 The rights and remedies of the County provided in this Section 2.44 shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

2.45 TERMINATION FOR IMPROPER CONSIDERATION

2.45.1 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 the Contractor, either directly or through an intermediary, to any County officer, employee, or agent with the intent of securing this Contract or securing favorable treatment with respect to the award, amendment, or extension of this Contract or the making of any determinations with respect to the Contractor's performance pursuant to this 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.

2.45.2 The Contractor shall immediately report any attempt by a County officer or employee 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 (800) 544-6861.

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

2.46 TERMINATION FOR INSOLVENCY

2.46.1 The County may terminate this Contract forthwith in the event of the occurrence of any of the following:

- Insolvency of the Contractor. The Contractor shall be deemed to be insolvent if it has ceased to pay its debts for at least sixty (60) days in the ordinary course of business or cannot pay its debts as they become due, whether or not a petition has been filed under the Federal Bankruptcy Code and whether or not the Contractor is insolvent within the meaning of the Federal Bankruptcy Code;
- The filing of a voluntary or involuntary petition regarding the Contractor under the Federal Bankruptcy Code;
- The appointment of a Receiver or Trustee for the Contractor; or
- The execution by the Contractor of a general assignment for the benefit of creditors.

2.46.2 The rights and remedies of the County provided in this Section 2.46 shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

2.47 TERMINATION FOR NON-ADHERENCE OF COUNTY LOBBYIST ORDINANCE

The Contractor, and each County Lobbyist or County Lobbying firm as defined in County Code Section 2.160.010 retained by the Contractor, shall fully comply with

the County's Lobbyist Ordinance, County Code Chapter 2.160. 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's Lobbyist Ordinance shall constitute a material breach of this Contract, upon which the County may in its sole discretion, immediately terminate or suspend this Contract.

2.48 TERMINATION FOR NON-APPROPRIATION OF FUNDS

Notwithstanding any other provision of this Contract, the County shall not be obligated for the Contractor's performance hereunder or by any provision of this Contract during any of the County's future fiscal years unless and until the County's Board of Supervisors appropriates funds for this Contract in the County's Budget for each such future fiscal year. In the event that funds are not appropriated for this Contract, then this Contract shall terminate as of June 30 of the last fiscal year for which funds were appropriated. The County shall notify the Contractor in writing of any such non-allocation of funds at the earliest possible date.

2.49 VALIDITY

If any provision of this Contract or the application thereof to any person or circumstance is held invalid, the remainder of this Contract and the application of such provision to other persons or circumstances shall not be affected thereby.

2.50 WAIVER

No waiver by the County of any breach of any provision of this Contract shall constitute a waiver of any other breach or of such provision. Failure of the County to enforce at any time, or from time to time, any provision of this Contract shall not be construed as a waiver thereof. The rights and remedies set forth in this Section 2.50 shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

2.51 WARRANTY AGAINST CONTINGENT FEES

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

2.51.2 For breach of this warranty, the County shall have the right to terminate this Contract and, at its sole discretion, deduct from the Contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

2.52 WARRANTY OF COMPLIANCE WITH COUNTY'S DEFAULTED PROPERTY TAX REDUCTION PROGRAM

Contractor acknowledges that County has established a goal of ensuring that all individuals and businesses that benefit financially from County through contract are current in paying their property tax obligations (secured and unsecured roll) in order to mitigate the economic burden otherwise imposed upon County and its taxpayers.

Unless Contractor qualifies for an exemption or exclusion, Contractor warrants and certifies that to the best of its knowledge it is now in compliance, and during the term of this Contract will maintain compliance with Los Angeles County Code Chapter 2.206.

**LOS ANGELES COUNTY DEPARTMENT OF BEACHES AND HARBORS
CONTRACT FOR
AS-NEEDED TEMPORARY PERSONNEL SERVICES
PART THREE - UNIQUE TERMS AND CONDITIONS**

3.0 UNIQUE TERMS AND CONDITIONS

3.1 LOCAL SMALL BUSINESS ENTERPRISE (SBE) PREFERENCE PROGRAM

3.1.1 This Contract is subject to the provisions of the County's ordinance entitled Local Small Business Enterprise Preference Program, as codified in Chapter 2.204 of the Los Angeles County Code.

3.1.2 The Contractor shall not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a Local Small Business Enterprise.

3.1.3 The Contractor shall not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a Local small business enterprise

3.1.4 If the Contractor has obtained certification as a Local Small Business Enterprise by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this Contract to which it would not otherwise have been entitled, shall:

1. Pay to the County any difference between the Contract amount and what the County's costs would have been if the Contract had been properly awarded;

2. In addition to the amount described in subdivision (1), be assessed a penalty in an amount of not more than 10 percent of the amount of the Contract; and
3. Be subject to the provisions of Chapter 2.202 of the Los Angeles County Code (Determinations of Contractor Non-responsibility and Contractor Debarment).

The above penalties shall also apply to any business that has previously obtained proper certification, however, as a result of a change in their status would no longer be eligible for certification, and fails to notify the state and Internal Services Department of this information prior to responding to a solicitation or accepting a contract award.

3.2 TRANSITIONAL JOB OPPORTUNITIES PREFERENCE PROGRAM

3.2.1 This Contract is subject to the provisions of the County's ordinance entitled Transitional Job Opportunities Preference Program, as codified in Chapter 2.205 of the Los Angeles County Code.

3.2.2 Contractor shall not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a Transitional Job Opportunity vendor.

3.2.3 Contractor shall not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a Transitional Job Opportunity vendor.

3.2.4 If Contractor has obtained County certification as a Transitional Job Opportunity vendor by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this Contract to which it would not otherwise have been entitled, shall:

1. Pay to the County any difference between the Contract Sum and what the County's costs would have been if the Contract had been properly awarded;
2. In addition to the amount described in subdivision (1), be assessed a penalty in an amount of not more than 10 percent (10%) of the amount of the Contract; and
3. Be subject to the provisions of Chapter 2.202 of the Los Angeles County Code (Determinations of Contractor Non-Responsibility and Contractor Debarment).

The above penalties shall also apply to any entity that has previously obtained proper certification, however, as a result of a change in their status would no longer be eligible for certification, and fails to notify the certifying department of this information prior to responding to a solicitation or accepting a contract award.

3.3 EMPLOYEE CONFLICTS

Contractor shall accept no employment which conflicts with its obligations to the County under the Contract and shall disclose any existing potential or actual conflict of interest prior to accepting an assignment. Contractor certifies that it has disclosed to the County any potential or actual conflicts of the type described in this Section 3.3 which existed as of the date hereof. All employment by Contractor on behalf of persons or entities that have an existing interest pertaining to real property within Marina del Rey is prohibited. Such existing interests include, but are not limited to: a leasehold, sublease, concession, permit, contract for the operation or management of real property, pending development proposal or pending lease proposal. Employment by Contractor on behalf of persons or entities with such interests is prohibited whether the employment is related to Marina del Rey property or not.

The prohibition shall continue in effect until the later of (1) one year from the termination or expiration of this Contract or any extension period; or (2) if the Contractor has performed work for the County related to an interest of

the person or entity offering employment, the prohibition on accepting employment from that person or entity shall continue until the date of execution of an agreement or other conclusion of all negotiations between the County and that person or entity.

However, at no time after termination or expiration of the Contract or any extension period may the Contractor disclose to any third person any confidential information learned or developed as a result of its work under this Contract or accept employment regarding subject matter as to which the Contractor learned or developed any confidential information as a result of employment by the County.

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IN WITNESS WHEREOF, the County has, by order of its Board of Supervisors, caused this Contract to be subscribed by said County 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.

CONTRACTOR

By *Michael A. Hoyal*
MICHAEL A. HOYAL
CFO

COUNTY OF LOS ANGELES

By *Ben Yassir*
Chairman, Board of Supervisors

ATTEST:

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

By *Sachelle Smithman*
Deputy



APPROVED AS TO FORM:

JOHN F. KRATTLI
County Counsel

By *Chris A. Selsa*
Principal Deputy County Counsel

ADOPTED
BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

27

JUL 31 2012

Sachi A. Hamai
SACHI A. HAMAI
EXECUTIVE OFFICER

STATEMENT OF WORK

**LOS ANGELES COUNTY DEPARTMENT OF BEACHES AND HARBORS
STATEMENT OF WORK
TEMPORARY PERSONNEL SERVICES**

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LOS ANGELES COUNTY DEPARTMENT OF BEACHES AND HARBORS
STATEMENT OF WORK
TEMPORARY PERSONNEL SERVICES

1.0 GENERAL REQUIREMENTS

1.1 Scope of Work

The Contractor shall be capable of providing the services as listed in the Statement of Work (SOW).

1.2 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.

1.3 Contractor's Expenses

The Contractor shall at its own expense provide all labor, material, supplies, licenses, registrations, data systems, transportation, meals, lodging, services and expenses required for the work.

2.0 ADDITION AND/OR DELETION OF SPECIFIC TASKS, WORK HOURS, PERSONNEL SPECIFICATIONS AND/OR SITE LOCATIONS

2.1 The County reserves the right to amend and or modify Personnel Specifications as identified in Exhibit 1, in accordance with the County's needs.

2.2 The County reserves the right to add sites to, or remove sites from, the list of facilities identified in Exhibit 2. The County may from time to time close or cease operating at specific sites or may reduce the number of days services are to be performed. Such events shall not be deemed breaches of this Contract and shall not relieve the Contractor of its duty as to the remaining dates of service.

2.3 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 hours prior to each such event.

2.4 Emergencies

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

3.0 CONTRACTOR'S QUALITY CONTROL PLAN

3.1 Purpose of Standards

The Contractor will observe, at a minimum, the standards set forth in this Section 3.0, 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.

3.2 Contractor's Quality Control Plan

The Contractor shall comply with Contractor's quality control plan set forth in Form P-7, 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. The plan shall include, but is not limited to, the following:

- Specific activities to be monitored;
- Method of monitoring to ensure Contract requirements are being met;
- Frequency of monitoring;
- Sample of forms to be used in monitoring;
- Sample of qualifying tests administered to temporary personnel; and
- Title and qualifications of personnel performing monitoring functions.

4.0 QUALITY ASSURANCE PLAN

The County will evaluate the Contractor's performance under this Contract using the quality assurance procedures as defined in Attachment A, Sample Contract, sub-paragraph 2.15, County's Quality Assurance Plan.

4.1 General Requirements

The following requirements shall be observed:

- Contractor shall meet deadlines set by the Contract Administrator;
- Contractor shall timely complete reports required by the Contract;
- Contractor shall accurately report hourly services; and
- Contractor shall promptly return calls of County agents and employees.

4.2 Contract Discrepancy Report (Attachment B-1)

Verbal notification of a Contract discrepancy will be made to the Contract Representative as soon as possible whenever a Contract discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon by the County and the Contractor.

The Contract Administrator will determine whether a formal Contract Discrepancy Report shall be issued. Upon receipt of this document, the Contractor is required to respond in writing to the Contract Administrator within three workdays, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the Contract Discrepancy Report shall be submitted to the Contract Administrator within five workdays.

4.3 The Contract Administrator may issue a Contract Discrepancy Report to the Contractor in any incident of failure to comply with the performance standards or other unacceptable performance. In the case of continuing deficiencies, the Contract Administrator may issue a separate Contract Discrepancy Report each day the deficiency continues.

4.4 The Director may excuse the incident, assess and collect liquidated damages in the manner and amounts described in the Statement of Work, Attachment B1, Performance Requirements Summary or proceed with

Contract termination as provided in Attachment A, Sample Contract, subparagraph 2.44, Termination for Default.

4.5 County Observations

In addition to departmental contracting staff, other County personnel may observe performance, activities, and review documents relevant to this Contract at any time during normal business hours. However, these personnel may not unreasonably interfere with the Contractor's performance.

5.0 RESPONSIBILITIES

The County's and the Contractor's responsibilities are as follows:

COUNTY

5.1 County's Contract Administrator

5.1.1 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 another official is expressly required by the Contract.

5.1.2 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.

5.1.3 The Contractor's work shall be subject to the CA's acceptance and approval, which shall not be unreasonably withheld.

5.1.4 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.

CONTRACTOR

5.2 Contractor's Representative

5.2.1 The Contractor shall designate a full-time employee as the Contractor's Representative (CR) who shall be responsible for Contractor's day-to-day activities and shall be available to County Staff on reasonable telephone notice. The Contractor may

designate himself or herself as the CR. Work hours are to be 8:00 a.m. – 5:00 p.m., unless otherwise agreed to in advance. Any request to deviate from the work schedule must be submitted in writing at least two weeks in advance of any change.

5.2.2 The CR shall have full authority to act for the Contractor on all matters relating to the day-to-day operations of the Contract work. The CR shall be able to effectively communicate in English orally and in writing. The CR shall make inspections, answer questions, resolve problems, respond to emergencies, keep logs and approve reports. The Contractor shall obtain the approval of the CA before replacing the CR.

5.3 Contractor's Staff

5.3.1 Pursuant to Government Code Section 31000.4, personnel utilized for services of this Contract will be placed in an individual assignment for a maximum period of no more than 720 hours.

5.3.2 Personnel employed by the Contractor and assigned to perform Contract work shall undergo and pass a background investigation to the satisfaction of the County, in accordance with Section 1.6.4 of the Sample Contract.

5.3.3 Contractor and all personnel assigned to perform Contract work shall be required to sign and adhere to the *Contractor Employee Acknowledgement and Confidentiality Agreement, Form P-19*.

5.3.4 Personnel assigned by the Contractor are subject to County's "Professional Appearance in the Workplace" Policy (Exhibit 11) when working in County facilities.

5.3.5 At its own expense, Contractor shall ascertain that persons performing Contract services are of sound physical and emotional condition necessary to perform required duties.

5.3.6 Contractor's employees shall not bring visitors into the workplace.

5.3.7 Contractor's employees shall not bring any form of weapons or contraband to County facilities.

- 5.3.8** Contractor's employees shall not bring any alcohol or drugs or be under the influence of alcohol or drugs when in or on County facilities.
- 5.3.9** Contractor's employees may be subject to authorized search by the Contractor, the CA and law enforcement.
- 5.3.10** Contractor's employees shall conduct themselves in a professional manner at all times; shall not cause disturbance in any County facility; and otherwise are subject to all rules and regulations of the Department while in the workplace.
- 5.3.11** No personnel employed by the Contractor and assigned to any County facility shall have a conviction of a serious non-traffic misdemeanor, theft or felonies.
- 5.3.12** All personnel assigned by the Contractor to perform Contract work shall at all times be employees of the Contractor and the Contractor shall have the sole right to hire, suspend, discipline, or discharge employees. However, at the request of the County, the Contractor shall immediately exclude any member of the Contractor's staff from working on this Contract. The County reserves the right to bar any of the Contractor's staff from performing work on this Contract.
- 5.3.13** At County's request, Contractor shall immediately remove any employee who is performing the Contract work in an unsatisfactory manner. The County shall not be required to state the reason or otherwise justify its demand. The Contractor shall provide an acceptable replacement within three hours.
- 5.3.14** 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 term.

5.4 Contractor's Office

5.4.1 The Contractor shall maintain an office within Los Angeles County at which its principal officers or owners may be contacted personally by email, mail or telephone.

5.4.2 Contractor's office shall be staffed during regular business hours, 8:00 a.m. to 5:00 p.m., five days a week, by at least one employee. The Contractor shall maintain communication systems that will enable the Department to contact the Contractor at all times during regular business hours.

5.4.3 The Contractor shall provide an answering service and voicemail to receive calls at any time the Contractor's office is closed. The Contractor shall monitor calls received on a daily basis when the Contractor's office is closed and shall return calls during business hours not later than the next business day and as soon as reasonably possible if the call is designated urgent. The Contractor shall respond to calls received by the answering service within one half-hour hour of receipt of the call. In addition, the Contractor shall provide a 24-hour telephone number for immediate response to emergencies.

6.0 FACILITIES AND EQUIPMENT FURNISHED BY COUNTY

6.1 The County may provide Contractor's employees performing Contract work with keys and/or gate cards required to gain access to the sites, when applicable. The Contractor's Representative shall report any lost or stolen key or gate cards to the Contract Administrator 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 Contract Administrator upon completion of personnel reassignment.

6.2 The Contractor shall not duplicate any key or gate card without the Contract Administrator'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.

6.3 Vehicles

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

7.0 EQUIPMENT FURNISHED BY CONTRACTOR

7.1 Contractor to Furnish Supplies and Equipment

Except for the items furnished by the County pursuant to Section 6.0, Contractor shall provide all supplies and equipment necessary to perform the Contract work.

7.2 Photo Identification

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 Contract Administrator.

7.3 Vehicles

Personnel provided by the Contractor may be required to drive their own vehicles in the performance of their duties.

8.0 SPECIFIC WORK REQUIREMENTS

8.1 Temporary Personnel Staff

Contractor shall provide the services of sufficient and adequate temporary personnel staff to perform the Contract work in accordance with an issued Work Order.

8.1.1 Personnel provided by the Contractor shall be adults, 18 years of age and older, who are legally eligible to work under the laws of the United States of America and the State of California.

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

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

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

8.1.5 Personnel provided by the Contractor shall present a neat, businesslike appearance.

8.2 Services

The Contractor shall provide as-needed temporary personnel services at any locations listed in Exhibit 2, Site Locations.

8.2.1 Services provided by Contractor's personnel shall include, but are not limited to, the specifications listed in Exhibit 1, Personnel Specifications.

8.2.2 Services shall be performed during normal working hours, 7:00 a.m. to 6:00 p.m., Monday through Thursday.

8.2.3 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.

8.3 Requirements

8.3.1 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.

8.3.2 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.

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

8.3.4 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.

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

9.0 WORK ORDERS

9.1 All requests for temporary personnel will be assigned via release of a Work Order (Exhibit 3). Invoices will not be paid in the absence of a completed Work Order for each assignment.

9.2 Work Orders are issued for periods not exceeding 720 hours for an assignment.

9.3 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 Work Order and request services from another source.

10.0 LOGS AND REPORTS

10.1 Daily Log

The Contractor shall maintain daily logs that shall be made available to the Contract Administrator on request. Such logs shall be prepared by the Contract Representative and shall include:

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

10.2 Monthly Reports

The Contractor shall submit with each invoice a report describing the following:

- Services rendered during the period;
- The charge for the services rendered;
- The names, dates and hours worked of each employee;
- If applicable, any subcontractors employed and their dates and hours worked.

10.3 Complaint Log

The Contractor shall maintain a log of all complaints received in accordance with the Sample Contract, Section 2.5, Complaints.

10.4 Reporting Injury, Theft, Damage or Vandalism

The Contract Representative shall report to the Contract Administrator 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 Contract Administrator.

11.0 GREEN INITIATIVES

11.1 Contractor shall make reasonable efforts to initiate "green" practices for environmental and energy conservation benefits.

11.2 Contractor shall notify County's Contract Administrator of Contractor's new green initiatives once the contract commences.

12.0 PERFORMANCE REQUIREMENTS SUMMARY

All listings of services used in the Performance Requirements Summary (PRS) are intended to be completely consistent with the Contract and the SOW, and are not meant in any case to create, extend, revise, or expand any obligation of Contractor beyond that defined in the Contract and the SOW. In any case of apparent inconsistency between services as stated in the Contract and the SOW and this PRS, the meaning apparent in the Contract and the SOW will prevail. If any service seems to be created in this PRS which is not clearly and forthrightly

set forth in the Contract and the SOW, that apparent service will be null and void and place no requirement on Contractor.

12.1 The Contractor agrees to and accepts the performance standards, including, but not limited to, the sums set forth as liquidated damages for unacceptable performance.

CONTRACT DISCREPANCY REPORT

TO: _____

FROM: _____

DATES: _____

Prepared: _____

Returned by Contractor: _____

Action Completed: _____

DISCREPANCY PROBLEMS: _____

Signature of County Contract Administrator

Date

CONTRACTOR RESPONSE (Cause and Corrective Action): _____

Signature of Authorized Contractor Representative

Date

COUNTY EVALUATION OF CONTRACTOR RESPONSE: _____

Signature of County Representative

Date

COUNTY ACTIONS: _____

CONTRACTOR NOTIFIED OF ACTION

Contract Administrator Signature and Date _____

Contractor Representative's Signature and Date _____

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Temporary Personnel Services

| SPECIFIC PERFORMANCE REFERENCE | SERVICE | MONITORING METHOD | LIQUIDATED DAMAGES |
|--|--|-----------------------------|----------------------|
| SAMPLE CONTRACT: SUB-PARAGRAPH 1.5 – <i>INVOICES & PAYMENTS</i> | Contractor shall submit invoices by the 15 th of each month | Review of Invoices | \$50 per occurrence |
| SAMPLE CONTRACT: PARAGRAPH 2.38 – <i>RECORD RETENTION & INSPECTION/AUDIT SETTLEMENT</i> | Contractor shall maintain all required records as specified | Inspection of Files | \$50 per occurrence |
| STATEMENT OF WORK: SUB-PARAGRAPH 2.3 – <i>SPECIAL EVENTS</i> | Contractor shall provide services for special events & programs at the Director's request | Observation | \$100 per occurrence |
| STATEMENT OF WORK: SUB-PARAGRAPH 2.4 – <i>EMERGENCIES</i> | Contractor shall make such services available within two hours notice | Observation & Documentation | \$50 per occurrence |
| STATEMENT OF WORK: PARAGRAPH 3.0 – <i>CONTRACTOR'S QUALITY CONTROL PLAN</i> | Contractor shall observe & comply with its quality control plan | Observation & Documentation | \$50 per occurrence |
| STATEMENT OF WORK: PARAGRAPH 4.0 – <i>COUNTY'S QUALITY ASSURANCE PLAN</i> | Contractor shall observe & comply with County's quality assurance plan | Observation & Documentation | \$50 per occurrence |
| STATEMENT OF WORK: SUB-PARAGRAPH 5.2 – <i>RESPONSIBILITIES - CONTRACTOR</i> | Contractor shall designate a full-time employee as the Contractor's Representative | Observation | \$50 per occurrence |
| STATEMENT OF WORK: SUB-PARAGRAPH 5.3.1 – <i>RESPONSIBILITIES – CONTRACTOR'S STAFF</i> | Contractor's personnel shall be utilized for a maximum period of no more than 720 hours | Observation & Documentation | \$100 per occurrence |
| STATEMENT OF WORK: SUB-PARAGRAPH 5.3.2 – <i>RESPONSIBILITIES – CONTRACTOR'S STAFF</i> | Contractor's personnel shall undergo and pass a background investigation prior to beginning work on the Contract | Observation & Documentation | \$100 per occurrence |
| STATEMENT OF WORK: SUB-PARAGRAPH 5.3.3 - <i>RESPONSIBILITIES – CONTRACTOR'S STAFF</i> | Contractor's personnel shall sign and adhere to County's confidentiality agreement | Observation | \$500 per occurrence |
| STATEMENT OF WORK: SUB-PARAGRAPH 5.3.4 - <i>RESPONSIBILITIES – CONTRACTOR'S STAFF</i> | Contractor's personnel shall be subject to County's dress code policy | Observation | \$50 per occurrence |

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Temporary Personnel Services

| SPECIFIC PERFORMANCE REFERENCE | SERVICE | MONITORING METHOD | LIQUIDATED DAMAGES |
|---|--|-----------------------------|---------------------------|
| STATEMENT OF WORK: SUB-PARAGRAPH 5.3.10 - <i>RESPONSIBILITIES – CONTRACTOR’S STAFF</i> | Contractor’s personnel shall conduct themselves in a professional manner at all times | Observation | \$50 per occurrence |
| STATEMENT OF WORK: SUB-PARAGRAPH 5.3.14 - <i>RESPONSIBILITIES – CONTRACTOR’S STAFF</i> | Contractor shall provide County with a current list of employees | Observation & Documentation | \$50 per occurrence |
| STATEMENT OF WORK: PARAGRAPH 5.4.1 – <i>CONTRACTOR’S OFFICE</i> | Contractor shall maintain an office within Los Angeles County | Observation | \$50 per occurrence |
| STATEMENT OF WORK: SUB-PARAGRAPH 5.4.2 – <i>CONTRACTOR’S OFFICE</i> | Department shall be able to contact Contractor at all times during regular business hours | Observation & Documentation | \$50 per occurrence |
| STATEMENT OF WORK: PARAGRAPH 6.0 – <i>FACILITIES & EQUIPMENT - COUNTY</i> | Contractor shall report any lost or stolen key or gate cards within 24 hrs | Observation & Documentation | \$100 per occurrence |
| STATEMENT OF WORK: SUB-PARAGRAPH 7.2 – <i>PHOTO IDENTIFICATION</i> | Contractor shall furnish and require its personnel to wear visible photo identification | Observation & Documentation | \$50 per occurrence |
| STATEMENT OF WORK: SUB-PARAGRAPH 8.1.1 – <i>TEMPORARY PERSONNEL STAFF</i> | Contractor’s personnel shall be 18 yrs of age or older & legally eligible to work under applicable laws | Review & Observation | \$100 per occurrence |
| STATEMENT OF WORK: SUB-PARAGRAPH 8.1.2 – <i>TEMPORARY PERSONNEL STAFF</i> | Contractor’s personnel shall be able to read, write, speak and understand English | Observation | \$50 per occurrence |
| STATEMENT OF WORK: SUB-PARAGRAPH 8.2.2 – <i>SERVICES</i> | Contractor’s services shall be performed during normal working hours 7:00 a.m. to 6:00 p.m., Monday through Thursday | Review & Observation | \$100 per occurrence |
| STATEMENT OF WORK: SUB-PARAGRAPH 8.3.3 - <i>REQUIREMENTS</i> | Contractor shall immediately replace any employee who does not meet specified requirements | Observation | \$500 per occurrence |
| STATEMENT OF WORK: PARAGRAPH 9.0 - <i>WORK ORDERS</i> | Invoices will not be paid without a completed Work Order | Observation & Documentation | \$100 per occurrence |

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Temporary Personnel Services

| SPECIFIC PERFORMANCE REFERENCE | SERVICE | MONITORING METHOD | LIQUIDATED DAMAGES |
|--|---|-----------------------------|---------------------------|
| STATEMENT OF WORK: SUB-PARAGRAPH 10.1 - <i>LOGS AND REPORTS</i> | Contractor shall maintain daily logs and shall be made available to the Contract Administrator upon request | Observation | \$50 per occurrence |
| STATEMENT OF WORK: SUB-PARAGRAPH 10.2 - <i>LOGS AND REPORTS</i> | Contractor shall submit a monthly report with each invoice | Observation & Documentation | \$50 per occurrence |

| CLASSIFICATION | DESCRIPTION |
|-----------------------------|--|
| Accountant Clerk | <p>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.</p> <p><u>Experience Required:</u> 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.</p> |
| Intermediate Clerk | <p>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, etc.</p> <p><u>Experience Required:</u> One-year general office experience. Must have some experience working with Microsoft Word and Excel.</p> |
| Information Technology Aide | <p>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.</p> <p><u>Experience Required:</u> 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.</p> |

| CLASSIFICATION | DESCRIPTION |
|---------------------|--|
| Typist-Clerk | <p>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.</p> <p><u>Experience Required:</u> One year of office clerical experience. <i>Typing rate:</i> 40 words per minute. Must have some experience working with Microsoft Word and Excel.</p> |
| Senior Clerk | <p>Performs more technical and advanced clerical work. Requires a working knowledge of certain subject matter. Requires initiative and judgment with procedural and policy limits.</p> <p><u>Experience Required:</u> One year of office clerical experience. Must have experience working with Microsoft Word and Excel.</p> |
| Senior Typist-Clerk | <p>Performs skilled typing work and performs highly specialized clerical duties requiring 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.</p> <p><u>Experience Required:</u> Two years office clerical experience involving typewriting. <i>Typing Rate:</i> 40 words per minute. Must have experience working with Microsoft Word and Excel.</p> |
| Staff Assistant | <p>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.</p> <p><u>Experience Required:</u> One year's experience in 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.</p> |

| CLASSIFICATION | DESCRIPTION |
|--------------------------|--|
| Administrative Assistant | <p>Conducts administrative budget or personnel studies; analyzes internal operations and procedures; prepares comprehensive reports that include such things as recommendations.</p> <p><u>Experience Required:</u> 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.</p> |
| Accountant I | <p>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.</p> <p><u>Experience Required:</u> Graduation from an accredited college with twenty-one units of accounting.</p> |
| Accountant II | <p>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 actions 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</p> |

| CLASSIFICATION | DESCRIPTION |
|-----------------|---|
| | <p>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.</p> <p><u>Experience Required:</u> 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.</p> |
| Procurement Aid | <p>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.</p> <p><u>Experience Required:</u> 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.</p> |

| CLASSIFICATION | DESCRIPTION |
|----------------|---|
| Secretary | <p>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.</p> <p>Gathers data for general information purposes or special reports. Acts as an intermediary between supervisor and staff, transmitting messages, orders and requests, 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.</p> <p><u>Experienced Required:</u> 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.</p> |

SECTION I. 2.9.2 - EXECUTIVE SUMMARY

2.9.2. Executive Summary. Proposer shall provide a summary of its Proposal including a broad understanding of the Proposer's approach, qualifications, experience and staffing.

AppleOne Employment Services is one of the largest privately-held human capital management companies in United States, with over 225 locations in North America, and forty-seven (47) years of experience in providing rapid, reliable, high quality staffing services. AppleOne has an extensive 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 is provided to its clients, as well as improve their bottom line. As a current vendor for the Los Angeles County Department of Beaches & Harbors, AppleOne knows that having the best in temporary personnel is integral to the ongoing success at Department locations. Our precise, comprehensive methods for providing temporary staffing services will ensure that the Department obtains the maximum projected value for each dollar of expenditure. We remain committed to providing personnel with the skills, experience and character to excel in their positions with the Department.

MANAGEMENT PHILOSOPHY

The AppleOne business model supports our "client for life" philosophy. A strong business partnership must be forged to ensure a sustained partnership. AppleOne works hard to be viewed as part of our clients' organization and integrate our respective businesses. AppleOne's corporate philosophy extends to all levels of the company. Corporate and project personnel are committed to providing customer-oriented support and operations to assure performance of all contract requirements. AppleOne works with its clients to avoid temporary, passable, or second-best solutions, and strives instead for long-term, consistent quality service. AppleOne is firmly committed to furthering its expansion through creating relationships with Federal, State and local government and continuous reinvestment in its national network of branch locations and infrastructure.

PROPOSED PROJECT TEAM

AppleOne will service the contract with the Department through AppleOne's Downtown Los Angeles branch. The proposed project team will be headed by AppleOne's Primary Point of Contact and proposed Contract Representative, Ms. Sandra Lopez, with direct support for the contract provided by the Secondary Point of Contact, Ms. Jennifer Rounds, with additional support for the contract provided as needed by AppleOne's network of local-area branches. AppleOne Regional Vice President Josee Minero will serve as Executive Sponsor for this project to ensure the highest caliber of service to the Department. AppleOne's Government Solutions Division, which is already providing similar support to numerous public sector entities, will coordinate services with the Downtown Los Angeles account management team. This division is headed by Linda Madigan, Vice President of Operations and Government Solutions. Ms. Madigan will serve as the contractual point of contact for the Department. Detailed information about our key team members is presented where appropriate within our Proposal.

SUMMARY OF SERVICES

AppleOne's approach to providing services to the Department is comprehensive, and based upon our decades of experience of public sector service. Our service plan includes the following key components.

Project Management

AppleOne offers proven processes and procedures that have been used effectively to provide highest quality, professional staffing services for its public sector client base. Our project management approach incorporates implementation, transitioning of current temporary employees and/or on-site support as needed.

Job Order Fulfillment

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

Candidate Sourcing and Assessment

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

Background Screening

Prior to sending an employee to work for the Department, the AppleOne Account Management team, in conjunction with the appropriate Department representative(s), will evaluate what pre-employment background screening will be utilized. AppleOne assures the Department that our screening services will meet the most rigorous requirements.

Quality Assurance

To ensure that our performance meets Department requirements, AppleOne will use the processes established in our proven Quality Control Program. The overall purpose of AppleOne's Quality Control Program is to guarantee that AppleOne provides its clients, such as the Department, with the level of service they expect from a leader in the employment services industry.

Billing and Invoicing

AppleOne will process all time sheets and paychecks and provide the Department with accurate, concise and timely invoices. If the Department requires changes to the invoicing process during the term of the contract, AppleOne will work with the appropriate Department representative(s) to modify its invoice process and ensure that AppleOne remains fully compatible with the invoice processing requirements of the Department. This includes the related invoicing and management reports as required by the Department.

Our service plan is tailored to ensure that AppleOne meets the Department's service requirements.

SECTION II. 2.9.3 - TABLE OF CONTENTS

2.9.3 Table of Contents. List all material included in the Proposal. Include a clear definition of the material, identified by sequential page numbers and by section reference numbers.

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SECTION III. 2.9.4 - FORMS

2.9.4 Forms

The forms which correspond to numbered items 1 through 20 in RFP Subsection 2.9.4 and all associated attachments are included immediately following this page:

- Form P-1. Offer to Perform
(Per instructions provided in RFP Subsection 2.9.4, this form is signed by President Bernard Howroyd and Chief Financial Officer Michael A. Hoyal.)
- Form P-2. Organization Affidavit/Questionnaire
(Per instructions provided in RFP Subsection 2.9.4, this form has been signed by Chief Financial Officer Michael A. Hoyal. Mr. Hoyal is both authorized to sign on behalf of AppleOne and bind AppleOne in a contract.)
- Form P-2 Attachment
 - Required Support Documents
 - State of California
"Certificate of Good Standing"
 - "Statement of Information"
 - Pending Litigation and Judgments
- Form P-3. List of Contracts
- Form P-3 Attachment
- Form P-4. List of Terminated Contracts
- Form P-5. Business and Financial Summary
- Form P-5 Attachment
 - Business License
 - Certificate of Insurance
 - 2011 and 2010 audited financials
- Form P-6. Staffing and Work Plan
- Form P-6 Attachment
 - Key Account Management Team Resumes
 - Orientation Brochure
- Invoicing and Management Reports
- Form P-7. Quality Control Plan
- Form P-7 Attachment
 - Sample Qualifying Tests
 - Employee Application Packet
 - Corrective Action Form
 - Quality Assurance Survey Forms
 - Internal Audit Report Form
- Form P-8. EEO Certification
- Form P-9. Jury Service Program
- Form P-10. No Conflict of Interest
- Form P-11. GAIN/GROW
- Form P-12. County Lobbyist Ordinance
- Form P-13. Certification of Independent Price
- Form P-14. SBE Preference Program
- Form P-15. Transitional Job Opportunities Preference Application
- Form P-16. Defaulted Property Tax Compliance
- Form P-17. Contractor's Administration
- Form P-18. Green Initiatives
- Form P-19. Employee Acknowledgement/Confidentiality
- Form P-20. RFP Exception Form

**TEMPORARY PERSONNEL SERVICES
OFFER TO PERFORM / PRICE PROPOSAL**

Proposer: Name: AppleOne Employment Services
 Address: 1999 W. 190th Street, Torrance, CA 90504

 Phone: (310) 750-3400 Fax: (310) 750-1111

To: Santos H. Kreimann, 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 personnel services 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 and at the sole discretion 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 Director, at his sole discretion, may also extend the final Contract term on a month-to-month basis for up to six months.

The compensation for Proposer's services shall be in accordance with the hourly rates set forth for such work on page 2, subject to the limitations provided in the Contract.

This offer shall be irrevocable for a period of 180 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 (HQ)

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

Name (NOT APPLICABLE) 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:

| | | | | |
|------------------------|------------------|-----------------------|--|----------------|
| <u>Bernard Howroyd</u> | <u>President</u> | <u>(800) 872-2677</u> |  | <u>3/19/12</u> |
| Name | Title | Phone | Signature | Date: |

| | | | | |
|-------------------------|------------|-----------------------|--|--|
| <u>Michael A. Hoyal</u> | <u>CFO</u> | <u>(800) 872-2677</u> | | |
| Name | Title | Phone | | |

Proposer's signature:  Date: 3/19/12

| | | |
|-------------------------|------------|-----------------------|
| <u>Michael A. Hoyal</u> | <u>CFO</u> | <u>(800) 872-2677</u> |
| Name | Title | Phone |

STAFFING PLAN AND PRICE PROPOSAL

- 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. Temporary Personnel Services will be compensated at the quoted hourly rates.
- The first column represents the Personnel positions the contractor may provide.
- 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 additional work is authorized by the Director. The County will not pay any overtime rate for this contract service.

| COST ITEMS / PERSONNEL POSITIONS | PROPOSED HOURLY PRICE (COST TO COUNTY) |
|----------------------------------|--|
| Accountant Clerk | \$ 15.25 |
| Intermediate Clerk | \$ 16.10 |
| Information Technology Aide | \$ 19.80 |
| Typist-Clerk | \$ 13.95 |
| Senior Clerk | \$ 16.50 |
| Senior Typist-Clerk | \$ 16.90 |
| Staff Assistant | \$ 16.83 |
| Administrative Assistant | \$ 19.80 |
| Accountant I | \$ 23.70 |
| Accountant II | \$ 26.80 |
| Procurement Aid | \$ 19.80 |
| Secretary | \$ 17.90 |

PROPOSER'S ORGANIZATION QUESTIONNAIRE/AFFIDAVIT

Please complete, date and sign this form. The person signing the form must be authorized to sign on behalf of the Proposer and to bind the applicant in a Contract.

1. If your firm is a corporation or limited liability company (LLC), state its legal name (as found in your Articles of Incorporation) and State of incorporation:

| | | |
|---|-----------|-------------|
| <u>Howroyd Wright Employment Agency, Inc.</u> | <u>CA</u> | <u>1968</u> |
| Name | State | Year Inc. |

2. If your firm is a limited partnership or a sole proprietorship, state the name of the proprietor or managing partner:

(NOT APPLICABLE)

3. If your firm is doing business under one or more DBA's, please list all DBA's and the County(s) of registration:

| Name | County of Registration | Year became DBA |
|-------------------------------------|------------------------|-----------------|
| <u>AppleOne Employment Services</u> | <u>Los Angeles</u> | <u>1968</u> |
| _____ | _____ | _____ |

4. Is your firm wholly or majority owned by, or a subsidiary of, another firm? if yes,

Name of parent firm: The ACT•1 Group, Inc.

State of incorporation or registration of parent firm: California

5. Please list any other names your firm has done business as within the last five (5) years.

| Name | Year of Name Change |
|-------------------------|---------------------|
| <u>(NOT APPLICABLE)</u> | _____ |
| _____ | _____ |

6. Indicate if your firm is involved in any pending acquisition/merger, including the associated company name. If not applicable, so indicate below.

(NOT APPLICABLE)

Proposer acknowledges and certifies that it meets and will comply with all of the Minimum Mandatory Requirements listed in Section 1.4 – Minimum Mandatory Requirements, of this Request for Proposal, as listed below.

Check the appropriate boxes:

- Yes** **No** Proposer has a minimum of 5 years experience providing temporary personnel services or services similar to the County or other local governmental organizations or public entities.
- Yes** **No** Proposer's Contract Representative must have three years experience providing temporary personnel services or similar services to County, or other local governmental organizations or public entities.
- Yes** **No** Proposer must provide at least five references relating to the job performance and scope of work completed within the last five years, providing temporary personnel services to County, or other local governmental organizations, or public entities.
- Yes** **No** Proposer must provide a copy of its business license as a provider of temporary personnel services.
- Yes** **No** Proposer must have an office located in Los Angeles County.

Proposer further acknowledges that if any false, misleading, incomplete, or deceptively unresponsive statements in connection with this proposal are made, the proposal may be rejected. The evaluation and determination in this area shall be at the Director's sole judgment and his/her judgment shall be final.

Proposer's Name:

AppleOne Employment Services

Address:

1999 W. 190th Street, Torrance, CA 90504

E-mail address: lmadigan@appleone.com Telephone number: (310) 750-3400

Fax number: (310) 750-1111

On behalf of AppleOne Employment Services (Proposer's name), I Michael A. Hoyal
(Name of Proposer's authorized representative), certify that the information contained in this Proposer's
Organization Questionnaire/Affidavit is true and correct to the best of my information and belief.

Signature

Chief Financial Officer

Title

Date

95-2580864

Internal Revenue Service
Employer Identification Number

788965-58

California Business License Number

10025501

County WebVen Number

REQUIRED SUPPORT DOCUMENTS

Per the instructions provided in RFP Subsection 2.9.4, AppleOne is including the following Required Support Documents immediately following this page:

- "Certificate of Good Standing" as issued by the State of California dated July 8, 2011
- "Statement of Information" dated November 8, 2010

State of California
Secretary of State

CERTIFICATE OF STATUS

ENTITY NAME:

HOWROYD-WRIGHT EMPLOYMENT AGENCY, INC.

