



# Proposal for Temporary Staffing Services

RFP HR2020-100

Shelley Nilsen, MSW  
Local Owner

---

## 1.0 Cover Letter

February 1, 2020

Humboldt County Human Resources  
Humboldt County Courthouse  
825 Fifth Street, Room 100  
Eureka, CA 95501

RE: Human Resources RFP HR 2020-100

Dear RFP Review Committee,

Thank you for reviewing our application for temporary staffing services for Humboldt County. Express Employment Professionals, a locally-owned franchise-model staffing firm, has been serving Humboldt County since 2000.

Express is a values-driven business with a vision to make a difference in our community, one person at a time. In 2019, we interviewed 1,667 candidates and placed about 700 people in 230 local entities. We recently expanded our capacity by adding an Employment Specialist and have plans to add one more in the first half of this year.

Express had a smaller contract with County of Humboldt – Department of Health & Human Services in 2018-2019 to provide additional clerical support. In addition, we partnered on a larger scale with DHHS CalWORKS in 2010-2011 to put many people to work with federal stimulus package funding. Working with a locally-owned franchised staffing firm like Express allows for personal relationships with the owners and team while also having an extensive support system that provides access to risk management, legal, human resources consultation, tech support, payroll support, and training and development resources. Express is well supported and well-funded to serve the County.

Using this experience, we envision defining with the county a communication protocol for staffing positions across departments as requested. We are ready to support the County of Humboldt with your Administrative, Industrial, Skilled Trade, Licensed Medical, and Professional positions.

Warm Regards,



Shelley Nilsen

## 2.0 RFP Signature Affidavit – (Required Attachment A)

Humboldt County RFP # HR2020-100 RFP Signature Affidavit	
Name of Firm	Express Services Inc. dba Express Employment Professionals
Street Address	14 West Wabash Ave
City, State, Zip	Eureka, CA 95501
Contact Person	Shelley Nilsen
Telephone Number	Office: 707.268.1866 Cell: 707.498.0600
Fax Number	707.268.1862
Email	shelley.nilsen@expresspros.com

All proposals and materials submitted become the property of the County and are subject to disclosure under the Public Records Act (Government Code § 6250 *et seq.*). This Request for Proposal and all responses are considered public information, except for specifically identified trade secrets, which will be handled according to applicable state laws and regulations.

Government Code Sections 6250 *et seq.*, the "Public Records Act", defines a public record as any writing containing information relating to the conduct of public business.

In signing this proposal, I certify that this firm has not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other proposer, competitor or potential competitor; that this proposal has not been knowingly disclosed prior to the opening of proposals to any other proposer or competitor; that the above statement is accurate under penalty of perjury.

The undersigned is an authorized representative of the above firm and hereby agrees to all the terms, conditions, and specifications required by the County in this Request for Proposal and declare that the proposal and pricing are in conformity therewith.



07 Feb 2020

Signature

Date

Shelley Nilsen

Name (type or print)

President and Owner

Title

This firm hereby acknowledges receipt / review of the following addendum(s) (if any).

Addendum #   1      Addendum #           Addendum #           Addendum #

### 3.0 Table of Contents

<b>1.0 COVER LETTER .....</b>	<b>1</b>
<b>2.0 RFP SIGNATURE AFFIDAVIT – (REQUIRED ATTACHMENT A) .....</b>	<b>3</b>
<b>3.0 TABLE OF CONTENTS .....</b>	<b>5</b>
<b>4.0 BUSINESS PROFILE .....</b>	<b>8</b>
A.    COMPANY OVERVIEW .....	8
<i>Legal Details.....</i>	8
<i>Current and Previous Business Activities .....</i>	9
<i>Fraud Convictions, Suspension of Public Contracts.....</i>	11
<i>Financial Interest .....</i>	11
<i>Resources.....</i>	11
<i>Conflict of Interest .....</i>	11
B.    STATEMENT OF QUALIFICATIONS .....	11
<i>Management Team and Key Personnel.....</i>	11
<i>Organizational Chart .....</i>	12
<i>Overall Experience Providing Temporary Staffing .....</i>	13
<i>Knowledge of Requirements per this RFP .....</i>	13
<i>Process Outline for Providing Temporary Staffing.....</i>	14
<i>Performance Standards .....</i>	15
<b>5.0 QUALITY ASSURANCE CAPABILITIES .....</b>	<b>17</b>
FOSTERING HIGH QUALITY PERFORMANCE.....	17
<i>ISO Certification .....</i>	18
<i>Best of Talent and Best of Staffing .....</i>	19
A.    DESCRIPTION OF SERVICES.....	20
<i>Recruiting.....</i>	20
<i>Process for Providing Temporary Staffing .....</i>	21
<i>Criminal Background Checks, Pre-Employment Physicals and Drug Testing.....</i>	22
<i>Associate Vetting .....</i>	23
<i>Timecards.....</i>	23
<i>Payroll and Invoicing.....</i>	23
<i>Reporting .....</i>	24
B.    PROJECT UNDERSTANDING AND APPROACH .....	25
<i>Specific Management Expertise.....</i>	25
<i>Communication and Coordination with County.....</i>	25
<i>Policies, Procedures, and Standards .....</i>	26
<b>6.0 COST PROPOSAL – (REQUIRED ATTACHMENT B) .....</b>	<b>28</b>
A.    RATE SHEET .....	28
B.    GENERAL INSTRUCTIONS AND REQUIREMENTS .....	28
CONVERSION .....	29
GUARANTEE PERIOD .....	29
<b>7.0 DOCUMENTATION .....</b>	<b>30</b>



THIS SECTION CONTAINS THE FOLLOWING DOCUMENTS: .....	30
SAMPLE REDACTED INVOICE .....	30
COPIES OF EXPRESS TIMECARDS .....	32
<i>Paper Timecard</i> .....	32
<i>Electronic Timecard</i> .....	33
<b>SAMPLE TEMPORARY ASSOCIATE REQUISITION FORM .....</b>	<b>34</b>
SAMPLE EMPLOYEE ACKNOWLEDGMENT & ORIENTATION .....	35
EMPLOYEE SELECTION PROCESS .....	38
ISO CERTIFICATION .....	41
<b>8.0 REFERENCES (REQUIRED ATTACHMENT C) .....</b>	<b>42</b>
REFERENCE DATA SHEET .....	42
<b>9.0 EVIDENCE OF INSURABILITY AND BUSINESS LICENSES .....</b>	<b>46</b>
DRAFT CERTIFICATE OF INSURANCE.....	46
BUSINESS LICENSE .....	50
<b>10.0 EXCEPTIONS, OBJECTIONS, &amp; REQUESTED CHANGES.....</b>	<b>51</b>
PROPOSED PROFESSIONAL SERVICES AGREEMENT WITH REDLINES FROM EXPRESS.....	51
LICENSED MEDICAL RATES.....	70
[REDACTED] .....	72
.....	73
[REDACTED] .....	73
.....	74
[REDACTED] .....	74
<b>11.0 REQUIRED ATTACHMENTS .....</b>	<b>76</b>

## **Proposal Organization**

This proposal is organized per the Formatting Requirements on Page 12 of the RFP. Some sections were listed in this required format list as well as requested in an Attachments section. To reduce paper, each item is listed in the order of Formatting Requirements and referenced in the secondary location.

## **Terms and Abbreviations**

**Express.** Refers interchangeably to both Express Services, Inc. and Express Employment Professionals of Eureka, CA

**ISO.** International Standards of Operation

**ES.** Employment Specialist

**Associate.** The term Express uses to differentiate the employees we place with client companies from our internal staff team. We place associates with clients.

**Client.** The term Express uses for the businesses, non-profits, and government entities where we place associates.

**QC.** Quality Control



## 4.0 Business Profile

### A. Company Overview

#### Legal Details

Business Name	Express Employment Professionals
Physical Location	14 West Wabash Avenue   Eureka, CA 95501
Mission Statement	We make a difference, one person at a time.
Primary Guiding Values	<ul style="list-style-type: none"><li>• Integrity</li><li>• Customer Service</li><li>• Impact</li><li>• Leadership</li><li>• Excellence</li></ul>
Legal Business Status	S Corporation (S&N Ventures, Inc., dba Express Employment Professionals)
Current Staffing Levels	<ol style="list-style-type: none"><li>1 Director of Impressions (Front Office Coordinator and Marketing Specialist), new in February to backfill a promotion</li><li>1 Recruiting Specialist, one-year tenure</li><li>2 Generalist Employment Specialists staffing industrial, skilled trades, administrative and professional services, 4- and 5-years tenure respectively</li><li>1 Administrative Services-focused Employment Specialist – newly promoted February 4<sup>th</sup></li><li>1 Healthcare Recruiter (Credentialed Licensed Medical), 4-year tenure (2 in Admin, 2 in Healthcare)</li><li>1 Administrative Coordinator (six-month tenure)</li><li>2 Business Developers (one will retire April 1, the other has been cross training for a year)</li><li>1 Operations Manager (14-year tenure)</li><li>1 Owner working the business (5-year tenure), one silent partner (spouse)</li></ol>

## Current and Previous Business Activities

### *Ownership History & Years of Operation*

Express Employment Professionals in Eureka, CA, a locally-owned franchise-model staffing firm, has been providing temporary staffing, evaluation-hire, and direct hire placement in Humboldt County since 2000. Indeed, 2020 marks our 20<sup>th</sup> anniversary on the North Coast, still operating from our original Wabash Avenue location. Express began in 2000 under the ownership of Randy Hansen as Humboldt Business Services, dba Express Personnel. The company name was changed in 2008 from Express Personnel to Express Employment Professionals. On June 29, 2014, Express Employment Professionals in Eureka, CA was purchased by Shelley and Nathan Nilsen. Shelley previously worked at the Humboldt County Dept. of Health and Human Services as a Deputy Director for Children & Family Services (4 years), with an additional three and a half years spent across positions such as Quality Assurance & Compliance Administrator, Interim Mental Health Branch Director, Interim Mental Health Branch Deputy Director, and Senior Program Manager for Integrated Services & Support. Express now operates as S&N Ventures, Inc. dba Express Employment Professionals under Shelley's leadership. Nathan runs his family business, Nilsen Feed & Farm Supply, est. 1896.

Express is located at 14 West Wabash Avenue in Eureka, CA. The working partner and President, Shelley Nilsen, works from this address and may be reached personally by email ([shelley.nilsen@expresspros.com](mailto:shelley.nilsen@expresspros.com)), phone (707.268.1866) and mail. Business hours are Monday through Friday from 8:00 am to 5:00 pm and is available by appointment after hours and on weekends. We close for New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Friday afterward, and Christmas Day. We reserve the option to close for partial days near major holidays, for example, at Noon on Christmas Eve.

During the hours we are closed, Express uses a 24-hour answering service. A decision tree is in place governing which messages are emailed to the whole team vs. which messages are emailed and also texted to management 24/7/365 for immediate follow up if necessary. Examples of calls that are forwarded via text for immediate follow up include injuries on the job, staff calling out, and client companies who need staffing support before we next open for business. This decision tree can be tailored as needed. Express monitors messages received daily when the office is closed and returns calls during business hours not later than the next business day and as soon as reasonably possible if the call is designated urgent.

A thorough description of our processes for fostering high quality performance are detailed in Section 5.0 Quality Assurance Capabilities.

### *Government Agencies Serviced*

In twenty years of operation, Express Employment Professionals of Eureka, CA has provided temporary staffing services for at least 21 government and quasi-government organizations including, but not limited to the entities listed below. Types of placements include administrative, professional, industrial, and licensed medical. Most of these have been served since the Nilsen's assumed ownership in 2014:

- City of Crescent City
- City of Eureka
- City of Fortuna
- City of Rio Dell
- Town of Scotia
- County of Humboldt Dept. of Health & Human Services (Mental Health Branch, Child Welfare Services, Adult Protection Services, CalWORKS including ARRA contracts in 2010-2011 to provide subsidized employment following the Great Recession), Public Works, Library, Planning Department
- Humboldt Bay Harbor District
- HSU Sponsored Programs
- Humboldt State University
- Humboldt State University Center
- College of the Redwoods and College of the Redwoods Foundation
- North Coast Unified Air Quality Management District
- Humboldt Bay Municipal Water District
- Humboldt Community Services District
- Humboldt County Office of Education
- United Indian Health Services
- Hoopa Tribe
- Bear River Band of Rohnerville Rancheria
- Wiyot Tribe
- Yurok Tribe
- Redwood Coast Regional Center

In 2010-2011, Express had a large contract with DHHS to match people displaced by the Great Recession into subsidized employment opportunities using federal stimulus package dollars. In 2018-2019, Express had a contract with DHHS to provide additional temporary clerical support to Child Welfare Services. We have also worked in the past two years with Humboldt County Planning Department. We provide laborers on a regular basis to the Mental Health Branch to provide move-in assistance for clients who are moving into different housing.

#### Fraud Convictions, Suspension of Public Contracts

There is no history of fraud convictions or allegations, prior debarments, suspensions or other inability to participate in public contracts.

#### Financial Interest

Express Employment Professionals of Eureka, CA is owned and operated by Shelley (51%) and Nathan (49%) Nilsen through the Corporation, S&N Ventures, Inc. The Nilsen's also own 15% of Nilsen Company Feed & Farm Supply in Eureka and Ferndale.

#### Resources

Express Employment Professionals in Eureka, CA is effectively resourced financially and regarding team members to provide temporary staffing services, including on a large scale, as set forth in this RFP and the Sample Professional Services Agreement.

#### Conflict of Interest

By submitting a Proposal in response to this RFP, I, Shelley Nilsen, Owner and President, warrant and covenant that no official or employee of the County, nor any business entity in which an official or employee of the County has an interest, has been employed or retained to solicit or assist in procuring the final Professional Services Agreement resulting from this RFP process, nor that any such person will be employed in the performance of such final Professional Services Agreement without immediate divulgence of such fact to the County. To avoid misperceptions, I am disclosing that Amy Nilsen, the County Administrative Officer, is married to Nathan Nilsen's brother. We did not learn about the RFP through Ms. Nilsen. We have not discussed or in any other way communicated regarding this RFP or the procurement of a Professional Services Agreement with Ms. Nilsen, her husband, or any other family members.

## B. Statement of Qualifications

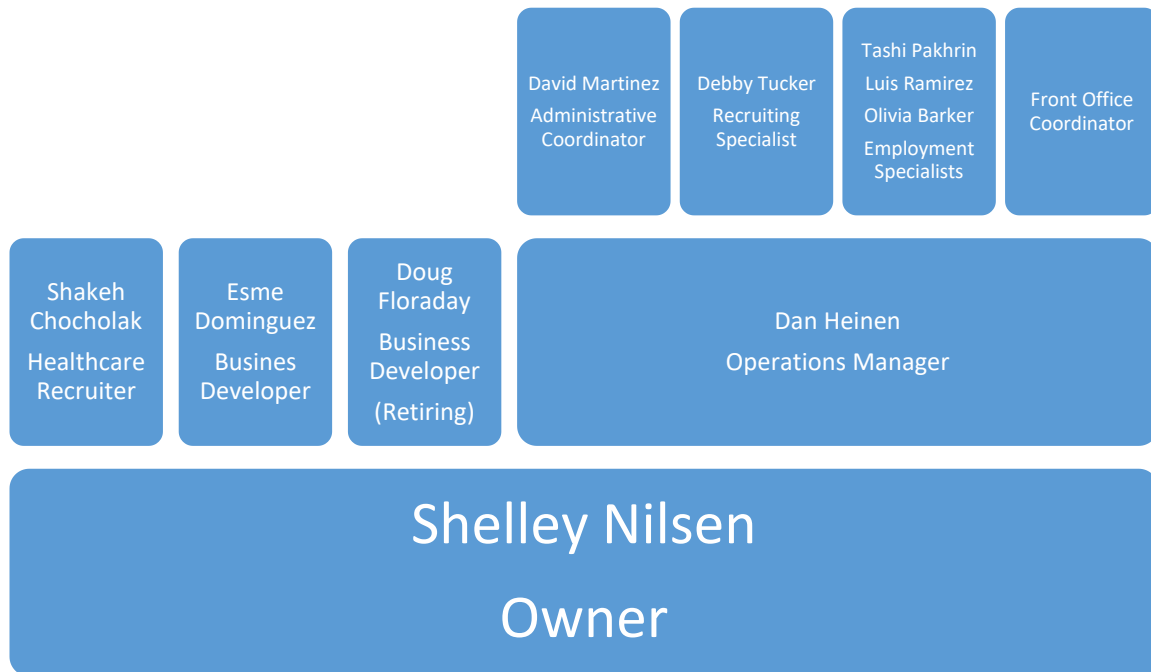
#### Management Team and Key Personnel

Express Employment Professionals is a simple organization with minimal layers. The management team is comprised of the working Owner, Shelley Nilsen, and the Operations Manager, Dan Heinen.