FILE NUMBER: C0557445
FORMATION DATE: 11/21/1968
TYPE: DOMESTIC CORPORATION
JURISDICTION: CALIFORNIA
STATUS: ACTIVE (GOOD STANDING)

I, DEBRA BOWEN, Secretary of State of the State of California,
hereby certify:

The records of this office indicate the entity is authorized to
exercise all of its powers, rights and privileges in the State of
California.

No information is available from this office regarding the financial
condition, business activities or practices of the entity.



IN WITNESS WHEREOF, I execute this certificate
and affix the Great Seal of the State of
California this day of July 08, 2011.

Debra Bowen

DEBRA BOWEN
Secretary of State


Secretary of State DEBRA BOWEN

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State of California

Secretary of State

STATEMENT OF INFORMATION (Domestic Stock Corporation)

Fees \$25.00.

IMPORTANT - Read [instructions](#) before completing this SI-200-NC form. Copies of e-filed statements are not provided at the time of filing. Therefore you may wish to print the completed pages for your records prior to submission. Copies of filed documents may be requested using our [Business Entities Records form](#).

1. CORPORATION NUMBER, NAME AND ADDRESS OF RECORD

C0557445
HOWROYD-WRIGHT EMPLOYMENT AGENCY, INC.
PO BOX 29048
GLENDALE, CA 91209-9048

2. If there has been no change in any of the information contained in the last Statement of Information filed with the California Secretary of State, check the box and **proceed**

If there have been any changes to the information contained in the last Statement of Information filed with the California Secretary of State, or no statement has been filed, this form must be completed in its entirety.

3. STREET ADDRESS OF PRINCIPAL EXECUTIVE OFFICE (DO NOT USE PO BOX) ADDRESS

CITY _____ STATE CA ZIP CODE _____ COUNTRY _____
 UNITED STATES

4. STREET ADDRESS OF PRINCIPAL BUSINESS OFFICE IN CALIFORNIA, IF ANY USE PO BOX)

ADDRESS _____
 CITY _____ STATE CA ZIP CODE _____

HOWROY-WRIGHT EMPLOYMENT AGENCY, INC.

Corp ID: C0557445
FEIN.: 952580864

List of Officers / Directors
As of 01/01/2009

| | |
|------------------|--|
| Janice Howroyd | CEO/ Director 327 W. Broadway, Glendale 91204 |
| Bernard Howroyd | President / Vice President / Director 327 W. Broadway, Glendale 91204 |
| Michael A. Hoyal | Secretary / Treasurer / CFO/Director 327 W. Broadway, Glendale 91204 |
| Brett Howroyd | Director 327 W. Broadway, Glendale 91204 |
| Katharyn Howroyd | Director 327 W. Broadway, Glendale 91204 |

PENDING LITIGATION AND JUDGMENTS

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

1. AppleOne adv. Yesnick: This is an action filed in December 2008 in the Justice Court, Las Vegas Township, Clark County, Nevada, Case No. 08C-056393, against AppleOne Nevada, Inc. by a former customer for breach of contract, breach of covenants of good faith and fair dealing, unjust enrichment and declaratory relief. Plaintiff claims a refund is due regarding a placement. The firm provided Plaintiff's counsel information to the effect that the claim has no merit. Plaintiff's counsel granted Apple One an open extension to respond on 15 days written notice. If Apple One is required to respond, local counsel will be obtained and the matter will be strenuously defended. Based on available information, it is believed it is remote that this claim will have an unfavorable outcome to the Company.
2. AppleOne adv. Read: On November 17, 2010, a temporary employee, David Read, filed a civil action against AppleOne in the Superior Court, Los Angeles County, Case No. BC449744. Mr. Read, individually and on behalf of a putative class, seeks reimbursement and penalties based on a claim that after a temporary employee's first temporary placement, an employment applicant is entitled to wages for interviews with clients for both temporary and permanent employment placement. Limited discovery has been conducted on the issue of Read's standing to pursue a class action claim and the action is stayed pending completion of the basic pleadings. AppleOne has filed a series of motions attacking Mr. Read's complaints. A further demurrer and motion to strike in regard to the Third Amended Complaint will be filed this week for hearing in early 2012.
3. AppleOne adv. Slama: Mr. Slama was a temporary employee of AppleOne on a short term placement with AARP in California and has complained that he was not permitted to take meal and rest breaks and for failure to pay for all time worked at appropriate rates. To date, Mr. Slama's attorneys have sent letters to the Labor Workforce and Development Agency which has declined to investigate. We are not informed that any other legal or administrative actions have been pursued by Mr. Slama.
4. AppleOne adv. Thompson: In July 2011, Renetta Thompson filed a complaint in the Los Angeles Superior Court, Case No. BC464574. Ms. Thompson is representing herself. The original complaint related to the fact that Thompson had registered for temporary employment but had not been placed on an assignment. She claimed age discrimination. A demurrer and motion to strike were filed and sustained. Thompson filed a First Amended Complaint which sets forth 10 causes of action ranging from age discrimination to violation of the Preamble to the California Constitution to violation of various amendments to the U.S. Constitution. AppleOne filed a demurrer and motion to strike which will be heard in early 2012.
5. Mario Lovacheff vs. Act 1 Group, Inc., All-in-One, and Howroyd -Wright Employment Agency Inc., et al., Los Angeles County Superior Court Case No. BC 430983. Status: Pending, recently served. Ms. Lovacheff has filed a claim for discrimination and for discrimination due to pregnancy. Ms. Lovacheff was on authorized medical leave. After she had exhausted all available paid or unpaid leave time including leave provided by statutory law, the Company determined that it was necessary to place an employee in her position and Ms. Lovacheff was so advised. The Company also advised Ms. Lovacheff that when she is medically released to return to work, if she wishes employment she can contact the Company and the Company will consider placing her in an alternative position if one is then available.

6. Axiom International, Inc., Debtor, Howard M Ehrenberg, Chapter 7 Trustee of the Jointly Administered Cases of Axiom International Inc. and Diversity MSP, Inc., vs. ACT-1 Personnel Services and Howroyd-Wright Employment Agency, Inc. United States Bankruptcy Court, Central District of California Los Angeles, Case No.'s 2:08-bk-10277-BB (ACT-1) and 2:08-bb-10277-BB. Status: Pending. Action to recover claimed preference payment. Payments were made in ordinary course and are not subject to preference and are further subject to new valued defenses.
7. Michael Zenzen vs. All In One, Inc., Howroyd Wright Employment Agency, Inc., AppleOne personnel Services, Inc., et al., Los Angeles County Superior Court Case No. BC425351. Status: Pending. Mr. Zenzen was employed in as a field service technician and was laid off due to restructuring. Zenzen filed a multi-count claim asserting racial discrimination (he is Caucasian), age discrimination, and retaliation. Motions to dismiss and strike the complaint were filed and an amended complaint has been filed. His counsel have petitioned to withdraw as counsel of record. Defendants deny the asserted claims.

Please note the following:

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

PROSPECTIVE CONTRACTOR LIST OF CONTRACTS

Contractor's Name: AppleOne Employment Services

List of all public entities for which the Contractor has provided service within the last three (3) years. Use additional sheets if necessary.

| | | | | |
|---|--|--|--|--|
| 1. Name of Firm L.A. County Probation Department | Address of Firm 9150 E. Imperial Highway Downey, CA 90242 | Contact Person Yvonne Humphrey | Telephone # (562) 940-3313 | Fax # (562) 658-4749 |
| Name or Contract No. (1) No. 76707 (2) No. 76749 (3) No. 76750 | # of Years / Term of Contract (1) 3 to 5 Years (2) 3 to 5 Years (3) 3 to 5 Years | | Type of Service Temporary Clerical Services | Dollar Amt. (1) \$513,870 (2) \$726,277 (3) \$495,144 |
| 2. Name of Firm County of Los Angeles Superior Court | Address of Firm Contract Services Section, Room 425-D 111 North Hill Street, L.A., CA 90012 | Contact Person Deborah McGill | Telephone # (213) 974-5434 | Fax # (213) 617-7176 |
| Name or Contract No. 2007-028 | # of Years / Term of Contract 3 Years / 5 Year Term | | Type of Service Temporary Clerical, Legal & Legal Secretaries | Dollar Amt. \$296,200 |
| 3. Name of Firm County of Los Angeles Public Defender | Address of Firm 210 West Temple Street Los Angeles, CA 90012 | Contact Person Adrian Garcia | Telephone # (213) 974-2980 | Fax # (213) 229-2577 |
| Name or Contract No. Temporary Staffing | # of Years / Term of Contract 2.5 Years / 3 Year Term | | Type of Service Temporary Secretarial / Clerical | Dollar Amt. \$513,000 |
| 4. Name of Firm Housing Authority of the County of Los Angeles | Address of Firm 2600 Wilshire Boulevard Los Angeles, CA 90057 | Contact Person Glynnis Gilling | Telephone # (213) 252-1892 | Fax # (213) 252-0829 |
| Name or Contract No. HA-2008-080 | # of Years / Term of Contract 3 Years / 5 Years | | Type of Service Temporary Staffing Services | Dollar Amt. \$1,000,000 |
| 5. Name of Firm Los Angeles County Board of Supervisors | Address of Firm 500 West Temple Street Los Angeles, CA 90012 | Contact Person Trisha Duong | Telephone # (213) 893-0942 | Fax # (213) 626-1398 |
| Name or Contract No. Temporary Employment Services | # of Years / Term of Contract 2 Years / 5 Year Term | | Type of Service Temporary Clerical, Accounting, Word Processing | Dollar Amt. \$1,000,000 |

FORM P-3 ADDITIONAL PUBLIC SECTOR CONTRACTS

Following is a list of AppleOne’s contracts with the County and other public entities in related areas or similar services in the last three (3) years:

| | |
|--------------------------------------|--|
| Client: | County of Los Angeles Child Support Services |
| Address: | 5770 South Eastern Avenue, 4th Floor Commerce, California 90040 |
| Contact: | Elisha Gardner, Division Chief |
| Phone: | (323) 889-3414 |
| Fax: | (323) 838-9552 |
| Name or Contract Number | Contract #76307 |
| # of Years / Term of Contract | 1 Year / 3 Years |
| Type of Services: | Temporary Staffing Services |
| Contract Amount: | \$2,000,000 |

*Note: This is a separate department that is serviced under the same Agreement as the Office of the Public Defender.

| | |
|--------------------------------------|---|
| Client: | County of Los Angeles Sheriff’s Department |
| Address: | Contracts Unit 4700 Ramona Boulevard Monterey Park, California 91754-2169 |
| Contact: | Betty Jackson |
| Phone: | (323) 526-5220 |
| Fax: | (323) 415-1364 |
| Name or Contract Number | Agreement #23301 |
| # of Years / Term of Contract | 3 Years / 5 Years 6 Months |
| Type of Services: | Temporary Staffing Services |
| Contract Amount: | \$500,000 |

| | |
|--------------------------------------|--|
| Client: | County of Los Angeles Internal Services Department |
| Address: | Central Purchasing 1100 North Eastern Avenue Los Angeles, California 90063 |
| Contact: | Paul J. Vagnozzi |
| Phone: | (323) 297-2307 |
| Fax: | (323) 415-8663 |
| Name or Contract Number | MA-IS-1040434-I |
| # of Years / Term of Contract | 3 Years / 4 Years |
| Type of Services: | Temporary Staffing Services |
| Contract Amount: | \$500,000 |

| | |
|--------------------------------------|---|
| Client: | City of Los Angeles Department of Neighborhood Empowerment |
| Address: | 334-B E. 2nd Street Los Angeles, CA 90012 |
| Contact: | Jeff Brill |
| Phone: | (213) 847-7154 |
| Fax: | (213) 485-4608 |
| Name or Contract Number | C-114487 |
| # of Years / Term of Contract | 3 Years / 3 Years |
| Type of Services: | Temporary Staffing Services |
| Contract Amount: | \$200,000 |

| | |
|--------------------------------------|---|
| Client: | Housing Authority of the City of Los Angeles |
| Address: | 2600 Wilshire Boulevard Los Angeles, CA 90057 |
| Contact: | Rudolf C. Montiel |
| Phone: | (213) 252-2500 |
| Fax: | (213) 252-2500 |
| Name or Contract Number | HA-2008-080 |
| # of Years / Term of Contract | 1 Year / 4 Years |
| Type of Services: | Temporary Staffing Services |
| Contract Amount: | \$150,000 |

AppleOne currently provides service to over 250 public sector clients. A representative list of current public sector clients is presented below.

| AppleOne Government Solutions – Representative List of Clients | |
|---|--|
| Atlanta Housing Authority | County of San Bernardino, California |
| Cal State Fullerton (CSUF) | County of San Diego, California |
| California Office of Administrative Hearings | County of Tarrant, Texas |
| City Attorney's Office, Oakland, California | Denver Housing Authority |
| City of Anaheim, California | Georgia Department of Community Affairs |
| City of Berkeley, California | Georgia Department of Revenue |
| City of Glendale, California | Gilroy Unified School District, Gilroy, California |
| City of Houston, Texas | Greater Orlando Airport Authority |
| City of Long Beach, California | Las Vegas Valley Water District |
| City of Los Angeles Redevelopment Agency | Los Angeles Airport Authority |
| City of Mountain View, California | Los Angeles Unified School District |
| City of Pasadena, California | Nevada Power |
| City of Riverside, California | Orlando Public Utilities Commission |
| City of San Bruno, California | Pinellas County Unified School District |
| City of San Carlos, California | Port of Los Angeles |
| Contra Costa Community College District | Sacramento Metropolitan Utility |

| AppleOne Government Solutions – Representative List of Clients | |
|---|--|
| County of Contra Costa, California | Sam Trans |
| County of Gwinnett, Georgia | San Diego Water District |
| County of Hennepin, Minnesota | South Coast Air Quality Management District |
| County of Houston, Texas | Southern California Water Company |
| County of Johnson, Kansas | Southwest Gas |
| County of Los Angeles, CDC | State Compensation Insurance Fund, California |
| County of Los Angeles, Coroner's Office | State of Colorado |
| County of Los Angeles, District Attorney | State of Nevada |
| County of Los Angeles, Internal Services | State of Utah |
| County of Los Angeles, Public Defender | Sunnyside Unified School District, Tucson |
| County of Los Angeles, Sherriff | Superior Court of Arizona in Pima County |
| County of Los Angeles, Superior Courts | Tucson Unified School District |
| County of Maricopa, Arizona | US Department of Agriculture, Forestry Service |
| County of Orange, California | US Department of the Treasury, FedSource |
| County of Orange, Florida | University of Miami, Florida |
| County of Orange, Superior Courts, California | Village of Wellington, Florida |
| County of Riverside, California, | Washington State Department of Transportation |
| County of Sacramento, California | |

PROSPECTIVE CONTRACTOR LIST OF TERMINATED CONTRACTS

Contractor's Name: AppleOne Employment Services

List of all contracts that have been terminated within the past three (3) years.

| | | | | |
|------------------------|------------------------|-------------------------|--------------------|--------------|
| 1. Name of Firm | Address of Firm | Contact Person | Telephone # | Fax # |
| (NOT APPLICABLE) | | | () | () |
| Name or Contract No. | | Reason for Termination: | | |
| | | | | |
| 2. Name of Firm | Address of Firm | Contact Person | Telephone # | Fax # |
| | | | () | () |
| Name or Contract No. | | Reason for Termination: | | |
| | | | | |
| 3. Name of Firm | Address of Firm | Contact Person | Telephone # | Fax # |
| | | | () | () |
| Name or Contract No. | | Reason for Termination: | | |
| | | | | |
| 4. Name of Firm | Address of Firm | Contact Person | Telephone # | Fax # |
| | | | () | () |
| Name or Contract No. | | Reason for Termination: | | |
| | | | | |

Please note that AppleOne has not had any terminated contracts within the past three (3) years. Therefore, this form is Not Applicable to our organization.

BUSINESS AND FINANCIAL SUMMARY

- 1. BACKGROUND.** Provide a summary description of your relevant background information demonstrating your firm's capacity to perform the required Contract work. (Please refer to the following Attachment)
- 2. EXPERIENCE.** Provide your experience providing temporary personnel services or similar services to County, or other local governmental organizations or public entities identifying previous assignments which are similar to the services requested in this RFP. (Please refer to the following Attachment)
- 3. CLIENT REFERENCES.** List all experience your firm has had in the past five years performing temporary personnel services. At least five years' experience must be demonstrated. **At a minimum, five references should be submitted.**

| Start of Contract | End of Contract | Name of Client | Address of Client | Contact Person | Contact's Ph. No. |
|-------------------|-----------------|--|---|-------------------|-------------------|
| 07/01/2011 * | 06/30/2012 | L.A. County Probation Department | 9150 E. Imperial Highway Downey, CA 90242 | Yvonne Humphrey | (562) 658-4749 |
| 11/06/2008 | 10/31/2013 | Housing Authority of the City of Los Angeles | 2600 Wilshire Blvd. Los Angeles, CA 90057 | Rudolf C. Montiel | (213) 252-2500 |
| 04/07/2009 | 04/14/2013 | Los Angeles County Board of Supervisors | 500 West Temple Street Los Angeles, CA 90012 | Trisha Duong | (213) 893-0942 |
| 01/29/2012 ** | 01/28/2015 | Los Angeles County Child Support Services Department | 5770 South Eastern Avenue Commerce, CA 90040 | Elisha Gardner | (323) 838-9552 |
| 01/29/2012** | 01/28/2015 | County of Los Angeles Office of the Public Defender | 210 West Temple Street Los Angeles, CA 90012 | Adrian Garcia | (213) 974-2980 |

Attach additional pages if necessary

* Contract has four (4) 12-month extensions

** Individual county departments that are serviced by the same contract

4. How many full-time employees does your firm employ? 1,488

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

(Please refer to the following Attachment)

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

| Name | Address | Business Relationship | Contact Person | Phone Number |
|--------------------|---|-----------------------|---|----------------|
| City National Bank | 3633 Inland Empire Blvd. Ontario, CA 91764 | Banking | Cheryl Steinway, Sr. Personal Banking Officer | (909) 476-7664 |
| Wells Fargo Bank | 707 Wilshire Blvd., Ste. 720 Los Angeles, CA 90012 | Banking | Giner Pope, Credit Investigations | (213) 614-2221 |
| Bank of America | 2049 Century Park East, 2nd Floor, Los Angeles, CA 90067-3101 | Banking | Pamela Holloway-Dobson, Sr. VP / Sr. Clieng Mgr. | (310) 785-6081 |

7. Evidence of Insurability. Attach a letter of commitment, binder or certificate of current insurance coverage meeting the limits and other requirements of Section 2.25 of the Sample Contract.

(Please refer to the following Attachment)

8. Financial Statements. Attach copies of audited or reviewed financial statements for the most current and prior fiscal years (for example 2011 and 2010). Statements should include the company's current assets, current liabilities and net worth and at a minimum should include the Balance Sheet and Statement of Income. Audited statements submitted to meet this requirement will be evaluated with greater weight than reviewed or compiled financial statements. Do not submit Income Tax Returns to meet this requirement. Financial statements will be kept confidential if so stamped on each page.

(Please refer to the following Attachment)

9. LICENSE. Please list and attach a copy of Proposer's business license.

| Licensee Name | License Number | License Status | Exp. Date |
|-------------------|----------------|----------------|-----------|
| Apple A Day, Inc. | 788965-58 | Active | N/A |

(A copy of the current business license is included with the following Attachment)

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

Signature: 

Date: 03/23/12

Title: Vice President, Operations & Government Solutions

1. BACKGROUND

Provide a summary description of your relevant background information demonstrating your firm's capacity to perform the required Contract work.

AppleOne Employment Services is highly qualified to provide the service requirements as detailed in the Statement of Work. AppleOne's principal line of business is staffing services and human capital management. Our organization 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 we 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 Department. AppleOne's precise, comprehensive methods for providing staffing services to the Department will ensure that you obtain the maximum projected value for each dollar of expenditure. Also, as the incumbent provider, AppleOne has specific understanding of the Department's temporary personnel requirements. AppleOne's key characteristics which enhance our capacity to perform the required work are highlighted below:

- AppleOne is one of the largest, privately-held staffing firms in the United States. Our company currently has 225 offices across the US and Canada, with over 60 branches located in the State of California.
- AppleOne has over forty-seven (47) years of providing Temporary, Temporary-to-Permanent and Direct Hire staffing services to government agencies as well as private sector clients. We currently have 250 public sector clients; many of these are similar in size, scope and need to the Department. More detail on our experience is provided in the Experience section of this Attachment.
- AppleOne's Government Solutions Division was specifically developed to evaluate and address the specific needs of our public sector clients, such as consistently tracking milestones and deliverables, addressing all quality control issues, adhering to budgeting cycles, and maintaining constant lines of open communication in order to remain proactive with regard to all contractual and service issues. AppleOne's Government Solutions Division team services numerous public entities on the Local, State and Federal level, as well as public and private educational institutions, and AppleOne's team members work to provide this specialized client base with high-quality staffing solutions while remaining cognizant of the taxpayer's dollar. The Government Solutions Division is headed by Linda Madigan, Vice President of Operations & Government Solutions, who is the point of contact for this RFP response and is also one of our proposed key team members selected to ensure that the Department receives optimal service.
- AppleOne maintains strong local area support. The proposed Project/Account Management team is housed in our Downtown Los Angeles office, located at 888 South Figueroa Street. This team consists of highly trained and skilled professionals. The proposed Project Administrator has over five (5) years of staffing industry experience.

- The Downtown Los Angeles team is supported by our network of local area, full-service branches which are in relatively close proximity to the Department, as shown below:

| AppleOne Employment Services Local Area Network | | | |
|--|---------------|--------------|------------|
| Address | City | State | ZIP |
| 5901 Green Valley Circle, Suite 466 | Culver City | CA | 90230 |
| 9100 Wilshire Blvd, Suite 362W | Beverly Hills | CA | 90212 |
| 1250 Westwood Blvd | Los Angeles | CA | 90024 |
| 18538 Hawthorne Boulevard | Torrance | CA | 90504 |
| 1155 E. Thousand Oaks Boulevard | Thousand Oaks | CA | 91362 |

- AppleOne maintains a local area database of over 112,000 registered, qualified candidates. The maintenance of a high-caliber candidate roster helps to ensure that AppleOne can quickly respond to the Department’s staffing requests.
- AppleOne Employment Services is a wholly-owned subsidiary of The ACT•1 Group, Inc. As part of a larger organization, AppleOne can readily leverage our internal relationships to provide the Department with a comprehensive service offering that ensures we can fulfill contractual requirements, as well as any out-of-scope services should these be requested. This includes, for example, A-Check America, our background screening services affiliate, as well as a dedicated IT/Technical staffing services division (AT-Tech).
- Technology has a key role in the success of AppleOne’s service offerings. AppleOne achieves the highest level of effectiveness and economy in delivering precisely targeted staffing solutions by integrating all staff member’s experience and expertise with cutting-edge technological resources, including:
 - Office Automation (OA): Enables aggregation and maintenance of a vast pool of qualified personnel for projects. This centralized management system also allows AppleOne to track job orders, generate reports, and perform other related function.
 - JobCaster: Develops job postings and transmits them to over 250 websites.
 - AppleXpress: On-line Registration and automated client/server tool to intake and store qualified applicant resumes.
- The AppleOne business model supports our “client for life” philosophy. AppleOne works hard to be viewed as part of our clients’ organization and integrate our respective businesses. AppleOne’s corporate philosophy extends to all levels of the company. Corporate and project personnel are committed to providing customer-oriented support and operations to assure performance of all contract requirements. AppleOne works with its clients to avoid temporary, passable, or second-best solutions, and strives instead for long-term, consistent quality service.

2. EXPERIENCE

Provide your experience providing temporary personnel services or similar services to County, or other local governmental organizations or public entities identifying previous assignments which are similar to the services requested in this RFP.

AppleOne Employment Services has been providing long-term Temporary Personnel Services such as those required by the Department for forty-seven (47) years. Founded in 1964 by its President, Bernard Howroyd, AppleOne has become one of the largest privately held human capital management firms in the United States with over 225 points of operation.

Over our history, AppleOne has served the staffing needs of over 50,000 clients, including over 250 public sector clients, over thirty-five (35) of which are counties. Founded in Los Angeles County, with twenty-three (23) County offices and extensive experience with Los Angeles County and other local public sector entities, AppleOne is uniquely positioned to meet the Department's temporary personnel needs with precise, quality staffing solutions. We have extensive experience in servicing Los Angeles County government clients, including:

- Los Angeles County Department of Beaches and Harbors
- The County of Los Angeles Office of the District Attorney and the Public Defender
- The County of Los Angeles Department of Internal Services
- The County of Los Angeles Community Development Commission
- The County of Los Angeles Sheriff's Department
- The County of Los Angeles Executive Office of the Board of Supervisors
- The County of Los Angeles Housing Authority
- The County of Los Angeles Department of Public Social Services
- The County of Los Angeles Community and Senior Services
- The County of Los Angeles Public Library
- The County of Los Angeles Internal Services Department

Please refer to the completed *Form P-3, Contractor List of Contractors*, which is included in Section 3 of our Proposal, for examples of our current long-term, temporary services clients. Additional information regarding our organization is also presented in Section 4 of our Proposal.

5. ORGANIZATIONAL CHART

AppleOne's organizational chart, which shows corporate organization from the highest levels to direct account management and support, is presented below.

Corporate Organization

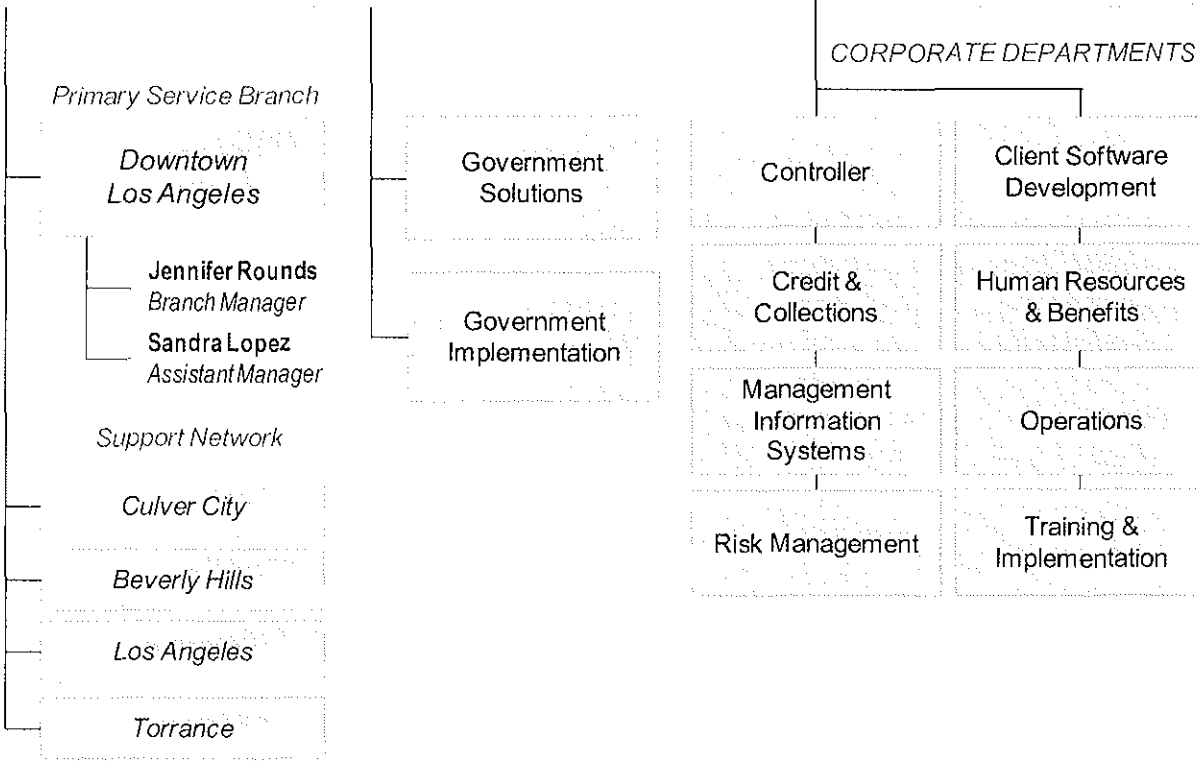
Janice Bryant Howroyd
 Chief Executive Officer
 The ACT•1 Group, Inc. &
 AppleOne Employment Services

Bernard Howroyd
 President
 AppleOne Employment
 Services

Josee Minero
 Division Vice President
 AppleOne Employment
 Services

Linda Madigan
 VP Operations &
 Government Solutions

Michael A. Hoyal
 Chief Financial Officer



7. EVIDENCE OF INSURABILITY

Attach a letter of commitment, binder or certificate of current insurance coverage meeting the limits and other requirements of Section 2.25 of the Sample Contract.

Please see our sample Certificate of Insurance, demonstrating our current coverages, which is included at the end of this Attachment.

8. FINANCIAL STATEMENTS

Attach copies of audited or reviewed financial statements for the most current and prior fiscal years (for example 2011 and 2010). Statements should include the company's current assets, current liabilities and net worth and at a minimum should include the Balance Sheet and Statement of Income. Audited statements submitted to meet this requirement will be evaluated with greater weight than reviewed or compiled financial statements. Do not submit Income Tax Returns to meet this requirement. Financial statements will be kept confidential if so stamped on each page.

Financial Statements for years 2010 and 2011 are included at the end of this Attachment. Please note that our 2011 financial statement is in the process of being audited. Once complete, the audited version can be sent to the Department upon request.

ATTACHMENT DOCUMENTS

The listed documents are attached immediately following this page:

- Business License
- Certificate of Insurance (sample)
- 2011 and 2010 Financial Statements



CITY OF LOS ANGELES
 OFFICE OF FINANCE
 TAXES AND PERMITS
 P.O. BOX 53200
 LOS ANGELES, CA 90053-0200

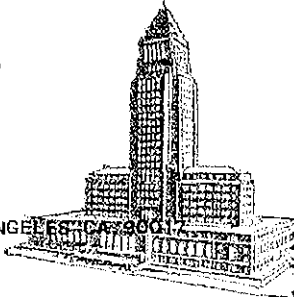
29 100-000956 0406 1

888 S FIGUEROA ST LOS ANGELES CA 90017
 APPLE A DAY INC
 P O BOX 29048
 GLENDALE CA 91209-9048

THIS CERTIFICATE MUST BE POSTED AT PLACE OF BUSINESS

| CITY OF LOS ANGELES TAX REGISTRATION CERTIFICATE | | | |
|---|------|-------|--------------------|
| THIS CERTIFICATE IS GOOD UNTIL SUSPENDED OR CANCELLED | | | |
| BUSINESS TAX | | | ISSUED: 06-26-04 E |
| ACCOUNT NO. | FUND | CLASS | DESCRIPTION |
| 788965-58 | L | 190 | PROFS/OCCUPATIONS |
| | | | STARTED |
| | | | 01-01-04 |

ISSUED TO



ISSUED BY:
Antoinette D. Christensen
 DIRECTOR OF FINANCE

888 S FIGUEROA ST LOS ANGELES CA 90017
 APPLE A DAY INC
 P O BOX 29048
 GLENDALE CA 91209-9048

ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

03/29/2011

PRODUCER 69
 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: APPLONE
 P.O. BOX 29048
 GLENDALE, CA 91209-9048
 HOWGEN

| INSURERS AFFORDING COVERAGE | NAIC# |
|---|-------|
| INSURER A: NATIONAL UNION FIRE INS. CO. | 19445 |
| INSURER B: FEDERAL INSURANCE CO. | 20281 |
| INSURER C: ACE AMERICAN INSURANCE CO. | 22667 |
| INSURER D: | |
| 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 ADD LTR | INSRD | TYPE OF INSURANCE | POLICY NUMBER | POLICY EFFECTIVE DATE (MM/DD/YYYY) | POLICY EXPIRATION DATE (MM/DD/YYYY) | LIMITS |
|--------------|-------|---|---------------|------------------------------------|-------------------------------------|---|
| A | | GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> PROF. LIAB. (PL) GENL AGGREGATE LIMIT APPLIES PER POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC | 99L 4257555 | 04/01/2011 | 04/01/2012 | EACH OCCURRENCE \$ GL 3M/PL 3M DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100000 MED EXP (Any one person) \$ 5000 PERSONAL & ADV INJURY \$ 3000000 GENERAL AGGREGATE \$ 3000000 PRODUCTS - COM/OP AGG \$ 3000000 |
| B | | AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS | 7326-53-34 | 04/01/2011 | 04/01/2012 | COMBINED SINGLE LIMIT (Ea accident) \$ 1000000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ |
| | | GARAGE LIABILITY <input type="checkbox"/> ANY AUTO | | | | AUTO ONLY - EA ACCIDENT \$ OTHER THAN EA ACC \$ AUTO ONLY: AGG \$ |
| A | | EXCESS/UMBRELLA LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> REDUCTIBLE <input checked="" type="checkbox"/> RETENTION \$10000 | 021591347 | 04/01/2011 | 04/01/2012 | EACH OCCURRENCE \$ 1000000 AGGREGATE \$ 1000000 \$ \$ |
| C | | WORKERS COMPENSATION AND EMPLOYERS LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below | WLRC13119503 | 04/01/2011 | 04/01/2012 | <input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1000000 E.L. DISEASE - EA EMPLOYEES 1000000 E.L. DISEASE - POLICY LIMIT \$ 1000000 |
| A | | OTHER CRIME (3RD PARTY) | 014679889 | 04/01/2011 | 04/01/2012 | OCCURRENCE 3000000 AGGREGATE 3000000 |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

WORKERS' COMPENSATION IS NOT APPLICABLE IN ANY MONOPOLISTIC STATE.

| CERTIFICATE HOLDER | CANCELLATION 10-DAY NOTICE FOR NON-PAYMENT OF PREM |
|--------------------|--|
| SAMPLE CERTIFICATE | SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL <u>30</u> 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 <i>[Signature]</i> DRO |

STAFFING AND WORK PLAN

1a. STAFFING PLAN: Please provide the requested information for staff, principals and subcontractors. Provide the names, experience and responsibilities of those staff that will be responsible for supervising the Contract work. **Attach each person's resume.**

Resumes for each of the individuals listed below are attached.

| Position | Name | Experience | Responsibility |
|------------------------------------|---|--|---|
| Contractor's Representative | Sandra Lopez, Assistant Manager | Over 10 yrs of staffing industry experience with public agencies, including County of L.A. | Primary point of contact, day-to-day management of the contract |
| Supervisor | Jennifer Rounds, Branch Manager | 15 years of experience working with the County of Los Angeles and several cities therein. | Alternate point of contact, day-to-day management of the contract |
| Supervisor | Josee Minero, DVP | 27 years of experience in all aspects of staffing and human capital management. | Executive point of contact / executive management |
| Other: | Linda Madigan, VP Operations & Government Support | 29 years of staffing industry experience, including contract implementation and compliance | Contractual point of contact for all contract-related issues |
| Other: | | | |

1b. PRINCIPAL OWNER(S) OF PROPOSER'S ORGANIZATION Janice Bryant Howroyd (CEO); Bernard Howroyd, President

1c. IDENTIFY PARTNERS/SUBCONTRACTORS

| Principal | Firm Name | Relationship to Proposer | Specialty | Address | Phone |
|-----------|-----------|------------------------------|-----------|---------|-------|
| | | | | | |
| | | NONE / NOT APPLICABLE | | | |
| | | | | | |
| | | | | | |

1d. ADDITIONAL EMPLOYEES: Provide the job titles and number of employees (other than supervisors identified in 1a) who will be responsible for complying with the Contract requirements.

| TITLE | NUMBER | RESPONSIBILITIES |
|---|--------|--|
| Government Implementation Administrator | 1 | Ensures proper implementation and administration of non-Federal government contracts |
| | | |
| | | |
| | | |

Attach additional pages if necessary

2. APPROACH TO CONTRACT REQUIREMENTS:

- a. **Approach to Specific Work Requirements.** Please provide a narrative of your plan to effectively provide temporary personnel services, including, but not limited to, Proposer's qualifications; relevant experience; experience of Proposer's staff; ability to provide qualified personnel in a timely manner; and the number of temporary personnel staff available on a daily basis. How will Proposer ensure it meets the requirements in the Statement of Work, Section 8.0?
- b. **Operational Plan.** Provide your plan for scheduling staff, keeping staff supplied, responding to emergencies and providing supervision for staff. Please explain how urgent requests, unscheduled work, or special events will be handled. Provide your normal response time for emergency calls.
- c. **Training and Screening Procedures.** Provide your policies and training procedures your personnel receive prior to their work assignments. How is the skill level of personnel determined? Are interviews conducted? Are assessment tests given?
- d. **Reports and Logs.** Describe your ability to provide the reports and logs as required in the Statement of Work, Section 10.0. Provide any samples of reports that may be similar to those that are required for the Contract.

(Please see the following Attachment)

2. APPROACH TO CONTRACT REQUIREMENTS

- a. **Approach to Specific Work Requirements.** Please provide a narrative of your plan to effectively provide temporary personnel services, including, but not limited to, Proposer's qualifications; relevant experience; experience of Proposer's staff; ability to provide qualified personnel in a timely manner; and the number of temporary personnel staff available on a daily basis. How will Proposer ensure it meets the requirements in the Statement of Work, Section 8.0?
-

APPROACH TO SPECIFIC WORK REQUIREMENTS

AppleOne Employment Services understands the Los Angeles County Department of Beaches and Harbor's requirements with respect to Temporary Personnel Services. Based upon information provided in this current RFP, the selected contractor(s) will be responsible for the promptly delivering services to the Department as described within the Statement of Work to the Department's various Site Locations listed in Exhibit 2. These services include recruitment, evaluation and screening of qualified candidates for Accounting, Administrative/Clerical and Information Technology and related positions as detailed within this RFP.

AppleOne has acquired a thorough understanding of the Department's needs from our relationship as the current incumbent vendor. Our staffing professionals have gathered information as to the Department's preferences, needs and concerns, and have addressed them accordingly. Our staffing professionals have strived to provide the Department with highly-qualified temporary associates and superior customer service. We have enjoyed working with the Department and look forward to a continued partnership.

AppleOne has an extensive 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 is provided to its clients, as well as improve their bottom line. Our precise, comprehensive methods for providing temporary staffing services will ensure that the Department meets its objectives while obtaining the maximum projected value for each dollar of expenditure.

A detailed description of AppleOne's proposed project approach is presented in the following sections.

COMPANY QUALIFICATIONS

Founded in 1964 by our President, Bernard Howroyd, AppleOne 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. 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, AppleOne's branch network has grown from 81 locations, mainly in the Western United States, to nearly 225 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.

AppleOne's principal line of business is staffing services and human capital management, providing temporary, temporary-to-permanent and direct-hire services. In order to ensure that public sector clients such as the Department receive exemplary service, AppleOne developed our Government Solutions Division to evaluate and address the specific needs of AppleOne's public sector clients. The services provided include, but are not limited to, consistently tracking milestones and deliverables, addressing all quality control issues, adhering to budgeting cycles, and maintaining constant lines of open communication in order to remain proactive with regard to all contractual and service issues. AppleOne's Government Solutions Division team services numerous public entities on the Local, State and Federal

level, as well as public and private educational institutions. AppleOne's team members work to provide this specialized client base with high-quality staffing solutions while remaining cognizant of the taxpayer's dollar. The Government Solutions Division is headed by Linda Madigan, Vice President of Operations and Government Solutions, who is the point of contact for this RFP response and is also one of our proposed key team members selected to ensure that the Department receives optimal service.

AppleOne is committed to becoming North America's premier employment-service provider. Our future services will continue to be a combination of the timeless principles of service and focusing our power on the promise of the digital age. Our business and success revolves around unique and personal relationships. That core fundamental will remain unchanged, and we will continue to improve our business/service model to further enhance the client experience.

Local Area Presence and Support

AppleOne Employment Services maintains several offices within the Department's geographic region. Our Downtown Los Angeles Branch, located at 888 South Figueroa Street, is the project/account management office. The normal hours for AppleOne's office are from 7:30 AM to 5:30 PM, Monday through Friday. However, an AppleOne account management team member will be available to the Department twenty-four (24) hours a day, via pager. In the event that the Department needs immediate assistance outside of the normal hours of operation, you may call the AppleOne office at (213) 892-0234 and you will be directed through a cell phone/paging prompt that will contact the Government Solutions representative. Additionally, Assistant Manager Sandra Lopez, who will be the Contract Representative for the Department, will be available via cell phone at (213) 230-9536.

AppleOne's Government Solutions Division, which ensures contractual compliance and our Corporate Headquarters are both also located in Los Angeles County at the following locations:

AppleOne Employment Services
Government Solutions Division
1999 W. 190th Street
Torrance, CA 90504

AppleOne Employment Services
Corporate Headquarters
327 W. Broadway
Glendale, CA 91209

A specific mapping of our offices with Department site locations is provided on page 5 of this Attachment.