In addition to the management structure, two primary points of contact will be assigned. The Healthcare Recruiter, Shakeh Chocholak, will be the primary point of contact for licensed medical positions as this person has expertise in the criteria used to correctly credential clinical candidates according to the standards of our Joint Commission Healthcare Staffing Certification. Our Employment Specialist, Tashi Pakhrin, will be the primary point of contact for all other position. These two people will coordinate with other key personnel who will support this contract including:

Name	Position	Role
Tashi Pakhrin	Employment Specialist, Admin Desk	Recruit and place administrative positions
Luis Ramirez	Employment Specialist, Generalist Desk	Recruit and place industrial and non-admin positions
Shakeh Chocholak	Healthcare Recruiter	Recruit, credential, and place licensed medical positions. Maintain Joint Commission Certification
Debby Tucker	Recruiter	Recruit and interview potential candidates
David Ramirez	Administrative Coordinator	Process weekly payroll and invoices, provide copies of time cards, other admin support

### Organizational Chart



In the last five years, Express has invested heavily in training for the internal team to ensure their continued professional development and competence in their respective roles. Training includes continuous development through the online Express University, periodic webinars, annual conferences, and access to live intermediate and advance

training in Tualatin and Oklahoma City. In addition, the team receives regular one-to-one coaching to continue growing in each role.

#### Overall Experience Providing Temporary Staffing

Express Employment Professionals in Eureka CA has a 20-year history of being a full-service staffing firm in Humboldt, placing people with skillsets from executive level positions to administrative support to day laborers. About 50% of Express's placements work in temporary assignments and about 50% eventually transition to the client's payroll. In 2019, the breakdown of placement types was approximately as follows:

- Administrative: 24%
- Licensed Medical: 11%
- Professional: 14%
- Light Industrial (including Skilled Trades): 61%

Express has placed an ever-increasing number of associates locally for twenty years. In 2019, Express placed about 700 people across 230 client companies in Humboldt and Del Norte counties.

#### Knowledge of Requirements per this RFP

Express has demonstrated capability placing temporary staffing to meet immediate and/or short-term temporary help needs of clients. Express is capable of working in accordance with California Government Code 31000.4, allowing the County to contract with temporary staffing firms for temporary workers during peak workloads, temporary absences, or emergencies, not resulting from labor disputes. Express understands that the County's ability to use temporary help services is limited to a period of time for any single peak load, temporary vacancy, or emergency situation. Express is willing and able to work within the strict requirements, standards, and protocols defined in the RFP. Our Legal and Risk Management teams have reviewed the sample Professionals Services Agreement and provided suggested redline mark up. Given that Express has had a contract with County of Humboldt Dept. of Health & Human Services within the past two years, we believe that if we are awarded the contract, we can easily come to agreement on the terms of the Agreement.

See Sample Professional Services Agreement with Proposed Redline in Section 10.0 Exceptions, Objections, and Requested Changes.

Express Employment Professionals of Eureka, CA routinely places adults over 18 into business, non-profit, and government entities throughout Humboldt and Del Norte County. Express works with clients of a variety of sizes. Larger clients often have 25 or

more associates in a variety of positions at any given time. With a good process in place, scaling up to service an even larger client is simple.

Express Employment Professionals continuously recruits adults 18 years and older who are legally eligible to work in the United States of America and the State of California. Express completes Form I-9 per federal law for all associates and verifies such eligibility using the E-Verify system.

All personnel assigned by Express under the Agreement will at all times be employees of Express and Express will have the sole right to hire, suspend, discipline, or discharge employees. However, at the request of County, Express will immediately exclude any member of Express's staff from working under the Agreement.

Express will have the sole responsibility of paying the salaries, taxes, California Paid Sick Leave, all other expenses relating to all personnel employed and providing mandatory harassment training (upon implementation in 2020). All staff and personnel responsible for providing the temporary staffing services will be employees of the Express Employment Professionals of Eureka, CA.

It is understood that in connection with the execution of any Professional Services Agreements resulting from this RFP process, Express will be required to abide by the applicable provisions of: Title VI and Title VII of the Civil Rights Act of 1964; Section 504 of the Rehabilitation Act of 1973; the Age Discrimination Act of 1975; the Food Stamp Act of 1977; Title II of the Americans with Disabilities Act of 1990; the California Fair Employment and Housing Act; California Civil Code Sections 51, et seq.; California Government Code sections 4450, et seq.; California Welfare and Institutions Code Section 10000; Division 21 of the California Department of Social Services Manual of Policies and Procedures; United States Executive Order 11246, as amended and supplemented by United States Order 11375 and Title 41 of the Code of Federal Regulations Part 60; and any other applicable local, state and/or federal laws and regulations.

#### [Process Outline for Providing Temporary Staffing](#)

This outline demonstrates the process for providing temporary staffing for the County. Additional details are found under Description of Services in Section 5.0 Quality Assurance Capabilities. This process will be impacted by whether the County Rep needs Express to simply send someone to start the position right away with no interviews or whether the County Rep needs to interview Express candidates to identify the best person for the position being requisitioned.



### *Overview Timeline for Placement*

- Express receives requisition form for temporary worker(s) from County Rep
- Employment Specialist (ES) confirms form is received and asks any clarifying questions
- ES reviews available candidates
  - If there is a match, ES sends to start or presents candidates to County Rep
  - If no viable candidates are available, ES informs County Rep that we are actively recruiting and provides an anticipated timeline
- Send to Start path:
  - ES completes background checks, if required
  - ES orients candidate to the position, associate signs Acknowledgement
  - ES sends candidate to start at the agreed upon date, time, and location.
- Interview path:
  - ES sets up interviews with County Rep
  - County Rep interviews and makes selection of the best candidate for the position
  - ES follows up with County Rep and a selection is made
  - ES completes background checks, if required
  - ES orients candidate to the position, associate signs Acknowledgement
  - ES confirms start day/time with County Rep and associate
- Quality Control (QC) call – ES checks in with County Rep during the first day on assignment to ensure it is going well, addresses concerns as needed with associate and County Rep
- End of week QC – ES checks in with County Rep to ensure the assignment is still going well, addresses concerns as needed with associate and County Rep
- Associate submits timecard at the end of each Monday-Sunday work week for supervisor approval
- Associate (or supervisor if preferred) submit supervisor-approved timecard by Monday 8:00am weekly
- Express invoices County every Wednesday
- Express pays associates every Friday
- County Rep will communicate with Express when placement is ending or changing
- Express communicates ending assignment to associate

### *Performance Standards*

Express will ensure that the temporary staffing services set forth in this RFP and Sample Professional Services Agreement with Proposed Redline<sup>1</sup> are provided by qualified employees in strict accordance with any and all applicable local, state and federal, laws,

---

<sup>1</sup> Found in Section 10.0 Exceptions, Objections, and Requested Changes

regulations, policies, procedures, standards, guidelines and best practices and any and all standard and special instructions provided by the County.

## 5.0 Quality Assurance Capabilities

### Fostering High Quality Performance

At the time of purchase in 2014, Express was a healthy business, ranking in the top 150 out of over 700 individually owned Express offices in the US and Canada and placing over 400 associates per year locally. Since purchasing Express, Shelley spent significant time defining and implementing the values and culture we desire in a business and cultivating a team based on those values. We have invested heavily developing our owners and all team members to better serve our associates and clients. In 2019, we now rank 71 out of over 800 offices and we placed about 700 people in 230 local businesses, non-profits, and government organizations. Internal turnover is low and when it does happen it is most often because someone advanced internally. Our former internal employees are considered “Express Alumni”.

With a franchise model of service, working with Express guarantees a level of consistency with a proven process for matching and placing candidates with clients. With local ownership, our team can build relationships with our clients and our associates, so they can more effectively match them together. Through our corporate partner, our local team has an extensive support system with access to risk management, worker’s compensation, legal, human resources, tech support, research and development, marketing, payroll support, and training and development resources.