RELEVANT COMPANY EXPERIENCE

Founded in 1964 and incorporated in the State of California in 1968, AppleOne Employment Services meets and exceeds all of the minimum qualifications required. In the last five (5) years, we have provided the top-caliber temporary staffing to over two hundred and fifty (250) government entities, including Law Enforcement agencies such as the Department. We have extensive experience in servicing Los Angeles County government clients, including:

- County of Los Angeles Office of the District Attorney and the Public Defender
- County of Los Angeles Superior Court
- County of County of Los Angeles County of Internal Services
- County of Los Angeles Community Development Commission
- County of Los Angeles Executive Office of the Board of Supervisors
- County of Los Angeles Housing Authority
- County of Los Angeles County of Public Social Services
- County of Los Angeles Child Support Services
- County of Los Angeles Public Library

Our Government Services Division, headquartered in Los Angeles County, is dedicated to helping our government clients serve their citizens by ensuring that they get the best value for the taxpayer’s dollar when acquiring well-qualified temporary personnel. The staff of our Downtown Los Angeles branch, which will be the primary contact office for the contract, has extensive experience in providing the services described the Statement of Work. Their quality control record is superb, and maintained in accordance with ISO 9001:2008 certification standards.

Please refer to Form P-3, Prospective Contractor List of Contracts, which is included Section 3 of our Proposal, for examples of our current long-term temporary services clients. Additional information regarding our organization is also presented in Section 5 of our Proposal.

EXPERIENCE OF STAFF

AppleOne has a highly experienced staff which will provide project management and contractual compliance services to the Department. The specific responsibilities, experience and other pertinent information for each key individual are detailed in the following project team matrix. Resumes are included at the end of this Attachment.

| | |
|-----------------------|--|
| Name | Sandra Lopez |
| Title | Assistant Manager |
| Experience | Sandra Lopez joined AppleOne in 2011, bringing with her over ten (10) years of staffing industry experience with other major staffing firms including Adecco and Volt. Ms. Lopez has extensive public agency experience, supporting clients such as County of Los Angeles Board of Supervisors staffing clerical, legal and accounting positions, County of Los Angeles, Department of Public Social Services (DPSS) providing terminal operator services for the Statewide Fingerprint Imaging System (SFIS). A total of 44 Terminal Operators at 32 DPSS district offices located throughout Los Angeles County (this was a living wage contract) and Los Angeles County Probation Department, Child Support Services, District Attorney and Public Defenders Office. |
| Project Role | Contract Representative / Primary Point of Contact |
| Responsibility | As the Contract Representative for Department, Sandra Lopez will be responsible for overseeing all aspects of the Agency Temporary Services project. Ms. Lopez will manage the day-to-day processes, including testing, screening and ensuring all temporary employees are fully trained and qualified, have the skills requirements needed for positions, and are performing up to standard for Department. Ms. Lopez will gather all necessary information to enable the local offices to recruit, screen, evaluate, and qualify candidates who possess the tangible and intangible skills required to be productive at the Department. If needed, Ms. Lopez will fulfill temporary employee candidate requests, ensuring that all Department position requirements are met. |

Ms. Lopez will be directly supported by the alternate point of contact for this contract, Ms. Jennifer Rounds, as well as additional branch staff, and AppleOne’s dedicated Government Solutions Division.

| | |
|-------------------|---|
| Name | Jennifer Rounds |
| Title | Branch Manager |
| Experience | Jennifer Rounds has been with AppleOne since 1997 and has over 15 years of experience providing clerical, engineering and accounting services to the County |

| | |
|-----------------------|--|
| | of Los Angeles Sanitation Districts and several cities in Los Angeles County. |
| Project Role | Assistant Contract Representative / Secondary Point of Contact |
| Responsibility | For the Department, Jennifer Rounds will be the Secondary Point of Contact for Day-to-Day Management, and the primary point of contact for the job order process. Ms. Rounds' primary responsibility will be to provide special recruiting services to support the Department. Ms. Rounds will also be the first level of escalation if any service issues should arise, and will oversee the day-to-day tasks by supporting Ms. Lopez and providing the resources necessary to ensure that the Department is receiving the required services. If required, Ms. Rounds has the ability to act in Ms. Lopez' stead to ensure seamless management of this project. |

| | |
|-----------------------|---|
| Name | Josec Minero |
| Title | Division Vice President |
| Experience | Josec Minero has been with AppleOne for over 27 years. In her capacity as Division Vice President, Ms. Minero is experienced in all aspects of staffing and human capital management, including Quality Control and Assurance, and Branch Operations. Ms. Minero ensures that our Los Angeles-area team, as well as other locations throughout her division, provides exemplary service to our clients by enforcing AppleOne quality standards. Ms. Minero's role is to develop and improve support methodologies to enable AppleOne branches to focus primary attention to applicants and clients. |
| Role | Project Executive Sponsor |
| Authority | Executive Management and Oversight |
| Responsibility | Ms. Minero is the project executive sponsor. Ms. Minero will be the executive point-of-contact and serve as the next point of escalation for issues not resolved by the Contract Representative. Ms. Minero will provide executive support to Ms. Lopez and the project overall. Ms. Minero will review client operations to ensure that AppleOne services and products are appropriately matched to the best advantage of the Department. |

| | |
|---------------------|--|
| Name | Linda Madigan |
| Title | Vice President, Operations and Government Solutions |
| Experience | Ms. Madigan has been with AppleOne for 29 years and has worked in virtually all realms of the staffing industry. She started her career working in the Anaheim, CA 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. |
| Project Role | Contractual Point of Contact |
| Summary | Ms. Madigan will be the primary contact regarding all contract-related issues, and is supported directly by AppleOne's Legal, Risk Management and Government Solutions Departments. Ms. Madigan is directly supported by a staff of eight (8), as well as AppleOne's Government Solutions Division. She will work with the Downtown Los Angeles account management personnel, as well as surrounding |

| | |
|--|--|
| | local area branches, to ensure that Department is properly supported. Ms. Madigan will also oversee all training and operations issues including, but not limited to, reports, database set-up and maintenance, and contract implementation. |
|--|--|

Resumes for each listed key team member are provided at the end of this Attachment.

ABILITY TO PROVIDE QUALIFIED PERSONNEL

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

AppleOne uses our network of branch offices to ensure prompt, quality service to our clients. If necessary to fulfill demand, our Downtown Los Angeles branch can coordinate with additional local-area AppleOne offices to supplement our workforce for the Department. This is made possible, in large part, through utilization of AppleOne’s JobCaster system.

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

Proximity to Department Site Locations

AppleOne’s branch offices map well to the Department’s site locations as listed in Exhibit 2. A locations matrix showing proximity of AppleOne offices to Department sites is provided below:

| LOCATION MATRIX | |
|---|---|
| Department Locations | AppleOne Offices |
| 1. ADMINISTRATION BUILDING 13837 Fiji Way Marina del Rey, CA 90292 | Culver City 5901 Green Valley Circle Suite 466 Culver City, CA 90230 |
| 2. BURTON W. CHACE COMMUNITY BUILDING 13650 Mindanao Marina del Rey, CA 90292 | Culver City 5901 Green Valley Circle Suite 466 Culver City, CA 90230 |
| 3. MARINA DEL REY VISITORS' CENTER 4701 Admiralty Way Marina del Rey, CA 90292 | Culver City 5901 Green Valley Circle Suite 466 Culver City, CA 90230 |
| 4. DEPARTMENT WAREHOUSE 516 N. Broadway Redondo Beach, CA | Culver City 5901 Green Valley Circle Suite 466 Culver City, CA 90230 |
| 5. TRAILER COMPLEX 13483 Fiji Way Marina del Rey, CA 90292 | Culver City 5901 Green Valley Circle Suite 466 Culver City, CA 90230 |

| LOCATION MATRIX | |
|---|--|
| Department Locations | AppleOne Offices |
| 6. BOATHOUSE 13650 Mindanao Marina del Rey, CA 90292 | Culver City 5901 Green Valley Circle Suite 466 Culver City, CA 90230 |
| 7. SANTA MONICA WINDJAMMERS YACHT CLUB 13589 Mindanao Way Marina del Rey, CA 90292 | Culver City 5901 Green Valley Circle Suite 466 Culver City, CA 90230 |
| 8. DOCKWEILLER BEACH MAINTENANCE CENTER 8255 Vista del Mar Playa Del Rey, CA 90292 | Culver City 5901 Green Valley Circle Suite 466 Culver City, CA 90230 |
| 9. 14110 PALAWAN WAY 14110 Palawan Way Marina del Rey, CA 90292 | Culver City 5901 Green Valley Circle Suite 466 Culver City, CA 90230 |
| 10. THE COVE 13535 Mindanao Way Marina del Rey, CA 90292 | Culver City 5901 Green Valley Circle Suite 466 Culver City, CA 90230 |
| 11. FINANCIAL SERVICES BUILDING 13575 Mindanao Way Marina del Rey, CA 90292 | Culver City 5901 Green Valley Circle Suite 466 Culver City, CA 90230 |
| 12. VIA DOLCE MAINTENANCE CENTER 4139 Dell Avenue Marina del Rey, CA 90292 | Culver City 5901 Green Valley Circle Suite 466 Culver City, CA 90230 |
| 13. MANHATTAN BEACH MAINTENANCE CENTER 3621 The Strand Manhattan Beach, CA 90266 | Torrance 18538 Hawthorne Boulevard Torrance, CA 90504 (310) 370-0708 |
| 14. KNOB HILL MAINTENANCE CENTER 743 Esplanade Redondo Beach, CA 90277 | Torrance 18538 Hawthorne Boulevard Torrance, CA 90504 |
| 15. VENICE BEACH MAINTENANCE CENTER 2300 Ocean Front Walk Venice, CA 90291 | Culver City 5901 Green Valley Circle Suite 466 Culver City, CA 90230 |
| 16. WILL ROGERS BEACH MAINTENANCE CENTER 16300 Pacific Coast Highway Pacific Palisades, CA 90272 | Westwood 1250 Westwood Boulevard Los Angeles, CA 90024 |
| 17. ZUMA BEACH MANHATTAN CENTER 30100 Pacific Coast Highway Malibu, CA 90265 | Thousand Oaks 1155 E. Thousand Oaks Boulevard Thousand Oaks, CA 91362 |
| 18. DOCKWEILER YOUTH CENTER 12505 Vista del Mar Los Angeles, CA 90245 | Torrance 18538 Hawthorne Boulevard Torrance, CA 90504 |

NUMBER OF TEMPORARY PERSONNEL STAFF

Currently, AppleOne has approximately 112,038 temporary candidates throughout Los Angeles County. The breakdown of these candidates with respect to the job classifications provided in Exhibit 1 is provided below:

| TEMPORARY CANDIDATE INVENTORY | |
|--------------------------------------|---------------------------|
| Classification | No. of Candidates* |
| Accountant Clerk | 8,963 |
| Intermediate Clerk | 12,324 |
| Information Technology Aide | 4,481 |
| Typist-Clerk | 10,083 |
| Senior Clerk | 11,203 |
| Senior Typist-Clerk | 10,063 |
| Staff Assistant | 11,213 |
| Administrative Assistant | 14,564 |
| Accountant I | 67,22 |
| Accountant II | 5,601 |
| Procurement Aide | 3,361 |
| Secretary | 13,450 |

** Numbers are the closest approximations based upon job descriptions, as titles differ across various organizations.*

b. **Operational Plan.** Provide your plan for scheduling staff, keeping staff supplied, responding to emergencies and providing supervision for staff. Please explain how urgent requests, unscheduled work, or special events will be handled. Provide your normal response time for emergency calls.

OPERATIONAL PLAN

As a current provider to the Department, AppleOne has an in-depth knowledge of the Department’s specific needs with respect to Temporary Personnel Services. Our proposed Operational Plan consists of the following areas:

- Project Management
- Job Order Fulfillment
- Candidate Sourcing and Assessment
- Background Screening
- Quality Assurance
- Billing and Invoicing

Each of these is detailed in the following sections.

PROJECT MANAGEMENT

AppleOne offers proven processes and procedures that have been used effectively to provide highest quality, professional staffing services for its public sector client base. The critical component to all of AppleOne’s personnel support efforts is continued communication. Upon contract award, the AppleOne management team will request a meeting with the appropriate Department representative(s) to discuss

requirements, project benchmarks, and to plan future meetings. We will also draw upon our considerable experience and previous feedback from the Department.

AppleOne will provide the following corporate support to this program to ensure that total quality service is provided to the Department while fostering a seamless team environment between AppleOne and Department staff:

- We have an effective, proven and comprehensive plan for regular communication between the appropriate Department representative(s) and AppleOne's corporate managers to address issues before they become problems.
- We have developed a professional support network for AppleOne's personnel to utilize that will assist in providing solutions to situations that may be unique or require additional areas of expertise. This will provide "value-added support" to the Department.
- We ensure timely and accurate reporting of invoiced services.
- We provide a corporate support system that ensures that all of AppleOne's on-site personnel can focus entirely on Department's mission.

AppleOne offers a responsive, comprehensive and efficient methodology to meet all of the Department's needs. We will conduct regular meetings with appropriate Department representative(s) and will emphasize careful and frequent planning and feedback, periodic corporate and quality reviews and regular project meetings. The AppleOne management methodology ensures in-depth coverage and responsiveness to all Department requirements. AppleOne's management approach allows us to forecast resource requirements throughout the life of the project; assess the quality of work performed; monitor and evaluate execution against milestones or specific standards; identify problems quickly and move to timely resolutions; and evaluate personnel performance.

AppleOne's corporate philosophy extends to all levels of the company. Corporate and project personnel are committed to providing customer-oriented support and operations to assure performance of all contract requirements. AppleOne works with its clients to avoid temporary, passable, or second-best solutions, and strives instead for long-term, consistent quality service.

Proper implementation of a project is critical to ensure a successful program. AppleOne's implementation approach is detailed below.

Implementation Plan

AppleOne realizes the importance of ensuring that the Department receives quick responses to job order requests from the beginning of your contract with us. Division Vice President Josee Minero and Assistant Manager Sandra Lopez, your primary point of contact for day-to-day management, will meet with the appropriate Department representative(s) to design an Implementation Plan with material that is specific to the Department. If necessary, the Implementation Plan will include a Transition Plan from existing vendors that will be most efficient, ensuring no down time. 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 and update department profiles.
- Create a customized recruiting program to build a database of candidates meeting each department's needs.
- Customize an orientation brochure (a sample brochure is included at the end of this Attachment).

- Send a letter of introduction to the non-awarded incumbent vendor(s) and existing associates (if transitioning existing associates).
- Conduct orientation meetings with existing, transitioned temporary associates (distribute AppleOne material, registration materials, benefit information, timelines, etc.)
- Meet with existing sub-vendors to determine if a continued partnership in vendor community is possible/necessary.
- If a Specialist-on-Site (SOS) is required, identify workspace and system configuration.
- Fulfill any additional service requirements as needed by the Department

AppleOne can begin staffing for the Department in accordance with the new contract specifications immediately upon the signing of a contract. Our job is to listen to your needs and supply you with the proper staffing. Little is required of the Department other than an open line of communication to Department decision-makers and any organization-specific information (such as cost center codes) needed for invoicing and reports.

Co-employment Prevention

AppleOne will provide written documentation that all temporary employees provided through AppleOne will be considered our agency's employees, and that AppleOne will be responsible for maintaining, at all times, suitable worker's compensation, occupational disease insurance, and all payroll taxes covering each person whose services AppleOne provides to the Department.

AppleOne avoids co-employment issues by keeping our temporary employees informed about the employee/employer relationship. Throughout our relationship:

- The employee/employer relationship is clearly defined at the initial interview with the candidate.
- Temporary employees receive an AppleOne orientation prior to starting any assignment and the employee/employer relationship is reiterated.
- We encourage our temporary employees to contact appropriate AppleOne managers for any non-project-related issues during an assignment.
- Our managers are trained in co-employment and Human Resources issues.
- AppleOne's managers remain in contact with our temporary employees and are able to resolve problems without inconveniencing client supervisors.
- AppleOne temporary employees are continually reminded via timecard of their status as our employees; sample screenshots from our web-based timecard system which related language are attached at the end of this proposal section.

Our program is designed to keep all temporary employee data and records completely separate from the client's systems and records, thereby ensuring that the client is protected against co-employment claims.

JOB ORDER FULFILLMENT

The job/person match procedures at AppleOne are based on our in-depth knowledge of the needs of Government entities and dedication to gaining and maintaining an understanding of your unique staffing needs. AppleOne has found that one of the best ways to deliver qualified candidates is to perform job profiling and benchmarking to establish parameters that will assist in identifying the skill levels required

to succeed in Department'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, Assistant Manager Sandra Lopez, who is the proposed Project Administrator, will map task orders out for the Downtown Los Angeles branch to quickly fill your needs from AppleOne's large pool of local area pre-qualified candidates. In addition, AppleOne can customize its recruitment and matching processes according to projected staffing requirements in order to further ensure that qualified candidates are available. The Project Administrator and her team will maintain close contact with Department representatives to maintain an awareness of current and upcoming staffing requirements in order to minimize potential disruptions from employee turnover.

Department's notification of need will initiate AppleOne's streamlined job ordering process. The following standardized Job Order Response Process provides an overview of how AppleOne will ensure the availability and qualifications of contractor personnel.

The breakdown of AppleOne's fulfillment process is as follows:

Step 1 - Job Order Submitted

Job Order is submitted by Department to an AppleOne account management team member via phone, fax, or the Internet. Branch Manager Sandra Lopez will act as a single point of contact and Project Administrator for Department. The AppleOne Electronic Procurement software can alternatively be utilized to automate the procurement process.

Step 2 - Acceptance of Order and Initial Response

The AppleOne account team accepts the order and enters it into AppleOne's internal Office Automation database. Sandra Lopez or alternate team member will then respond 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 Department.

Step 3 - Job Order is Sent Out

Utilizing automated software, Sandra Lopez and her team map out the job 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 Department. 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 AppleOne will move onto the next step. If not, the previous step is repeated until a qualified candidate match is made. A detailed discussion of AppleOne's evaluation process is included in this response.

Step 5 - Interview/Final Approval

The candidate is then interviewed or presented for a final approval by Department. If approved, the candidate is confirmed for a start date. Also, in accordance with the State of California's Assembly Bill 469 - Wage Theft Protection Act, effective Jan. 1, 2012, AppleOne will notify the temporary associate in writing with information specific to his or her assignment if the position is accepted. A sample screen capture from AppleOne's Office Automation system is provided below.

Placement Notification for Garcia, Anabel (People I

First day arrangements for Applicant(s), dress code, etc:

Show Web Timecard info
 Show Job Title
 Show Job Description

Company: AppleOne

Current Office Contact Information:
Name: Huntington Bch, AppleOne
16371 Beach Blvd Suite 141
Huntington Beach, CA 92647
Tel: 7145962902

If information is incorrect please contact Help Desk:

Continue Cancel

Step 6 - Orientation

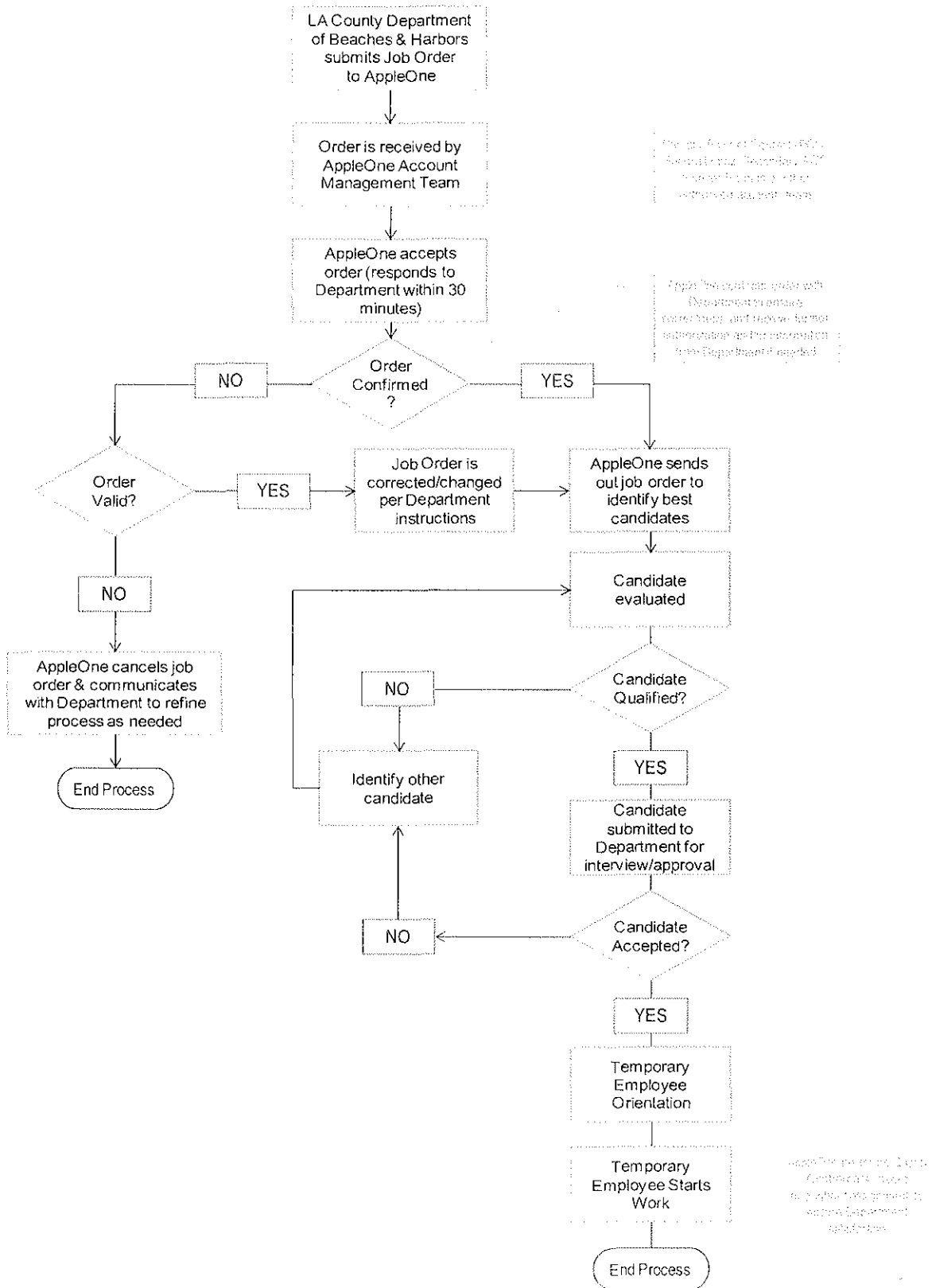
Prior to the start date, AppleOne will provide the candidate with a full orientation on the job and Department environment, as well as information on how to complete their timecard or assign them a badge/password for AppleOne's Time and Attendance Processor (TAP) or Web Time Capture software, if Department decides to use these options.

Step 7 - Quality Control

On the first day of assignment, Sandra Lopez, Jennifer Rounds or other account management team member will conduct a quality control call to the candidate's supervisor. At the end of the first week, another quality control check will be completed. Afterwards, the AppleOne account management team, headed by Ms. Lopez, will conduct ongoing quality checks to ensure that the candidate is performing up to, or better than, expectations for Department.

AppleOne's Job Order Process is summarized in the following work flow diagram.

AppleOne Job Order Process Flow Diagram



Response/Turnaround Time

Department's Primary Point of Contact for day-to-day management, Sandra Lopez, or an alternate point-of-contact at the Downtown Los Angeles office, will promptly respond to all standard requests, including those received by email or voice mail, within 30 minutes with a confirmation that the Job Order Request was received, as well as a progress report.

After receiving an order from the Department, the turnaround time to place a qualified temporary employee is typically four (4) hours. Specialty positions require a 24 to 48-hour turnaround, and ASAP orders generally can be filled within two (2) hours. Highly specialized positions, such as certain IT/Technology classifications, or those which require remote recruitment, may take up to one business week. AppleOne's streamlined job order process will ensure that our response time meets all of the requirements of the Department. Through the use of our proprietary systems, AppleOne staffing professionals can readily identify quality candidates, regardless of high demand or physical location, who meet our clients' requirements. This allows the AppleOne Downtown Los Angeles branch office to expedite job order requests by the Department by identifying candidates instantly.

The combination of our highly skilled account management team, our proprietary Web-based technology and branch locations helps to ensure that AppleOne can readily respond to the Department's staffing requirements.

Temporary Employee Guarantee

To further ensure the Department's satisfaction, AppleOne offers a guarantee on our temporary employees. If, for any reason, Department is not completely satisfied with the performance of any. Please note that, per our temporary guarantee, Department will not be charged for up to eight (8) hours of the work performed by the discharged employee.

CANDIDATE SOURCING AND ASSESSMENT

One of the reasons for AppleOne's continued success in quickly supplying high-quality staff is our recruiting and matching processes. AppleOne will use its proven recruiting practices and implement a staffing and recruiting plan that reflect industry trends in technology, skill demands, and compensation structures. AppleOne employs 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, AppleOne is able to recruit candidates who not only meet the needs of the Department, but identify candidates with the strongest likelihood to succeed in the Department's particular working environments. Hence, AppleOne can proactively recruit, hire, train and retain quality personnel for the Department.

Recruiting efforts will include identifying and screening potential, highly qualified personnel from the open market. AppleOne uses powerful proprietary systems, such as JobCaster, which assist recruiting professionals in writing and placing employment advertisements. AppleOne also employs on-line registration and database systems that provide the ability to aggregate and maintain a vast pool of qualified candidates - giving branches instant access to the right people at the right time.

Please note that the Department will not be charged a placement fee for hiring AppleOne temporary employees.

Proprietary Recruiting Tools

Through the use of proprietary recruitment, evaluation and personnel management systems, AppleOne provides economical staffing solutions for the Department while still delivering exceptionally qualified personnel. AppleOne achieves the highest level of effectiveness and economy in delivering precisely-

targeted staffing solutions by integrating 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 job orders from the Department. 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, Career Builder, 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

AppleOne uses an automated client/server tool, AppleXpress, to intake and store qualified applicant resumes. Relevant information on all potential candidates, including resumes and personal profiles gathered from 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 Department may request. AppleXpress even allows clients to search AppleOne's pre-qualified candidate base from their own computers.

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

Office Automation

AppleOne utilizes a proprietary software system called Office Automation (OA). This internal management software database allows our staff to index information on our temporary associates' and client companies, which in turn is shared on our network. Using this software, AppleOne can easily track and match candidates, allowing our branch offices to quickly select a pool of temporary associates from our entire national network. Using Office Automation, AppleOne can fully service our clients, including large organizations with locations across the country. Office Automation also has the ability to download resumes from the Internet or via e-mail and generate client reports. In addition, all correspondence with both the client and the associate is documented in our database.

All job orders are entered into the system once they are received. Afterwards, all assigned temporary associates' information can be input using Office Automation's Interview Screen, thus enabling this information to be reviewed. All relevant data is updated in the system on a continual basis, making the most current facts available for retrieval in a variety of different client reports.

Another feature available through Office Automation is payroll, which can be processed for all temporary candidates. Each candidate's payroll information is entered at the branch level and then transmitted to our Corporate Office where it is processed and paychecks are issued. The payroll information is stored in the system and again is easily retrievable in many different forms.

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

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

These recruiting and matching systems will create a network that allows AppleOne to leverage specific core competencies for the Department, thus ensuring rapid, reliable, high-quality staffing solutions for all of the Department'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. AppleOne's commanding referral rate of nearly 60% distinguishes AppleOne from any other company in the staffing industry. Once AppleOne's applicants see they can better achieve their goals through AppleOne, they often refer an average of two more applicants of equal caliber.

Other recruiting techniques employed by AppleOne include participation in career fairs and in college relation programs; human resources consortia; and state and local government recruiting forums. Key to AppleOne's recruitment process is our progressive, employee-oriented compensation and benefits policies; opportunities for professional growth; and internal/external training programs in technology, management, and administration that AppleOne provides.

Printed Postings

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

Recruiting Diversity

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

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

- Resource Partnership
- Third Age

AppleOne is also dedicated to providing opportunities to veterans. We use targeted tools and resources to help diversify our pool of candidates with the most qualified of US Veterans.

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

AppleOne has developed a successful fulfillment approach that ensures we can fulfill the Department's staffing requirements, even during emergencies or unexpected peak periods.

Candidate Assessments

A detailed discussion of our candidate assessment and screening is provided in response to Item C on page 16 of this Attachment.

BACKGROUND SCREENING

AppleOne Employment Services will provide background checks per Department requirements. A detailed discussion of our typical screening methods is provided below.

Reference Checks

AppleOne's policy regarding reference checks is to acquire at least two (2) positive references from each employee's most recent employers. Per the Department's requirements, AppleOne will complete all employment references for the last five (5) years.

Criminal/Drug Screening

Prior to sending an employee to work for the Department, the Downtown Los Angeles project management team, in conjunction with the appropriate the Department representative(s), will evaluate what pre-employment background screening will be utilized. 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 AppleOne's temporary associates as well as the Department's permanent employees. Following is a summary of the services that can be provided by A-Check America.

| BACKGROUND CHECK | |
|----------------------------------|--|
| Criminal Search | This includes a one (1) County, one (1) name, criminal record search of felony records and will include misdemeanor records when available. All information will be obtained at the courthouse by a dedicated City researcher unless direct connection to the courthouse is established. According to the Fair Credit Reporting Act (FCRA), criminal searches can reveal all criminal convictions contained in the City records. |
| Criminal Search (Federal) | This search includes a one (1) district, one (1) name federal criminal |

| | |
|--------------------------------|--|
| | district record search of federal records. All information will be obtained through the Federal Public Access to Court Electronic Records (PACER) system with on-line direct connection to records and dispositions. |
| Civil Record Search | This report reveals lawsuits and torts, and in some cases, workers' compensation records. The search is conducted per name, per County. Civil records are housed in either the higher or lower courts based on monetary amount of the claim. This varies by state. |
| Driver's Report | This is a statewide search with all information obtained directly through the state of issuance. This search reveals the applicant's five-year driving history along with insight into a potential drug user. |
| Social Security Trace | This search verifies the number provided is valid, the person/people associated with the number, current and past addresses and current and past employers. |
| Employment Verification | We will verify present or past employment within the last five (5) years to include position(s) held, dates of employment, salary, confirmation of specific job duties, reason for leaving, eligibility for re-hire, and overall job performance. This information will be obtained through a phone interview with either the applicant's former supervisor or personnel department. |
| Workers' Compensation | This search will obtain records by visiting the state's central repository or district office to determine claims filed and amount, type of injury filed, and past employers. The majority of states organize their records by filing claims alphabetically by claimant. According to the American's With Disabilities Act (ADA), Workers' Compensation information may only be obtained after a conditional job offer has been extended. |
| Education Verification | This search verifies Colleges/Universities attended with dates of enrollment, Major/Degrees obtained, Grade Point Average, and professional certification. An additional applies fee if transcripts are requested. |
| DRUG SCREENING | |
| D.O.T. | As established by the Department of Transportation (D.O.T.), this includes screening for five categories of drugs including: Amphetamines, Cocaine, Marijuana, Opiates, and Phencyclidine. This price covers the costs for proper D.O.T. chain-of-custody paperwork, collection at an A-Check America site, overnight courier service to a Substance Abuse and Mental Health Services Administration / National Institute on Drug Abuse (S.A.M.S.H.A/N.I.D.A.) certified laboratory, pre-screen by Enzyme Multiplied Immunoassay Technique (E.M.I.T.), and confirmation by Gas Chromatograph / Mass Spectrometer (G.C./M.S.) Negative results will be returned to your company the next business day, while positive results will be returned within 48 hours. |

| | |
|---|--|
| Non-D.O.T. | This includes screening for five categories of drugs including: Amphetamines, Cocaine, Marijuana, Opiates, and Phencyclidine. This price covers the costs for collection at an A-Check America site, overnight courier service to a S.A.M.S.H.A/N.I.D.A. certified laboratory, pre-screen by E.M.I.T., and confirmation by G.C./M.S. Negative results will be returned to your company the next business day, while positive results will be returned within 48 hours. |
| Oral Drug Screen (Non-D.O.T. Saliva) | This includes screening for up to four (4) categories of drugs including Cocaine, Marijuana (THC), Methamphetamine, and Opiates and PCP. The employer will administer the test and results will appear within minutes. |
| Oral Detect – 5 Panel (In Branch) | This includes screening for up to five (5) categories of drugs including Cocaine, Marijuana (THC), Methamphetamine, Opiates and PCP. Tests are administered at the AppleOne branch. Negative results are available instantly. Positive results will be returned within 48 hours. This method minimizes placement delays and is cost effective for our clients. |
| Confirmation of Oral Drug Screen Positives | This includes a positive confirmation screening for five categories of drugs including: Amphetamines, Cocaine, Marijuana, Opiates, and Phencyclidine. This price covers the costs for collection at an A-Check America site, overnight courier service to a S.A.M.S.H.A/N.I.D.A. certified laboratory, pre-screen by E.M.I.T., and confirmation by G.C./M.S. Negative results will be returned to your company the next business day, while positive results will be returned within 48 hours. |
| On-Site Urinalysis Drug screen (TestCup) | This includes screening for five categories of drugs including: Amphetamines, Cocaine, Marijuana, Opiates, and Phencyclidine. Negative and positive results will be returned within minutes. |
| Medical Review Officer (MRO) | Results of D.O.T. drug screenings are forwarded to an MRO, a licensed physician who reviews these results, speaks with the donor if necessary, and reports the results within two hours of receiving them from the laboratory. |
| Random Selection | Performed according to S.A.M.S.H.A./D.O.T. guidelines, this service is used to meet D.O.T. and Air Quality Management District (A.Q.M.D.) requirements as well as your own company-sponsored policy. |

I-9 Verification - E-Verify Program Requirement

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

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

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

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

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

| Document Type | Document ID # | Eligible | Date Filed | Date Expired | Date Approved | Notes |
|---------------|---------------|--------------------------|------------|--------------|---------------|---|
| I9 | 999-99-9999 | <input type="checkbox"/> | | 10/26/2007 | | Mis-match letter must be resolved by 12/26/07 - verify with employee prior and update I-9 |

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

QUALITY ASSURANCE

AppleOne uses the processes and procedures of our established Quality Control Program to guarantee that organizations such as the Department receive the level of service they expect from a leader in the employment services industry. This program is included as an attachment to Form P-7 – Quality Control Plan.

BILLING AND INVOICING

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

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

Billing Accuracy

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

Fraud Prevention

AppleOne follows standard invoicing procedures to detect, prevent and resolve billing/invoicing fraud. We verify all timesheets and match signatures with the Department personnel before processing. AppleOne will contact the Department when a timecard contains suspicious information, and run Exception Reports to track duplicate time cards. A crucial component of preventing fraud is notification of assignment completion or termination. Once the Department notifies AppleOne of a completed or terminated assignment, it is entered into our system, rendering the processing of timecards impossible.

If fraud is detected, AppleOne will absorb the full cost at no charge or disruption of service to the Department.

-
- c. **Training and Screening Procedures.** Provide your policies and training procedures your personnel receive prior to their work assignments. How is the skill level of personnel determined? Are interviews conducted? Are assessment tests given?
-

TRAINING AND SCREENING PROCEDURES

AppleOne is committed to providing high-quality people to the Department. As is our standard practice, all candidates are interviewed, and assessment tests are given. Our local area Account Executives are aware of the general requirements for the job categories commonly used by the Department. In addition, our Account Executives will meet with the appropriate the Department personnel to ensure that they are fully knowledgeable of the Department's requirements for the specific job descriptions.

SAFETY AND AWARENESS TRAINING

AppleOne can provide a safety training program, relevant to the work involved, for all temporary employees. We can work with the appropriate the Department representative(s) to design a safety-training program tailored the needs of the Department 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 Account Executives 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.

Workplace Safety

Although it is not mandatory outside of abuse that is work related, the practice of reporting any suspected abuse is highly encouraged. AppleOne's policy on workplace safety is detailed below.

AppleOne refuses to tolerate violence in the workplace and will make every effort to prevent violent incidents from occurring. AppleOne recognizes the potential for violence resulting from personal relationships. Estranged domestic partners may seek out their victims while they are at work. Employees who may be victims of domestic violence need to be aware and feel secure in alerting AppleOne to the potential for a workplace attack.

AppleOne requires employees to promptly inform the Corporate Human Resources Department of all violent incidents whether or not physical injury has occurred, i.e., verbal abuse, threats of violence, etc. An investigation will be conducted by the Human Resources Department of all reported incidents. AppleOne has strict procedures in place to maintain confidentiality of personal employee information, i.e., home address, work schedules, etc. In states where domestic violence leave is mandatory, AppleOne will allow a leave of absence to employees who are victims of domestic violence to attend legal proceedings, tend to family emergencies, and attend counseling sessions. In states where domestic violence leave is not mandatory, leave will be allowed in accordance with Family and Medical Leave Act (FMLA) guidelines.

AppleOne provides information and assistance to employees who are victims of domestic violence. Employees who believe they are victims of domestic violence are encouraged to contact AppleOne's existing Employee Assistance Program (EAP). The Human Resources Department provides domestic violence Hotline information and Referral numbers.

CONTINUING EDUCATION

AppleOne Employment Services also offers numerous educational opportunities to both our temporary employees and permanent staff, including:

- Discounted tuition to CNU (California National University), an accredited, online distance-learning university
- Access to AppleOne's online educational programs, including call center protocols, customer service, self assurance, computer programs, managerial skills
- Access to *ProveIt!*, a customizable, web-based training system containing over 250 applications and evaluations. In addition to candidate assessments, AppleOne utilizes the *ProveIt!* system to

provide free tutorials for Microsoft Office applications. These tutorials are available via Internet/Intranet access, providing maximal flexibility to system users.

CANDIDATE SCREENING

With the Department's needs in mind, our account management team will conduct an in-depth interview with each applicant using behavioral-evaluation techniques. We will also evaluate each potential candidate on his or her skill strengths, experience, and career objectives. AppleOne's evaluations of each candidate 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 Department'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 AppleOne's ability to find skilled, able and educated candidates for the public sector entities, AppleOne uses the AppleCore Assessment Series, a validated applicant classification system that focuses 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 have in place assessment tests for all of the job categories that we are bidding. If needed, AppleOne's assessment series can be customized to meet the Department'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. These assessment tools are listed below.

Receptionist CD Simulation

The Receptionist job simulation includes 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

AppleOne uses a video-based situational judgment exercise 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 AppleOne’s team of staffing professionals, combined with the consistency in evaluation standards provided by the structured interview guide, will ensure that all candidates presented to the Department not only have the skills requirements needed for positions, but the reasoning ability and work ethic to excel in those positions. One of the many advantages in working with AppleOne is our commitment and ability to accurately screen candidates for people-skills, mental sharpness and positive work attitudes.

Software Assessments

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

Administrative/Clerical

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

| Administrative/Clerical Tests | |
|---|---|
| ACT! 2000 for Users | Microsoft PowerPoint |
| Advanced Spelling | Microsoft Publisher |
| Analytical Skills | Microsoft Windows |
| Audio Typing [5 Minutes] | Microsoft Word |
| Basic Arithmetic | Numeric Filing |
| Basic Computer Terminology | Numeric Proofreading |
| Basic Numeric Conversion | Office Abbreviations |
| Basic Office Skills | Office Filing Skills |
| Basic Office Skills [No Math] | Office Grammar and Spelling |
| Basic Office Skills [No Verbal] | Office Management Skills |
| Basic Reading Comprehension | Office Math Skills |
| Basic Spelling | Office Telephone Etiquette |
| Bookkeeping | Payroll |
| Business Etiquette | PeopleSoft HRMS |
| Business Systems Analyst | Practice Typing - General [1 Minute Hardcopy] |
| Business Writing | Practice Typing - General [1 Minute Onscreen] |
| Clerical Proofreading | Practice Typing - General [3 Minute Hardcopy] |
| Coding | Practice Typing - General [3 Minute Onscreen] |
| Comparison Skills | Practice Typing - General [5 Minute Hardcopy] |
| Computer Literacy | Practice Typing - General [5 Minute Onscreen] |
| Corrective Proofreading - Independent Films | Project Management for IT Professionals |
| Corrective Proofreading - Reply Letter | Project Management Fundamentals |
| Corrective Proofreading - Restaurant Review | Proofreader Marks |
| Counting | Punctuation |
| Customer Service Mindset Survey | Reading Comprehension |

| Administrative/Clerical Tests | |
|---|---|
| Data Entry 10 Key [Hardcopy] | Recruiting Fundamentals |
| Data Entry 10 Key [Onscreen] | Retention |
| Data Entry 10 Key Quick Test [Hardcopy] | Sales Concepts |
| Data Entry 10 Key Quick Test [Onscreen] | SAS 9 - Data Analyst |
| Data Entry 10 Key With Decimals [Hardcopy] | Shorthand |
| Data Entry 10 Key With Decimals [Onscreen] | Software Quality Assurance |
| Data Entry Alpha Numeric [Hardcopy] | Software Testing |
| Data Entry Alpha Numeric [Onscreen] | Spanish Basic Office Skills |
| Data Entry Check Number Database [Hardcopy] | Spanish Basic Office Skills [No Math] |
| Data Entry Check Number Database [Onscreen] | Spanish Basic Office Skills [No Verbal] |
| Data Entry Inventory Database [Hardcopy] | Spanish Basic Reading Comprehension |
| Data Entry Inventory Database [Onscreen] | Spanish Office Grammar and Spelling |
| Email Etiquette | Spanish Typing - General [1 Minute Hardcopy] |
| English as a Second Language | Spanish Typing - General [1 Minute Onscreen] |
| Filing by Name | Spanish-English Bilingual |
| Following Verbal Instructions [audio] | Technical Terminology |
| Following Written Instructions | Translation Sample - English to Spanish |
| Healthcare Benefits Knowledge | Translation Sample - Spanish to English |
| Human Resources Basics | Typing - General [1 Minute Hardcopy] |
| Human Resources Benefits Knowledge | Typing - General [1 Minute Onscreen] |
| Internet Basics | Typing - General [3 Minutes Hardcopy] |
| Internet Research Skills | Typing - General [3 Minutes Onscreen] |
| Interviewing and Hiring Concepts | Typing - General [5 Minutes Hardcopy] |
| Listening Skills [audio] | Typing - General [5 Minutes Onscreen] |
| Macintosh Basics OS 9 | Vocabulary |
| Mailroom Management Skills | Vocabulary - Homonym Usage |
| Marketing Fundamentals | Writing Sample - Advertising/Marketing |
| Matching - Alphanumeric | Writing Sample - Collection Letter |
| Matching - Digit Numeric | Writing Sample - Customer Service |
| Matching - Images | Writing Sample - Email |
| Matching - Numeric | Writing Sample - Market Research |
| Math Word Problems | Writing Sample - Persuasive |
| Microsoft Access | Writing Sample - Sales Correspondence |
| Microsoft Excel | Writing Sample - Technical Writing [List Form] |
| Microsoft Internet Explorer | Writing Sample - Technical Writing [Paragraph Form] |
| Microsoft Office | Writing Sample - Thank You Letter |

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. Testing titles include, but are not limited to:

| Accounting/Finance Tests | | |
|---------------------------------|--------------------------|----------------------------|
| Accounting Terminology | Cost Accounting | MYOB Accounting Plus |
| Accounts Payable | Financial Analysis | Partnership Tax Accounting |
| Accounts Receivable | Financial Management | Payroll Clerk |
| ACCPAC Pro Series | Fixed Assets | Payroll Management |
| ADP - Payroll | General Accounting | Peachtree Accounting |
| Advanced Accounting | General Ledger Knowledge | QuickBooks Pro |
| Auditing | Individual Income Tax | Quicken |

| Accounting/Finance Tests | | |
|---------------------------------|-----------------------|-------------------|
| Bookkeeping - Professional | JD Edwards | Sage MAS 90/200 |
| Business Income Tax | MAS 90 - Bookkeeping | Simply Accounting |
| Corporate Tax Accounting | Microsoft Dynamics GP | |

Tests include examples and illustrations from real-world accounting environments, and 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.

IT/Technical Tests

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. AppleOne’s 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 Account Executive in a formal interview. The face-to-face interviews consist of candidates individually interviewing against the specific job requirements. The total 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. AppleOne retains a large pool of highly motivated and qualified technical professionals for the full scope of Technical/IT/MIS fields, including, but not limited to:

- Application Development
- Database Development & Administration
- Desktop and Server Systems
- Information Systems
- Network Analysis & Administration
- Programming & Software Engineering
- Project Management
- Software Testing & Quality Analysis
- Systems, Applications and Productions (SAP) Management
- Technical Support
- Web Development & Administration

Tests include:

| TechTest Titles | |
|---------------------------------|---|
| .NET Framework | Microsoft Internet Information Server [IIS] 4.0 |
| .NET Programming - ASP | Microsoft Office 2000 Help Desk |
| .NET Programming - C# | Microsoft Office 4.2 Help Desk |
| .NET Programming - C++ | Microsoft Office 95 Help Desk |
| .NET Programming - Jscript | Microsoft Office 97 Help Desk |
| .NET Programming - Visual Basic | Microsoft Office XP Help Desk |
| .NET Programming - Visual J# | Microsoft Site Server 3.0 |
| A+ | Microsoft Systems Management Server 2.0 [SMS] |
| ABAP/4 for SAP | Microsoft Transaction Server |
| Access Basic 2.0 | Microsoft Visio 2002 |
| ACT! 2000 for Administrators | Microsoft Windows 2000 Data Center Administration |
| ACT! 2000 for Developers | Microsoft Windows 2000 Professional Installation |
| Active Directory | Microsoft Windows 2000 Server Administration |
| Active Server Pages | Microsoft Windows 2000 Server Installation |
| ActiveX | Microsoft Windows 2000 Server Installation Procedures |
| Adabas DBA | Microsoft Windows 2000 Technical Skills |

| TechTest Titles | |
|---|---|
| Adabas Natural | Microsoft Windows 2000 Troubleshooting |
| Adabas Programming | Microsoft Windows 2003 Server Administration |
| AION Programming | Microsoft Windows 2003 Server Installation Procedures |
| ANSI SQL | Microsoft Windows 3.1 Troubleshooting |
| Apache Web Server | Microsoft Windows 95 Technical Skills |
| AppleTalk | Microsoft Windows 95 Troubleshooting |
| AppleTalk Networks | Microsoft Windows 98 Technical Skills |
| AS/400 Operations | Microsoft Windows 98 Troubleshooting |
| Assembler | Microsoft Windows NT 4.0 Server Administration |
| Assembler for IBM Mainframe | Microsoft Windows NT 4.0 Server Installation |
| Borland C++ Builder | Microsoft Windows NT 4.0 Troubleshooting |
| BroadVision | Microsoft Windows NT 4.0 Workstation Installation |
| BusinessObjects - Designer | Microsoft Windows Programming |
| C Programming | Microsoft Windows Technical Skills |
| C++ Programming | Microsoft Windows Troubleshooting |
| CGI Concepts | MVS |
| CICS/COBOL | Netscape Webserver |
| Cisco Networking | Network Administration |
| Cisco Router | Network Security |
| Citrix for Client Server Applications | Novell Directory Services |
| Citrix MetaFrame | Novell NetWare 3.12 |
| Citrix WinFrame | Novell NetWare 4.x |
| Client/Server Fundamentals | Novell NetWare 5.x |
| Clipper | Object Oriented Programming [OOP] |
| COBOL | Object PAL 5.0 |
| COBOL 400 | Oracle 7.3 DBA |
| COBOL for Year 2000 Programmers | Oracle 7.3 Developer |
| COBOL II | Oracle 8 DBA |
| Code Sample - ASP - File Operations | Oracle 8 Developer |
| Code Sample - ASP.NET - Date/Time Operations | Oracle 8.i |
| Code Sample - C Sharp - Date/Time Operations | Oracle 9i DBA |
| Code Sample - C Sharp - File Operations | Oracle 9i for Developers |
| Code Sample - Java - Date/Time Operations | Oracle Applications DBA |
| Code Sample - Java - File Operations | Oracle Designer 2000 |
| Code Sample - Java Script - Date/Time Operations | Oracle Developer 2000 |
| Code Sample - Java Script - File Operations | Oracle Financials 11 |
| Code Sample - VB Script - Date/Time Operations | OS/2 for Administrators |
| Code Sample - VB.NET - Date/Time Operations | OS/2 for Users |
| Code Sample - Visual Basic - Date/Time Operations | Paradox Application Language 4.0 |
| Code Sample - Visual Basic - File Operations | Pascal |
| Cognos Impromptu Knowledge | PC Skills Survey |
| Cognos PowerPlay | PeopleSoft |
| Cold Fusion 4 | PeopleSoft 7 DBA |
| Cold Fusion MX 6.1 | PeopleSoft 7 Developer |
| Cold Fusion Scripting and Development | PeopleSoft 8 DBA |

| TechTest Titles | |
|--|---|
| COM/DCOM Development in Delphi | PeopleSoft 8 Developer |
| COM/DCOM Development in Visual Basic | Perl 5 |
| Computer Technician Skills | PHP |
| COOL: Gen | PHP 4 |
| CORBA | PHP Scripting |
| Crystal Reports 7.0 | PL/SQL |
| Crystal Reports 8.0 | PowerBuilder 4.0 |
| Crystal Reports 8.5 for Developers | PowerBuilder 5.0 |
| Data Communications Concepts | PowerBuilder 6.0 |
| Data Warehousing Concepts | PowerBuilder 8.0 |
| DB2 5.x DBA | Pro/ENGINEER |
| DB2 Developer | Project Management for IT Professionals |
| DB2 v.8 UBD DBA | Rational Rose |
| dBASE III Plus | Relational Database Design [RDBMS] |
| Delphi 3 | RPG III |
| Delphi 5 | RPG IV [RPG ILE] |
| DHTML | SAP Database |
| DOS 6.x | SAS 6 - IT Professional |
| DreamWeaver | SCO UNIX for Administrators |
| E Commerce Concepts: Architecture and Design | SCO UNIX for Users |
| E Commerce Concepts: Deployment | Siebel 7 |
| EDI (Electronic Data Interchange) | Smalltalk |
| Enterprise JavaBeans [EJB] | Solaris Administrator |
| Ethernet Networking | SQA Robot |
| FORTRAN 77/90 | SQL Entry Level |
| GroupWise 5.x | SQL for Client-Server Applications |
| Gupta Centura | SQL for Desktop Applications |
| Hardware Troubleshooting | SQL Server 2000 DBA |
| HTML 2.0/3.0 | SQL Server 2000 for Developers |
| HTML 4.0 | SQL Server 6.5 |
| HTML Developers | SQL Server 6.5 Developer |
| HTML Webmaster | SQL Server 7.0 DBA |
| IBM AIX 5.1 Administrator | SQL Server 7.0 Developer |
| IMS | Sybase 11 |
| iNet+ | Sybase 12 |
| Informix | Sybase DBA |
| Internet Security | Sybase Developer |
| J2EE | TCP/IP |
| J2SE | Technical Support Processes |
| Java 1.1 | Telecommunications |
| Java 2 | Transact SQL |
| Java Applets Development | UML |
| Java Beans Development | UNIX Administrator |
| Java Enterprise Development | UNIX Programming |
| Java Entry Level | UNIX Users |

| TechTest Titles | |
|---|---|
| Java Server Pages | VBScript |
| Java Servlets | Visual Basic 4.0 |
| Java Swing | Visual Basic 5.0 |
| JavaScript | Visual Basic 6.0 |
| JCL | Visual Basic 6.0 for Applications (VBA) |
| LAN Hardware | Visual C++ 4.0 |
| Linux Administration | Visual C++ 6.0 |
| LoadRunner | Visual FoxPro 3.0 |
| Lotus Notes 4.0 for Developers | Visual FoxPro 6.0 |
| Lotus Notes 4.5 for Developers | Visual FoxPro 8.0 |
| Lotus Notes 5.0 for Developers | Visual Interdev 6.0 |
| Lotus Notes Administration | Visual J++ 1.1 |
| Macintosh Technician OS 9 | Visual J++ 6.0 |
| Macintosh Technician OS X | VSE/DOS |
| Macromedia Director MX 2004 | WAN Architecture |
| Macromedia Flash 5 | Web Commerce Security |
| Macromedia Flash MX 2004 | Web Design Mastery |
| Microsoft Access 2000 for Developers | WebLogic Portal 7.0 |
| Microsoft Access 2002 for Developers | WebLogic Server 7.0 |
| Microsoft Exchange Server 2000 Administration | WebSphere 4.0 |
| Microsoft Exchange Server 2003 Administration | WinRunner 6.02 |
| Microsoft Exchange Server 5.5 | XML |
| Microsoft Foundation Class | XWindow Systems |

Assessing Bilingual Skills

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

Through continuous communication, AppleOne will provide a proactive approach to supporting Metropolitan's overall mission. Furthermore, AppleOne can track historical spend against current and anticipated spending by the Department, in order to ensure that the Department remains within established funding per budgeted levels.

- d. **Reports and Logs.** Describe your ability to provide the reports and logs as required in the Statement of Work, Section 10.0. Provide any samples of reports that may be similar to those that are required for the Contract.

REPORTS AND LOGS

AppleOne will supply the Department with management reports at pre-determined intervals and/or upon request. We will work with the appropriate the Department representative(s) to ensure that the report format is compatible with the Department standards. Should the Department reporting requirements change during the term of the contract, AppleOne will customize the reports to maintain compliance with

the Department standards and specifications. AppleOne already maintains a reporting system that offers a wealth of information that can be provided in any format (i.e., turnover, fill rate, average tenure, etc.).

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

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

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

Sample invoicing and management reports are included at the end of this Attachment.

ATTACHMENT DOCUMENTS

The listed documents are attached immediately following this page:

- Key Staff Resumes
- Orientation Brochure (sample)
- Invoicing and Management Reports (sample)

Sandra Lopez

Professional History

AppleOne Employment Services – Los Angeles, CA

Aug. 2011 to Present

Assistant Manager

As Assistant Manager, Ms. Lopez' core responsibilities include:

- Client development and rapport building
- Actively campaign target accounts
- Continue to develop client relationships through on-site visits
- Interface with clients to identify needs, and obtain job orders either through marketing calls, responses to requests or from referrals
- Continuously develop applicant base through recruiting, reactivating and referrals Interview, evaluate and reference all candidates to determine their skills level and suitability for employment and/or placement
- Recruit, screen, evaluate and match qualified candidates to the clients specific job order requirements to ensure client retention
- Active involvement in meeting all position requirements
- Interface with Manager, Branch Manager and Key Accounts when appropriate on client accounts
- Continuously follow ISO requirements

Advantage Staffing – Upland, CA

Feb. 2011 to May 2011

Selling Branch Manager

- Manage the sales and service operation of branch office and ensuring sales and profit goals are met.
- Key activities include selling, managing sales and staff, overseeing office sales activities and strategic planning.

Select Staffing – Los Angeles, CA

May 2004 – Oct. 2010

Branch Manager

- Hired as Personnel Manager, promoted to Branch Manager after two months. Successfully managed up to eight staff members and over 300 temporary associates for the Downtown Los Angeles Branch Office.
- Manage all branch selling activities resulting in 1 - 2 new accounts each week.
- Establish service level agreements by collaborating with HR business partners.
- Execute full-time placements and early liquidations totaling an average revenue increase of \$65k per year.
- Manage collection efforts and retrieved past due balances exceeding \$100k from key accounts.
- Develop relationships with VMS Vendors and establish A/R procedures to ensure monies applied accurately.
- Initiate documentation for Unemployment and Workers' Compensation claims, coordinating efforts with Risk Dept.
- Prepare monthly and quarterly operational performance reports.



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- Manage county contracts, audit contracts and other documents for internal control procedures.
- Manage branch P & L while increasing revenues and reducing costs.

Volt Services Group -- Pasadena, CA

Apr. 2001 to Apr. 2004

Professional Placement Recruiter (Direct Hire)

- Solely responsible for generating sales and developing accounts for the Direct Hire Division.
- Cross sell temporary division while generating new business.
- Focus on niche area of banking/finance and mortgage.
- Source candidates through Internet and direct recruitment methods.
- Share leads nationally to promote Volt's Direct Hire Division.
- Participate in local networking groups, and Chamber of Commerce.

Adecco -- Pasadena, CA

Sept. 2000 -- Mar. 2001

In-house temp/Consultant

- Responsible for overall branch operations in absence of the Branch Manager.
- Effectively manage existing national contract accounts.
- Develop relationships with customers inherited from the Olsten/Adecco merger.
- Troubleshoot all branch issues for quick resolution.

Star Staffing Services -- Mid-Wilshire, Beverly Hills & Orange, CA

Jan. 1991 - May 2000

Office Manager / Temp & Direct Hire Recruiter

- Train and manage staff responsible for administrative and accounting temporary and direct hire positions
- Recruit, screen, interview, assess and select candidates who best matched present and projected future client needs.
- Coordinate employee placement with clients, and followed up with performance checks, and continual employee coaching.
- Successfully resolve billing issues with Paramount Pictures, resulting in an increase of business.
- Negotiate bill and pay rates to obtain optimum gross margins.

Education

SALES COURSES / MANAGEMENT CERTIFICATION

Various career sources

SAN GABRIEL HIGH SCHOOL, San Gabriel Valley, CA
Diploma

Jennifer Rounds

Professional History

AppleOne Employment Services – Los Angeles, CA

1997 to Present

Branch Manager

As Branch Manager, Ms. Rounds' core responsibilities include:

- Active involvement in meeting all position requirements
- Accountability for all branch activity
- Enduring all staff meet and exceeds all branch productivity requirements
- Effectively recruiting, interviewing and hiring branch personnel
- Maintaining adequate staff in branch at all times, keeping a pool of candidate applicants available
- Maintaining accurate attendance records
- Reviewing performance with staff weekly (scorecard), monthly, quarterly and annually
- Ongoing training and development of all team members
- Maintaining a proactive recruiting campaign for qualified candidates
- Providing effective leadership and direction to all team members
- Complying with all Company policies and procedures
- Maintaining branch quality control
- Continuously following ISO requirements

Experience Summary

Ms. Rounds has extensive knowledge of the staffing industry, which includes 15 years of experience working with the County of Los Angeles Sanitation Districts.

Additional public agency experience includes:

- County of Los Angeles Board of Supervisors staffing clerical, legal and accounting positions
- County of Los Angeles, Department of Public Social Services (DPSS) providing terminal operator services for the Statewide Fingerprint Imaging System (SFIS). A total of 44 Terminal Operators at 32 DPSS district offices located throughout Los Angeles County
- Los Angeles County Probation Department, Child Support Services, District Attorney and Public Defenders Office



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JOSE MINERO

Division Vice President

SUMMARY OF QUALIFICATIONS

Possesses twenty-six years of experience at senior management levels. Responsible for maintaining profitable region in accordance with the projections, policies and procedures developed by the AppleOne Management Team. Extends coaching and leadership support to enhance productivity. Oversees regional operations in accordance with ISO certification requirements. Manage and fully execution of Government, Retail and National Account deployment.

PROFESSIONAL HISTORY

AppleOne Employment Services **Oregon, Washington, California** **2000 - Present**

Division Vice President

- Management of Pacific Northwest (Washington and Oregon) and Southern California AppleOne Branch Offices.
- Accountable for all Regional Activity.
- Responsible for ongoing training and team member development.
- Assists with development and maintenance of sales cycle to promote new and existing client development.
- Responsible for regional profitability.
- Specializing in Administrative, Accounting, Finance, IT and Medical Placements

Regional Manager

1996 – 2000

Area Manager

1993 – 1996

Branch Manager

1988 – 1993

Assistant Manager

1986 – 1988

Account Executive

1984 – 1986

ACCOMPLISHMENTS

Presidents Circle, Above and Beyond Award, Consistently accomplishing Top Region for more than 15 years

Linda Madigan

Employment 1992 – Present AppleOne Employment Services Glendale, CA

Vice President Operations and Government Support

- 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

APPLEONE & YOU



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

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

YOUR APPLEONE SUPERVISOR

APPLEONE DEDICATED ACCOUNT EXECUTIVE

PHONE NUMBER

OFFICE HOURS

APPLEONE'S GOLDEN RULES

KEYS TO YOUR SUCCESS

at ABC Company

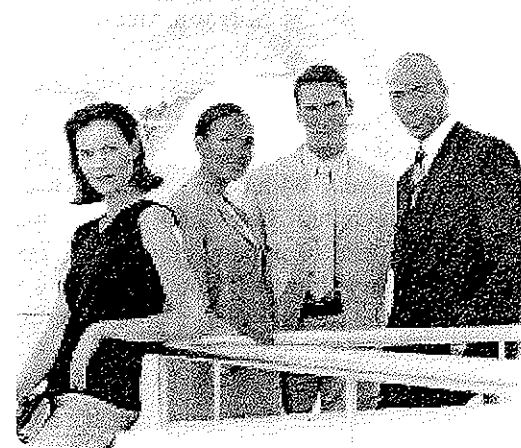
- Limit personal phone calls to genuine emergencies while on assignment.
- Be punctual. No client will complain if you are early.
- Wear clothes appropriate to the position and always look your best.
- Proofread your work and check your figures. It is always better to find your own mistakes.
- If you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

appleone

Where Great People and
Great Companies Meet.®

appleone

in partnership with



ABC COMPANY

ABOUT ABC COMPANY



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

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

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



GETTING TO WORK

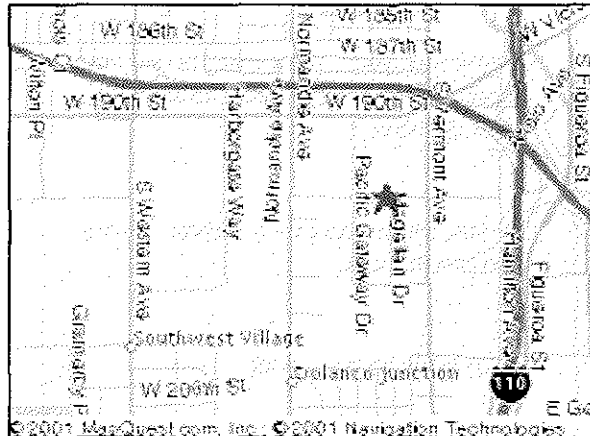
DIRECTIONS

From the North Side:

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

From South Side:

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



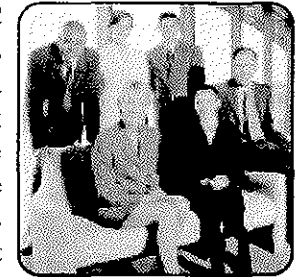
PARKING

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

BE PREPARED

DRESS CODE

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



WORK HOURS

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

PAYCHECKS

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

APPLEONE & YOU

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

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



AppleOne Employment Services
Sample Invoices & Management Reports

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

ABC COMPANY
Invoice Date 05/03/2007

| Department | Employee Name | Employee SSN | Week Ending | Job Description | Invoice Number | Invoice Date | Regular Hours | Regular Rate | Overtime Hours | Overtime Rate | Miscellaneous Hours | Miscellaneous Rate | Invoice Amount |
|---|------------------|--------------|-------------|-----------------|----------------|--------------|---------------|--------------|----------------|---------------|---------------------|--------------------|----------------|
| 715-1416 NESTLE | Mitchell, Fawn | 999-99-9999 | 4/23/2007 | CUST SERVICE | 60217 | 5/3/2007 | 40 | \$ 10.31 | 0 | \$ - | 0 | \$ - | \$ 412.40 |
| Total for Invoice Number 60217 \$ 412.40 | | | | | | | | | | | | | |
| 10-1110 Q SURVE | Rudd, Jerlad | 999-99-9999 | 4/9/2007 | CUST SERVICE | 60218 | 5/3/2007 | 0 | \$ - | 0 | \$ - | 8 | \$ 9.98 | \$ 79.84 |
| Total for Invoice Number 60218 \$ 79.84 | | | | | | | | | | | | | |
| 715-1416 NESTLE | Johnson, Mario | 999-99-9999 | 4/9/2007 | CUST SERVICE | 60219 | 5/3/2007 | 0 | \$ - | 0 | \$ - | 8 | \$ 10.65 | \$ 85.20 |
| Total for Invoice Number 60219 \$ 85.20 | | | | | | | | | | | | | |
| 610-1100 PM MAIL | Barela, Rachel | 999-99-9999 | 4/23/2007 | CUST SERVICE | 60220 | 5/3/2007 | 40 | \$ 9.98 | 0 | \$ - | 0 | \$ - | \$ 399.20 |
| 610-1100 PM MAIL | Bujak, Gloria | 999-99-9999 | 4/23/2007 | CUST SERVICE | 60220 | 5/3/2007 | 32 | \$ 9.98 | 0 | \$ - | 0 | \$ - | \$ 319.36 |
| 610-1100 PM MAIL | Dandrea, Roselyn | 999-99-9999 | 4/23/2007 | CUST SERVICE | 60220 | 5/3/2007 | 40 | \$ 9.98 | 0 | \$ - | 0 | \$ - | \$ 399.20 |
| 610-1100 PM MAIL | Ghazikian, Hilda | 999-99-9999 | 4/23/2007 | CUST SERVICE | 60220 | 5/3/2007 | 40 | \$ 9.98 | 0 | \$ - | 0 | \$ - | \$ 399.20 |
| 610-1100 PM MAIL | Otis, Samantha | 999-99-9999 | 4/23/2007 | CUST SERVICE | 60220 | 5/3/2007 | 32 | \$ 9.98 | 0 | \$ - | 0 | \$ - | \$ 319.36 |
| 610-1100 PM MAIL | Snell, Linda | 999-99-9999 | 4/23/2007 | CUST SERVICE | 60220 | 5/3/2007 | 40 | \$ 9.98 | 0 | \$ - | 0 | \$ - | \$ 399.20 |
| Total for Invoice Number 60220 \$ 2,225.52 | | | | | | | | | | | | | |
| 715-1416 NESTLE | Campbell, Mark | 999-99-9999 | 4/23/2007 | CUST SERVICE | 60221 | 5/3/2007 | 24 | \$ 10.64 | 0 | \$ - | 0 | \$ - | \$ 255.36 |
| 715-1416 NESTLE | Johnson, Mario | 999-99-9999 | 4/23/2007 | CUST SERVICE | 60221 | 5/3/2007 | 39.5 | \$ 10.64 | 0 | \$ - | 0 | \$ - | \$ 420.28 |
| 715-1416 NESTLE | Marshall, Misty | 999-99-9999 | 4/23/2007 | CUST SERVICE | 60221 | 5/3/2007 | 40 | \$ 9.98 | 0 | \$ - | 0 | \$ - | \$ 399.20 |
| 715-1416 NESTLE | Scoggins, Curt | 999-99-9999 | 4/23/2007 | CUST SERVICE | 60221 | 5/3/2007 | 40 | \$ 9.98 | 0 | \$ - | 0 | \$ - | \$ 399.20 |
| 715-1416 NESTLE | Shannon, Thomas | 999-99-9999 | 4/23/2007 | CUST SERVICE | 60221 | 5/3/2007 | 34.25 | \$ 10.64 | 0 | \$ - | 0 | \$ - | \$ 364.42 |
| Total for Invoice Number 60221 \$ 1,838.46 | | | | | | | | | | | | | |
| 715-1416 NESTLE | Cohoe, Yvette | 999-99-9999 | 4/23/2007 | CUST SERVICE | 60222 | 5/3/2007 | 11.5 | \$ 11.31 | 0 | \$ - | 0 | \$ - | \$ 130.07 |
| 715-1416 NESTLE | Hernandez, Donna | 999-99-9999 | 4/23/2007 | CUST SERVICE | 60222 | 5/3/2007 | 40 | \$ 9.98 | 0.25 | \$ 14.96 | 0 | \$ - | \$ 402.94 |
| 715-1416 NESTLE | Larson, Derek | 999-99-9999 | 4/23/2007 | CUST SERVICE | 60222 | 5/3/2007 | 32 | \$ 9.98 | 0 | \$ - | 0 | \$ - | \$ 319.36 |
| Total for Invoice Number 60222 \$ 852.37 | | | | | | | | | | | | | |
| Grand Total \$ 5,302.75 | | | | | | | | | | | | | |

Temp Usage Report
 Provided By
 AppleOne Employment Services

ABC COMPANY

| DEPT | DIVISION | ENAME | ESSN | WEEK END | JOB DESC | INV.NO | INV.DATE | REG HR | REG RT | OT HR | OT RT | MSC HR | MSC RT | ADJ AMT | INV AMT |
|---------------------------------|----------|---------------|-------------|------------|------------------|---------|------------|--------|--------|-------|-------|--------|--------|---------|---------|
| MANAGEMENT PURCHASING RESOURCES | | LONG, FRANCIS | 999-99-9999 | 11/7/2007 | PURCHASING CLERK | 3525034 | 11/18/2007 | 14 | 21.34 | 0 | 0 | 0 | 0 | 0 | 298.76 |
| MANAGEMENT PURCHASING RESOURCES | | LONG, FRANCIS | 999-99-9999 | 11/14/2007 | PURCHASING CLERK | 3525035 | 11/18/2007 | 20.5 | 21.34 | 0 | 0 | 0 | 0 | 0 | 437.47 |
| MANAGEMENT PURCHASING RESOURCES | | LONG, FRANCIS | 999-99-9999 | 11/21/2007 | PURCHASING CLERK | 3528265 | 11/25/2007 | 33.5 | 21.34 | 0 | 0 | 0 | 0 | 0 | 714.89 |
| MANAGEMENT PURCHASING RESOURCES | | LONG, FRANCIS | 999-99-9999 | 10/31/2007 | PURCHASING CLERK | 3517528 | 11/4/2007 | 34.75 | 21.34 | 0 | 0 | 0 | 0 | 0 | 741.57 |
| MANAGEMENT PURCHASING RESOURCES | | WALDEN, JEFF | 999-99-9999 | 11/21/2007 | PURCHASING CLERK | 3528266 | 11/25/2007 | 40 | 22.64 | 0 | 0 | 0 | 0 | 0 | 905.60 |

| DIVISION | Sub Totals | No. of Time Cards | Hours | Amounts |
|------------|------------|-------------------|--------|-------------|
| PURCHASING | | 5 | 142.75 | \$ 3,098.29 |
| | | | 0 | \$ - |
| | | | | \$ - |

| | | | | | | | | | | | | | | | |
|-------------------------------|--|--------------|-------------|------------|------------------|---------|------------|------|------|---|---|---|---|---|--------|
| MANAGEMENT TREASURY RESOURCES | | MUNOZ, NANCY | 999-99-9999 | 11/7/2007 | ACCOUNTING CLERK | 3521250 | 11/11/2007 | 40 | 11.9 | 0 | 0 | 0 | 0 | 0 | 476.00 |
| MANAGEMENT TREASURY RESOURCES | | MUNOZ, NANCY | 999-99-9999 | 11/14/2007 | ACCOUNTING CLERK | 3525032 | 11/18/2007 | 32 | 11.9 | 0 | 0 | 0 | 0 | 0 | 380.80 |
| MANAGEMENT TREASURY RESOURCES | | MUNOZ, NANCY | 999-99-9999 | 11/21/2007 | ACCOUNTING CLERK | 3528264 | 11/25/2007 | 39.5 | 11.9 | 0 | 0 | 0 | 0 | 0 | 351.05 |
| MANAGEMENT TREASURY RESOURCES | | MUNOZ, NANCY | 999-99-9999 | 10/31/2007 | ACCOUNTING CLERK | 3517526 | 11/4/2007 | 40 | 11.9 | 0 | 0 | 0 | 0 | 0 | 476.00 |

| DIVISION | Sub Totals | No. of Time Cards | Hours | Amounts |
|----------|------------|-------------------|-------|-------------|
| TREASURY | | 4 | 141.5 | \$ 1,683.85 |
| | | | 0 | \$ - |
| | | | | \$ - |

| DEPT | Sub Totals | No. of Time Cards | Hours | Amounts |
|----------------------|------------|-------------------|--------|-------------|
| MANAGEMENT RESOURCES | | 4 | 284.25 | \$ 4,782.14 |
| | | | 0 | \$ 0 |
| | | | | \$ 0 |

| | | | | | | | | | | | | | | | |
|--------------------------|--|-------------------|-------------|------------|--------------|---------|------------|----|-------|---|---|---|---|---|--------|
| PUBLIC WORK: MAINTENANCE | | BAUER, ROSE MARIE | 999-99-9999 | 11/14/2007 | RECEPTIONIST | 3525036 | 11/18/2007 | 33 | 10.56 | 0 | 0 | 0 | 0 | 0 | 348.48 |
|--------------------------|--|-------------------|-------------|------------|--------------|---------|------------|----|-------|---|---|---|---|---|--------|

Temp Usage Report
Provided By
 AppleOne Employment Services

ABC COMPANY

SERVICES

| | | | | | | | | | | | | | | | |
|-----------------------------------|-------------------|-------------|------------|----------------|---------|------------|----|----|---|---|---|---|---|---|--------|
| PUBLIC WORK: MAINTENANCE SERVICES | GASTON, WARREN G. | 999-99-9999 | 10/31/2007 | GENERAL OFFICE | 3518293 | 11/4/2007 | 36 | 18 | 0 | 0 | 0 | 0 | 0 | 0 | 648.00 |
| PUBLIC WORK: MAINTENANCE SERVICES | GASTON, WARREN G. | 999-99-9999 | 11/7/2007 | GENERAL OFFICE | 3522104 | 11/18/2007 | 44 | 18 | 0 | 0 | 0 | 0 | 0 | 0 | 792.00 |
| PUBLIC WORK: MAINTENANCE SERVICES | GASTON, WARREN G. | 999-99-9999 | 11/14/2007 | GENERAL OFFICE | 3525762 | 11/18/2007 | 27 | 18 | 0 | 0 | 0 | 0 | 0 | 0 | 486.00 |

Temp Usage Report
Provided By
 AppleOne Employment Services

| DEPT | DIVISION | ENAME | ESSN | WEEK END | JOB DESC | INV.NO | INV.DATE | REG HR | REG RT | OT HR | OT RT | MSC HR | MSC RT | ADJ AMT | INV AMT |
|-----------------------------------|----------|-------------------|-------------|------------|----------------|---------|-----------|--------|--------|-------|-------|--------|--------|---------|---------|
| PUBLIC WORK: MAINTENANCE SERVICES | | GASTON, WARREN G. | 999-99-9999 | 10/24/2007 | GENERAL OFFICE | 3518290 | 11/4/2007 | 44 | 18 | 0 | 0 | 0 | 0 | 0 | 792.00 |
| PUBLIC WORK: MAINTENANCE SERVICES | | REED, SUSAN | 999-99-9999 | 10/31/2007 | RECEPTIONIST | 3517529 | 11/4/2007 | 40 | 11.22 | 0 | 0 | 0 | 0 | 0 | 418.80 |

| | | | | | | | | | |
|----------------------|-------------------|--------------------------|----|--------------|------|---|----|-----------|----------|
| DIVISION | Sub Totals | No. of Time Cards | 6 | Hours | 22.4 | 0 | 0 | \$ | 3,515.28 |
| MAINTENANCE SERVICES | | Amounts | \$ | 3,515.28 | \$ | - | \$ | - | |

| | | | | | | | | | | | | | | | |
|--------------------|-----------------|-------------|------------|----------------|---------|------------|------|------|---|---|---|---|---|---|----------|
| PUBLIC WORK: PARKS | CAPUTO, BETH | 999-99-9999 | 11/7/2007 | GENERAL OFFICE | 3525761 | 11/18/2007 | 23 | 43.5 | 0 | 0 | 0 | 0 | 0 | 0 | 1,000.50 |
| PUBLIC WORK: PARKS | CAPUTO, BETH | 999-99-9999 | 11/7/2007 | GENERAL OFFICE | 3525761 | 11/18/2007 | 30 | 43.5 | 0 | 0 | 0 | 0 | 0 | 0 | 1,305.00 |
| PUBLIC WORK: PARKS | CAPUTO, BETH | 999-99-9999 | 11/7/2007 | GENERAL OFFICE | 3518292 | 11/4/2007 | 31.5 | 43.5 | 0 | 0 | 0 | 0 | 0 | 0 | 1,370.25 |
| PUBLIC WORK: PARKS | CAPUTO, BETH | 999-99-9999 | 10/24/2007 | GENERAL OFFICE | 3518292 | 11/4/2007 | 23 | 43.5 | 0 | 0 | 0 | 0 | 0 | 0 | 1,000.50 |
| PUBLIC WORK: PARKS | CORNET, MICHAEL | 999-99-9999 | 11/7/2007 | GENERAL OFFICE | 3522105 | 11/18/2007 | 40 | 13.5 | 0 | 0 | 0 | 0 | 0 | 0 | 540.00 |

Temp Usage Report

Provided By

AppleOne Employment Services

ABC COMPANY

| | | | | | | | | | | | | | | |
|-------------------|-----------------|-------------|------------|----------------|---------|------------|----|------|------|-------|---|---|---|--------|
| PUBLIC WORK:PARKS | CORNET, MICHAEL | 999-99-9999 | 11/14/2007 | GENERAL OFFICE | 3525763 | 11/18/2007 | 35 | 13.5 | 0 | 0 | 0 | 0 | 0 | 472.50 |
| PUBLIC WORK:PARKS | CORNET, MICHAEL | 999-99-9999 | 10/24/2007 | GENERAL OFFICE | 3518291 | 11/4/2007 | 40 | 13.5 | 4 | 20.25 | 0 | 0 | 0 | 621.00 |
| PUBLIC WORK:PARKS | CORNET, MICHAEL | 999-99-9999 | 10/31/2007 | GENERAL OFFICE | 3518291 | 11/4/2007 | 40 | 13.5 | 10.5 | 20.25 | 0 | 0 | 0 | 752.63 |

| | | | | | | | | |
|-----------------|-------------------|--------------------------|-----------|-------------------|------------------|------------------|-------------|---------------------|
| DIVISION | Sub Totals | No. of Time Cards | 8 | Hours | 262.5 | 14.5 | 0 | \$ 7,062.38 |
| PARKS | | | | Amounts \$ | 6,768.75 | \$ 293.63 | \$ - | |
| DEPT | Sub Totals | No. of Time Cards | 14 | Hours | 486.5 | 14.5 | 0 | \$ 10,577.66 |
| PUBLIC WORKS | | | | Amounts \$ | 10,284.03 | \$ 293.63 | \$ - | |

Grand Total

ABC COMPANY

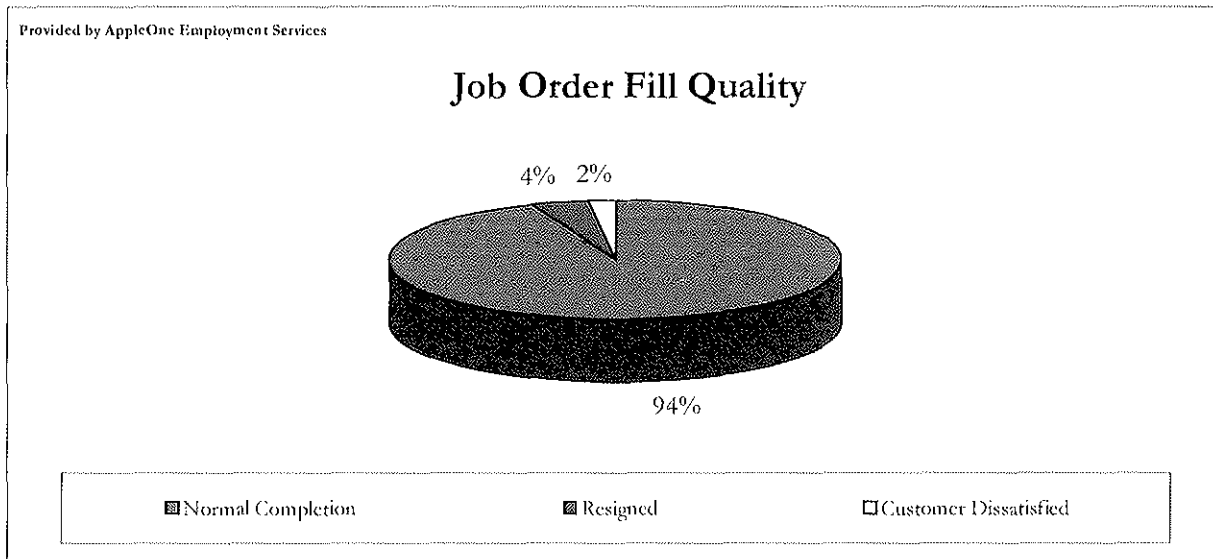
770.75

14.5

15,359.80

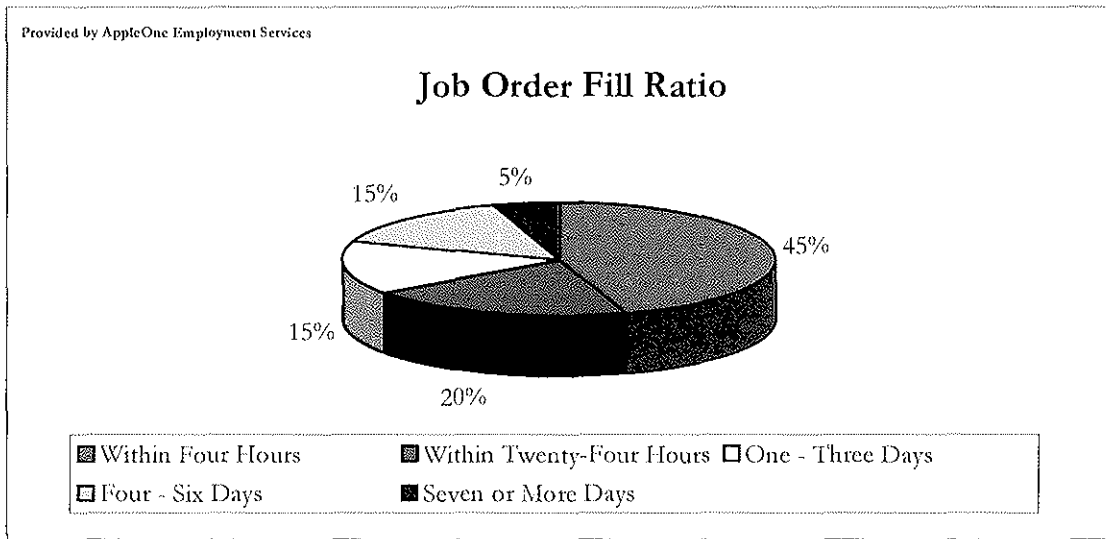
Job Order Fill Quality

| | |
|-----------------------|------|
| Normal Completion | 94% |
| Resigned | 4% |
| Customer Dissatisfied | 2% |
| | 100% |



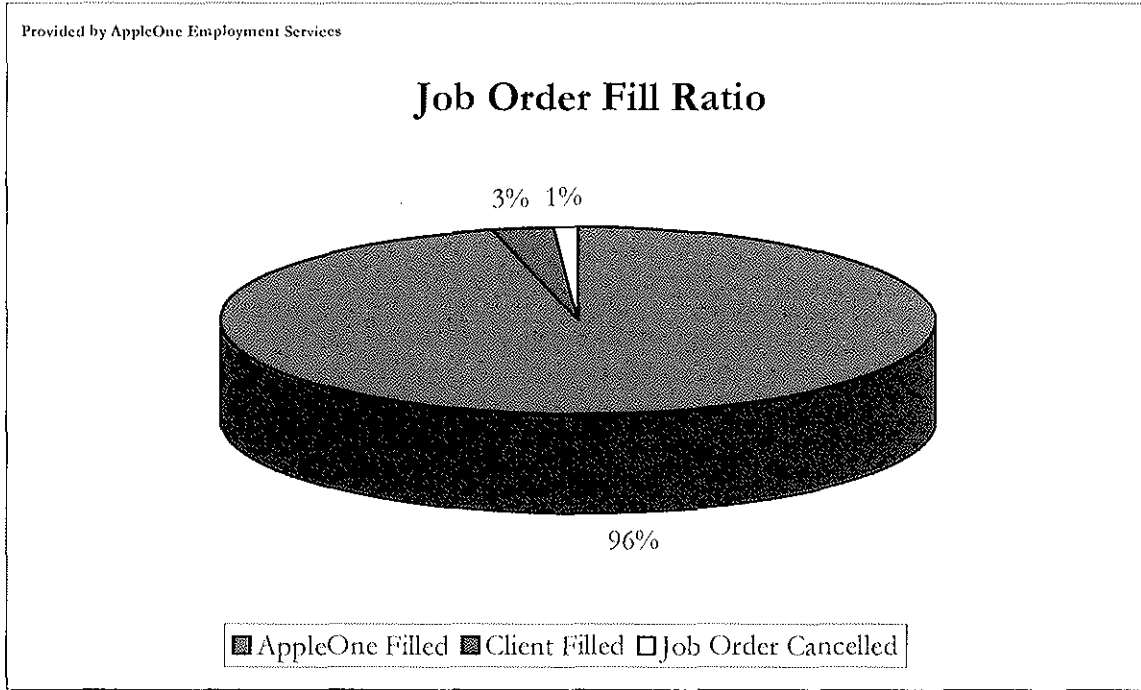
Job Order Fill Timeliness

| | |
|--------------------------|-----|
| Within Four Hours | 45% |
| Within Twenty-Four Hours | 20% |
| One - Three Days | 15% |
| Four - Six Days | 15% |
| Seven or More Days | 5% |



Job Order Fill Ratio

| | |
|---------------------|------|
| AppleOne Filled | 96% |
| Client Filled | 3% |
| Job Order Cancelled | 1% |
| Total | 100% |



QUALITY CONTROL PLAN

Proposer shall establish and utilize a comprehensive Quality Control plan to assure a consistently high level of service throughout the term of the Contract. The plan shall include, but not be limited to, the following:

1. Describe the monitoring methods to ensure compliance with the Contract work requirements, including:
 - Methods for assuring and verifying the experience requirements listed in Exhibit 1 are met. 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; and
 - Samples of interview questions to be administered to personnel to determine acceptability.
2. Describe the frequency of monitoring conducted. Who will perform the monitoring?
3. Describe the steps taken to correct deficiencies reported by the Department.
4. Describe your response time to complaints received from the Department.
5. Describe your documentation methods of all monitoring results, including any corrective action taken.
6. Provide samples of forms to be used in monitoring.
7. If available, please attach your firm's written quality control plan.