Our local team works closely with our Corporate Developer and Zone Vice President, who collectively have over fifty years in the staffing industry. We also work particularly closely with the Express Services legal and training departments. This support team helps us stay abreast of trends in the industry, changes in labor law (federal and California), best practices, technology upgrades and more.

Internationally, Express is investing heavily in technological upgrades to make the staffing process even smoother. In 2019, we rolled out eDocs, an electronic onboarding system to expedite onboarding, reduce use of paper, reduce filing, and expedite document retrieval. This change freed up time for Employment Specialists, so they can spend more time getting to know associates and matching them effectively with clients. We also implemented other proprietary database upgrades that allow us to more expediently match candidates with jobs and set us up to be ready for more extensive upgrades in technology such as use of various artificial intelligence apps to enhance recruiting and placement. In determining how to prioritize technological upgrades, the centralized technology department seeks input from franchisees and local teams to ensure processes adopted will be useful.

Express continually recruits to maintain a pool of candidates for clients. We also have training resources available to associates such as the ExpressLearn platform to help people upskill.

### ISO Certification<sup>2</sup>

As a franchise of an international staffing organization, Express Employment Professionals follows the same proven ISO certified process as the 800+ other offices in the USA and Canada. The ISO 9001 family of standards provides a formal framework for managing quality.

Express's ISO Quality Statement is: Help People Succeed!! The goal is to consistently provide quality service and products to our customers. ISO audits help Express identify when we fall short and ensures process improvement. The essential components of providing a quality service include:

- Knowing what your customers need
- Fulfilling those needs to the best of your ability
- Fixing any problems or nonconformities
- Continuously improving

To maintain ISO certification, each department of Express International Headquarters is audited to the standard twice each year. In addition, a sample of franchise offices are audited by Lloyd's Register Quality Assurance, Inc. every year to ensure consistency across the system. ISO audits ensure that we are doing what we say we are doing and provides the best possible services or products to our customers. An ISO auditor checks our processes and procedures to see if we are doing what we've been trained to do, if not why, and who or what need to change. They also check files, forms, and data in our proprietary database to confirm procedures being used.

For our clients, this ISO Certification process result in:

- Improved processes
- Efficient use of resource
- Minimized mistakes
- Reduced risks
- Increased customer satisfaction

Express staff conduct regular Quality Control check-ins with site supervisors to ascertain how the assignment is going and if any corrective action or changes are needed. Express staff will inquire about whether the candidate is meeting the dress code expectations.

---

<sup>2</sup> See ISO Certificate of Approval in Section 7.0 Documentation

### Best of Talent and Best of Staffing

Express understands how important it is to get regular feedback from clients and associates. For more than a decade, Express has teamed up with ClearlyRated, a data consulting firm, to confidentially survey Express clients and associates across North America. We call these surveys the Client Loyalty Survey and the Talent Loyalty Survey when promoting it to our clients and associates so not to reveal that the results could lead to the Best of Staffing® award. Express was just awarded the ClearlyRated Best of Staffing® Client and Talent 2020 Awards for providing superior service to their clients and associates.

ClearlyRated's Best of Staffing® Award is the only award in the U.S. and Canada that recognizes staffing agencies that have proven superior service quality based entirely on ratings provided by their clients and associates. As an award winner Express in Eureka is showcased on ClearlyRated's website at <https://www.clearlyrated.com/search?subject=staffing&city=eureka-ca>. The ClearlyRated online business directory helps buyers of professional services find service leaders and vet prospective firms—based exclusively on validated client and talent ratings and testimonials.

ClearlyRated's Best of Staffing® Client and Talent winners have proven to be industry leaders in service quality based entirely on ratings provided by their clients and employees.

On average, clients of winning agencies are 3.3 times more likely to be completely satisfied and employees who have been placed by winning agencies are 1.7 times more likely to be completely satisfied with the services provided compared to those working with non-winning agencies.

Express received satisfaction scores of 9 or 10 out of 10 from 63.4% of their clients, significantly higher than the industry's average of 24%. Nearly 68% of employees also gave Express a satisfaction score of 9 or 10 out of 10 compared to the industry average of 45%.



## A. Description of Services

### Recruiting

Express aggressively recruits, screens, and onboards potential candidates for temporary staffing that are skilled, trained, and experienced in entry level through advanced administrative, industrial, skilled trade, professional, and licensed medical positions. Research shows that 80% of employees are open to new opportunities. Considering this data, Express practices passive recruiting. The details of our recruiting procedures are proprietary. Our top three active recruiting resources in 2019 were:

1. Direct Referrals from associates, clients, and community members who have worked with Express over the years
2. Returning applicants, associates who worked with Express in the past and returned so that Express may assist with their next career move
3. A variety of location and national job boards and social media

Express continuously recruits associates for a wide variety of positions. In 2019, we interviewed 1,667 candidates and onboarded 704 qualified candidates for placement.

That said, without concrete data on the types of positions and frequency of need, Express will not in good conscious make a guarantee that we cannot live up to. Humboldt County presently has an unemployment rate of 3.1%.<sup>3</sup> As of December 2019, there were 63,700 people in the Humboldt County labor force and 61,800 were employed. According to EMSI (Economicmodeling.com), since December 2019, there were 3,151 unique (unduplicated) total job postings by employers in Humboldt County, *excluding* remote positions and recruitments by staffing firms. The current job market is projected to have a shortage of labor for the next one to two decades. Express is impacted by this reality, just like the County and every other employer in Humboldt. Significant variables in the ability to fill a position include whether the pay rate is competitive and the specificity of the necessary skill set. There may be times where a position cannot be filled immediately due to such shortages in the participating workforce. For example, if the County requests an RN, engineer, or IT professional it is possible we will need to recruit for the position rather than having someone on hand ready to work. Express will strive to fill every position within one to five work days, depending on the needs of the County. There may be exceptions to this rule and they will be communicated to relevant County representatives on an ongoing basis.

---

<sup>3</sup> <https://www.labormarketinfo.edd.ca.gov/file/lfmonth/humbopds.pdf>

#### Process for Providing Temporary Staffing<sup>4</sup>

Once the Agreement is awarded, Express representatives will meet with key County representatives to clarify the County's expectation regarding requisition of temporary workers, regular reporting needs, timecard approval expectations, and invoicing processes. Express will document the new processes, ensure essential requisition forms are developed to the County's standard, and ensure the key personnel are trained to manage the contract effectively.

Express uses an ISO-Certified<sup>5</sup> hiring process. This includes an interview where we delve into related experiences and skillsets the candidate brings with them. At every step in the hiring process, the Express team is assessing whether the candidate is a person who we believe to be safe and confident in placing with our clients. This helps Express determine if associates are able to handle sensitive material, perform confidential duties, and function in complex or high-pressure work environments.

Express verifies previous employment by reaching out to past employers. During the interview, Express asks about a candidate's ideal work environment as well as their worst work environment. This helps us match people with their preferred type of work setting and ensures stronger buy-in and commitment to assignment completion.

Express assesses the physical fitness required to perform similar positions and how recently the candidate obtained that experience. For example, for positions requiring more physical exertion, Express may conduct lift tests to assess whether candidates demonstrate safe lifting practices.

Express associates are tested based on the skillset they present with.

- Candidates who have an administrative skill set are tested on the ESkill platform in specific types of software as well as typing and data entry, filing, spelling, and other office functions based on the skill level they describe in the interview. This platform is also used to assess software skills and deeper administrative, IT, accounting and finance skills and more.
- Candidates who present with an industrial or skilled trade skillset are tested on the ESkill platform in basic math, measurement, and other skill tests relevant to their position.

---

<sup>4</sup> Refer to Section 7.0 Documentation for further details on the **proprietary** Selection Process.

<sup>5</sup> Refer to Section 5 – Quality Assurance Capabilities for details about ISO-Certification



- Licensed Medical clinical candidates undergo the most rigorous process of all in compliance with our Joint Commission Healthcare Staffing Certification. This includes license-specific: competency testing, skills checklist, license verification, clinical reference verifications, education/certification verification, current Basic Life Support/CPR certificate verification, TB Testing and Symptom Review (annual), Hep B Vaccination (or Declination), and Core Mandatory I, II, and III training and testing series (completed annually).