(Please see the provided Attachment)

1. MONITORING METHODS

1. Describe the monitoring methods to ensure compliance with the Contract work requirements, including:
 - Methods for assuring and verifying the experience requirements listed in Exhibit 1 are met. 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; and
 - Samples of interview questions to be administered to personnel to determine acceptability.
-

ASSURANCE AND VERIFICATION OF EXPERIENCE REQUIREMENTS

AppleOne Assistant Manager Sandra Lopez and Branch Manager Jennifer Rounds are the designated Contract Representative and Assistant Contract Representative, respectively.

With over five (5) years of experience in recruiting and personnel management, Assistant Manager and Contract Representative Ms. Sandra Lopez will ensure that all staff assigned to the Department 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.

Ms. Jennifer Rounds, who will be the secondary point of contact for the Department, Jennifer Rounds has been with AppleOne since 1997 and has over 15 years of experience providing clerical, engineering and accounting services to the County of Los Angeles Sanitation Districts and several cities in Los Angeles County. Ms. Rounds is the Downtown Los Angeles Branch Manager, and is directly supported by a staff of twelve (12) full-time professionals. As Assistant Contract Representative, Ms. Rounds' primary responsibility will be to provide special recruiting services to support the Department. Ms. Rounds will also be the first level of escalation if any service issues should arise, and will oversee the day-to-day tasks by supporting Ms. Lopez and providing the resources necessary to ensure that the Department is receiving the required services.

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 temporary employees assigned to work on Department projects – who have been thoroughly and specifically tested and interviewed by AppleOne – meet the experience requirements in the Contract.

Resumes for each of the key account management team members are included with Form 6 – Staffing and Work Plan.

SAMPLES OF QUALIFYING TESTS / SKILL ACCEPTABILITY DETERMINATION

AppleOne uses the following proven methods to determine the skill level and other pertinent qualifications of potential candidates:

- **AppleCore Assessment Series** - To enhance AppleOne's ability to find skilled, able and educated candidates for the public sector entities, AppleOne uses the AppleCore Assessment

Series, a validated applicant classification system employing high-fidelity classification instruments that focus on customer service skills, aptitude and attitude assessment. In addition to our AppleCore Assessment series, we extensively test candidates on their software proficiency.

- **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.
- **ProveIt! Skill Evaluations** - 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 Macintosh 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.

Each of these methods is detailed in the attachment to Form 6 – Staffing and Work Plan.

Test samples are included at the end of this Attachment.

REQUIRED APPLICATION AND VERIFICATION METHODS

A sample Application Packet is included at the end of this Attachment

AppleOne will only extend employment offers to individuals who, at a minimum have:

- Completed and signed all required pre-employment paperwork, including our "Best Foot Forward" agreement, confidentiality and arbitration agreement, and our background investigation consent form.
- Provided all required I-9 documentation
- At least two (2) positive references from their most recent employers on file with AppleOne
- Favorable in-person interviews with our branch team members

Therefore, all AppleOne temporary associates are required to complete a detailed application prior to interview by our branch staff. The AppleOne application is highly detailed, and requires the following applicant information:

- Full legal name and current address, complete with contact numbers and email addresses.
- Educational history
- Prior professional references; AppleOne requires a minimum of two (2) valid, confirmed positive references before a candidate is allowed to interview with our clients.
- I-9 documentation satisfying current Federal requirements, which are properly inspected and copied for file purposes.

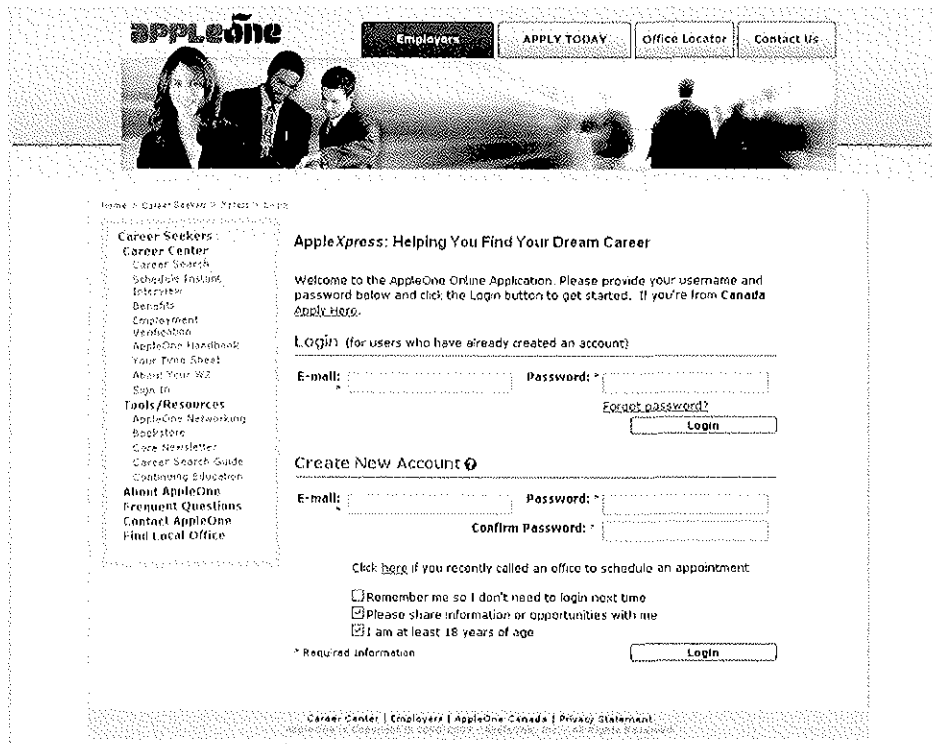
Additionally, the standard AppleOne temporary associate application packet also provides prospective candidates with:

- Meal and rest period requirements
- Temporary employee performance requirements
- Reference check consent and authorization form

- Confidentiality and Arbitration agreement
- “Putting Your Best Foot Forward” form
- Human Resources Hotline Memo (with signature form)
- Equal Employment Opportunity questionnaire (voluntary)
- HIPAA Disclosure

The application packet also contains fields where our branch teams can make interview and related notations regarding each candidate. A sample standard candidate application package has been included at the end of this Attachment.

Please note that, for improved efficiency and as part of our ongoing “green” initiatives, candidates are typically encouraged to use our online application provided through our AppleXpress system. Sample screen shots of this system are provided on the following page.



The system allows us to gather very detailed information from candidates in advance of them appearing for interview, allowing us to perform reference checks, and enabling us to more quickly match candidates with client opportunities. AppleOne provides our candidates with both printed and online application options.

Resume Verification

Application and resume information is verified through two main sources:

1. Direct phone calls and follow-up by our account management team, 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.

It is AppleOne's standard policy that each candidate must have at least two (2) verified references on file.

I-9 Verification

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

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

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

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

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

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

| Document Type | Document ID # | Eligible | Date Filed | Date Expired | Date Approved | Notes |
|---------------|---------------|-------------------------------------|------------|--------------|---------------|-------|
| I-9 | | <input checked="" type="checkbox"/> | | 10/26/2007 | | |

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

Equal Opportunity

AppleOne has a clearly stated policy of providing equal opportunity for all. This policy is summarized below:

- 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 to uphold, support and promote this Equal Employment Opportunity program.

SAMPLE INTERVIEW QUESTIONS

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

2. FREQUENCY OF MONITORING

2. Describe the frequency of monitoring conducted. Who will perform the monitoring?

AppleOne's overall monitoring is based on consistent communication with the Department, as well as the temporary employees performing the tasks. This monitoring will include:

- Daily check-in with all personnel by location
- Weekly Scheduling reports to review coverage for each coming week
- Communication between local "Leads" and the Account Executive
- Weekly/Monthly audits on billing differences.
- Continual monitoring and documentation of Department and temporary employee satisfaction

The performance of AppleOne temporary employees is monitored and reviewed by our account management team. Assistant Manager Sandra Lopez or another authorized AppleOne team member will make an arrival time telephone call to the Department person who placed the request to the contract within thirty (30) minutes of the scheduled arrival time of the employee. (S)he also will make a quality control call to the Department person who placed the request on the first day of each new assignment to confirm AppleOne's employee(s) is performing up to your expectations.

AppleOne Account Executives and other project team members are required to perform as required by the policies of our quality plan, which is included as Section 7 of this Attachment.

3. DEFICIENCY CORRECTION

3. Describe the steps taken to correct deficiencies reported by the Department.

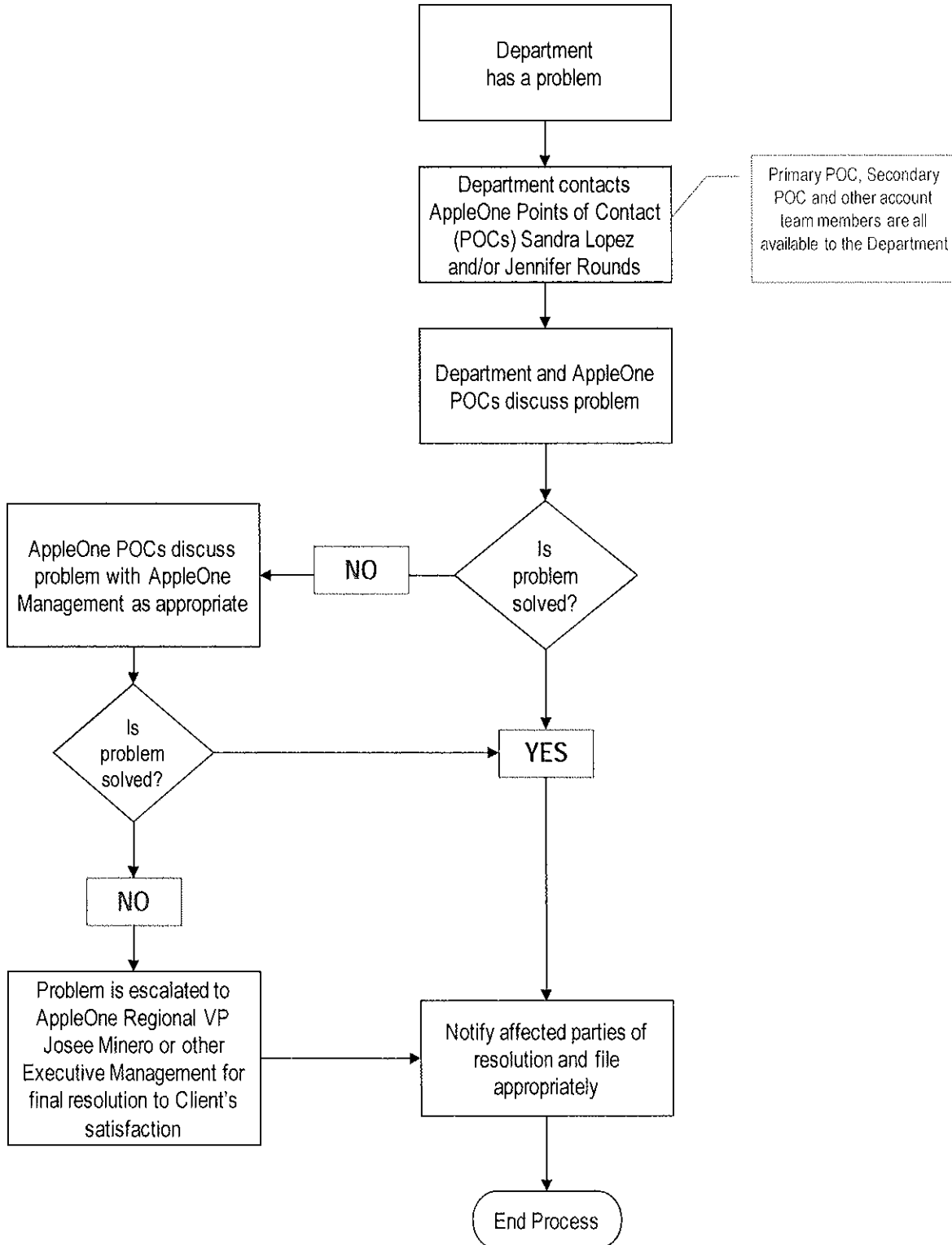
When AppleOne is contacted by the Department regarding a service issue, the first step will be to immediately document the situation and obtain whatever information is needed to provide quick resolution to the issue. Once the problem is clearly understood, Contract Representative Sandra Lopez will provide immediate follow-up and a specific time frame in which the Court can expect action, as well as provide periodic status reports while working on the issue. If a correction requires immediate replacement of a temporary employee, then the response time will be two (2) hours to provide the Department with a solution.

The Contract Representative will then work with all parties involved to ensure satisfactory issue resolution. Escalation to Branch Manager Jennifer Rounds, Executive Sponsor Josee Minero, our corporate office and executives may ensue as necessary. Once the situation is resolved, AppleOne will schedule a follow-up where we can review, confirm satisfaction and discover ways in which the process might be improved for the future. AppleOne will also add the information to its records in order to monitor complaint escalation and resolution and satisfaction trending over time.

Additionally, Division Vice President Josee Minero and Contract Representative Sandra Lopez will conduct quarterly contract review meetings with the appropriate Department representative(s), or more often if needed or desired by the Department.

A high-level organization of the AppleOne problem resolution process is provided in the chart presented on the following page.

AppleOne Problem Escalation and Resolution Process



4. RESPONSE TO COMPLAINTS

4. Describe your response time to complaints received from the Department.

AppleOne Assistant Manager Sandra Lopez, who is the designated Contract Representative, Branch Manager Jennifer Rounds, or another account management team member at the Downtown Los Angeles office, will promptly respond to received complaints immediately. As per our problem escalation response and resolution process, once the problem is clearly understood, the AppleOne primary point of contact will provide immediate follow-up and a specific time frame in which the Department can expect action, as well as provide periodic status reports while working on the issue. If a correction requires immediate replacement of a temporary employee, then the response time will be two (2) hours to provide the Department with a solution.

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.

5. DOCUMENTATION METHODS

5. Describe your documentation methods of all monitoring results, including any corrective action taken.

AppleOne uses the following methods as established by our Quality Control Plan and documented within our corporate Quality Manual to document monitoring and performance:

- **Attendance Call** – An attendance call is made to the Client Company the day of the start of the assignment to ensure the employee has arrived on time unless otherwise requested by the client and noted in Office Automation under the client note screen.
- **First Day Quality Call** – After the arrival of the temporary employee on the first day of employment, a quality control call is made to the client later that day, ensuring the client is satisfied with the work performance of the employee unless otherwise requested by the client and noted in Office Automation under the client note screen.
- **Friday Quality Call** – Each Friday, an AppleOne account management team member will call all clients where temporary associates have been working unless you have been in touch with the client on a regular basis during the week. The purpose of a Friday Call is to:
 1. Do another quality call on the job performance of the employee
 2. If the assignment has ended, determine the reason it ended and to record this information within the Office Automation system, in the “COMMENTS” section of the assignment. Also document the “EOA” (End of Assignment) for the employee on this assignment.
 3. If the employee ended the assignment early or was released, change the status of the assignment in the Office Automation system through the ACTION Field to reflect the reason he/she is no longer there (i.e.- Fall-Off, Customer Dissatisfied).
- **Corrective Action** - Complaints received by the branch are documented in the Office Automation System and investigated to determine the reason for the complaint. The results of investigations are also documented in Office Automation. If the branch manager determines that corrective action is necessary, a Corrective Action Form is prepared and the issue is investigated. Because of the information stored in our Office Automation system, AppleOne can print related reports daily, weekly and monthly. Our account management team will check to ensure there is follow-up and positive conclusion to all Corrective Action.
- **Quality Assurance Surveys** – As part of our overall Quality Control Plan, AppleOne uses a variety of Quality Assurance Survey Forms to gather information from our clients and temporary employees. These surveys provide insight into the effectiveness and success of our service offering, and also document any problem areas so that they may be addressed and resolved.
- **Internal Audit** - Internal audits cover all aspects of AppleOne’s quality system and relate to the requirements of ISO 9001-2008. The results of Internal Audit Reports are presented during Management Review Meetings, where any detected problems or issues are discussed, along with needed Corrective Actions.

6. SAMPLES OF FORMS

6. Provide samples of forms to be used in monitoring.

The following sample monitoring documentation forms are included at the end of this Attachment:

- Corrective Action Form
- Quality Assurance Survey Forms
- Internal Audit Report Form

Please note that, as part of our ongoing “green” initiatives, the majority of AppleOne documentation is done electronically within our Office Automation system.

7. QUALITY CONTROL PLAN

7. If available, please attach your firm's written quality control plan

AppleOne's Quality Control Program was developed to guarantee that organizations such as the Department receive 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 AppleOne's Quality Control Program is to measure the AppleOne service levels, as well as identify opportunities for improvement. By doing so, AppleOne enhances customer satisfaction and improve important operational efficiencies. Based on defined standards of excellence, AppleOne's 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. AppleOne's Quality Control Program will ensure that the highest standards are met regarding delivery of services, performance reviews, communication with and availability to the Department supervisors and managers and minimization of employee turnover.

AppleOne's Quality Control Program is based on defined standards of excellence which guide all of the AppleOne work, and a Performance Baseline with specific Performance Objectives developed in conjunction with the appropriate the Department 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 Department.

AppleOne ensures maintenance of the Quality Control Program through Monthly/Bi-weekly reviews and reports covering topics including (a) job order and team management, (b) required deliverables, (c) job 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 Project Administrator and Account Executives with the appropriate the Department representative(s), as well as regular Quality Assurance Surveys. Any complaint or deficiency is immediately reviewed by the Project Administrator, 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 contractor employees meet and exceed Department requirements and expectations. The Triple Check System consists of the following:

- 1) An AppleOne project team member will make an arrival time telephone call to the Department person who placed the request to the contract within thirty (30) minutes of the scheduled arrival time of the employee. (S)he also will make a quality control call to the Department person who placed the request on the first day of each new assignment to confirm AppleOne's employee(s) is performing up to your expectations.
- 2) The Project Administrator or other authorized team member will continue to check weekly (or more frequently, if necessary) with the Department to ascertain the quality of the employee's performance.

- 3) After the assignment is complete, we will check to evaluate the overall quality of the associate's performance and productivity, including the distribution of a performance evaluation form to the appropriate the Department personnel. AppleOne retains only those associates who meet or exceed our high performance standards.

Using the Triple Check System, we will monitor all aspects of a contractor's 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, AppleOne will ensure that the employees meet and exceed all of the requirements of the Department. 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 AppleOne's internal tracking system, which has a "no recall" function that is activated when necessary. AppleOne's project team members are empowered to make judgment calls regarding employee performance, and replace an unsatisfactory employee immediately.

Quality Assurance Surveys

AppleOne maintains its standards of excellence through a variety of quality assurance surveys, including:

- 1) *Performance Surveys* — County departments and hiring managers will have the opportunity to gauge AppleOne on its performance with regard to its responsiveness on job orders; the selection of contractor personnel relevant to the assignment, and the levels of communication between the Department and AppleOne.
- 2) *Service Reports* — Results from various quality reviews will be compiled and presented to the Department, providing statistical information regarding job orders received versus job orders filled, job order replacement ratio, and average response time. The data will be 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 Department may desire.
- 3) *Employee Assignment Satisfaction Surveys* — Measure the satisfaction level of our currently working personnel at client work locations. This tool assists with the Employee Monitoring Program that will allow proactive measurement activities to minimize turnovers and the overall quality of AppleOne placements.
- 4) *Employee Exit Interview Surveys* — Measure and probe the reasons behind assignment separations from the employee's perspective. This information is shared with customers to minimize the turnover and to create assignment longevity from our personnel.

AppleOne's Quality Control Program, developed with the appropriate the Department representative(s), will guarantee that the Department receives top-caliber service.

ISO 9001:2008 Certification

AppleOne is dedicated to quality assurance, and this ensures that all clients achieve their staffing goals. Toward this end, in 1999, AppleOne achieved ISO-9002 certification, which has since been upgraded to ISO 9001:2008. The ISO 9001:2008 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 the AppleOne Corporation using the guide of its 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 AppleOne's Executive Management Quality Policy is the development of an 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. AppleOne utilizes behavior-based questions and interactive tests. AppleOne's quality system provides a means of checks and balances that is reviewed at the corporate level twice a year, paying special attention to customer concerns, and identifies any discernible trends. Solutions then can be developed and easily disbursed to the field. Furthermore, the training of AppleOne's staffing professionals is standardized and documented, thereby increasing our level of efficiency by creating a sense of consistency throughout the branch locations.

A copy of our current ISO certification is included with this Attachment.

Performance Resolution

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

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

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

Upon issue resolution, AppleOne schedules a follow-up to review, confirm satisfaction and discover ways in which the process might be improved for the future.

ATTACHMENT DOCUMENTS

The listed documents are attached immediately following this page:

- Sample Qualifying Tests
- Employee Application Packet (sample)
- Corrective Action Form
- Quality Assurance Survey Forms
- Internal Audit Report Form
- ISO Certification

Presented to:
Los Angeles County
Department of Beaches & Harbors
RFP for Temporary Personnel Services

SAMPLE CANDIDATE TESTS



AppleOne Employment Services

Contents

- Microsoft Office 2010
- Microsoft Windows 7
- General Accounting
- IT/Technical
- Candidate Questionnaire
- Following Written Instructions
- OSHA

Microsoft Word 2010

The screenshot shows the Microsoft Word 2010 interface. The title bar reads "New Employee Checklist - Microsoft Word". The ribbon is set to the "Home" tab, showing font settings (Arial, size 16) and paragraph options. The main content area displays a Table of Contents for a document titled "New Employee Checklist". The table lists sections and their corresponding page numbers:

| | |
|-------------------------------------|----------|
| OVERVIEW | 3 |
| Product Proposal | 4 |
| Product Specifications | 5 |
| Scope | 5 |
| Audience | 5 |
| Project Plan | 5 |
| Risk | 6 |
| Market Value | 6 |
| Competition | 7 |
| Sales Estimates | 8 |
| Sales Growth | 8 |
| CONCLUSION | 8 |

The status bar at the bottom indicates "Page: 1 of 11" and "Words: 771". The zoom level is set to 100%. A footer area contains the text "Modify Microsoft Word to show the readability statistics of the document. Use all other defaults." and a button labeled "Exit Test".

Microsoft PowerPoint 2010

The screenshot displays the Microsoft PowerPoint 2010 application window. The title bar reads "Presentation1 - Microsoft PowerPoint". The ribbon is set to the "Home" tab, showing options for Clipboard, Slides, Font, Paragraph, Drawing, and Editing. The main slide area shows a slide titled "Competition" with the following content:

- Competition
 - The competitive landscape
 - Provide an overview of product competitors, their strengths and weaknesses
 - Position each competitor's product against new product

The slide thumbnails on the left show five slides, with the current slide being the third. The status bar at the bottom indicates "Slide 3 of 13" and "Concourse". A taskbar at the bottom contains the instruction "Change the current slide's layout to 'Title, Text, and Content'." and a "Question 11 of 30" indicator with an "Exit Test" button.

Test Results for: Jesse Rivera

Company Name: Kenexa

Test Administrator/Recruiter's Email: Jesse.Rivera@Kenexa.com

Test Name: Microsoft Word 2010 - Normal User

Test Date: 3/22/2012

Elapsed Time: 00:48:16

Questions Correct: 25 out of 30

Percent Correct: 83%

Percentile Ranking: 50

Global Average: 77%

Detail Score Report View *only* questions answered incorrectly

| Q# | Status | Topic | Type | Level | Time |
|----|-----------|-------------------------|---------------------------------|--------------|----------|
| 1 | Correct | Open a Document | General Commands and Properties | Basic | 00:01:06 |
| 2 | Correct | Cutting Text | Formatting and Editing | Basic | 00:00:06 |
| | Correct | Pasting Text | Formatting and Editing | Basic | 00:00:07 |
| 4 | Correct | Font | Formatting and Editing | Basic | 00:00:14 |
| 5 | Correct | Font Size | Formatting and Editing | Basic | 00:00:07 |
| 6 | Correct | Bold | Formatting and Editing | Basic | 00:00:07 |
| 7 | Correct | Aligning Text | Formatting and Editing | Basic | 00:00:11 |
| 8 | Correct | Margins | Page Layout | Basic | 00:00:19 |
| 9 | Correct | Sort | Formatting and Editing | Basic | 00:00:13 |
| 10 | Correct | Bullets | Formatting and Editing | Basic | 00:00:25 |
| 11 | Correct | Columns | Page Layout | Basic | 00:00:40 |
| 12 | Correct | Insert a Picture | Insert Tools | Basic | 00:00:24 |
| 13 | Correct | Increase Indent | Formatting and Editing | Basic | 00:00:12 |
| 14 | Incorrect | Insert Date | Insert Tools | Basic | 00:03:20 |
| 15 | Correct | Find and Replace | Formatting and Editing | Basic | 00:01:56 |
| 16 | Incorrect | Insert Header | Insert Tools | Intermediate | 00:04:13 |
| 17 | Correct | Insert a Page Break | Page Layout | Intermediate | 00:01:19 |
| 18 | Correct | Insert a Table | Insert Tools | Intermediate | 00:01:03 |
| 19 | Correct | Adjusting Table Columns | Insert Tools | Intermediate | 00:01:41 |

| | | | | | |
|----|-----------|---------------------|---------------------------------|--------------|----------|
| 1 | Correct | Table Style | Formatting and Editing | Advanced | 00:00:45 |
| 21 | Incorrect | Add Developer Tab | General Commands and Properties | Advanced | 00:04:33 |
| 22 | Incorrect | Create Macro | Application Tools | Advanced | 00:09:07 |
| 23 | Correct | Insert Page Numbers | Insert Tools | Intermediate | 00:01:21 |
| 24 | Correct | Undo | General Commands and Properties | Basic | 00:00:08 |
| 25 | Correct | Spell Check | Review Options | Basic | 00:00:40 |
| 26 | Correct | Print | General Commands and Properties | Basic | 00:00:12 |
| 27 | Correct | Tracking Changes | Review Options | Basic | 00:01:39 |
| 28 | Correct | Insert a Comment | Review Options | Advanced | 00:03:24 |
| 29 | Correct | Reviewing Pane | Review Options | Basic | 00:00:31 |
| 30 | Incorrect | Mail Merge | Application Tools | Advanced | 00:08:13 |

Question Level Statistics

| | Number of Questions | Number Correct | Total Percentage |
|--------------|---------------------|----------------|------------------|
| Basic | 20 | 19 | 95% |
| Intermediate | 5 | 4 | 80% |
| Advanced | 5 | 2 | 40% |
| Total | 30 | 25 | 83% |

Question Type Statistics

| | Number of Questions | Number Correct | Total Percentage |
|---------------------------------|---------------------|----------------|------------------|
| Application Tools | 2 | 0 | 0% |
| Formatting and Editing | 11 | 11 | 100% |
| General Commands and Properties | 4 | 3 | 75% |
| Insert Tools | 6 | 4 | 67% |
| Page Layout | 3 | 3 | 100% |
| Review Options | 4 | 4 | 100% |
| Total | 30 | 25 | 83% |

Test Description

Microsoft Word 2010 aims at evaluating the skill level of the test taker in navigating through Microsoft Word 2010 as well as their ability to complete several commonly used tasks. The Whole Test combines both the Normal and Power User tests.

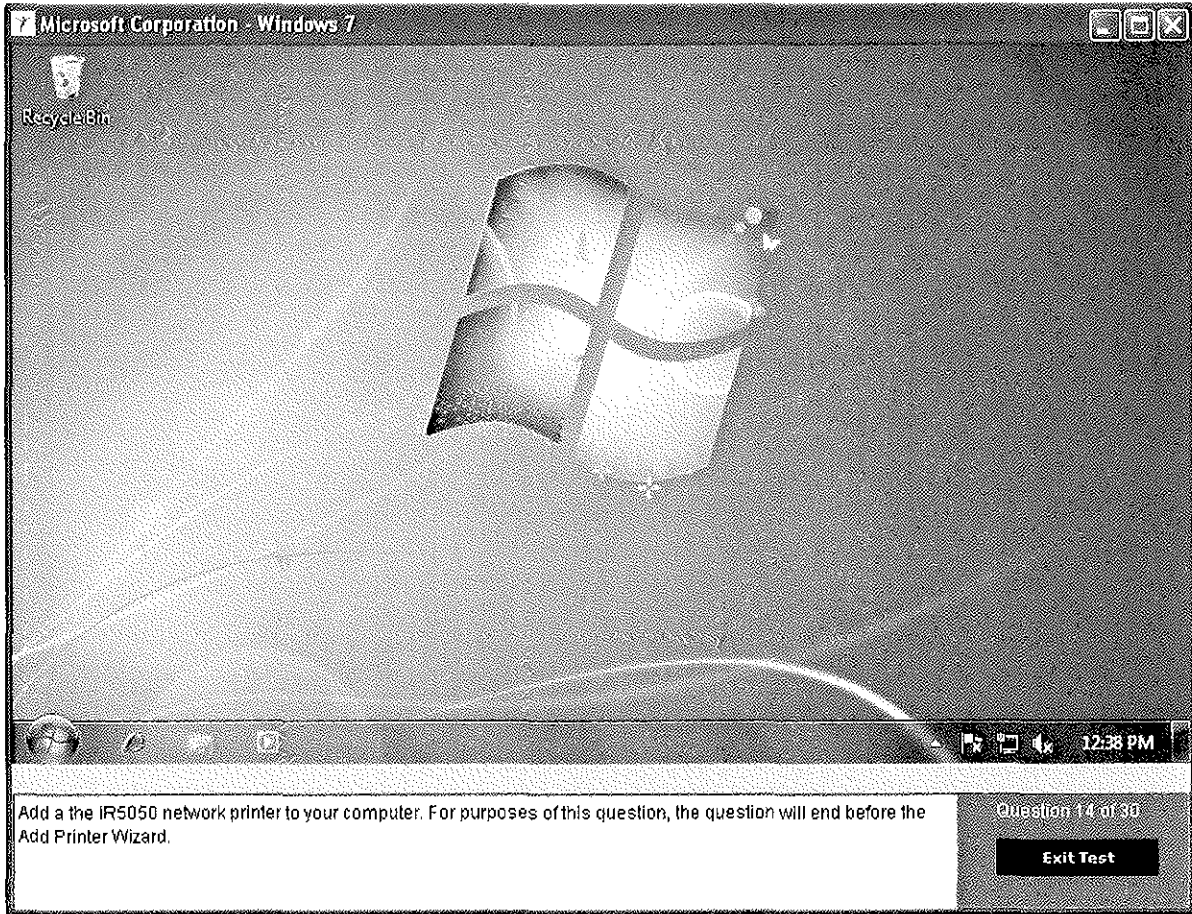
Among the tasks included in the Microsoft Word 2010 - Normal User test are formatting a document, inserting pictures, creating tables, sorting data, and conducting mail merges.

This Microsoft Word 2010 - Power User test attempts to provide the basis for separating candidates who possess limited exposure to Microsoft Word 2010 with those who are conversant with the full functionality of the software. Advanced formatting, Charts, Themes, Styles and Table of Contents are among some of the topics addressed in this examination. This test is designed to assess candidates who will be required to use some of the more advanced features of the program on a daily basis.

Tests for Microsoft Excel and Microsoft PowerPoint 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.

Microsoft Windows 7



Test Results for: Jesse Rivera

Company Name: Kenexa

Test Administrator/Recruiter's Email: Jesse.Rivera@Kenexa.com

Test Name: Microsoft Windows 7

Test Date: 3/22/2012

Elapsed Time: 00:20:30

Questions Correct: 26 out of 30

Percent Correct: 87%

Percentile Ranking: 70

Global Average: 67%

Detail Score Report View *only* questions answered incorrectly

| Q# | Status | Topic | Type | Level | Time |
|----|-----------|----------------------------------|------------------|--------------|----------|
| 1 | Correct | Open a Program | Desktop | Basic | 00:00:17 |
| 2 | Correct | Pin a Program to the Taskbar | Desktop | Basic | 00:00:16 |
| 3 | Incorrect | Rearrange Buttons on the Taskbar | Desktop | Basic | 00:00:28 |
| 4 | Correct | Add a Gadget to the Desktop | Desktop | Intermediate | 00:00:20 |
| 5 | Correct | Create a New Folder | Windows Explorer | Basic | 00:00:52 |
| 6 | Correct | Changing Views | Windows Explorer | Intermediate | 00:00:14 |
| 7 | Correct | Moving Files | Windows Explorer | Basic | 00:00:21 |
| 8 | Correct | Sorting | Windows Explorer | Basic | 00:00:11 |
| 9 | Correct | Deleting Files | Windows Explorer | Basic | 00:00:16 |
| 10 | Correct | Show Desktop | Desktop | Basic | 00:00:15 |
| 11 | Correct | Empty Recycle Bin | Desktop | Basic | 00:00:11 |
| 12 | Incorrect | Screen Resolution | Control Panel | Advanced | 00:00:23 |
| 13 | Correct | Desktop Background | Control Panel | Intermediate | 00:02:26 |
| 14 | Correct | Add Printer | Control Panel | Advanced | 00:01:01 |
| 15 | Correct | Uninstall Program | Control Panel | Advanced | 00:00:46 |
| 16 | Correct | Adjust Sound Volume | Control Panel | Basic | 00:00:20 |
| 17 | Correct | Install Program | Windows Explorer | Intermediate | 00:00:50 |
| 18 | Correct | Open Windows Media | Multi-Media | Basic | 00:00:37 |
| 19 | Correct | Music Library | Multi-Media | Intermediate | 00:01:20 |
| 20 | Correct | Play Music | Multi-Media | Basic | 00:01:18 |
| 21 | Correct | Open Windows Explorer | Windows Explorer | Basic | 00:00:09 |
| 22 | Correct | Compress Folder | Windows Explorer | Intermediate | 00:01:18 |
| 23 | Incorrect | Burn CD | Multi-Media | Advanced | 00:01:11 |
| 24 | Correct | Renaming a Folder | Windows Explorer | Basic | 00:00:19 |
| 25 | Correct | Create a Shortcut | Desktop | Intermediate | 00:00:26 |
| 26 | Correct | Open System Properties | Control Panel | Advanced | 00:00:19 |
| 27 | Correct | Change the Default Program | Multi-Media | Basic | 00:00:53 |
| 28 | Incorrect | Hide the Taskbar | Desktop | Basic | 00:00:26 |
| 29 | Correct | Search | Windows Explorer | Basic | 00:01:20 |
| 30 | Correct | Map a Network Drive | Windows Explorer | Advanced | 00:01:27 |

Question Level Statistics

| | Number of Questions | Number Correct | Total Percentage |
|--------------|---------------------|----------------|------------------|
| Basic | 17 | 15 | 88% |
| Intermediate | 7 | 7 | 100% |
| Advanced | 6 | 4 | 67% |
| Total | 30 | 26 | 87% |

Question Type Statistics

| | Number of Questions | Number Correct | Total Percentage |
|------------------|---------------------|----------------|------------------|
| Control Panel | 6 | 5 | 83% |
| Desktop | 8 | 6 | 75% |
| Multi-Media | 5 | 4 | 80% |
| Windows Explorer | 11 | 11 | 100% |
| Total | 30 | 26 | 87% |

Test Description

Microsoft Windows is a popular operating system for desktop computers. This test is designed for clerical level users of Windows 7. It assesses the user's ability to perform common functions, such as running applications and organizing files, as well as more advanced functions, including installing software, and adding hardware.

This test is for users only. Technical support candidates should be given the Windows Troubleshooting or Technical level TechTests for the version needed.

- 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.