Once Express completes the Selection Process with an associate and they are potentially eligible for Placement with the County, Express will connect with the person requisitioning temporary candidates.

There may be requests for temporary workers where the assignment is very short term or of a nature that does not warrant an initial interview of the candidate by County representatives and it is appropriate to send a qualified associate for immediate start. There may be other requests where, given the length of service anticipated or the nature of the position, County representatives need to interview prospective associates to select the most appropriate temporary support.

#### [Criminal Background Checks, Pre-Employment Physicals and Drug Testing](#)

Candidates who have been made a conditional job offer with Express may be screened for specific County positions using the background check, pre-employment physical, DMV check, licensure verification, drug test, etc. if required for the position by the County. Such tools will be use only when a selection has been made by the County and a clear expectation regarding these further pre-employment screening processes are required per position. Associates who best fit the needs of the temporary position and who complete these pre-employment steps satisfactorily may be placed in temporary County positions.

If required by the County for a specific position, Express will arrange a pre-employment physical to assess the candidate to the specifications provided by the County. Based on the outcome of the pre-employment physical, Express will provide the County with an Attestation that the associate meets the physical requirements of the position and, in the event of an external program audit, Express will open our records to said auditors per regulation.

If a criminal background check is required for a position, Express uses S2Verify for backgrounds that do not require fingerprints and we are an authorized Live Scan Custodian of Records for positions that require Live Scans by regulation. The County will need to communicate to Express if and what type of criminal background is required for a given position. This may be built into the initial requisition process. Based on the

outcome of the pre-employment physical, Express will provide the County with an Attestation that the associate meets the criminal background requirements of the position. Should the County desire the actual criminal background results, Express will request additional indemnification language in the Professional Services Agreement.

All these tasks are completed at no charge the County.

#### Associate Vetting

Express associates are able to handle sensitive material and perform confidential duties with relevant language in the Agreement<sup>6</sup>. Express will orient associates to the nature of such duties and related expectations of confidentiality as appropriate to their position. Once placed, the site-supervisor with the County must orient the associate to site-specific expectations as well.

During the interview process, Express assesses the associate's ability to present themselves in a manner consistent with the profession for which they are applying. Express will orient associates to the dress code expectations of the position in which they will be placed.

During Orientation at Express, associates will review and sign the Employee Acknowledgment and Orientation Form. This form will include the language provided by the County in RFP Attachment E as well as additional expectations related to orientation in the position. This form will be maintained in our Electronic filing system. A copy may be provided to the County if desired.

#### Timecards

Associates will submit timecards to their supervisor for approval weekly. Timecards may be paper or electronic and may be approved in writing on the actual timecard or may be approved electronically in the online timekeeping system. The County can decide per position which system it prefers to use as positions that are not office-based may not be conducive to electronic timekeeping.

#### Payroll and Invoicing

As associates are paid weekly, Express will send invoices weekly to the person or address specified once the contract is awarded. Invoices may be broken down by department and each department may be sent to a different liaison, as desired.

---

<sup>6</sup> Refer to Section 10.0 Exceptions, Objections, and Requested Changes – Sample Professional Services Agreement with Express Redline

### Reporting

On a weekly basis or other schedule agreed upon after the Agreement is awarded, Express will provide a report showing each associate currently placed in County and how many hours they have worked to date per assignment.

## B. Project Understanding and Approach

### Specific Management Expertise

The owner of Express, Shelley Nilsen, has an extensive background in compliance, quality assurance, and quality improvement. Ms. Nilsen began studying compliance, quality assurance, and quality improvement during graduate school in 2000. She re-vamped the quality assurance procedures used by her employer at the time, a large developmental disabilities agency with multiple group homes, developmental centers, community-based services, behavior intervention teams, and residential habitation homes. Upon returning to Humboldt, Ms. Nilsen worked at the Department of Health and Human Services as the Compliance and Quality Assurance Administrator. This position provided ample opportunity to participate in and guide the preparations for self-audits, outside audits, and reviews. Upon returning to the private sector as the owner of Express, the concepts of quality improvement continue to be used on a daily basis.

Express's experience providing staffing services equivalent to those set forth in this agreement for public agencies is described in detail in Section 4.0 Business Profile.

### Communication and Coordination with County

When awarded this agreement, Express Employment Professionals Owners and/or Operations Manager as well as internal single point of contact will be available to confer with County staff regarding the provision of the temporary staffing services within the parameters of the executed Agreement. Express is willing to work together with the County to plan and organize information regarding the provision of the temporary staffing services. Express will commit appropriate staff as well as ownership and management as needed to regular meetings with County representatives. See the proposed sample Requisition Form in Section 7.0 – Documentation. This will be a starting point for creating a workable process together.

Prior to initiating services in the contract, Express will meet with County contract representatives to clarify the County's preferred method of initiating a requisition for temporary personnel.

To meet the needs of the department needing the temporary associate, Express needs to know the following at a minimum:

- Position Title
- County representative authorizing the requisition
- Site Supervisor who will select the candidate and approve time cards, their department, phone number, and email address
- Number of associates needed

- Bullet list of the key tasks the temporary associate will perform, and key skills required (may be brief)
- Anticipated dates of assignment
- Schedule
- Pay Rate
- Type of position: Administrative, Office-based Professionals, Licensed Medical, Industrial, Skilled Trade
- Dress code expectations, details of accessing the building, and parking instructions for the Department where the associate will be placed
- Is an interview desired or does the Point of Contact prefer send-to-start where they do not meet the candidate in advance
- Criminal background, pre-employment physical, and drug testing requirements specific to the position
- Contact person for invoicing in this department

With a clear understanding of the department and job junction, Express will source candidates and either send them to start at an agreed upon location, day, and time or arrange interviews with the Point of Contact, whichever is preferred.

Upon placement, all associates being placed at the County will review and sign the Employee Acknowledgement and Orientation document addressing confidentiality, dress code, weapons, drugs and alcohol, professional conduct, visitor policy, and communication expectations.

The Owner and Operations Manager are available as immediate back up for recruiting and management of County positions.

#### [Policies, Procedures, and Standards](#)

Section 5.0 Quality Assurance Section A Description of Services includes a detailed description of the policies, procedures, and standards pertaining to the provision of temporary staffing in the RFP:

- Recruiting
- Hiring (ISO Certified Employee Selection Process)
- Testing/Assessment
- Criminal Background Check, Pre-Employment Physicals and Drug Testing
- Vetting
- Timecards
- Payroll and Invoicing
- Reporting

In addition Communication and Coordination procedures are described in Section 5.0  
Quality Assurance Section B Project Understanding and Approach.

## 6.0 Cost Proposal – (Required Attachment B)

### A. Rate Sheet

Due to significant differences in Worker’s Comp rates, the mark up for categories of positions varies.

<b>Type of Position</b>	<b>Mark Up for Bill Rate</b>
Administrative and Office-based Professional	1.55 x hourly pay rate Example: Pay Rate \$18.00 x 1.55 Mark Up = \$27.90 Bill Rate
Industrial and Skilled Trades Positions	1.70 x hourly pay rate
Licensed Medical Positions	See Section 10.0 Exceptions, Objections, and Requested Changes

### B. General Instructions and Requirements

Express bills for services rendered on a pay-per-hour basis. The mark up presented will remain the same for all three years of the Agreement cycle. The above mark ups will apply to the referenced position categories and said category will be noted on the requisition form created to support this Agreement. Pay rates must be at least equivalent to minimum wage and will increase as mandated when minimum wage increases by law.

These mark ups will be applied to the most current Step 1A Pay Rate for the position requisitioned, unless otherwise negotiated and approved by County, such as in the case of a very hard-to-fill advanced skillset. Pay rates must be at least equivalent to minimum wage.

The bill rate includes Express’s responsibility for the following expenses:

- Paying the associates
- Worker’s Compensation
- Payroll taxes and unemployment insurances
- Bonding of employees
- General liability insurance coverage
- Weekly invoicing to County
- Recruiting and applicant screening
- Background checks and drug testing, if required per position
- Benefits for associates



- California Paid Sick Time
- Mandatory Harassment Training (coming in 2020)

Overtime is calculated in line with California Labor Laws at 1.5 and 2.0 times the hourly bill rates, depending on overtime hours worked. The designated County representative(s) is responsible for reviewing and approving time cards weekly, including overtime worked. Alternate workweek schedules may be accommodated as long as a copy of the state-approved schedule is provided to Express covering the position in question.

### Conversion

Express agrees to convert associates to County payroll when they have worked 720 hours with no fee. If an associate is taken on to County payroll before the 720 hours, there will be a conversion fee of 15% of the annualized wage charged, with a credit for the percentage of time worked toward the 720 hours. If a replacement is necessary during the evaluation period, a credit will be given for hours worked by the prior associate under the same requisition. The County is not obligated by Express to convert associates to their own payroll at the conclusion of 720 hours of work but may elect to keep associates on Express payroll if necessary and allowable under regulations that govern the County's ability to use temporary staffing.

The conversion fee formula is as follows:

- Pay Rate: \$20.00
- Associate worked 500 hours out of the 720 contracted hours, leaving 220 hours remaining under contract.
- $220 \text{ hours} / 720 \text{ hours} = 30.6\%$  remaining.
- $\$20.00 \times 2,080 \text{ hours/year} = \$20,800$  annual wage
- $\$20,800 \text{ annual wage} \times 15\% \text{ fee} = \$6,240$  total fee
- $\$6,240 \text{ total fee} \times 30.6\% \text{ hours remaining under contract} = \$1,248$  conversion fee

### Guarantee Period

Express will provide the County with up to an eight (8) hour guarantee of the associate's ability to complete the temporary assignment. Express staff will check in with the temporary associate's supervisor on the first day of work. If the associate is not meeting the expectations of the supervisor, the assignment will end immediately, and the County will not be charged for the first day of that new associate, up to eight hours and not to exceed the actual hours worked. If the County representative elects to retain and *not* end said associate's assignment immediately, the eight (8) hour guarantee is forfeit.

## 7.0 Documentation

This section contains the following documents:

- Sample Invoice
- Sample hard copy and electronic time cards
- Proposed Requisition Form
- Proposed Associate Acknowledgement and Orientation Document
- Selection Process (Proprietary)
- ISO Certification

### Sample Redacted Invoice

Below is a sample invoice for services with County of Humboldt – Dept of Health & Human Services. It has been redacted of associate names, account number, and invoice numbers for privacy.

Invoices are sent weekly. They are broken down by Department and may be sent as a full invoice including all departments to one Accounts Payable contact or each Department's invoice may be sent to AP contacts for their respective departments.



County of Humboldt

WEB

Payroll related services, please pay from this invoice.  
2859-7199/hlth Account # [REDACTED]

Invoice Date  
Invoice Number

5/01/2019

Page: 1 of 1

County of Humboldt	item	summary
hlth - Department of Health & Human Services Department F985 - Office Assistant - Filing Project [REDACTED]		
4/28/2019 Regular Time 31.50 hours @ \$19.88 per hour		\$626.22
4/28/2019 Regular Time 40.00 hours @ \$18.57 per hour		\$742.80
4/28/2019 Regular Time 32.00 hours @ \$19.88 per hour		\$636.16

Invoice Total **\$2,005.18**

For questions regarding your account, contact Eureka CA at (707) 268-1866

Express offers total client care, professional search, HR services and employment solutions at all levels.



Account Number	[REDACTED]
Invoice Number	[REDACTED]
Invoice Date	5/01/2019
Amount Due	\$2,005.18
Due Date	5/11/2019

Please make check payable to Express Services, Inc.

FIN: 840909680

<p>2859</p> <p>County of Humboldt ATTN: Travis Green 507 F Street, 5th Floor Eureka, CA 95501</p>	<p>Express Services, Inc. P.O. BOX 844277 Los Angeles, CA 90084-4277</p>
---	--


000000022255464

000000000007199

00200518

# Copies of Express Timecards

## Paper Timecard

		<b>Press hard and print clearly</b>					<b>ASSOCIATE NOTICE:</b> Please fill in this timecard completely. Leave the appropriate copy with your supervisor who signs to verify hours. The Express copies of the timecard must be received in our office by 8:00 a.m. Monday. Failure to notify Express of the completion of any assignment will be considered job abandonment, and unemployment benefits may be denied in some states. I certify that the hours depicted on this timecard fully record and accurately report all time that I worked and that I have not worked off the clock. I also certify and declare under penalty of perjury that I have received all the rest time and meal periods that I was legally entitled to on each work day covered by this timecard. In addition, while on assignment, I have not had any work related injuries or illnesses nor have I been subjected to any workplace discrimination or harassment.			
Name			Week Ending Date (Sun)							
Last Four (4) Digits of Social Security Number			Job Number							
Client Company Name			<input type="checkbox"/> Assignment Completed <input type="checkbox"/> Returning Next Week							
Day/Date	TIME IN	Lunch Out	Lunch In	Lunch Out*	Lunch In*	TIME OUT	Reg. Time	Overtime	Double Time	<b>Associate Signature</b> Date: _____  <b>CLIENT NOTICE AND VERIFICATION:</b> The undersigned, as agent for the client company, certifies that the Express temporary associate named herein worked acceptably during the period noted on this card. The undersigned also acknowledges and accepts the terms and conditions listed on the reverse side of this timecard whereby this temporary associate has been supplied by Express. Please read the terms and conditions and retain the client copy.  <b>Authorized Signature</b> Title: _____ Date: _____ Department or Special Billing Instructions: _____ <b>Quality of Work:</b> <input type="checkbox"/> Excellent <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory
MON										
TUE										
WED										
THU										
FRI										
SAT										
SUN										
<b>Enter exact times (to the minute)</b>				*Only used if 2 <sup>nd</sup> lunch taken						
<b>Enter Daily &amp; Weekly Totals</b>										
Yes! As an Express Associate, I want to help the Children's Miracle Network. Please deduct: <input type="checkbox"/> \$ _____ This paycheck or <input type="checkbox"/> \$ _____ Every paycheck										

CLIENT COPY

AT01 (01/19)

Electronic Timecard

**Associate Name**  
 Client Name: Administrative Support Assistant, Day Shift  
 02/03/2020 - 02/09/2020

Start	End	Unpaid Time	CALC	RT	OT	DT	Regular (RT)	Overtime (OT)	Double Time (DT)	Total	Calculated (CALC)
<b>Monday 2/3/2020</b>											
08:00 AM	05:00 PM	12:00 PM 01:00 PM	8.00	8.00	0.00	0.00	37.50	0.00	0.00	37.50	37.50
<b>Tuesday 2/4/2020</b>											
08:00 AM	05:00 PM	12:00 PM 01:00 PM	8.00	8.00	0.00	0.00	37.50	0.00	0.00	37.50	37.50
<b>Wednesday 2/5/2020</b>											
08:30 AM	05:00 PM	12:00 PM 01:00 PM	7.50	7.50	0.00	0.00	37.50	0.00	0.00	37.50	37.50
<b>Thursday 2/6/2020</b>											
08:00 AM	03:00 PM	12:00 PM 01:00 PM	6.00	6.00	0.00	0.00	37.50	0.00	0.00	37.50	37.50
<b>Friday 2/7/2020</b>											
08:00 AM	05:00 PM	12:00 PM 01:00 PM	8.00	8.00	0.00	0.00	37.50	0.00	0.00	37.50	37.50
<b>Saturday 2/8/2020</b>											
<b>Sunday 2/9/2020</b>											