Test Results for: Jesse Rivera

Company Name: Kenexa

Test Administrator/Recruiter's Email: Jesse.Rivera@Kenexa.com

Test Name: General Accounting

Test Date: 3/22/2012

Elapsed Time: 01:00:29

Questions Correct: 48 out of 55

Percent Correct: 87%

Percentile Ranking: 90

Global Average: 54%

Detail Score Report

| Q# | Status | Topic | Type | Level | Time |
|----|-----------|---|-----------------------------|--------------|----------|
| 1 | Incorrect | Generally Accepted Accounting Principles (GAAP) | Basic Concepts | Basic | 00:00:17 |
| 2 | Correct | Properties Basics | Basic Concepts | Intermediate | 00:00:10 |
| 3 | Correct | Asset Category | Basic Concepts | Basic | 00:00:21 |
| 4 | Correct | Proprietorship | Basic Concepts | Basic | 00:00:11 |
| 5 | Correct | Credit Balances | Basic Concepts | Basic | 00:00:08 |
| 6 | Correct | Deferral | Basic Concepts | Basic | 00:00:17 |
| 7 | Correct | Resources | Basic Concepts | Basic | 00:00:11 |
| 8 | Correct | Accounting Standards | Basic Concepts | Basic | 00:00:56 |
| 9 | Correct | Petty Cash | Basic Concepts | Basic | 00:01:04 |
| 10 | Correct | Bank Reconciliation | Basic Concepts | Basic | 00:02:00 |
| 11 | Correct | Current Liabilities | Basic Concepts | Basic | 00:00:07 |
| 12 | Correct | Intangible Asset | Basic Concepts | Basic | 00:00:12 |
| 13 | Correct | Inventory Systems | Inventories | Basic | 00:00:55 |
| 14 | Correct | Inventory Costing Methods | Inventories | Basic | 00:02:13 |
| 15 | Correct | Sales Discounts | Income Statement | Basic | 00:01:30 |
| 16 | Correct | Financial Statement | Accounting Systems | Basic | 00:00:07 |
| 17 | Correct | Accelerated Depreciation Methods | Fixed Assets & Depreciation | Basic | 00:00:08 |
| 18 | Correct | Accounting Equation | Balance Sheet | Basic | 00:00:12 |
| 19 | Correct | Journal Entries | Basic Concepts | Basic | 00:00:54 |
| 20 | Correct | Operating Costs | Basic Concepts | Basic | 00:01:13 |
| 21 | Correct | Long-Term Liability | Basic Concepts | Basic | 00:00:14 |
| 22 | Correct | Invoice Terms | Accounting Systems | Basic | 00:00:14 |
| 23 | Correct | Merchandise | Income Statement | Basic | 00:00:29 |
| 24 | Correct | Gains/Losses | Accounting Systems | Intermediate | 00:01:11 |
| 25 | Correct | Journal Entries | Basic Concepts | Basic | 00:00:53 |
| 26 | Correct | Owner's Equity | Balance Sheet | Basic | 00:00:19 |
| 27 | Incorrect | Financial Statement | Basic Concepts | Basic | 00:01:17 |
| 28 | Correct | 401K | Accounting Systems | Intermediate | 00:03:01 |
| 29 | Correct | Retirement | Accounting Systems | Intermediate | 00:00:17 |
| 30 | Incorrect | Adjusting Entries | Accounting Cycle | Basic | 00:02:27 |
| 31 | Correct | Journal Entries | Accounting Cycle | Basic | 00:00:12 |
| 32 | Correct | Cash Payments | Basic Concepts | Basic | 00:00:22 |
| 33 | Correct | Financial Ratio | Balance Sheet | Basic | 00:00:28 |
| 34 | Correct | Reports | Balance Sheet | Basic | 00:00:12 |

| | | | | | |
|----|-----------|------------------------|-----------------------------|--------------|----------|
| 35 | Correct | Financial Statement | Accounting Cycle | Basic | 00:00:15 |
| 36 | Correct | Depreciations | Fixed Assets & Depreciation | Basic | 00:00:17 |
| 37 | Correct | Adjusting Entries | Accounting Cycle | Basic | 00:01:32 |
| 38 | Correct | Financial Statement | Accounting Cycle | Basic | 00:00:18 |
| 39 | Correct | Financial Ratio | Balance Sheet | Intermediate | 00:00:46 |
| 40 | Incorrect | Financial Reporting | Accounting Systems | Advanced | 00:04:15 |
| 41 | Correct | Financial Statement | Accounting Cycle | Intermediate | 00:00:56 |
| 42 | Correct | Liabilities vs. Assets | Balance Sheet | Intermediate | 00:00:12 |
| 43 | Correct | Merchandise | Income Statement | Basic | 00:00:51 |
| 44 | Correct | Securities | Statement of Cash Flows | Advanced | 00:04:21 |
| 45 | Incorrect | Operating Activities | Statement of Cash Flows | Intermediate | 00:02:31 |
| 46 | Correct | Economic Restrictions | Statement of Cash Flows | Intermediate | 00:00:56 |
| 47 | Correct | Investing Activities | Statement of Cash Flows | Intermediate | 00:04:07 |
| 48 | Incorrect | Budgets | Accounting Cycle | Intermediate | 00:03:01 |
| 49 | Incorrect | Attestation | Accounting Systems | Advanced | 00:01:53 |
| 50 | Correct | Investing Activities | Statement of Cash Flows | Advanced | 00:05:12 |
| 51 | Correct | Investing Activities | Statement of Cash Flows | Advanced | 00:00:42 |
| 52 | Correct | Bonds | Statement of Cash Flows | Intermediate | 00:00:13 |
| 53 | Correct | Reorganization | Balance Sheet | Advanced | 00:01:57 |
| 54 | Correct | Auditor's Report | Accounting Systems | Advanced | 00:00:41 |
| 55 | Correct | Financial Value | Basic Concepts | Advanced | 00:00:51 |

Question Level Statistics

| | Number of Questions | Number Correct | Total Percentage |
|--------------|---------------------|----------------|------------------|
| Basic | 35 | 32 | 91% |
| Intermediate | 12 | 10 | 83% |
| Advanced | 8 | 6 | 75% |
| Total | 55 | 48 | 87% |

Question Type Statistics

| | Number of Questions | Number Correct | Total Percentage |
|-----------------------------|---------------------|----------------|------------------|
| Accounting Cycle | 7 | 5 | 71% |
| Accounting Systems | 8 | 6 | 75% |
| Balance Sheet | 7 | 7 | 100% |
| Basic Concepts | 19 | 17 | 89% |
| Fixed Assets & Depreciation | 2 | 2 | 100% |
| Income Statement | 3 | 3 | 100% |
| Inventories | 2 | 2 | 100% |
| Statement of Cash Flows | 7 | 6 | 86% |

Total

55

48

87%

Test Description

The General Accounting assessment is designed to thoroughly test a candidate's level of knowledge of Accounting principles, concepts, and terminology. This test is aimed at Basic office accounting personnel, clerks with 1 to 2 years experience, new accounting graduates, and financial accounting personnel. Its coverage ranges from basic accounting principles such as debits, credits, adjusting entries to more advanced accounting, such as financial statements, investing, and operating activities.

Assessments for Payroll, Accounts Payable, and Accounts Receivable 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.

Question 1 Variable Names

Which of the following statements about identifiers(variable names) is FALSE?

Cancel

Next Question

My Answer:

- A It may contain letters.
- B It may contain numbers.
- C It may contain the underscore character.
- D It must start with a letter('a' through 'z' or 'A' through 'Z').

Candidate Questionnaire

Question: 1 of 5

I usually let someone else be the leader.



Next Question

My Answer:

A Strongly agree. _____

B Slightly agree. _____

C Not sure/in between. _____

D Slightly disagree. _____

E Strongly disagree. _____

Following Written Instructions

Prave IU - Test in Progress - Microsoft Internet Explorer provided by (Company & Institution) Inc.

Question: 2 of 17 - Organizing Using Two Criteria

Leave Test

Next Question

My Answer: 1

Your company wants to put a phone list together of their current clients. Organize the list by grouping together those with the same area code and then alphabetically by last name.

| Names List | Phone Numbers |
|---------------------|----------------|
| Alberta Jones | (717) 555-6789 |
| Gustopher Kerfuffle | (215) 555-5100 |
| James Manger | (540) 555-9720 |
| Frank Dukes | (540) 555-7456 |
| Eddie Loumax | (215) 555-3712 |
| Victor Latour | (215) 555-2005 |
| Edward Garote | (717) 555-0252 |
| June Kepp | (540) 555-4996 |
| Benny Archer | (717) 555-1745 |

Which answer represents the appropriately organized phone list?

(215) - Kerfuffle, Latour, Loumax
(540) - Dukes, Manger, Kepp
(717) - Archer, Garote, Jones

(215) - Kerfuffle, Latour, Loumax
(540) - Dukes, Kepp, Manger
(717) - Archer, Garote, Jones

(215) - Kerfuffle, Latour, Loumax
(540) - Dukes, Manger
(717) - Archer, Kepp, Garote, Jones

(215) - Garote, Latour, Loumax
(540) - Dukes, Archer, Kepp
(717) - Manger, Kerfuffle, Jones

OSHA

Prove It! - Test in Progress - Microsoft Internet Explorer provided by General Learning, Inc.

Question: 25 of 42 - Audiometric Testing

Once you have had a baseline audiogram, how often should you receive audiometric testing?

Leave Test

Next Question

My Answer:

A once a week

B once a month

C once every six months

D once a year

Barrett, Kristina
Preferred Job Title:



| | | | |
|--|------------------------------------|-----------------------------------|----------------|
| Applicant Name Barrett, Kristina | | Social Security Number | 9-Certified By |
| Address | | Preferred Title: | |
| Address Line 2 | | Seeking: | |
| City, State, Zip | | Candidate Profile: | |
| Primary Phone | Alternate Phone/Type | | |
| E-mail Address kbarrett@appleone.com | | | |
| In Case of Emergency Notify Name/Relation /0 | | Emergency Phone | |
| Type of Employment Desired | | Salary Desired/Per... 0/Yearly | |
| <input type="checkbox"/> Contract | <input type="checkbox"/> Temporary | Salary Will Accept 0 | |
| <input type="checkbox"/> Permanent | <input type="checkbox"/> Temp2Hire | | |
| Mark Days You Cannot Work | Highest Level of Education | Name of School/Major | |
| MTWTFSS | | | |
| Certificates or Special Training | | | |
| Are you currently employed? If Yes: Would you consider a counter offer? May we contact your current employer? What is missing from your current position? | | | |
| <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | | |

| | | |
|-------------------------------------|-----------------------|--------------------|
| Current or Most Recent Company Name | Position Held | Date Employed From |
| Address | Duties | Date Employed To |
| Address Line 2 | | Start Salary |
| City, State, Zip | | Last Salary |
| Phone | Supervisor Name/Title | Reason for Leaving |
| | | Industry |
| | | WEE |

| | | |
|-------------------------------------|-----------------------|--------------------|
| Current or Most Recent Company Name | Position Held | Date Employed From |
| Address | Duties | Date Employed To |
| Address Line 2 | | Start Salary |
| City, State, Zip | | Last Salary |
| Phone | Supervisor Name/Title | Reason for Leaving |
| | | Industry |
| | | WEE |

| | | |
|-------------------------------------|-----------------------|--------------------|
| Current or Most Recent Company Name | Position Held | Date Employed From |
| Address | Duties | Date Employed To |
| Address Line 2 | | Start Salary |
| City, State, Zip | | Last Salary |
| Phone | Supervisor Name/Title | Reason for Leaving |
| | | Industry |
| | | WEE |

| Company/Duties | Reported To | Department | Phone | Staffing Service |
|----------------|-------------|------------|-------|------------------|
| 1. / | | | | |
| 2. / | | | | |
| 3. / | | | | |

During the last 7 years, have you been convicted of a felony? Applicant may answer the question "No" for convictions involving referrals to or participation in any pretrial or post trial diversion or alternative programs, sealed, expunged, eradicated or erased convictions and convictions for the possession of marijuana (except for felony convictions for the possessions of marijuana on school grounds or possession of concentrated cannabis) that are more than two (2) years old.

Do you have a Security Clearance? If so, Level & Expires

No Yes If Yes, Please Explain: _____ No Yes //

| | | | |
|---------------------------|--------------|-------|---|
| Peer/Coworker References | | | Please read the completed application carefully before signing. I agree that I am applying for employment with Company and/or any of its affiliated companies (hereafter "Company"). I agree that the answers contained within this application and the responses given during the oral interview are true and complete. I understand that any inaccurate, incomplete, or misleading information will cause my application to be rejected or my employment to be ended, if hired. I grant permission to the Company to check my references and I authorize my references to provide any information to the Company that it deems appropriate. I agree that my employment and compensation can be terminated with or without notice, for any reason, at any time, at the option of either the Company or myself, while performing duties as a temporary associate. I agree for a period of 6 months after any termination of my assignment for any reason as a temporary associate of this Company, subject to applicable law of the state in which I am employed, (i) I will not provide my services either directly or indirectly as an employee, contractor, consultant, or otherwise, and including as an employee or contractor of another temporary or outsourcing company, to any clients of Company with whom I have been placed for assignment while employed by Company, and (ii) in all instances, I will notify Company if I directly or indirectly provide my services as an employee, contractor, consultant, or otherwise, and including as an employee or contractor of another temporary or outsourcing company, to any clients of Company with whom I have been placed for assignment while employed by Company. |
| Name | Company | Phone | |
| 1. | | | |
| 2. | | | |
| 3. | | | |
| Friends/Family References | | | |
| Name | Relationship | Phone | |
| 1. | | | |
| 2. | | | |
| 3. | | | |

Signature: _____ Date: _____

Voluntary Equal Employment Opportunity Questionnaire

PLEASE PRINT

| | | |
|-------------------------|--------------------------------|----------------------|
| First Name Kristina | Middle Name | Last Name Barrett |
| Gender (Male or Female) | Position You Are Applying For: | |

SELF IDENTIFICATION:

The Company must periodically produce statistical reports on the composition of the Company's applicants for employment. No material from this portion of the form shall be used in making decisions for any individual applicant, nor shall any notations be made on any application. Reference Public Law 93.579 (Privacy Act of 1974 and Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972, Section 503 of the Rehabilitation Act of 1973 and the Vietnam Era Veterans Readjustment Assistance Act of 1974). Completion is voluntary.

ETHNICITY DATA

Yes No Hispanic or Latino? A person of Cuban, Mexican, Puerto Rican, South or Central American or other Spanish culture or origin, regardless of race (NOTE: If YES is checked, you are not required to complete the next section. If NO is checked, please complete the next section)

RACE DATA - NOT HISPANIC OR LATINO

Two or More Races All persons who identify with more than one of the five races listed below and not Hispanic or Latino

White A person having origins in any of the original peoples of Europe, the Middle East or North Africa

Black or African American A person having origins in any of the black racial groups of Africa

Asian A person having origins in the peoples of the Far East, Southeast Asia, the Indian subcontinent such as Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippines, Thailand and Vietnam

Native Hawaiian or Other Pacific Islander A person having origins in the peoples of Hawaii, Guam, Samoa, or other Pacific Islands

American Indian or Alaska Native A person having origins in any of the original peoples of North America, who maintains cultural identification through tribal affiliation or community attachment

VETERAN DATA

Military Veteran Yes No

Disabled Veteran Yes No

Vietnam Era Veteran (February 1961 - May 1975) Yes No

Special Disabled Veteran (Retired with 30% or more disability or released from active duty as a result of a service connected injury) Yes No

Other Protected Veteran Yes No

Armed Forces Service Medal Veteran Yes No

Recently Separated Veteran Yes No

Date of Separation _____

DISABLED DATA

Yes Any person (a) has a physical or mental impairment which substantially limits such person's life activities, (b) has a record of such an impairment, or (c) is regarded as having such an impairment. This information shall be kept confidential, except that (1) supervisors and manager may be informed regarding work restrictions or accommodations, and (2) first aid people will be informed regarding possible emergency treatment.

No

REFERRAL SOURCE DATA

Please indicate which source referred you to us.

Job Posting or Advertisement 1 Publication / Web Name: _____

General Source 2 _____ Employee _____ State Agency _____ Private Agency _____ Internet
 _____ Self _____ Community Org. _____ College/University _____ Other

IF YOU CHOOSE TO DECLINE TO ANSWER THIS SURVEY PLEASE CHECK HERE

Revision Date: 07/09/2009 Human Resources



AFE070909-6892418

What HIPAA Means to You....

What is HIPAA?

HIPAA stands for Health Insurance Portability and Accountability Act. It is the Federal Government's way of protecting a patient's right to privacy where their medical information is concerned.

How does HIPAA protect a person's right and privacy regarding their medical information?

Patients have a right to review and correct any information that is in their medical record. It also means that only the absolute minimum of the protected health information be accessed, released or used for any situation.

How can you release a patient's medical information?

You must have the patient's written consent to release their protected health information. Without the written consent, no information may be accessed, released or used for any purpose.

What can a patient's information be released for?

The patient's protected health information can only be used for health purposes or billing. It cannot be released for any other reason and you must have the patient's written consent for such release.

As an associate, how does this law affect you and the company to which you have been assigned?

Regardless of the company or the position that you are reporting for, YOU MUST AT ALL TIMES maintain complete confidentiality of any information that is obtained while on that assignment. You must use extreme care and caution to protect against deliberate or accidental misuse or disclosure of a person's health or personal information.

Do not discuss a person's health and personal information with any one other than authorized personnel.

If you need to discuss health or personal information, make sure that anyone who does not have authorization is not listening.

If you send any health or personal information via fax, call the person receiving the fax to make sure they are at the fax machine to receive it. Confirm the fax number.

Do not use speaker phones to discuss any health or personal information.

If you need to leave an Email or a message on an answering machine, do not state the health or personal information. Leave your name, company and telephone number for them to call you back.

Do not leave any health or personal information on the desk, fax, copier, or computer monitor without you being there. If you have to leave, no matter how short a period of time, make sure no one can see the information.

Are there any consequences if HIPAA rules and regulations are not followed?

It is mandatory that you comply with the rules of HIPAA and the privacy act. If these rules are not followed, criminal and civil fines will be imposed for those who do not protect this information. Not only is the company that you are assigned to liable, but also both you and your employer may be liable. If you see any misconduct or misuse, report it immediately to the Privacy Officer at the assignment or to the Company's HR Hotline at (800) 270-9120.

I have read and understand the above information regarding HIPAA,

Print Name

Sign Name

Date



HPE122007-6892418

PUTTING YOUR BEST FOOT FORWARD

As an AppleOne Associate, it is crucial for your success as well as ours that you always "put your best foot forward" when working on assignments. Your job satisfaction will be influenced by your ability to live up to certain commonly established standards of professionalism and excellence.

What we ask of you - Compliance with the following requirements will keep you active on AppleOne's availability list:

- You agree to show up to assignments on time, complete the assignment, and do your best! Missing your assignment and not calling anyone ahead of time spells TROUBLE for everyone involved.
- You agree to give AppleOne as much advance notice as possible if you are forced to be absent from an assignment. Remember - call AppleOne prior to the time your assignment is scheduled to begin.
- You agree to speak to your AppleOne branch whenever you have problems concerning pay, the need for time off, a complaint, or any other problem concerning your employment with AppleOne.
- You agree to be paid weekly, which means that you will be paid on the Friday of the week following the week during which you worked. Your work week is based on a Monday to Sunday work period. To get paid, you'll be completing a timecard each week for hours worked and turning it in to AppleOne by the following Monday to guarantee a paycheck that Friday. Please make sure your timecard is accurately completed so we can pay you correctly. Timecards not turned in by Monday at 12:00 noon may not be processed until the next payroll cycle. Please help us help you get paid on time! If you don't pick up your check by 5:00 p.m. Friday afternoon, you agree that it may be mailed to the home address we have on file for you.
- Note: If your assignment involves the use of our web timecard system and/or vendor management system, please remember to have your timecards entered and submitted by close of business day on Friday. This ensures that your Supervisor will have time to review and approve the hours worked and will get you paid on time.**
- Security alert - If you send someone to pick up your paycheck for you, please give them a note with your signature so we can verify that you authorize us to release your check.
- There are two problems in today's workplace for which AppleOne has zero tolerance - Discrimination and Sexual Harassment. These activities are hurtful and illegal. For details about what constitutes discrimination and Sexual Harassment, you have agreed to read your Welcome Brochure. If you are a victim of discrimination or harassment, you must contact our H.R. Hotline at (800) 270-9120 as soon as possible.
- For obvious reasons, any other form of illegal activity or horseplay in general shines a negative light on all of us. Remember, put your best foot forward! You agree that you will not engage in these types of activities.
- Violence in the workplace is illegal. You agree to keep violence and weapons of any kind out of the workplace.
- Be honest with us at all times!!! You agree that false information provided to us is a proper ground for instant dismissal or disqualification.
- You have been provided with a separate document that describes the applicable break and meal time requirements in your state. You agree to take all such break and meal time periods and to immediately inform AppleOne of any reason that you could not do so or if you were otherwise prevented from doing so.
- You agree that you are an AT-Will employee. Your job can end at any time, with or without notice.
- You understand that if you are submitted to a temp to hire and/or contract to hire job assignment, there is a possibility of being hired by the client, but there is no guarantee that you will be hired. The assignment is an opportunity to assess the work situation with no commitments from anyone, and the terms of the assignment might change at any point in time.
- We recommend that you leave personal belongings at home so they do not get stolen or damaged. If you do choose to take something personal to a work site, you agree that you are doing so at your own risk and liability.
- If the client approaches you about a job opportunity with them, you agree to notify us and work through us in accordance with your application agreement.
- You may be eligible for a bonus after working 1500 hours in a 12 month period. Please consult your local branch.
- Sharing your salary with others creates negative feelings. We ask that you refrain from discussing your salary with others.
- Be polite and courteous at all times. Statistics show that clients prefer and tend to request skilled people who contribute to a pleasant workplace.
- Refusing to comply with instructions or failing to do your job goes against the foundation of AppleOne's existence. Rudeness to others, threats, profanity or abusive conduct is prohibited.
- You may be exposed to confidential and proprietary information at the client or through AppleOne. This type of information is not to be used inappropriately or without written authorization. Please note: Use of client email and equipment is prohibited unless approved by the client for business purposes only.
- You agree not to show up to assignments in possession of, or under the influence of any illegal drugs or alcohol.
- You agree to not use personal cell phones during work time. Also, you agree to not use the client's business systems including phones and computers for personal use.

You may be exposed to electronic, on paper, or oral individually identifiable health information at the client or through AppleOne. This type of information must be protected from disclosure and not used in any way unless you are directed, in writing, by the client or AppleOne to disclose such information. For purposes of this paragraph, individually identifiable health information is information that:

- is created or received by a health care provider, health plan (including a health insurance issuer or agent), employer, or health care clearinghouse;
- is related to the past, present, or future physical or mental condition or an individual; the provision of health care to an individual, or the past, present, or future payment for the provision of health care of an individual; and
- either identifies the individual or provides a reasonable basis for believing that it can be used to identify the individual.

What you can expect from us in return: AppleOne will do its part to provide whenever possible opportunities for great assignments - just call in regularly with your availability. Although we can't always guarantee assignments, we will do our best to find something that suits your career desires.

I have read and understand PUTTING MY BEST FOOT FORWARD. I agree to the terms outlined above. I have also received a copy of the WELCOME BROCHURE, APPLEONE BENEFITS INFORMATION, SAFETY TRAINING, and have viewed the ORIENTATION VIDEO.

Signature _____

Date _____



FTE082109-6892418

HR HOTLINE MEMO

Human Resources is pleased to announce that an H.R. Telephone Hotline has been created for temporary and full-time employee complaints or concerns such as Sexual Harassment, Discrimination in the workplace, and any other employee relations crisis.

Effective immediately, Company policy has now been changed, requiring that employees now contact Human Resources directly with all such complaints or concerns to ensure appropriate handling of such concerns.

The new H.R. Hotline Telephone Number is: **800 / 270 – 9120**. If a temporary associate has an employee relations complaint or concern such as Sexual Harassment or Discrimination, please have them contact Human Resources at this number.

A telephone sticker with this number is attached for your convenience.

Employee's Signature

Date

Print Name

Office Number

**Consent to Check References and Records
Authorization to Release Confidential Information**

To complete my application with AppleOne and/or to be considered for continued employment in my current position or assignment as an employee of AppleOne, for reassignment to another position, and/or as a condition to any future reassignment, promotion, retention or rehiring, I understand and consent to have AppleOne and its authorized agents check my background and credit history, as well as information provided on my application, which includes employment references, education, and to check public records in connection with criminal convictions (excluding certain marijuana-related offenses, as specified by law), arrests for which I am currently out on bail or my own recognizance pending trial unless precluded by state law if applicable, and records of the Department of Motor Vehicles. I understand that conviction of a crime will not of necessity result in disqualification from employment or assignment. The scope of the report may include information concerning my driving record, civil and criminal court records, credit, workers' compensation record, education, credentials, identity, past addresses, social security number, previous employment and personal references. I understand that a background investigation may include inquiries into my character, general reputation, personal characteristics, and mode of living. I agree to cooperate in providing the necessary information to enable the accurate retrieval of such records and understand that a misrepresentation of any information obtained pursuant to this consent may result in employment ineligibility and/or termination.

I authorize and request any present or former employer, state/federal government office, state department of motor vehicles, credit bureaus, schools, police departments, court records, including those maintained by both public and private organizations, financial institutions or other persons having personal knowledge about me to furnish AppleOne and its agents with any and all information in their possession regarding me for the purpose of confirming the information contained on my Application and/or obtaining other information which may be material to my qualifications for employment. I agree that a photocopy of this authorization be accepted with the same authority as the original, and I specifically waive any written notice from any present or former employer who may provide information based upon this authorization request.

By signing below, I hereby give AppleOne and its designated Investigative Consumer Reporting Agency the right to conduct an investigation of my background that (in connection with this application and at any time during my employment) may be used to make decisions concerning my employment. I further authorize AppleOne and its agents to disclose any information submitted for employment including my employment application, I-9 verification and testing results, as well as the results of any reference, credit, criminal or driving record checks, to client-companies for the purpose of determining job eligibility and assignment. I further authorize AppleOne to furnish my personal information to include but not limited to my name, date of birth, social security number, citizenship, education, employment and wage history and all other information concerning me to AppleOne's clients (prospective employers and/or employers to which I have been assigned) for purposes of temporary assignment, security, parking passes and other general information purposes of AppleOne's clients.

The names and addresses of the Company and Consumer Reporting Agency pursuing background information are:

| | |
|---|---|
| AppleOne 327 West Broadway Glendale, CA 91204 (818) 240-8688 | A-Check America P.O. Box 5615 Riverside, CA 92517 (877) 345-2021 |
|---|---|

I understand that I have the right to view all files that AppleOne and A-Check America maintain on me.

I release and hold harmless, AppleOne and A-Check America, their authorized agents and employees, and their client-companies from any and all claims or liabilities arising from the release of said information to the above-named persons and entities.

I may obtain a copy of my background credit history information contained by A-Check America by contacting them at 877-345-2021.

I have read and understand the above notice and consent to its terms.

NOTICE TO CALIFORNIA RESIDENTS:

If you would like to receive a copy of your background information obtained by A-Check America, please indicate by checking the following box:

Yes (Please send me a copy of my Background Report) **Please note: Employment reference feedback will not be furnished.**

NOTICE TO CALIFORNIA, MINNESOTA AND OKLAHOMA RESIDENTS ONLY:

If a consumer credit report is ordered, would you like a free copy of the report mailed to your home? Yes No

Kristina Barrett
Applicant's Name (Please Print) Applicant's Signature & Date Social Security Number Date of Birth

Current Address, City, State and Zip

All Other Names Used Counties and States Of Past Residence (Last 7 Years) Drivers License Number & State issued
I attest that the information provided on this form is true and correct. I understand that any misleading information will cause my application to be rejected or my employment to be ended, if hired. The information below is to be completed by an AppleOne representative.

Manager's Name

Office #

- **MANAGER: CHECK HERE IF THIS IS FOR A MANAGEMENT LEVEL POSITION.**

Revision Date: November 14, 2008 HR



CNE111408-6892418

TEMPORARY ASSOCIATE CONFIDENTIALITY AND ARBITRATION AGREEMENT

I have applied for employment as a temporary employee. If placed on an employment assignment, I understand that employment will be short-term and that I will be an At-Will Employee. I understand and agree that I am not an employee of Client for purposes of wages, compensation, and benefits. I do not have and will not acquire any rights or benefits of any kind from Client during any period of my temporary assignment. I acknowledge that there has been no promise that I will be able to be placed on an employment assignment. In consideration for assignment by AppleOne to its clients, I agree to the following:

CONFIDENTIALITY OF HEALTH INFORMATION

I may be shown or have access to electronic, on paper, or oral individually identifiable health information at the client or through AppleOne. I understand that this type of information must be protected from disclosure and not used in any way unless I am directed in writing, by the client or by AppleOne to disclose such information. For purposes of this paragraph, individually identifiable health information is information that:

- Is created or received by a health care provider, health plan (including a health insurance issuer or agent), employer, or health care clearinghouse;
- Is related to the past, present, or future physical or mental condition of an individual; the provision of health care to an individual, or the past, present or future payment for the provisions of health care of an individual; and
- Either identifies the individual or provides a reasonable basis for believing that it can be used to identify the individual.

CONFIDENTIALITY OF CLIENT'S PROPRIETARY INFORMATION

I will keep confidential, and will not disclose to anyone other than Client, proprietary information, including information made available to me, or to which I have access, or which I have developed while on assignment to Client and anytime after termination of my assignment with Client. I understand that this includes but is not limited to the following:

- Information related, applicable or useful to the Client's business, including the Client's anticipated research and development, such as customer lists, contacts, contracts, intellectual property, policies and procedures, technology and software information, programs, costs, marketing techniques or plans, computer programs, systems and passwords, financial information, and customer information;
- Information resulting from tasks assigned to me by the Client; this also includes confidential information and trade secrets developed by me, as part of my assignment to Client;
- Information resulting from the use of equipment, supplies, or facilities owned, leased, and contracted for by the Client; or
- Information related, applicable, or useful to the business of any of the Client's customers or clients, which may be made known to me by the Client or by such customer or client, or learned by me during my assignment.

I shall not disclose, use or induce or assist in the use or disclosure of any proprietary information or rights or confidential information without the Client's prior express written consent, except as may be necessary in the ordinary course of performing my duties while on assignment. I will not remove any property or information relating to the Client from the Client's business premises, and shall upon request by AppleOne or the Client, or upon assignment end, immediately deliver to the Client all original copies and reproductions of proprietary and confidential information and materials in my possession.

ARBITRATION PROVISION

Both the Company and I agree that any controversy or claim, in law or in equity, arising out of or relating in any way to my application for employment or employment with AppleOne, a claim breach of this Agreement, or events occurring during the time that I was employed, including any claims or controversies which involve agents, employees or clients of the Company, shall be submitted to binding arbitration. Except for worker's compensation, the controversy or claim, including without limitation, any claim arising by reason of events occurring in the workplace, any allegation of wrongful discharge, discrimination, harassment, retaliation, failure to accommodate or injury to an employee's physical, mental or economic interest. This means that a neutral arbitrator, rather than a court or jury, will decide the controversy or claim. The arbitration shall be conducted in the city and state of my employment and shall be governed and conducted in accordance with the laws of that state including all matters related to discovery, form of decision, procedures and remedy and relief available. The arbitration shall be conducted before JAMS provided that if there is no office of JAMS in the city where I am employed, if the parties to the dispute cannot mutually agree upon an arbitrator, either party may apply to the court for appointment of an arbitrator. Unless prohibited by the laws of the state of my employment, the prevailing party shall be entitled to recover reasonable attorney's fees and costs.

I agree to all of the above terms and conditions.

Date: _____ Employee Signature _____

DG 07/05/06



ABE070506-6892418

REQUEST TO TRANSFER EMPLOYMENT AGREEMENTS AND PERSONNEL DOCUMENTS

The undersigned employee is currently a temporary employee registered with Howroyd-Wright Employment Agency Inc., which does business as "AppleOne". 9008 Group Inc., which does business as ACT•1 Personnel Services ("ACT•1") and AppleOne have entered into agreement to combine their operations. Employee requests that Employee be considered for temporary assignments available through ACT•1.

In order to allow Employee to be considered by assignments available through both ACT•1 and AppleOne, Employee hereby authorizes and requests that AppleOne provide ACT•1 with a copy of Employee's personnel files and all applicable personnel records and agreements. Employee agrees that upon ACT•1's receipt of such documents, the Employee will be deemed and considered an applicant for temporary employment with ACT•1 and that Employee's employment with ACT•1 shall be governed by the terms and conditions of the documents and agreements that Employee executed with AppleOne. Employee understands and agrees that no further agreements or documents need be executed for employment by ACT•1 and that the documents when transferred shall constitute binding and enforceable agreements between Employee and ACT•1 as though such documents had been originally executed by and between ACT•1 and Employee.

WHEREFORE, the below named Employee hereby represents that she/he has read the foregoing and by execution of this document agrees to all of the foregoing terms and conditions with full understanding that Employee may hereafter be employed by either ACT•1 or AppleOne depending upon the availability of assignments.

Employee's Signature

Date

Print Employee's Name

DG
03/11/08



TRE031108-6892418

Meal and Rest Period Requirements

| State | Basic Standard Meal Requirements | Basic Standard Paid Rest Requirements |
|---------------|--|---|
| *California | A 30-minute meal period must be given to employees working 5 hours or more unless the work period is no more than 8 hours long and the employee and employer agree to waive the break. Employees working more than 10 hours are entitled to a second meal break unless the work period is no more than 12 hours long and the employer and employee agree to waive the second break. | A 10-minute rest break must be given for every 4 hours worked for workers in specified Industries, and such breaks must be given in the middle of the 4-hour shift. |
| Colorado | 30 minutes for retail sales, food and beverage, medical care, and service industry employees working a shift of 5 hours or more. | A 10-minute break must be given for every 4 hours worked, in the middle of the 4-hour shift. |
| *Connecticut | 30 minutes | |
| *Delaware | At least 30 consecutive minutes for employees who work 7½ or more consecutive hours. | |
| *Illinois | 20 minutes at minimum. | |
| *Kentucky | Reasonable time. | 10 minutes for every 4 hours worked. |
| *Maine | Break may be for rest or mealttime. At least 30 minutes. Employee may not work more than 6 consecutive hours unless given a break. | |
| Massachusetts | At least 30 minutes if worker works more than 8 hours during a calendar day. | |
| *Minnesota | Sufficient time to eat for employees working 8 or more consecutive hours. | Within each 4 consecutive worked adequate time to visit the restroom must be provided. |
| *Nebraska | At least 30 consecutive minutes for public school teachers and for employees of assembling plant, workshop, or mechanical establishment in each 8 hour shift. | |
| *Nevada | At least 30 minutes. | 10 minutes for each 3½ hours worked if employee works less than 7 continuous hours. Two 10 minute rest periods are required if the employee works at least 7 continuous hours and less than 11 continuous hours. Three 10 minute rest periods are required if the employee works at least 11 continuous hours and less than 15 continuous hours. Four 10 minute rest periods are required if the employee works at least 15 continuous hours and less than 19 continuous hours. |
| New Hampshire | 30 minutes for employees working more than 5 consecutive hours. | |
| New Mexico | 30 minutes if employee works a shift of 6 or more hours. | |
| New York | Factory workers: at least 60 minutes for noontday meal for those starting work between 1 P.M. and 6 A.M. and working 6 or more hours, at least 60 minutes. Mercantile and other workers: at least 30 minutes for noontday meal; at least 45 minutes if starting work between 1 P.M. and 6 A.M. and working more than 6 hours. Workers starting before 11 A.M. and continuing until after 7 P.M. receive a second meal period of at least 20 minutes. | |
| *North Dakota | 30 minutes when employees are working shifts of more than 5 hours. | |
| Oregon | At least 30 minutes for each work period of 6-8 hours. | A 10-minute break must be given after 4 hours of work. |
| Rhode Island | At least 20 minutes for a 6-hour shift and 30 minutes for an 8-hour shift. | |
| Tennessee | Break may be for rest or meal. | 30 minutes for all employees. |
| Vermont | Reasonable period | Reasonable opportunity to use restroom facilities must be provided |
| Washington | 30 minutes for employees who work more than 5 hours. | A 10-minute break must be given for every 4 hours worked. |
| West Virginia | At least 20 minutes for workers who work 6 hours or more in a day. | |
| Puerto Rico | 1 hour, after end of 3rd but before beginning of 6th consecutive hour worked. Double-time pay required for work during meal hour or fraction thereof. | |

* Except where collective bargaining agreement provides otherwise.

Meal and rest requirements for minors not included in this document. For more information please call Human Resources.

You are required to take your rest periods in accordance with state law. If you are unable to take your rest period please call the Human Resources Hotline at 1-800-270-9120.

By signing below I acknowledge that I have read the above rest period requirements and understand I must abide by the state law in which I am employed.

Signature _____

Date _____

DG: 07/20/07



MRE072007-6892418

Applicant Name
Barrett, Kristina

Telephone



SKE010109-6892418

Strengths & Abilities

Please briefly describe the type of career opportunity you are seeking.

Please briefly describe your strengths that would be attractive to potential employers.

Please briefly describe your career history and your special traits and abilities.

Name any companies where you would like to work.