Status: Processed

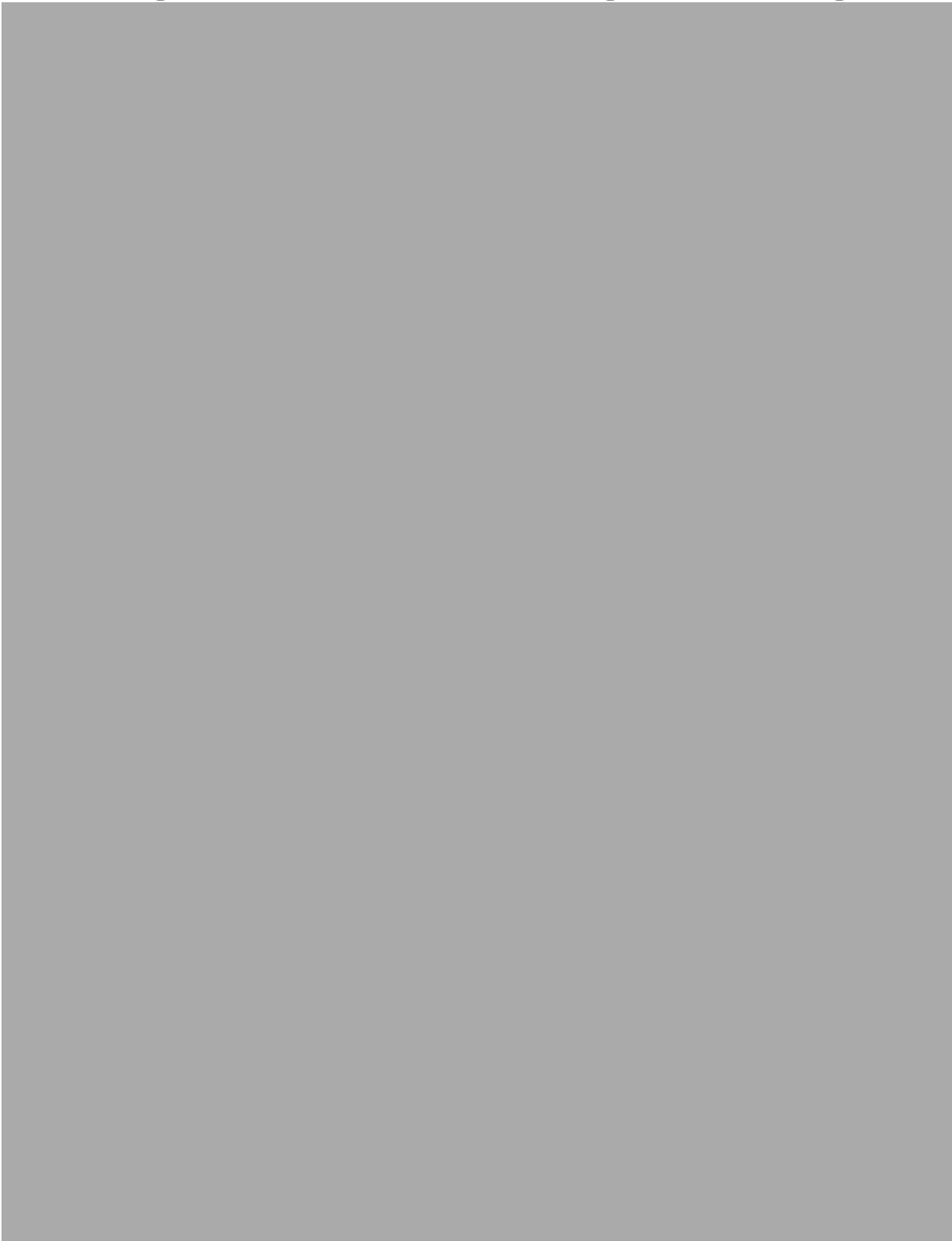
Approved By:

Approving Supervisor/Email

Approved Date:

02/10/2020 10:19 AM

# PROPRIETARY INFORMATION



## Sample EMPLOYEE ACKNOWLEDGMENT & Orientation

### **Dress Code**

County of Humboldt is a professional work environment and associates are expected to wear clothing and shoes appropriate to their work setting.

- The dress code for office settings is business casual, including footwear. The business casual environment is professional yet relaxed. This may include dress slacks or skirts, and button-down shirts or blouses. Jackets are optional but are an easy way to dress-up your attire. Wearing khakis and a polo shirt embroidered with the company logo is also usually appropriate for this dress code for both men and women. Casual loafers, high heels, flats, and dress shoes are acceptable, but sneakers, sandals, flip-flops, and beach sandals are not appropriate.
- The dress code for associates in more industrial assignments such as labor, landscaping, or motor pool will dress according to the expectations of the position. Such positions will wear sturdy work boots or shoes as required for the position.

Associate will be oriented upon assignment to the dress code expectations for their position and may be further instructed by their site supervisor.

### **Communication**

If you will be absent or late for an assignment, you must ALWAYS immediately communicate with your Express Employment Specialist or another Express representative if your ES is not available. You may reach out to Express by phone or text at 707.268.1866 or by email at [jobs.eurekaca@expresspros.com](mailto:jobs.eurekaca@expresspros.com). You will also communicate this directly with your site supervisor at the County if requested.

### **Visitors**

Associates placed at the County are not allowed to bring visitors into the workplace.

### **Weapons**

Associates will not bring any form of weapons or contraband into County facilities or job sites.

### **Drugs & Alcohol**

Associates will not bring or be under the influence of any alcohol or drugs when in or on County facilities or job sites and/or on the clock on an Assignment for Express with County of Humboldt. As a reminder, during onboarding each associate reviews and signs the Express Employment Professionals Drug and Alcohol Policy Statement and Consent Form acknowledging our drug and alcohol policy.

### **Professional Conduct**

Associates will always conduct themselves in a professional manner on assignment and County premises. Associates will not cause a disturbance in any County facility or at any County job site. Associates are subject to all rules and regulations of the County while in the workplace. If you are unclear about an expectation in a specific assignment, you will ask your site supervisor for specific details.

### **Section 10. CONFIDENTIAL INFORMATION**

Disclosure of Confidential Information.

In the performance of this Agreement, associates from Express Services, Inc. dba Express Employment Professionals may receive or have access to information that is confidential under local, state or federal law. Associates from Express Services, Inc. dba Express Employment Professionals hereby agrees to protect all confidential information in conformance with any and all applicable local, state and federal laws, regulations, policies, procedures and standards, including, without limitation:

*California Welfare and Institutions Code Sections 827, 5328, 10850 and 14100.2; California Health and Safety Code Sections 1280.15 and 1280.18; the California Information Practices Act of 1977; the California Confidentiality of Medical Information Act ("CMIA"); the United States Health Information Technology for Economic and Clinical Health Act ("HITECH Act"); the United States Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and any current and future implementing regulations promulgated thereunder, including, without limitation, the Federal Privacy Regulations contained in Title 45 of the Code of Federal Regulations ("C.F.R.") Parts 160 and 164, the Federal Security Standards contained in 45 C.F.R. Parts 160, 162 and 164 and the Federal Standards for Electronic Transactions contained in 45 C.F.R. Parts 160 and 162, all as may be amended from time to time.*

### **I hereby certify that:**

- I am familiar with and have agreed with my employer, Express Services, Inc. dba Express Employment Professionals, that I will comply with all County of Humboldt (County) rules and procedures that apply to my work classification.
- I understand that I am an employee of Express Services, Inc. dba Express Employment Professionals and that I am not an employee of County and waive any rights to County benefits.
- I understand that County tools, materials, equipment and vehicles are to be used solely for authorized work and are not to be removed from a County work site.
- I understand that I have primary responsibility for my safety.



- I have read and agree to be bound by the terms and conditions set forth in section 10 “Confidential Information” of the Agreement between Contractor and County above.
- I have read and agree to be bound by the terms and conditions of this Employee Acknowledgement & Orientation.