Skills for Kristina Barrett

Previous Employers

Corrective/Preventive Action Form

| Corrective/Preventive Action Information | |
|--|---------------|
| Date: | Submitted By: |
| Problem Statement: | |
| _____ | |
| _____ | |
| _____ | |
| _____ | |

| Results of Investigation & Root Cause Analysis |
|--|
| _____ |
| _____ |
| _____ |
| _____ |

| Actions Information | |
|-------------------------|-------------------|
| Date: | Date Implemented: |
| Proposed Action: _____ | |
| _____ | |
| Date: | Date Implemented: |
| Action Taken: _____ | |
| _____ | |
| Date: | Date Implemented: |
| Action Effective: _____ | |
| _____ | |

| Signature Information | |
|-----------------------|-------|
| Reviewed By: | |
| Signature: | Date: |



Account Management Review

| Survey Respondent Name | Company Name/Department |
|------------------------|-------------------------|
| | |

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

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

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



Associate Performance Evaluation

| | | |
|-----------------|-------------|------------------|
| Associate Name: | Department: | Supervisor Name: |
| | | |
| Shift: | Start Date: | Last Day Worked: |
| | | |

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

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

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

Please provide your comments or suggestions for improvement:

Please return this survey to:

| | | |
|------|-----|-------|
| Name | Fax | Email |
| | | |



Associate's Assignment Satisfaction Survey

| | | |
|----------------|-------------------|-----------------|
| Associate Name | Department/Shift: | Supervisor Name |
|----------------|-------------------|-----------------|

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

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

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

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

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

Please return this survey to:

| | | |
|------|-----|-------|
| Name | Fax | Email |
|------|-----|-------|

Associate Exit Survey

| | | |
|----------------|-------------------|-----------------|
| Associate Name | Department/Shift: | Supervisor Name |
|----------------|-------------------|-----------------|

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

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

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

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

Please provide additional comments...

| REASON FOR TERMINATION: APPLEONE USE ONLY | | |
|--|---|--|
| ASSOCIATE DECISION | | CLIENT DECISION |
| <input type="checkbox"/> Accepted full-time work elsewhere – better benefits/salary <input type="checkbox"/> Accepted full-time work elsewhere -- other <input type="checkbox"/> Accepted temporary assignment with another vendor -- better benefits/salary <input type="checkbox"/> Accepted temporary assignment with another vendor – other <input type="checkbox"/> Accepted full-time work with client | <input type="checkbox"/> Pay rate <input type="checkbox"/> Did not like the work <input type="checkbox"/> Unable to work hours/shift <input type="checkbox"/> Work environment not as expected <input type="checkbox"/> Illness/Disability <input type="checkbox"/> Childcare <input type="checkbox"/> Transportation issues <input type="checkbox"/> Other: _____ | <input type="checkbox"/> Excessive tardiness <input type="checkbox"/> Excessive absenteeism <input type="checkbox"/> Productivity <input type="checkbox"/> Attitude/initiative <input type="checkbox"/> Skill deficiency <input type="checkbox"/> Lack of work <input type="checkbox"/> Other: _____ |

Please return this survey to:

| | | |
|------|-----|-------|
| Name | Fax | Email |
|------|-----|-------|

| Section: | Procedure/Standard | Questions: | Info. Gathered: | Results: |
|---|---|--|---|---|
| Date: _____ <input type="checkbox"/> - Audit done remotely | | | | |
| Auditor: _____ | | | | |
| QMS-03 | <p>The following Quality Policy has been established by Executive Management of ACT•1 Group.</p> <p><i>ACT•1 Group is firmly committed to providing our clients human resource solutions that meet & exceed their expectations in a timely & cost effective manner. Quality Objectives are met with the aim of enhancing customer satisfaction.</i></p> | Interview 10 (<i>ten</i>) staff members in various corporate departments to determine if they are aware of the Quality Policy and can demonstrate that they understand it. | 1. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 2. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 3. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 4. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 5. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 6. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 7. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 8. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 9. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 10. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming |
| QMS-03 | Top management ensures that quality objectives are established throughout the organization. | Interview 10 (<i>ten</i>) staff members in various corporate departments to determine if they are aware of the quality objectives for the corporate office. | 1. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 2. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 3. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 4. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 5. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 6. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 7. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 8. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming |

| Section: | Procedure/Standard | Questions: | Info. Gathered: | Results: |
|----------|---|--|---|---|
| | | | 9. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 10. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| QMS-05 | Job descriptions are maintained for each position at ACT•1 Group and include training needs, a record of training and a record of competency. | Select 10 (<i>ten</i>) corporate employees to determine if a Job Description and Training Record (<i>JDTR</i>) exists for each <ul style="list-style-type: none"> • Determine if training has been completed and documented. • Determine if competencies have been documented. | Employee Name: 1. <input type="checkbox"/> - JDTR Exist <input type="checkbox"/> - Incomplete Documentation <input type="checkbox"/> - Complete Documentation <input type="checkbox"/> - Competency Documentation Employee Name: 2. <input type="checkbox"/> - JDTR Exist <input type="checkbox"/> - Incomplete Documentation <input type="checkbox"/> - Complete Documentation <input type="checkbox"/> - Competency Documentation Employee Name: 3. <input type="checkbox"/> - JDTR Exist <input type="checkbox"/> - Incomplete Documentation <input type="checkbox"/> - Complete Documentation <input type="checkbox"/> - Competency Documentation Employee Name: 4. <input type="checkbox"/> - JDTR Exist <input type="checkbox"/> - Incomplete Documentation <input type="checkbox"/> - Complete Documentation <input type="checkbox"/> - Competency Documentation Employee Name: 5. <input type="checkbox"/> - JDTR Exist <input type="checkbox"/> - Incomplete Documentation <input type="checkbox"/> - Complete Documentation <input type="checkbox"/> - Competency Documentation Employee Name: 6. <input type="checkbox"/> - JDTR Exist <input type="checkbox"/> - Incomplete Documentation <input type="checkbox"/> - Complete Documentation <input type="checkbox"/> - Competency Documentation Employee Name: 7. <input type="checkbox"/> - JDTR Exist <input type="checkbox"/> - Incomplete Documentation <input type="checkbox"/> - Complete Documentation | <div style="text-align: right;"> <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming </div> |

| Section: | Procedure/Standard | Questions: | Info. Gathered: | Results: |
|----------|---|--|---|---|
| | | | <input type="checkbox"/> - Competency Documentation Employee Name: 8. <input type="checkbox"/> - JDTR Exist <input type="checkbox"/> - Incomplete Documentation <input type="checkbox"/> - Complete Documentation <input type="checkbox"/> - Competency Documentation Employee Name: 9. <input type="checkbox"/> - JDTR Exist <input type="checkbox"/> - Incomplete Documentation <input type="checkbox"/> - Complete Documentation <input type="checkbox"/> - Competency Documentation Employee Name: 10. <input type="checkbox"/> - JDTR Exist <input type="checkbox"/> - Incomplete Documentation <input type="checkbox"/> - Complete Documentation <input type="checkbox"/> - Competency Documentation | |
| QMS-02 | The current version of all documents are maintained on AppleWood. | Have 5 (<i>five</i>) staff members select 2 (<i>two</i>) documents each, at random, from AppleWood and determine if there is a current revision date and document owner. | Document Title: 1. <input type="checkbox"/> - Rev. Date <input type="checkbox"/> - Owner Document Title: 2. <input type="checkbox"/> - Rev. Date <input type="checkbox"/> - Owner Document Title: 3. <input type="checkbox"/> - Rev. Date <input type="checkbox"/> - Owner Document Title: 4. <input type="checkbox"/> - Rev. Date <input type="checkbox"/> - Owner Document Title: 5. <input type="checkbox"/> - Rev. Date <input type="checkbox"/> - Owner Document Title: 6. <input type="checkbox"/> - Rev. Date <input type="checkbox"/> - Owner Document Title: 7. <input type="checkbox"/> - Rev. Date <input type="checkbox"/> - Owner Document Title: 8. <input type="checkbox"/> - Rev. Date <input type="checkbox"/> - Owner Document Title: | <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming |

| Section: | Procedure/Standard | Questions: | Info. Gathered: | Results: |
|----------|---|---|--|---|
| | | | 9. <input type="checkbox"/> - Rev. Date <input type="checkbox"/> - Owner Document Title: 10. <input type="checkbox"/> - Rev. Date <input type="checkbox"/> - Owner | |
| QMS-02 | Records associated with QMS are maintained in accordance with procedures outlined in the Master Records List. | Select 5 (five) records at random from the Corporate Support Operations of QMS-09 and determine if they are on the Master Records List. | 1. Name of Record: <input type="checkbox"/> Yes <input type="checkbox"/> No 2. Name of Record: <input type="checkbox"/> Yes <input type="checkbox"/> No 3. Name of Record: <input type="checkbox"/> Yes <input type="checkbox"/> No 4. Name of Record: <input type="checkbox"/> Yes <input type="checkbox"/> No 5. Name of Record: <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming |
| QMS-04 | Top management meets semi-annually to review the QMS. | *Review the Management Review Action Register to determine if all relevant elements of the QMS were reviewed. | | <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming |
| QMS-04 | Top Management Meets semi-annually to review the QMS. | *Is there evidence of the three outputs as described in QMS-04; 3.3 | | <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming |
| QMS-03 | ...personnel involved in the QMS are defined on the AppleOne organization Chart. | Review the organization chart to determine if the chart is current and reflects the current structure. | | <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming |
| QMS-05 | ...competency performance goals are documented in Performance Reviews conducted yearly. | Select 5 (five) people and verify that an annual performance review exists. | 1. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 2. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 3. Name/Department: | <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming |

| Section: | Procedure/Standard | Questions: | Info. Gathered: | Results: |
|----------|--------------------|------------|--|----------|
| | | | <input type="checkbox"/> Yes <input type="checkbox"/> No 4. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No 5. Name/Department: <input type="checkbox"/> Yes <input type="checkbox"/> No | |

ACT•1 Group - Corporate

Quality Audit

| Section: | Procedure/Standard | Questions: | Info. Gathered: | Results: |
|----------|---|--|---|---|
| QMS-08 | When a subvendor is required, an ACT•1 Group staff member reviews the Approved Sub Vendor list. This list is maintained in AppleWood and is updated by Client Care. (HRCG question only) | Ask a member of HRCG to locate the Approved Sub Vendor list. Verify that a sub-vendor agreement exists for all. | | <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming |
| QMS-09 | Corporate support operations are documented on the Corporate Support Operations Chart. | Select 3 (<i>three</i>) processes from the Corporate Support Operations Process Chart and verify the process is documented and carried out to the procedure. | 1. Process: <input type="checkbox"/> Yes <input type="checkbox"/> No 2. Process: <input type="checkbox"/> Yes <input type="checkbox"/> No 3. Process: <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming |
| QMS-11 | The Management Representative schedules internal audits based on the status of previous audits. | *Look for evidence that there is a schedule of internal audits, maintained by the Management Representative. | | <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming |
| QMS-11 | Each section of the QM is audited once a year at a minimum. | Look for evidence that each section of the QM is audited at least once a year. | | <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming |
| QMS-11 | The Management Representative assigns audit responsibility to personnel independent of those having direct responsibility for the area being audited. | *Find evidence that auditors conducting audits are independent of those being audited. | | <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming |
| QMS-11 | Auditors are trained in the internal audit procedures. The Management Representative maintains evidence of training. | Find evidence that the auditors have been trained in the procedures and auditing processes. | | <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming |

| Section: | Procedure/Standard | Questions: | Info. Gathered: | Results: |
|----------|--|---|--|---|
| QMS-11 | After the audit, Internal Audit Reports are given to the Management Representative for review. | Does the Management Representative have a complete copy of the audit? | | <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming <input type="checkbox"/> - N/A |
| QMS-11 | The manager responsible for the affected area investigates and responds with a plan for corrective action on deficiencies found during the audit in a timely manner. | *Find evidence of completed audit forms that the manager has completed the corrective action plan on the audit form. | | <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming <input type="checkbox"/> - N/A |
| QMS-11 | The corrective action planned or taken is on the Internal Audit Report. | *Find evidence that corrective action is completed. | | <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming <input type="checkbox"/> - N/A |
| QMS-11 | A follow-up audit is conducted to verify implementation and effectiveness of the corrective action found during the audit. | *Find evidence that follow-up audits have been conducted. | | <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming <input type="checkbox"/> - N/A |
| QMS-13 | Branch complaints received by the Corporate office... | Check 3 recent complaints received from the branches and verify that corrective action was taken if deemed necessary according to QM13; 3.2 of the procedure. | 1. Branch: - Complaint Doc'd <input type="checkbox"/> Yes <input type="checkbox"/> No - Results of Inv. <input type="checkbox"/> Yes <input type="checkbox"/> No 2. Branch: - Complaint Doc'd <input type="checkbox"/> Yes <input type="checkbox"/> No - Results of Inv. <input type="checkbox"/> Yes <input type="checkbox"/> No 3. Branch: - Complaint Doc'd <input type="checkbox"/> Yes <input type="checkbox"/> No - Results of Inv. <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> - Conforming <input type="checkbox"/> - Nonconforming <input type="checkbox"/> - N/A |

| Section #(s) | Department Name: | |
|--------------|--------------------------------------|--|
| | Nonconformance – (Auditor) | |
| | Recommendation – (Auditor) | |
| | Results of Investigation – (Manager) | |
| | Corrective Action Plan – (Manager) | |
| Date: | Follow Up Findings – (Auditor) | |
| | Nonconformance – (Auditor) | |
| | Recommendation – (Auditor) | |
| | Results of Investigation – (Manager) | |
| | Corrective Action Plan – (Manager) | |
| Date: | Follow Up Findings – (Auditor) | |
| | Nonconformance – (Auditor) | |
| | Recommendation – (Auditor) | |
| | Results of Investigation – (Manager) | |
| | Corrective Action Plan – (Manager) | |
| Date: | Follow Up Findings – (Auditor) | |
| | Nonconformance – (Auditor) | |
| | Recommendation – (Auditor) | |
| | Results of Investigation – (Manager) | |
| | Corrective Action Plan – (Manager) | |
| Date: | Follow Up Findings – (Auditor) | |
| | Nonconformance – (Auditor) | |
| | Recommendation – (Auditor) | |
| | Results of Investigation – (Manager) | |
| | Corrective Action Plan – (Manager) | |
| Date: | Follow Up Findings – (Auditor) | |
| | Nonconformance – (Auditor) | |
| | Recommendation – (Auditor) | |
| | Results of Investigation – (Manager) | |
| | Corrective Action Plan – (Manager) | |
| Date: | Follow Up Findings – (Auditor) | |

| | |
|-----------------------|-------|
| Audit Team Leader: | Date: |
| *Independent Auditor: | Date: |
| Responsible Manager: | Date: |



CERTIFICATE OF APPROVAL

This is to certify that the Quality Management System of:

**ACT•1 Group
Glendale, California, USA**

has been approved by Lloyd's Register Quality Assurance
to the following Quality Management System Standards:

ISO 9001:2008

The Quality Management System is applicable to:

**Provision of Employment Services for Clerical,
Accounting and Light Industrial Needs.**

This certificate is valid only in association with the certificate schedule bearing the
same number on which the locations applicable to this approval are listed.

Approval
Certificate No: UQA 0111389

Original Approval: January 29, 1999
Current Certificate: February 1, 2011
Certificate Expiry: January 31, 2014

A handwritten signature in cursive script that reads 'Sara Austin'.

Issued by: Lloyd's Register Quality Assurance, Inc.



This document is subject to the provision on the reverse
1401 Enclave Parkway, Suite 200, Houston, Texas 77077, USA, registration number 17606475741
This approval is carried out in accordance with the LRQA assessment and certification procedures and monitored by LRQA.
LRQA Revision 12

PROPOSER'S EEO CERTIFICATION

AppleOne Employment Services

Company Name

1999 W. 190th Street, Torrance, CA 90504

Address

95-2580864

Internal Revenue Service Employer Identification Number

GENERAL

In accordance with provisions of the County Code of the County of Los Angeles, the Proposer certifies and agrees that all persons employed by such firm, 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 of America and the State of California.

| CERTIFICATION | YES | NO |
|--|-------|-----|
| 1. Proposer has a written policy statement prohibiting discrimination in all phases of employment. | (X) | () |
| 2. Proposer periodically conducts a self-analysis or utilization analysis of its work force. | (X) | () |
| 3. Proposer has a system for determining if its employment practices are discriminatory against protected groups. | (X) | () |
| 4. When problem areas are identified in employment practices, Proposer has a system for taking reasonable corrective action to include establishment of goals and/or timetables. | (X) | () |

Signature

Linda Madigan, VP Operations & Government Solutions

Name and Title of Signer (Please Print)

03/23/2012

Date

**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 proposer is excepted from the Program.

| | | | |
|----------------------------------|------------------------------|--------|--------------------|
| Company Name: | AppleOne Employment Services | | |
| Company Address: | 1999 W. 190th Street | | |
| City: | Torrance | State: | CA Zip Code: 90504 |
| Telephone Number: | (310) 750-3400 | | |
| Solicitation For _____ Services: | Temporary 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 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.

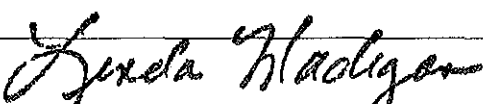
- My business is subject to a Collective Bargaining Agreement (attach agreement) that expressly provides that it supersedes all provisions of the Program.

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: Linda Madigan | Title: Vice President, Operations & Government Solutions |
| Signature:  | Date: 03/23/12 |

CERTIFICATION OF NO CONFLICT OF INTEREST

The Los Angeles County Code, Section 2.180.010, provides as follows:

CONTRACTS PROHIBITED

Notwithstanding any other section of this Code, the County shall not contract with, and shall reject any proposals submitted by, the persons or entities specified below, unless the Board of Supervisors finds that special circumstances exist which justify the approval of such contract:

1. Employees of the County or of public agencies for which the Board of Supervisors is the governing body;
2. Profit-making firms or businesses in which employees described in number 1 serve as officers, principals, partners, or major shareholders;
3. Persons who, within the immediately preceding 12 months, came within the provisions of number 1, and who:
 - a. Were employed in positions of substantial responsibility in the area of service to be performed by the contract; or
 - b. Participated in any way in developing the contract or its service specifications; and
4. Profit-making firms or businesses in which the former employees, described in number 3, serve as officers, principals, partners, or major shareholders.

Contracts submitted to the Board of Supervisors for approval or ratification shall be accompanied by an assurance by the submitting department, district or agency that the provisions of this section have not been violated.

AppleOne Employment Services

Proposer Name

Vice President, Operations & Government Solutions

Proposer Official Title
Suzela Hladiger

Official's Signature

ATTESTATION OF WILLINGNESS TO CONSIDER GAIN/GROW PARTICIPANTS

As a threshold requirement for consideration for contract award, Proposer shall demonstrate a proven record for hiring GAIN/GROW participants or shall attest to a willingness to consider GAIN/GROW participants for any future employment opening if they meet the minimum qualifications for that 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/or promotional opportunities.

Proposers unable to meet this requirement shall not be considered for contract award.

Proposer shall complete all of the following information, sign where indicated below, and return this form with their proposal.

A. Proposer has a proven record of hiring GAIN/GROW participants.

YES (subject to verification by County)/ NO

B. Proposer is willing to consider GAIN/GROW participants for any future employment openings if the GAIN/GROW participant meets the minimum qualifications for the opening. "Consider" means that Proposer is willing to interview qualified GAIN/GROW participants.

YES NO

C. Proposer is willing to provide employed GAIN/GROW participants access to its employee-mentoring program, if available.

YES NO N/A (Program not available)

Proposer Organization: AppleOne Employment Services

Signature: _____

Linda Madigan

Print Name: Linda Madigan

Title: Vice President, Operations & Government Solutions

Date: 03/23/12

Tel. #: (310) 750-3400

Fax #: (310) 750-1111

FAMILIARITY WITH THE COUNTY LOBBYIST ORDINANCE CERTIFICATION

The Proposer certifies that:

- 1) it is familiar with the terms of the County of Los Angeles Lobbyist Ordinance, Los Angeles Code Chapter 2.160;
- 2) that all persons acting on behalf of the Proposer organization have and will comply with it during the proposal process; and
- 3) it is not on the County's Executive Office's List of Terminated Registered Lobbyists.

Signature: _____

Jurda Hadigan

Date: _____

03/23/12

**CERTIFICATION OF INDEPENDENT PRICE DETERMINATION
AND ACKNOWLEDGEMENT OF RFP RESTRICTIONS**

- A. By submission of this Proposal, Proposer certifies that the prices quoted herein have been arrived at independently without consultation, communication, or agreement with any other Proposer or competitor for the purpose of restricting competition.
- B. List all names and telephone number of person legally authorized to commit the Proposer.

| NAME | PHONE NUMBER |
|-------------------------|-----------------------|
| <u>Bernard Howroyd</u> | <u>(800) 272-2677</u> |
| <u>Michael A. Hoyal</u> | <u>(800) 272-2677</u> |
| <u>Linda Madigan</u> | <u>(310) 750-3400</u> |

NOTE: Persons signing on behalf of the Contractor will be required to warrant that they are authorized to bind the Contractor.

- C. List names of all joint ventures, partners, subcontractors, or others having any right or interest in this contract or the proceeds thereof. If not applicable, state "NONE".

NONE

- D. Proposer acknowledges that it has not participated as a consultant in the development, preparation, or selection process associated with this RFP. Proposer understands that if it is determined by the County that the Proposer did participate as a consultant in this RFP process, the County shall reject this proposal.

AppleOne Employment Services
Name of Firm

Linda Madigan Vice President, Operations & Government Solutions

Print Name of Signer Title

Linda Madigan

Signature Date

03/23/12

**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: AppleOne Employment Services

COUNTY VENDOR NUMBER: 10025501

- As a Local SBE, certified by the County of Los Angeles, Internal Services Department, I request this proposal/bid be considered for the Local SBE Preference.
- Attached is my Local SBE Certification letter issued by the County

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: <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Non-Profit <input type="checkbox"/> Franchise <input type="checkbox"/> Other (Please Specify) _____ | | | | | | |
|--|--|--------|----------|--------|-------|--------|
| Total Number of Employees (including owners): <u>1,488*</u> | | | | | | |
| 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 | 1 | 8 | 24 | 27 | 101 |
| Hispanic/Latino | 0 | 0 | 14 | 32 | 51 | 214 |
| Asian or Pacific Islander | 0 | 0 | 13 | 23 | 50 | 83 |
| American Indian | 0 | 0 | 1 | 1 | 1 | 3 |
| Filipino** | 0 | 0 | 0 | 0 | 0 | 0 |
| White | 1 | 0 | 65 | 174 | 117 | 421 |

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 | % | % | % | % | % | 2.3 % |
| Women | 97.7 % | % | % | % | % | % |

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 <u>Linda Madigan</u> | Authorized Signature  | Title <u>VP, Operations & Government Solutions</u> | Date <u>03/23/12</u> |
|---|--|---|-------------------------|

NOTES:

- * Currently 63 employees are self-classified as "Multi-racial".
- ** AppleOne does not currently track this ethnic category.

TRANSITIONAL JOB OPPORTUNITIES PREFERENCE APPLICATION

| | | |
|--|--------|-----------|
| COMPANY NAME: <i>Please note this form is NOT APPLICABLE to our organization.</i> | | |
| COMPANY ADDRESS: | | |
| CITY: | STATE: | ZIP CODE: |

I hereby certify that I meet all the requirements for this program:

- My business is a non-profit corporation qualified under Internal Revenue Services Code - Section 501(c)(3) and has been such for 3 years (*attach IRS Determination Letter*);
- I have submitted my three most recent annual tax returns with my application;
- I have been in operation for at least one year providing transitional job and related supportive services to program participants; and
- I have submitted a profile of our program; including a description of its components designed to help the program participants, number of past program participants and any other information requested by the contracting department.

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

| | |
|-------------|--------|
| PRINT NAME: | TITLE: |
| SIGNATURE: | DATE: |

REVIEWED BY COUNTY:

| SIGNATURE OF REVIEWER | APPROVED | DISAPPROVED | DATE |
|-----------------------|----------|-------------|------|
| | | | |

**CERTIFICATION OF COMPLIANCE WITH THE COUNTY'S
DEFAULTED PROPERTY TAX REDUCTION PROGRAM**

| | | |
|--|--------------------------------------|-----------------|
| Company Name: AppleOne Employment Services | | |
| Company Address: 1999 W. 190th Street | | |
| City: Torrance | State: CA | Zip Code: 90504 |
| Telephone Number: (310) 750-3400 | Email address: lmadigan@appleone.com | |
| Solicitation/Contract For _____ Services: Temporary Personnel Services | | |

The Proposer/Bidder/Contractor certifies that:

- It is familiar with the terms of the County of Los Angeles Defaulted Property Tax Reduction Program, Los Angeles County Code Chapter 2.206; **AND**

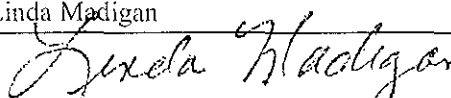
To the best of its knowledge, after a reasonable inquiry, the Proposer/Bidder/Contractor is not in default, as that term is defined in Los Angeles County Code Section 2.206.020.E, on any Los Angeles County property tax obligation; **AND**

The Proposer/Bidder/Contractor agrees to comply with the County's Defaulted Property Tax Reduction Program during the term of any awarded contract.

- OR -

- I am exempt from the County of Los Angeles Defaulted Property Tax Reduction Program, pursuant to Los Angeles County Code Section 2.206.060, for the following reason:

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: Linda Madigan | Title: Vice President, Operations & Government Solutions |
| Signature:  | Date: 03/23/12 |

Date: 03/23/12

CONTRACTOR'S ADMINISTRATION

CONTRACTOR'S NAME: AppleOne Employment Services

CONTRACTOR'S CONTRACT REPRESENTATIVE:

Name: Cora Calagna*
 Title: Executive Account Manager
 Address: 888 South Figueroa Street, Suite 170
Los Angeles, CA 90017
 Telephone: (213) 787-2272
 Facsimile: (213) 892-0682
 E-Mail Address: ccalagna@appleone.com

CONTRACTOR'S AUTHORIZED OFFICIAL(S)

Name: Josee Minero
 Title: Division Vice President
 Address: 12750 Center Court Drive, Suite 120
Cerritos, CA 90703
 Telephone: (562) 356-1684
 Facsimile: (562) 356-5093
 E-Mail Address: jminero@appleone.com

Name: Linda Madigan
 Title: Vice President, Operations & Government Solutions
 Address: 1999 W. 190th Street
Torrance, CA 90504
 Telephone: (310) 750-3400
 Facsimile: (310) 750-1111
 E-Mail Address: lmadigan@appleone.com

Notices to Contractor shall be sent to the following:

Name: Linda Madigan
 Title: Vice President, Operations & Government Solutions
 Address: 1999 W. 190th Street
Torrance, CA 90504
 Telephone: (310) 750-3400
 Facsimile: (310) 750-1111
 E-Mail Address: lmadigan@appleone.com

* MaryAnn Campos is Assistant Project Manager, and can assume Project Manager responsibilities if needed.
 Ms. Campos' contact information is provided below:

MaryAnn Campos
 Staffing Associate
 888 South Figueroa Street, Suite 170
 Los Angeles, CA 90017
 Phone: (213) 787-2282
 Fax: (213) 892-0862
 Email: mcampos@appleone.com

GREEN INITIATIVES

Present a narrative of a proposed plan for complying with the green requirements as described in Section 11.0 of the SOW. Describe your company's current environmental polices and practices and those proposed to be implemented.

AppleOne Green Initiatives include:

RECYCLING PROGRAMS - Partnership with Empower, a local company that provides recycling jobs to mentally challenged youth; secure storage and responsible disposal of documents after their useful life via Iron Mountain.

ASSET REALLOCATION - Reuse and redistribute furniture and assets between its various locations; donation of furniture items to charities; computer and office equipment leased through suppliers who have green policies.

INTEROFFICE MAIL - Use of interoffice mail (and reusable envelopes) instead of standard US mail for office correspondence; use of courier bags with reusable, laminated mail cards instead of paper mailing slips.

REDUCED TRAVEL - Travel mitigation, including conference calls and email exchanges instead of travel whenever possible; web-based training sessions and meetings (i.e., Web-Ex); telecommuting.

ENERGY CONSERVATION INITIATIVES - Use of energy-saving appliances (i.e., EnergyStar); replacement of decommissioned computers and printers with energy-saving models.

DIGITAL ASSET MANAGEMENT - Use of document imaging and off-site data warehousing to eliminate unnecessary paper; employment candidates are typically encouraged to use the AppleOne online application provided through our AppleXpress system as opposed to paper applications.

CONTRACTOR EMPLOYEE ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT

(Note: This certification is to be executed and returned to County with Contractor's executed Contract. Work cannot begin on the Contract until County receives this executed document)

Contractor Name AppleOne Employment Services Contract No. _____

Employee Name _____

GENERAL INFORMATION:

Your employer referenced above has entered into a contract with the County of Los Angeles to provide certain services to the County. The County requires your signature on this Contractor Employee Acknowledgement and Confidentiality Agreement.

EMPLOYEE ACKNOWLEDGEMENT:

I understand and agree that the Contractor referenced above is my sole employer for purposes of the above-referenced contract. I understand and agree that I must rely exclusively upon my employer for payment of salary and any and all other benefits payable to me or on my behalf by virtue of my performance of work under the above-referenced contract.

I understand and agree that I am not an employee of the County of Los Angeles for any purpose whatsoever and that I do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced contract. I understand and agree that I do not have and will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

I understand and agree that I may be required to undergo a background and security investigation(s). I understand and agree that my continued performance of work under the above-referenced contract is contingent upon my passing, to the satisfaction of the County, any and all such investigations. I understand and agree that my failure to pass, to the satisfaction of the County, any such investigation shall result in my immediate release from performance under this and/or any future contract.

CONFIDENTIALITY AGREEMENT:

I may be involved with work pertaining to services provided by the County of Los Angeles and, if so, I may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, I may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. I understand that if I am involved in County work, the County must ensure that I, too, will protect the confidentiality of such data and information. Consequently, I understand that I must sign this agreement as a condition of my work to be provided by my employer for the County. I have read this agreement and have taken due time to consider it prior to signing.

I hereby agree that I will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced contract between my employer and the County of Los Angeles. I agree to forward all requests for the release of any data or information received by me to my immediate supervisor.

I agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information and all other original materials produced, created, or provided to or by me under the above-referenced contract. I agree to protect these confidential materials against disclosure to other than my employer or County employees who have a need to know the information. I agree that if proprietary information supplied by other County vendors is provided to me during this employment, I shall keep such information confidential.

I agree to report to my immediate supervisor any and all violations of this agreement by myself and/or by any other person of whom I become aware. I agree to return all confidential materials to my immediate supervisor upon completion of this contract or termination of my employment with my employer, whichever occurs first.

SIGNATURE: _____

DATE: ____/____/____

PRINTED NAME: _____

POSITION: _____

RFP EXCEPTION FORM

Proposer's Name AppleOne Employment Services
Address 1999 W. 190th Street, Torrance, CA 90504
Telephone (310) 750-3400 Fax (310) 750-1111
E-mail Address lmadigan@appleone.com

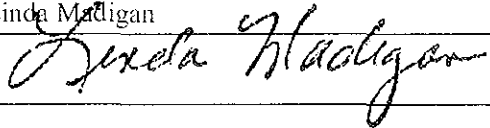
I have reviewed the RFP, Attachments, Exhibits and Forms in its entirety and have **NO** exceptions.

I have reviewed the RFP, Attachments, Exhibits and Forms in its entirety and **have the following exceptions:**

Exceptions:

Clearly identify and list your exception(s) by indicating the Section, Paragraph Number and Page Number on the document. Attach additional pages as needed.

Print Name Linda Madigan

Signature 

Date 03/23/12

SECTION IV. 2.10 - ADDITIONAL INFORMATION

2.10. Additional Information – Proposers may attach to their Proposals any information that would aid the Evaluation Committee in making a recommendation. Additional information may also be requested by the Evaluation Committee to clarify information already submitted to help evaluate the Proposer's qualifications to perform the Contract work.

In addition to our core services, AppleOne can offer the following services and benefits at no additional cost to the Department.

SUPERVISOR ENRICHMENT EDUCATION (SEE) PROGRAM

As part of contract implementation, AppleOne can, if the Department, initiate our unique Supervisor Enrichment and Education Program (SEE). AppleOne's 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 the Department supervisors at the Department site(s) or the nearby branch office. It is an interactive program in which AppleOne personnel interface directly on a routine basis with the Department supervisors to facilitate program understanding, discuss opportunities for program enhancement, and provide educational forums for continued supervisor learning.

Quarterly, and as needed, AppleOne can conduct Enrichment and Educational sessions geared and structured toward the needs and interests of the Department 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.

A copy of the SEE Program Guide is attached at the end of this tabbed Proposal section.

ACCOUNT MANAGEMENT AND MONITORING SYSTEM (OANET)

In addition to providing reports to the Department, authorized company representatives may run reports directly using our "value-added" OANet system, which is designed to provide invoicing and management report functionality directly to our clients. Based upon AppleOne's internal Office Automation system, OANet's key features include:

- Access to weekly billing files and historic invoices for reference
- Availability of outstanding aging and statement
- New invoice notification - the Department's provided billing point of contact will receive email that new invoices are available via provided URL
- Client-centric database for tracking and reporting
- Accessibility via Web-based portal - authorized the Department personnel can log in and run reports directly
- Ability to run several report types available, including, but not limited to: Client Hours Report, Management Report, Order Activity Report, Placement Activity Log, Placement Turnover Report, Interview Report, Job Submission Report, ad hoc reports, etc. Support for several standard electronic formats, including PDF and Excel

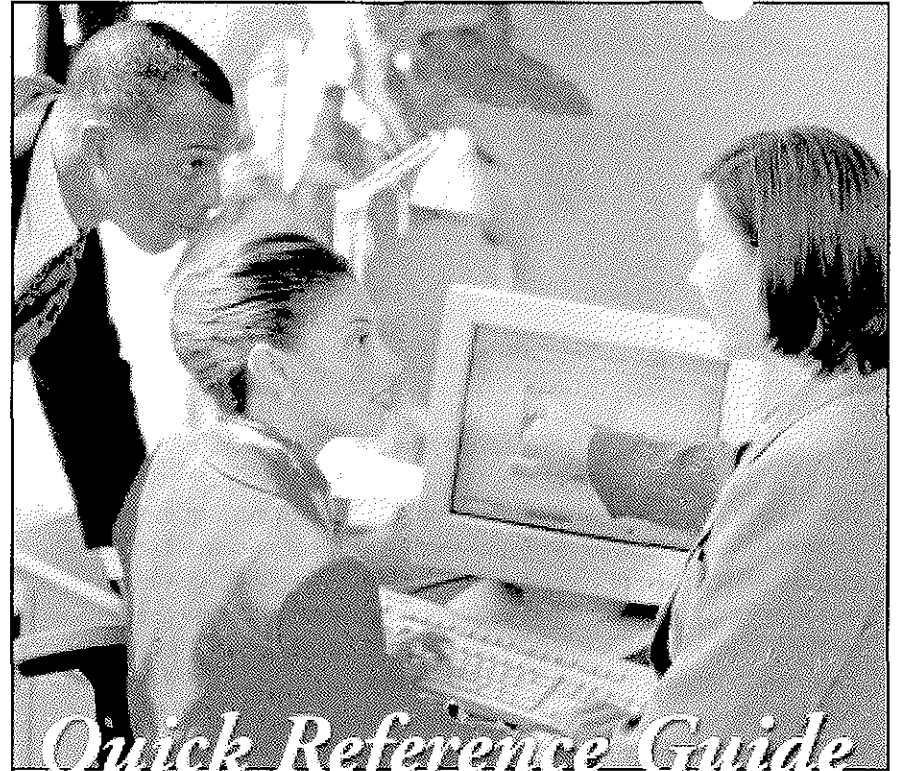
- Customizable to meet the Department's specific requirements
- Relatively straightforward implementation

The core OANet system, which includes ad hoc reporting capabilities, is available at no additional cost to our clients. Sample reports are included at the end of this tabbed Proposal section. AppleOne looks forward to discussing this system with the Department.

ATTACHMENTS

The following attachments are included immediately after this page:

- Supervisor Enrichment Education (SEE) Program Guide
- OANet Reports (sample)



Quick Reference Guide

ABC Company

appleone
Employment Services

Prepared by: **appleone**
Employment Services

APPLEONE AS AN EMPLOYER



Temporary associates assigned to work at ABC Company, by an AppleOne Dedicated Account Executive, are employees of AppleOne and as their employer; AppleOne is responsible for the following items.

Payroll & Invoices

AppleOne temporary associates are paid weekly (pay period is Sunday through Saturday) and are required to maintain a record of their work

hours on a time card. Temporary associates who will be on assignment for more than two weeks, will utilize AppleOne's eP Web Time Card to document the hours worked (associates on assignment less than two weeks will complete paper time cards). At the end of the workweek, ABC Company Supervisors will approve either the electronic or paper time cards. Hours reflected on the time cards become the source of our invoicing.

AppleOne invoices only for the specific number of hours worked by our temporary associates, which your representative will have authorized prior to billing. AppleOne pays and invoices overtime at time-and-one-half, according to the statutory requirements of the state in which we are providing services.

As your managing vendor, AppleOne will provide consolidated invoices, tailored to meet your specifications. Rather than receiving dozens of separate invoices each month, Apollo will receive invoices from AppleOne only, so the benefits of consolidation will be immediately reflected in the decrease of time spent by your management staff, reviewing and processing invoices.

APPLEONE AS AN EMPLOYER

Changing a Temporary's Assignment

Notify your AppleOne Dedicated Account Executive immediately if there are any changes (i.e. cost center, supervisor, department, job title, job status, etc.) concerning a Temporary associate on assignment. By contacting your DAE or AppleOne branch office timely, will ensure that future invoices will arrive with correct information and proper cost allocation.

Ending Temporary Assignments

ABC Company Supervisors should contact their AppleOne DAE to assist in removing, replacing, and hiring Temporary associates.

Injury Procedures

In the event that an AppleOne Temporary associate is injured, contact the AppleOne branch office IMMEDIATELY. In case of an emergency, an ABC Company representative is not to drive the Temporary associate to a medical facility. Call 911 and alert the AppleOne branch office.

APPLEONE OVERVIEW

AppleOne is the largest privately held full-service Temporary and Full-Time employment service in the nation, having grown by 270% in the last three years. We are committed to operating as an extension of your Human Resources department, and are committed to fulfilling your most challenging hiring requirements. Nearly four decades of staffing experience have led AppleOne to build our company around a unique organizational structure, providing our clients with the benefits of specialization and the convenience of a full-service staffing team dedicated to meeting all of ABC Company's staffing needs.

Our President, Bernard Howroyd, founded AppleOne in 1964. AppleOne has grown from a single-desk staffing agency to become the largest privately held employment service in the nation. Our national network of hundreds of offices across the United States and Canada allows us to provide staffing solutions to over 50,000 companies, representing over \$600 million in annual sales.

An "American Success Story," AppleOne has grown an office at a time. While most major corporations expand through mergers and acquisitions, our personal interest in the development of each of our offices allows us to consistently deliver quality service, solutions, and results from coast to coast. Strategically located within five miles of most people, we currently have over 300 established offices throughout the United States and Canada.

AppleOne believes it has two clients, our client companies and our associates. By tailoring our programs to meet the individual staffing needs of each client company and helping our valued associates achieve their career objectives, we nurture long-term partnerships built upon decades of Human Resources expertise and quality service.

RATE SCHEDULE***Temporary Fees***

AppleOne will bill ABC Company according to the following schedule. These rates represent the candidate's pay plus all applicable state and federal taxes, as well as workers' compensation and related administrative costs.

| JOB CLASSIFICATION | MARK-UP PERCENTAGE |
|--------------------|--------------------|
| Clerical | XX% |
| Accounting | XX% |
| Technical | XX% |

Direct-Hire

AppleOne can also provide ABC Company with candidates for Direct Hire. These candidates are screened, evaluated and reference checked prior to being sent to ABC Company for an interview. Should you choose to directly hire an AppleOne candidate, we will invoice your company XX% per thousand of the employee's annual salary with a maximum of XX%.

Payroll Accommodation

AppleOne's payroll accommodation program allows you to select the candidate and determine the salary that meets your specific requirements. AppleOne will payroll these candidates at a XX% mark-up over their pay rate (if the employee will not receive benefits) or a XX% mark-up over their pay rate if the employee will receive benefits. The mark-up percentage includes all applicable taxes, workers' compensation, and all government reporting such as W2 forms, etc.

Temp-to-Hire

AppleOne will honor a reduced conversion period for all Temporary employees according to the following schedule.

EVALUATION SYSTEM

AppleOne evaluates each of our candidates on their skill strengths and career objectives. After our branch staff learns the candidates' long-term goals, we conduct proficiency tests. If candidates do not possess adequate skill levels, AppleOne offers cross training to enhance their skill sets.

Using SkillCheck, Inc.'s sophisticated evaluation system, our branch staff ensures that candidates possess the necessary skills for exceptional performance.



To further enhance our ability to find skilled candidates, AppleOne worked with a full-service human resources consulting firm to develop and validate a new applicant classification system, Core Assessment. The constructs and content underlying these tests were 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 have found this relationship to be true for a variety of clients with office, customer-service and manufacturing positions.

The combination of our SkillCheck testing and Core Assessment Series guarantees the highest quality candidates for our clients.

APPLEONE BENEFITS

AppleOne Employment Services offers the following benefits to our Temporary employees on assignment at ABC Company:

Holidays

| | | |
|----------------|------------------|------------------|
| New Year's Day | Memorial Day | Independence Day |
| Labor Day | Thanksgiving Day | Christmas Day |

Note: Typically, Temporary employees are not paid for these holidays, but they do have the option to observe. The option to compensate Temporaries for holiday pay is determined by the client and length on assignment.

Bonus Pay

AppleOne provides our associates one-week (40) hours of bonus pay after their successful completion of 1500 hours within a 12-month period. These hours are accumulated from all of the assignments the associate may work through AppleOne and our client companies.

Medical Insurance

AppleOne offers our Temporary associates a very competitive health care package. Eligibility begins immediately and allows the employee to take advantage of group rates.

Note: Please direct any questions pertaining to employee benefits to the Dedicated Account Executive or AppleOne branch office.

APPLEONE GUARANTEE***Temporary Employees***

AppleOne will guarantee the first eight (8) hours of any assignment. ABC Company must advise AppleOne immediately should it be determined that the Temporary employee's performance within the first day of work is unsatisfactory. By notifying the Dedicated Account Executive or AppleOne branch office, ABC Company will not be billed for the first eight (8) hours. The Supervisor/Manager must have "just cause" to terminate.

Unsatisfactory Temporary Associates

It is vitally important to report any Temporary associate that does not meet your requirements. This will ensure that the Temporary associate will not be placed in another department or location of ABC Company. Contact the pre-assigned Dedicated Account Executive or AppleOne branch office with your unfavorable evaluations. The following are acceptable reasons for reporting a Temporary associate:

Not showing up for assignment

Job abandonment

Improper behavior

Attendance issues

Tardiness

Drug screening failure

Falsifying application

Any other standards not meeting your requirements

Direct Hire Placement

All Direct Hire placements are guaranteed for thirty (30) calendar days. In the event an employee leaves or is terminated with just cause within the first thirty (30) days of employment, AppleOne will endeavor to find a replacement at no additional charge, provided we are notified within five (5) calendar days of the employee's separation. If, for any reason, a satisfactory replacement cannot be found, the fee will be refunded in full as soon as we are notified in writing.

QUALITY CONTROL

AppleOne's quality control system is comprised of three primary components and ensures our clients receive the level of service they expect from a leader in the employment services industry

Triple Check System

- An AppleOne Account Executive checks at the beginning of each new assignment to confirm our associate arrived on time and is performing up to your expectations.
- During the assignment, we will check again to ascertain the quality of the associate's performance.
- After the assignment is complete, we check once more to evaluate the overall quality of the associate's performance and productivity. We retain only those associates who meet or exceed our high performance standards.

ISO-9002 Certification

AppleOne's dedication to quality assurance ensures that our clients achieve their staffing goals. Toward this end, in 1999, AppleOne achieved ISO-9002 certification. The ISO-9002 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.

Quality Assurance Plan

The goal of our Quality Assurance Program is to measure AppleOne's service levels as well as identify opportunities for improvement. By doing so, we enhance customer satisfaction and improve important operational efficiencies. Clients are surveyed individually and responses are compiled to reflect client-specific results as well as enterprise-wide analysis. Measuring customer satisfaction will guarantee that we continue to meet the client's needs.



REQUESTING TEMPORARY ASSOCIATES

Requesting Temporary associates is simple. AppleOne has implemented a communication system designed to put the client in contact with a pre-assigned AppleOne branch office and an AppleOne Dedicated Account Executive. This supportive management system will put you in direct contact with a knowledgeable staff member already familiar with your company and your staffing needs.

Our primary objective is to exceed your expectations by providing the best-qualified individuals for all of your staffing requirements.

When you have a need for a Temporary associate, a Temporary-to-Hire employee or a Direct Hire candidate, simply contact your dedicated AppleOne representative at (XXX) XXX-XXXX.

Local AppleOne management is available to address and correct issues regarding the service level of individual AppleOne Dedicated Account Executives and branch offices. The following AppleOne corporate personnel may be contacted for additional assistance if necessary.

Client Care Representative
Title
phone
email

HRCG Representative
HRCG District Manager
phone
email



Where great people and great companies meet.®

SERVICE

AppleOne's commitment is to provide solutions for today's companies facing the challenge of cost-effectively managing their workforce while maintaining a high level of productivity. We conduct our business with the highest standards of integrity, resulting in "clients for life," the philosophy of our President and Founder, Bernard Howroyd.

SOLUTIONS

The AppleOne team consists of more than 1,600 skilled staffing professionals nationwide. AppleOne's expanding associate database contains over 200,000 screened, tested, and pre-qualified individuals who are available to work at your request.

RESULTS

More than 50,000 satisfied clients are proof that AppleOne provides cost-effective and customized staffing results. Over 60% of our associates come to us by referral from other satisfied associates or client companies, demonstrating an outstanding level of customer satisfaction. AppleOne successfully places over 10,000 Temporary and Full-Time associates each week with our client companies.

Ad Hoc Report - Client Hours

Report Run by: , 4/6/2010 9:07:47 AM

devtestreport1/OANET_Reports/ClientHourSheet

Data Source: , selected databases: s020

| | | | | | |
|-------------------|----------|---------------|-----------|---------------|-----------|
| Week Ending From: | 1/1/2006 | To: | 1/15/2006 | Open Client: | All |
| Job Title: | All | Open People: | All | Open Place: | All |
| People Names: | All | Place Status: | All | Client Names: | Acme Inc. |

| People Name | SSN | Std. Hours | Std. Bill Amt | Over Hours | Over Bill Amt | Dbt. Hours | Dbt. Bill Amt | Misc. Hours | Misc. Bill Amt |
|-------------------------------|----------|-----------------|--------------------|--------------|-------------------|-------------|---------------|-------------|----------------|
| 2006 | | | | | | | | | |
| January 2006 | | | | | | | | | |
| clffc, orckf | ****6877 | 76.75 | \$1,565.70 | 9.08 | \$277.85 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Comor, fthonokf | ****9979 | 23.08 | \$359.82 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Cxfbr, Pfmoxf | ****8678 | 72.50 | \$1,276.00 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| fcncxfcr, frxono | ****4980 | 72.00 | \$1,805.04 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| ffefnwaorf, Tcffnbr | ****7800 | 79.25 | \$1,046.10 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| fmcth, sfcqefoxcno | ****5878 | 76.50 | \$2,161.89 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Ffrnkxcn, oefgoncf | ****5645 | 72.50 | \$1,380.40 | 5.00 | \$142.80 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Gxfff, Vcncccf | ****0958 | 80.00 | \$1,056.00 | 9.50 | \$188.10 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Hobrxo, fhocxf | ****7979 | 69.00 | \$1,738.11 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Kcng, wafncoxxo | ****9809 | 62.50 | \$1,023.75 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Kont, xczf | ****5949 | 80.00 | \$1,879.20 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Mctchoxx, Tobronwaf | ****9677 | 71.00 | \$1,263.09 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Mefrcthc, waorrck | ****9898 | 72.08 | \$1,224.64 | 0.01 | \$0.25 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Noxfon, sfnfxof | ***5479 | 46.25 | \$992.06 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Rcchfrwafon, Tbmckcf | ****9968 | 43.00 | \$945.57 | 17.15 | \$565.61 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Rotcnfon, Torrbr | ***6758 | 72.00 | \$1,396.08 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| sfckfon, fxofhf | ***6948 | 13.50 | \$267.17 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| tcftoefrbr, waoncfo | ****5869 | 51.00 | \$642.60 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| tknkf, Cfrox | ****8779 | 24.00 | \$479.76 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| town, Tcffnbr | ****5779 | 66.75 | \$1,734.83 | 4.50 | \$175.41 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| waoc, Thoroff | ****0940 | 54.50 | \$1,078.56 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| waoefgxff, waoncco | ****5897 | 11.50 | \$287.39 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Total for the Month | | 1,289.66 | \$25,603.75 | 45.24 | \$1,350.02 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Total for the Year of: | | 1,289.66 | \$25,603.75 | 45.24 | \$1,350.02 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| | | 1,289.66 | \$25,603.75 | 45.24 | \$1,350.02 | 0.00 | \$0.00 | 0.00 | \$0.00 |

Client Hours Sheet-By Month

Report Run by: , 4/5/2010 3:43:49 PM

devtestreport1/OANET_Reports/ClientHourSheet

Data Source: , selected databases: s020

| | | | | | |
|--------------------------|----------|-----------------------|-----------|-----------------------|-----|
| Week Ending From: | 1/1/2006 | To : | 1/15/2008 | Open Client : | All |
| Job Title : | All | Open People : | All | Open Place : | All |
| People Names : | All | Place Status : | All | Client Names : | All |

| People Name | SSN | ClientName | Std. Hours | Std. Bill Amt | Over Hours | Over Bill Amt | Obj. Hours | Obj. Bill Amt | Misc. Hours | Misc. Bill Amt |
|---|----------|--|-----------------|--------------------|--------------|-------------------|-------------|---------------|-------------|----------------|
| 2006 | | | | | | | | | | |
| January 2006 | | | | | | | | | | |
| offic, orckf | ****6877 | fPOxxO GROUP fhortor | 156.75 | \$3,197.70 | 23.00 | \$703.80 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Cfrfx, soffo | ****7456 | TMP WORxDWcDo | 64.00 | \$1,599.36 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Comor, fhonnokf | ****9979 | ftoroon Fundcng cnc. | 68.66 | \$1,070.41 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Corrck, sonnckf | ****7689 | CRcM & fFOccfTof | 5.33 | \$88.42 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Cxfbr, Pfmoxf | ****8678 | fxx Wofthor fhoxx Hono Comfort | 72.50 | \$1,276.00 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| fcncxfr, frxona | ****4980 | Morcor fdvcforf | 152.00 | \$3,810.64 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| ffefnwaorf, Tcffnbnr | ****7800 | fPOxxO GROUP-Dunwoody | 79.25 | \$1,046.10 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Ffexrcng, xfeirf | ****5779 | PGH Productf | 17.75 | \$351.27 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| fmctf, sfcefoxcno | ****5878 | fPOxxO GROUP fhortor | 76.50 | \$2,161.89 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Frfnkxcn, oefgncf | ****5645 | fPOxxO GROUP fhortor | 150.50 | \$2,865.52 | 7.00 | \$199.92 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Goowao, Tfmckf | ****5875 | Cnguxfr c/o fgcxo1 | 74.00 | \$1,619.12 | 7.00 | \$229.74 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Gxfff, Vencccf | ****0958 | fPOxxO GROUP-Dunwoody | 108.00 | \$1,425.60 | 9.50 | \$188.10 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Hfrckf, olrth | ****6570 | DoxOCTto foRVcCof xP/ VMf Workcfrd fyfom | 42.50 | \$796.88 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Hfrwaon, waotr | ****5698 | Ono Trfvox Hoxdcng | 40.00 | \$631.60 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Hobrko, fhocxf | ****7979 | cntogrftod Cfro Mfngomont | 108.50 | \$2,733.12 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Kcng, wafncxxxo | ****9809 | Fcrft Dff Corp/Goorgcf | 62.50 | \$1,023.75 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Kcng, wafncxxxo | ****9809 | FcRff Dff c/o tooxcNo | 60.00 | \$982.80 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Kont, xczf | ****5949 | Morcor fdvcforf | 160.00 | \$3,758.40 | 23.25 | \$819.10 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Metchoxx, Tobronwaf | ****9677 | cmfgcng Technoxogcof | 140.50 | \$2,499.50 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Mefrthc, waorrck | ****9898 | MCCfoxf, RfYMoR xxC | 144.14 | \$2,448.94 | 0.01 | \$0.25 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Mtrc, Rcfth | ****5084 | Ono Trfvox Hoxdcng | 40.00 | \$631.60 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Noxfon, sfnfxf | ****5479 | Cfitor & turgoff cnc. | 69.00 | \$1,480.05 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Prcco, Gfrmacf | ****7599 | KoNNoffW ffffo UNcVoRfcTY | 27.00 | \$458.73 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Rochfrwafon, Tbrnckf | ****9968 | oncoro Teckotf | 71.00 | \$1,561.29 | 17.15 | \$565.61 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Rfco, Tfnohcf | ****7459 | KoNNoffW ffffo UNcVoRfcTY | 50.25 | \$853.75 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Rotcnfon, Torrbr | ****6758 | CH2MHcxxxNON VMf | 152.00 | \$2,947.28 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| sfckfon, fxothf | ****6948 | PGH Productf | 13.50 | \$267.17 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| sohnfon, fcorrf | ****8678 | Ono Trfvox Hoxdcng | 40.00 | \$631.60 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| sonncngf, Voronccf | ****5677 | PGH Productf | 13.00 | \$257.27 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| tctofrbr, waonco | ****5869 | Wfffo Mfngomont | 100.50 | \$1,266.30 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| fnkf, Cfrox | ****8779 | fntcxxxof Confructcon | 24.00 | \$479.76 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| trown, Tcffnbnr | ****5779 | TMP WORxDWcDo | 141.92 | \$3,688.50 | 5.50 | \$214.39 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| wafvcf, Mcchfox | ****0778 | Ono Trfvox Hoxdcng | 40.00 | \$631.60 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| waoc, Thoroff | ****0940 | PGH Productf | 102.00 | \$2,018.58 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| waofgxf, waoncco | ****5897 | TMP WORxDWcDo | 83.83 | \$2,094.91 | 0.25 | \$9.37 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| warko, sfnott | ****8774 | fPOxxO GROUP-Dunwoody | 4.00 | \$52.80 | 0.00 | \$0.00 | 0.00 | \$0.00 | 0.00 | \$0.00 |
| Total for the Month of: January 2006 | | | 2,755.38 | \$54,708.20 | 92.66 | \$2,930.28 | 0.00 | \$0.00 | 0.00 | \$0.00 |

Client Management

Report Run by: , 4/5/2010 3:46:47 PM

de

Source: , selected databases: s020

| | | | | |
|--------------------------|----------|------------------|-----------|------------------------|
| Weekending Date: | 1/1/2006 | Through: | 1/15/2006 | Include Pay/Bill Rate: |
| Include Total Hrs/Bills: | All | Include Hours: | All | Client Name: |
| Include Special Bills: | All | Include Pay Amt: | All | People Name: |

| Full Name | Supervisor | Start Date | Job Title | St/Bill Amt | Ot/Bill Amt |
|--------------------------|------------------|------------|----------------------------|-------------|-------------|
| kcng, thfrncotutuo | Jones,Michelle | 7/20/2004 | Administrative Aid/Support | \$1,023.75 | |
| | | 10/17/2005 | | | |
| kcng, thfrncotutuo | Jones,Michelle | 7/20/2004 | Administrative Aid/Support | \$1,023.75 | |
| | | 10/17/2005 | | | |
| frrefrnthorfr, Tcfffmrbr | PAYABLE,ACCOUNTS | 9/12/2005 | Receipt Admin Support | \$1,046.10 | |
| | | 3/31/2006 | | | |
| Glufrrfr, Vcnccfr | PAYABLE,ACCOUNTS | 9/12/2005 | Receipt Admin Support | \$1,056.00 | \$188.10 |
| | | 12/12/2005 | | | |
| frncth, sfrcgefrotucno | Tamboli,Franc | 9/26/2005 | Payroll Service/Clerical | \$2,161.89 | |
| | | 12/30/2005 | | | |
| cfrrfr, orckfr | Tamboli,Franc | 10/18/2005 | Accounting Clerk | \$1,565.70 | \$277.85 |
| | | 3/31/2006 | | | |
| ucn, oefrgoncfr | Tamboli,Franc | 11/8/2005 | Accounting Clerk | \$1,380.40 | \$142.80 |
| | | 1/31/2006 | | | |
| kcng, thfrncotutuo | Jones,Michelle | 7/20/2004 | Administrative Aid/Support | \$1,023.75 | |
| | | 10/17/2005 | | | |
| kcng, thfrncotutuo | Jones,Michelle | 7/20/2004 | Administrative Aid/Support | \$1,023.75 | |
| | | 10/17/2005 | | | |
| Rcrtcnfrcn, Torrbr | Vinson,Glenda | 11/3/2005 | Mail Room Clerk | \$1,396.08 | |
| | | 12/23/2005 | | | |
| kcng, thfrncotutuo | Jones,Michelle | 7/20/2004 | Administrative Aid/Support | \$1,023.75 | |
| | | 10/17/2005 | | | |
| kcng, thfrncotutuo | Jones,Michelle | 7/20/2004 | Administrative Aid/Support | \$1,023.75 | |
| | | 10/17/2005 | | | |
| kcng, thfrncotutuo | Jones,Michelle | 7/20/2004 | Administrative Aid/Support | \$1,023.75 | |
| | | 10/17/2005 | | | |
| Rcrtcnfrcn, Torrbr | Vinson,Glenda | 11/3/2005 | Mail Room Clerk | \$1,396.08 | |
| | | 12/23/2005 | | | |
| kcng, thfrncotutuo | Jones,Michelle | 7/20/2004 | Administrative Aid/Support | \$1,023.75 | |
| | | 10/17/2005 | | | |
| frrefrnthorfr, Tcfffmrbr | PAYABLE,ACCOUNTS | 9/12/2005 | Receipt Admin Support | \$1,046.10 | |
| | | 3/31/2006 | | | |
| Glufrrfr, Vcnccfr | PAYABLE,ACCOUNTS | 9/12/2005 | Receipt Admin Support | \$1,056.00 | \$188.10 |
| | | 12/12/2005 | | | |

Client Order Activity

Report Run by: , 4/5/2010 3:47:51 PM

devtestreport1/OANET_Reports/ClientOrderActivity

Data Source: , selected databases: s020

| | | | | | |
|---------------------|-----|----------------|-----|----------------------------|------------|
| Client Name: | All | Status: | All | No Job Order Since: | 12/31/2005 |
| Open: | All | AE: | All | | |

| Client ID | Client Name | Corporate ID | Phone Number | Status | Open | Contact Information | | | AE | The Last Created | | | |
|-----------|------------------------------|--------------|---------------------|--------|------|---------------------|-----------------|-------------------|---------|------------------|-----------|----------|----------|
| | | | | | | Name | Title | Phone Number | | JobOrder | Placement | TimeCard | Activity |
| 6434 | 1-800 FxOWoRf | GA3602730000 | (880) 805-5680 | DNS | * | DAN THOMP | KcNf | | 45348GA | 06/09/04 | 06/09/04 | 09/13/04 | 06/04/07 |
| 3061 | 1776 cNfURINCo tROKorF | | 880-358-8886 | PRSPCT | * | Elizabeth Forft | CEO | 770-357-7776 | 45688GA | 01/02/02 | | | 06/20/07 |
| 11 | 1ft North fmorccfn Nft. ffnk | GA3600140000 | (303) 365-8808 | OUTBUS | * | MIKE ROfoNTHfx | | (303) 365-7807 | 00173GA | 10/10/95 | 10/10/95 | 10/31/95 | 03/18/04 |
| 2971 | 2ND CoNTURY COMMUNcCfTcONf | GA3623140000 | 880-586-8066 | MOVED | * | DAVE HoRMfn | | | 98020GA | 09/18/00 | | | 04/20/06 |
| 4887 | 3C foftwfo | | 880.056.8833x508 | PRSPCT | * | Lillian Tozzf | | 770.056.7733x507 | 45688GA | 10/01/03 | | | 08/20/07 |
| 16963 | C F c C MORTGfGo | | 880-558-6600 | PRSPCT | * | CHARLES fTKcNf | | 770-557-6600 | 40241GA | 03/08/05 | | | 05/31/06 |
| 1360 | C&G foFTWfRo | GA3605090000 | (880) 336-0066 | OUTBUS | * | ED COWHoRwa | | | 40241GA | 04/07/98 | 04/21/98 | | 02/24/03 |
| 12380 | C.C. DcXON foRvCo CoNToR | | 880-365-0868 | DELETE | * | COOPER GRfhfM | | | 00475GA | 03/21/00 | | | 04/02/07 |
| 8487 | C.C. DcXON foRvCo CoNToR | GA3620070001 | (880) 365-0868 | INACTI | * | Cooper Grfhfm | | | 38548GA | 03/07/00 | 03/14/00 | 03/20/00 | 11/22/04 |
| 17151 | c.D. Productff | | 880-630-6385 | Active | □ | Judy Cxommonf | | 770-630-6375 | 98020GA | 10/10/05 | | | 03/20/07 |
| 41 | cCC/GR | GA3600440000 | (880) 680-3600 | INACTI | * | LEIGH VOGox | | | 00108GA | 09/29/97 | 09/30/97 | 10/07/97 | 04/23/07 |
| 7777 | CCf GxOfx PfRTNoRf | GA3629290000 | 880-363-8033 | INACTI | * | BETH MoNoNwaoZ | Supervisor | | 36577GA | 05/23/03 | 05/24/03 | 06/02/03 | 10/05/06 |
| 15139 | CCf oxoCTRONcCf | | (880) 063-5550 | DNS | * | CONNIE FefxTZ | | | 98155GA | 06/10/99 | | | 06/11/99 |
| 12388 | cCHctfN RoCORDf | | 880-380-8383 | OUTBUS | * | HR HR | | | 00346GA | 08/27/96 | | | 03/08/01 |
| 17206 | Ccnguxfr c/o fgcxo1 | GA9101610200 | 303-583-6505 | Active | □ | Sheri tofton | | 303-656-6757 | 40241GA | 12/13/05 | 01/13/06 | 07/31/06 | 06/04/07 |
| 16215 | ccr profontffcon | GA3629020000 | 880.008.0808 | INACTI | * | Kerry Nowtom | | | 35603GA | 06/23/01 | | | 10/05/06 |
| 14249 | CcTc FcNcNcCfx | | 880-368-8588 | Active | □ | John wacfx | | | 00198GA | 02/15/03 | 10/02/01 | 12/18/01 | 03/28/07 |
| 4582 | CcTc FcNcNcCfx | | 880-368-8588 | INACTI | * | Dan Hoxwaor | | | 35603GA | 12/18/01 | 12/24/01 | 12/29/01 | 09/27/04 |
| 16416 | CcTY OF NoWNfn | GA3631710000 | 880.655.6686 | Active | □ | Richard toxfnwa | | 770-655-6686, 603 | 48954GA | 12/27/01 | 12/28/01 | 03/02/02 | 03/16/07 |
| 17012 | CcTY OF RoWoxx | GA3613750000 | (880) 503-6330 (HR) | TARGET | * | Diane Tfbrxor | HUMAN RESOURCES | 770-637-5775 | 11439GA | 06/09/05 | | | 08/21/07 |
| 992 | CcTYcFpo CORPofcON | | (303) 658-8066 | PRSPCT | * | HOLLY MOOwabr | | | 00091GA | 06/05/97 | | | 02/18/00 |
| 1104 | CDc cNFORMfTcON foRvCof | GA3604300000 | (880) 503-6338 | Delete | * | YVETTE . | | | 40241GA | 05/02/97 | 05/07/97 | 05/09/97 | 04/12/06 |
| 7866 | cDM CONTROxf, cNC. | GA3611360000 | (880) 055-0658 | INACTI | * | Jim trowacgor | | | 38978GA | 03/29/01 | 01/12/99 | 01/12/99 | 10/05/06 |
| 7618 | cDofCOM ToCHNOxOGcof | GA3606400001 | 880-538-0600 | Active | □ | CLIFF fRnwCNo | | | 41884GA | 03/22/03 | 02/15/00 | 02/21/00 | 03/14/07 |
| 9427 | cDofxoffo | | 303-600-5588 | PRSPCT | * | Chris fhfnwaf | | | 00452GA | 06/28/01 | | | 10/05/06 |
| 677 | Cf GOURMoT | | (303) 805-0800 | INACTI | * | CANDY fFKOFF | | | 39164GA | 05/07/96 | | | 12/17/96 |
| 1851 | CfDCfM | GA3628280000 | (880) 550-0565 | OUTBUS | * | Tim xong | | | 00395GA | 08/10/01 | 08/27/01 | 10/29/01 | 09/11/02 |
| 8369 | CfDMUf ToCHNOxOGY foXUTcONf | | (880) 568-8330 | OUTBUS | * | CASEY THOMff | | | 00401GA | 10/19/99 | | | 10/25/01 |
| 1308 | Cfo MfNfGoMoNT foXUTcONf | GA3605100000 | (880) 830-8863 | DNS | * | TODD Mfbr | | | 98020GA | 11/14/97 | 11/17/97 | 12/15/97 | 07/18/03 |
| 14407 | CffTxo PofK DcT. CTR. | GA3612600000 | (880) 386-8380 | OUTBUS | * | VICKIE McxxoR | | | 00198GA | 10/25/99 | 10/25/99 | 01/10/00 | 01/02/00 |
| 6700 | CfMP DRoffoR & MCKoo cNC. | | (880) 056-8635 | PRSPCT | * | Patti Prcvott | HR | | 41884GA | 12/16/98 | 12/17/98 | 02/01/99 | 03/06/07 |
| 1772 | CfMP, DRoffoR, MCKoo | GA3611960000 | (880) 056-8635 | PRSPCT | * | ANNETTE Whcto | | | 33694GA | 02/04/99 | 02/08/99 | 02/22/99 | 01/22/04 |
| 898 | CfMPtoxx fND fRfNNO | GA3636930000 | (880) 506-8555 | PRSPCT | * | SHERRY wacXON | | (770) 506-8555 | 41884GA | 03/25/03 | 03/25/03 | 03/31/03 | 03/06/07 |
| 14975 | CfMPUf COMPUToRf, cNC. | | (880) 656-0086 | PRSPCT | * | SCOTT cVobr | | | 00142GA | 01/12/99 | | | 05/25/99 |
| 7183 | Cfndy oxproff/fwoot Goorgcf | | (880) 636-0808 | OUTBUS | * | John owawfwwaf | | | 00266GA | 12/05/97 | | | 03/19/99 |
| 5051 | cfo KoRN ofT cNC. | | 880-300-8088 | PRSPCT | * | Shannon Cooper | | | 33693GA | 01/30/03 | | | 10/05/06 |
| 7986 | cR MfNUfICTURoRf RoP | | (880) 500-8866 | PRSPCT | * | KAREN RfefwaiffefGH | | | 41994GA | 11/20/98 | | | 10/03/05 |

Placement Activity Log

Report Run by: , 4/5/2010 3:51:28 PM

Note: Bill rate changed to 9999.9999 for GM calculation only

devtestreport1/OANET_Reports/PlacementActivityLog

Data Source: , selected databases: s020

| | | | | | | | |
|----------------|----------|------------|-----------|--------------|-----|-----------|-----|
| Creation Date: | 1/1/2006 | through: | 1/15/2006 | Client AE: | All | Place AE: | All |
| Status: | All | Job Title: | All | People Name: | All | Open: | All |

| Place ID | Job ID | Job Order | | | | Placement | | | | | | | | | | |
|--|--------|-------------------|------|----------------------|---------------------|--------------------|---------------------|-----------------------------|------|----------|-------------|------------------------|----------|-----------|---------|--|
| | | Days Job Title | Open | Status Start Date | Job AE1 | Status St. Date | Fill AE1 | Full Name | Open | Pay rate | Bill Amount | Salary | Fee Type | Fee Value | GMVA | |
| Ccongulsr c/o sgcl01 | | | | | | | | Report to: Boston, Sherm | | | | Phone : 404-236-6751 | | | | |
| 24056 | 17973 | 45 | No | CLOSE | Brown-Little, Tisha | CLOSE | Brown-Little, Tisha | Gcrrcrtho, Tfrmckfr | No | \$16.83 | \$21.88 | \$0.00 | | 0.00 | 11.4852 | |
| | | | | ADMASST | 1/16/2006 | 1/17/2006 | | | | | | | | | | |
| CH2MHcLL/NON VMS | | | | | | | | Report to: Vinson, Glenda | | | | Phone : (770) 604-9095 | | | | |
| 24054 | 17993 | 26 | No | CLOSE | Brown-Little, Tisha | GOPERM | Brown-Little, Tisha | Rcrtcnfrcrn, Torrbr | No | \$11.75 | \$19.39 | \$0.00 | | 0.00 | 30.6019 | |
| | | | | MAILCLK | 1/16/2006 | 1/16/2006 | | | | | | | | | | |
| PGH Prothucts | | | | | | | | Report to: Embrose, Merritt | | | | Phone : 770-874-2946 | | | | |
| 24052 | 17983 | 1 | No | CLOSE | Pettigrew, Lanessa | CLOSE | Pettigrew, Lanessa | sfrckfrcrn, frtuofrhr | No | \$11.00 | \$19.79 | \$0.00 | | 0.00 | 36.3447 | |
| | | | | CUSTSI | 1/4/2006 | 1/3/2006 | | | | | | | | | | |
| sntcllos Constructcon | | | | | | | | Report to: COOGLE, DANNY | | | | Phone : | | | | |
| 24053 | 17981 | 3 | No | CLOSE | Brown-Little, Tisha | QUIT | Brown-Little, Tisha | othorchgo-frmkr, Cfrcrtu | No | \$13.15 | \$19.99 | \$0.00 | | 0.00 | 24.6644 | |
| | | | | ACCTCLK | 1/4/2006 | 1/4/2006 | | | | | | | | | | |
| thoLOcTTo SeRVcCoS LP/ VMS Workcscrth System | | | | | | | | Report to: McEroy, Julia | | | | Phone : (404) 220-1500 | | | | |
| 24057 | 17995 | 102 | No | CLOSE | Brown-Little, Tisha | CLOSE | Brown-Little, Tisha | Hfrrcfr, ofrrfrh | No | \$15.00 | \$18.90 | \$0.00 | | 0.00 | 9.3870 | |
| | | | | ADMASST | 1/10/2006 | 1/17/2006 | | | | | | | | | | |
| TMP WORLthWctho | | | | | | | | Report to: Prins, Mark | | | | Phone : 770-280-4664 | | | | |
| 24051 | 17941 | 5 | No | CLOSE | Pettigrew, Lanessa | CLOSE | Pettigrew, Lanessa | trcwn, Tcffffrnr | No | \$12.00 | \$25.99 | \$0.00 | | 0.00 | 47.1235 | |
| | | | | CLERICA | 11/7/2005 | 1/4/2006 | | | | | | | | | | |
| 24055 | 17994 | 80 | No | CLOSE | Pettigrew, Lanessa | CLOSE | Brown-Little, Tisha | thcrefrgtufr, thoncco | No | \$12.00 | \$24.99 | \$0.00 | | 0.00 | 45.0076 | |
| | | | | ADMAS1 | 3/13/2006 | 1/12/2006 | | | | | | | | | | |

Total No. of Job Orders: 7

Total No. of Placements: 7

Total No. of clients: 6

Total No Of Replacement: 0

| Status | Count |
|---------------|----------|
| CLOSE | 5 |
| GOPERM | 1 |
| QUIT | 1 |
| Total: | 7 |

Interview Report

Report Run by: 4/5/2010 4:16:19 PM

/USAInterviewReport

Data Source: , selected databases: s020

| | | | |
|------------------|----------------------|--|--|
| Client Name: All | AE: All | Interview Date: 1/1/2006 through 1/15/2006 | Any Interview Date: <input type="checkbox"/> |
| People Name: All | Print Act. Comments: | Action Cr. Operator: All | Include Act. Comments: * |
| Job Type: All | Comment Code: All | | |

| Int ID | Peo ID | People Name | Client ID | Client Name | Job ID | Job Title | Interview Date | Interview Time | Pay Rate | Bill Rate | Salary | Result Code |
|--|--------|------------------------|-----------|--|---|------------------------------|----------------|----------------|----------|-----------|-------------|-------------|
| 2593 | 3272 | brcrfmg, frbtuvcfr | 16904 | ompro Tackots | 18170 | Operations Analyst | 8/2/2006 | 4:00 PM | \$0.00 | \$0.00 | \$32,000.00 | |
| 2555 | 3272 | brcrfmg, frbtuvcfr | 17486 | Hsthsywy thovolcrpment | 18114 | Administrative Assistant | 5/22/2006 | 12:30 PM | \$12.00 | \$19.99 | \$28,000.00 | |
| 2543 | 3272 | brcrfmg, frbtuvcfr | 17485 | TosM GocrRGcs | 18113 | Customer Service | 5/19/2006 | 5:00 PM | \$10.00 | \$15.99 | \$0.00 | |
| 2616 | 49150 | brcrfmg, fthfrefrn | 5072 | sPcrLLcr GRcresP-thesnwcrcthy | 18175 | Consultant | 8/21/2006 | 3:00 PM | \$15.87 | \$20.95 | \$33,000.00 | |
| 2614 | 49150 | brcrfmg, fthfrefrn | 5072 | sPcrLLcr GRcresP-thesnwcrcthy | 18182 | Consultant | 8/21/2006 | 3:00 PM | \$15.87 | \$20.95 | \$33,000.00 | |
| 1623 | 42076 | brcrfmg, frmthrow | 15557 | oNTorPPRcSo RoNT-s-CsR | 16610 | Marketing/Inside | 10/18/2001 | 10:00 AM | \$0.00 | \$0.00 | \$0.00 | |
| 1909 | 43396 | brcrfmg, NoCRbrfrTfrtu | 14947 | SMC3 | 17220 | Cust Serv Rep II | 1/3/2003 | 10:00 AM | \$10.00 | \$16.00 | \$0.00 | |
| 2491 | 48342 | brcrfmg, sfrmot | 5072 | sPcrLLcr GRcresP | 18080 | Office Clerk I | 4/27/2006 | 3:00 PM | \$15.87 | \$20.95 | \$33,000.00 | |
| 2470 | 48342 | brcrfmg, sfrmot | 5072 | sPcrLLcr GRcresP | 18082 | Office Clerk I | 4/24/2006 | 10:00 AM | \$15.00 | \$19.80 | \$33,000.00 | |
| 2873 | 50130 | brcrck, Motucfrfr | 14947 | SMC3 | 18318 | Business Analyst | 3/6/2007 | 12:00 AM | \$0.00 | \$0.00 | \$57,000.00 | |
| 2872 | 50130 | brcrck, Motucfrfr | 14947 | SMC3 | 18318 | Business Analyst | 3/1/2007 | 12:00 AM | \$0.00 | \$0.00 | \$57,000.00 | |
| 2848 | 50130 | brcrck, Motucfrfr | 14947 | SMC3 | 18318 | Business Analyst | 2/16/2007 | 10:00 AM | \$0.00 | \$0.00 | \$57,000.00 | |
| very good interview, they might have additional positions available in the marketing department. will follow up with | | | | | Stacey Halering. Will contact Danny Slaton and figure out next step | | | | | | | |
| 2832 | 50130 | brcrck, Motucfrfr | 14947 | SMC3 | 18318 | Assistant Executive Director | 2/8/2007 | 12:00 PM | \$0.00 | \$0.00 | \$57,000.00 | |
| 2847 | 50242 | brcrthor, Mcko | 14947 | SMC3 | 18319 | Database Administrator | 2/15/2007 | 1:30 PM | \$0.00 | \$0.00 | \$0.00 | |
| Good interviewer...very good at what he does...second choice next to DB | | | | | | | | | | | | |
| 2831 | 50242 | brcrthor, Mcko | 14947 | SMC3 | 18318 | Oracle DBA | 2/8/2007 | 12:00 AM | \$0.00 | \$0.00 | \$57,000.00 | |
| 2223 | 45601 | bfrntorefrgh, thfrvcth | 16854 | HcrWoLL SoRVcCoS cNC | 17456 | Cust Serv Rep III | 10/11/2004 | 3:00 PM | \$0.00 | \$0.00 | \$0.00 | |
| 2195 | 44917 | broh, thcnh (thfrnabr) | 16863 | Fcrst thsts / Morchsnt Sorvccos | 17538 | Sales Support | 9/27/2004 | 12:00 AM | \$10.00 | \$13.10 | \$0.00 | |
| 2093 | 44917 | broh, thcnh (thfrnabr) | 16863 | Fcrst thsts / Morchsnt Sorvccos | 17480 | Sales Support | 4/19/2004 | 12:00 AM | \$10.00 | \$13.10 | \$0.00 | |
| 1699 | 40570 | CcrCHRfrN, McCHotuo | 14447 | FcToL cNTorCCrNNcCTcVcTY CcrRP. | 16999 | Customer Service | 4/19/2002 | 3:00 PM | \$11.00 | \$17.60 | \$0.00 | |
| 1808 | 42962 | Ccrrck, Chfrth | 16502 | TesRF CsRo PRcrthesCTS | 17146 | Marketing/Outside | 8/22/2002 | 8:00 AM | \$10.00 | \$16.50 | \$0.00 | |
| 1788 | 42962 | Ccrrck, Chfrth | 16027 | KcNToTSes WcrRLth oXPRoSS esSs cNC-KWo | 17127 | Administrative Assistant | 7/31/2002 | 2:30 PM | \$14.00 | \$23.00 | \$0.00 | |
| 1777 | 42962 | Ccrrck, Chfrth | 16502 | TesRF CsRo PRcrthesCTS | 17118 | Marketing/Outside | 7/18/2002 | 3:00 PM | \$13.00 | \$21.45 | \$0.00 | |
| 1754 | 42962 | Ccrrck, Chfrth | 15557 | oNTorPPRcSo RoNT-s-CsR | 17067 | Marketing/Inside | 6/27/2002 | 10:30 AM | \$0.00 | \$0.00 | \$0.00 | |
| 1ST INTERVIEW 6-27-02 | | | | | | | | | | | | |
| 2ND INTERVIEW 7-3-02 | | | | | | | | | | | | |
| 596 | 13553 | Ccrrck, sctutucfm | 5228 | MLS Homo Sorvccos crf stfsnts | 4496 | Receptionist | 2/24/2004 | 12:30 PM | \$10.00 | \$16.06 | \$0.00 | |

Job Submission

Report Run by: , 4/5/2010 4:12:06 PM

/USAJobSubmissionReport

Data Source: , selected databases: s020

| | | | | | |
|--------------|----------|---------|-----------|--------------|-----|
| Submit Date: | 1/1/2005 | Through | 1/16/2006 | Client Name: | All |
| Link Type: | All | AE: | All | People Name: | All |

| Link Type | Link ID | Submitted Person | Resume Status | AE | Date Submitted | | Notes |
|---------------------|--------------------|---------------------|---------------|----------|----------------|-----------------|-------|
| Interview Date/Time | Interviewer's Name | Interviewer's Title | Job Title | Pay Rate | Bill Rate | Interview Notes | |

cntorscteva Collogo of Technology Job ID: 17736

| | | | | | | | |
|-------|-------|------------------|--|---------|--|-----------|------------------|
| Peopl | 46336 | tbrmfmm, Wcnthbr | | 98020GA | | 4/12/2005 | Grants applicant |
|-------|-------|------------------|--|---------|--|-----------|------------------|

cntorststo NstconsLosso Job ID: 17841

| | | | | | | | |
|-------|-------|--------------------------|--|---------|--|------------|--|
| Peopl | 47715 | fifrtukcn, tucnthfrobr | | 38978GA | | 12/12/2005 | |
| Peopl | 47235 | Hottfr, scm | | 38978GA | | 9/27/2005 | |
| Peopl | 47122 | Pfibrmo, sofropb | | 38978GA | | 9/27/2005 | |
| Peopl | 47417 | sohnfron, frofm | | 38978GA | | 10/18/2005 | |
| Peopl | 47654 | thorcotuefrfr, Potorfron | | 38978GA | | 11/28/2005 | |
| Peopl | 47339 | totutuctho, tuefrcfr | | 38978GA | | 12/12/2005 | |
| Peopl | 47299 | trcnfron, Kfrtuoff | | 38978GA | | 9/27/2005 | |
| Peopl | 47299 | trcnfron, Kfrtuoff | | 38978GA | | 10/3/2005 | |
| Peopl | 47285 | trwn, frfrfrwn | | 38978GA | | 9/27/2005 | |
| Peopl | 47284 | trwn, Trobr | | 38978GA | | 9/27/2005 | |
| Peopl | 47083 | Wrrron, Mirefrcco | | 41894GA | | 9/7/2005 | |

CUMtoRLsNth GLoN Job ID: 17910

| | | | | | | | |
|-------|-------|-------------------|--|---------|--|------------|---|
| Peopl | 46910 | sfrmfcr, tufrmrbr | | 41994GA | | 10/11/2005 | persistant sales experience goal oriented great personality hard worker willing to learn |
|-------|-------|-------------------|--|---------|--|------------|---|

Cushmsn & Wskofcolth Job ID: 17753

| | | | | | | | |
|-------|-------|-----------------------|--|---------|--|-----------|--|
| Peopl | 46401 | frfmpfron, Kfrthtuoon | | 35074GA | | 4/26/2005 | |
|-------|-------|-----------------------|--|---------|--|-----------|--|

Fcrst thsts Corp/Goorgcs Job ID: 17785

| | | | | | | | |
|-------|-------|---------------------|--|---------|--|-----------|----------------|
| Peopl | 46737 | frcmh, frfrmnfr | | 35074GA | | 6/22/2005 | |
| Peopl | 46741 | GfrRRcfr, MfrRco | | 35074GA | | 6/22/2005 | |
| Peopl | 14133 | Kontrrcck, Kfrtubmn | | 41066GA | | 6/22/2005 | |
| Peopl | 46676 | Mooro, tfrfvcth | | 41066GA | | 6/22/2005 | |
| Peopl | 46786 | ttufrck, frtophfrco | | 98020GA | | 6/22/2005 | HEavely Walker |

Placement Turnover Report by Week Ending

Report Run by: , 4/5/2010 3:52:55 PM

devtestreport1/OANET_Reports/USAPlacementTurnover

Data Source: , selected databases: s020

| | | | | |
|------------------|--------------------------------------|---------|--------------------------------------|--|
| Week Ending from | <input type="text" value="1/01/06"/> | through | <input type="text" value="1/15/06"/> | Show summary only <input type="checkbox"/> |
| Client Name: | <input type="text" value="All"/> | | | |

| | |
|---|---------------|
| TOTAL # of EMPLOYEES WORKED: | 22 |
| TOTAL # of EMPLOYEES ENDED - NON TURNOVER: | 0 |
| TOTAL # of EMPLOYEES ENDED - TURNOVER: | 0 |
| Temp Ended - Accepted Full Time Work Elsewhere - Better Pay/Benefits: | 0 |
| Temp Ended - Accepted Full Time Work Elsewhere - Other: | 0 |
| Temp Ended - Accepted Temporary Assign with another vendor-Better Pay/Benefit: | 0 |
| Temp Ended -Accepted Temporary Assign with another vendor - Other: | 0 |
| Temp Ended - Pay Rate: | 0 |
| Temp Ended - Did Not Like the Work: | 0 |
| Temp Ended - Unable to Work hours/Shift: | 0 |
| Temp Ended - Work Environment not as expected: | 0 |
| Temp Ended - Illness/Disability: | 0 |
| Temp Ended - Childcare: | 0 |
| Temp Ended - Transportation Issues: | 0 |
| Temp Ended - Other: | 0 |
| Client Ended - Excessive Tardiness / Absenteeism: | 0 |
| Client Ended - Productivity: | 0 |
| Client Ended - Attitude/Initiative: | 0 |
| Client Ended - Skill Deficiency: | 0 |
| Client Ended - Other: | 0 |
| Non Turnover - Hired by Client: | 0 |
| Non Turnover - Assignment Completed: | 0 |
| Non Turnover - Lack of Work: | 0 |
| Non Turnover - Other: | 0 |
| Turnover Ratio: 0 % | 0 / 22 |