**Print Employee Name** \_\_\_\_\_

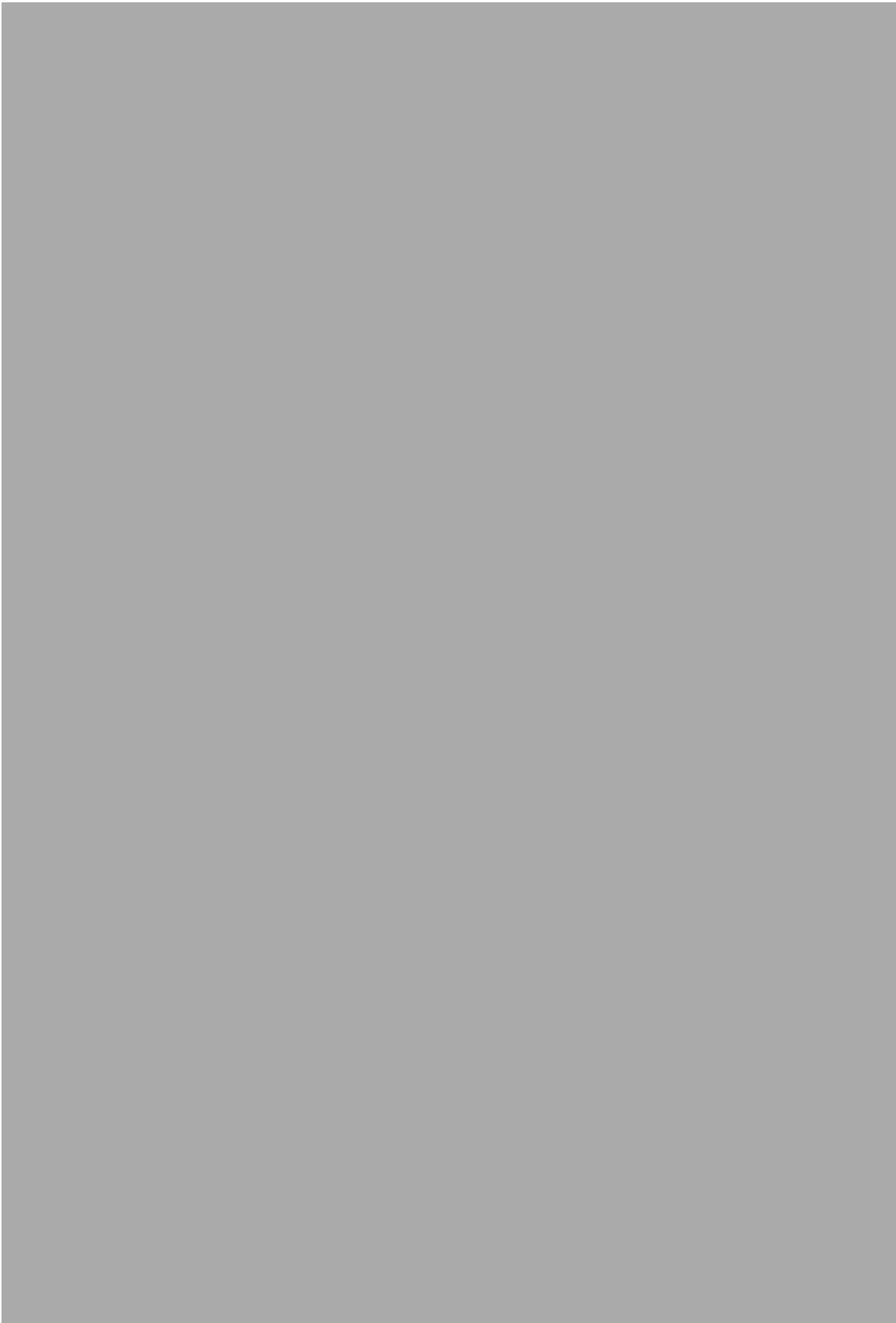
**Employee Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

## Employee Selection Process

The Express Employee Selection Process diagram on the following page is a **proprietary** document.

# PROPRIETARY INFORMATION







Current issue date: 8 January 2020  
Expiry date: 31 December 2022  
Certificate identity number: 10243548

Original approval(s):  
ISO 9001 - 11 September 1998

# Certificate of Approval

This is to certify that the Management System of:

## Express Services, Inc.

9701 Boardwalk Boulevard, Oklahoma City, OK, 73162, United States

has been approved by Lloyd's Register to the following standards:

### ISO 9001:2015

Approval number(s): ISO 9001 – 0011928

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.

The scope of this approval is applicable to:

Provision of Support Services to Express Services, and the Provision of Human Resource Staffing Services through an International Franchise Network.

Cliff Muckleroy

Area Operations Manager Americas

Issued by: Lloyd's Register Quality Assurance, Inc.



Lloyd's Register Group Limited, its affiliates and subsidiaries, including Lloyd's Register Quality Assurance Limited (LRQA), and their respective officers, employees or agents are, individually and collectively, referred to in this clause as 'Lloyd's Register'. Lloyd's Register assumes no responsibility and shall not be liable to any person for any loss, damage or expense caused by reliance on the information or advice in this document or howsoever provided, unless that person has signed a contract with the relevant Lloyd's Register entity for the provision of this information or advice and in that case any responsibility or liability is exclusively on the terms and conditions set out in that contract.  
Issued by: Lloyd's Register Quality Assurance, Inc., 1330 Enclave Parkway, Suite 200, Houston, Texas 77077, United States

## 8.0 References (Required Attachment C)

The client list for a staffing agency is highly confidential as distribution of the list in a way that allows access by competitors can easily harm business. In addition, our clients who agreed to be references requested that the details of their data be maintained confidentially. The following reference pages are **proprietary** and labeled as such.

[Reference Data Sheet](#)

# PROPRIETARY INFORMATION

## REFERENCE DATA SHEET - REDACTED

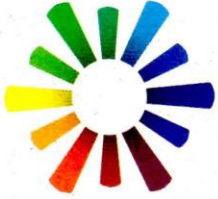
Provide a minimum of three (3) current references with name, address, contact person, and telephone number whose scope of business or services is similar to those of Humboldt County, preferably in California. Previous business with the County does not qualify.

<b>NAME OF FIRM:</b>	St. Joseph Health System and St. Joseph Heritage Medical Group		
<b>STREET ADDRESS:</b>	2700 Dolbeer St		
<b>CITY, STATE, ZIP:</b>	Eureka	CA	95501
<b>CONTACT PERSON:</b>	[REDACTED]	<b>EMAIL:</b>	[REDACTED]
<b>PHONE #:</b>	[REDACTED]	<b>FAX #:</b>	[REDACTED]
<b>Product(s) and/or Service(s) Used:</b>	Temporary and evaluation hire for multiple departments.		
<b>Years of Service:</b>	2001 to present		
<b>Types of Positions in 2019:</b>	Receptionist, LVN, Medical Assistant, Associate Patient Access Rep, Associate Medical Assistant, Patient Access Rep, Patient Access Clerk, Procedural Scheduler, Nuclear Medical Tech, Administrative Assistant, Room Tech, Lab Registration specialist, Environment Services OR Aide		
<b>2019 Volume:</b>	Heritage: 27 employees worked 18,402 hours Health: 15 employees worked 5,753 hours		
<b>NAME OF FIRM:</b>	Mad River Community Hospital		
<b>STREET ADDRESS:</b>	3800 Janes Road		
<b>CITY, STATE, ZIP:</b>	Arcata, CA 95521		
<b>CONTACT PERSON:</b>	[REDACTED]	<b>EMAIL:</b>	[REDACTED]
<b>PHONE #:</b>	[REDACTED]	<b>FAX #:</b>	[REDACTED]
<b>Product(s) and/or Service(s) Used:</b>	Temporary and evaluation hire for multiple departments.		
<b>Years of Service:</b>	2001 to present		
<b>Types of Positions in 2019:</b>	Coffee Shop Assistant, Cash Poster, Credit/Collections Specialist, Dietary Tech, Receptionist/Front Desk, Office Assistant, Maintenance/Food & Nutrition, Housekeeping/Janitorial Staff, Food & Nutrition Aide, Admitting Clerk, Financial Counselor, Contracts Financial Analyst, Registration Clerk, Medical Assistant, Phlebotomist, Pharmacy Tech		
<b>2019 Volume:</b>	50 employees worked 29,228 hours		
<b>NAME OF FIRM:</b>	Redwood Community Action Agency		

# PROPRIETARY INFORMATION

<b>STREET ADDRESS:</b>	904 G Street		
<b>CITY, STATE, ZIP:</b>	Eureka, CA 95501		
<b>CONTACT PERSON:</b>	[REDACTED]	<b>EMAIL:</b>	[REDACTED]
<b>PHONE #:</b>	[REDACTED]	<b>FAX #:</b>	[REDACTED]
<b>Product(s) and/or Service(s) Used:</b>	Temporary and Evaluation Hire in multiple departments		
<b>Years of Service:</b>	2004 to present		
<b>Types of Positions in 2019:</b>	Restoration Field Assistant, Weatherization Team, Financial Literacy Coach		
<b>2019 Volume:</b>	4 employees worked 1,509 hours		
<b>NAME OF FIRM:</b> Recology			
<b>STREET ADDRESS:</b> 555 Vance Ave			
<b>CITY, STATE, ZIP:</b> Samoa, CA 95564			
<b>CONTACT PERSON:</b>	[REDACTED]	<b>EMAIL:</b>	[REDACTED]
<b>PHONE #:</b>	[REDACTED]	<b>FAX #:</b>	NA
<b>Product(s) and/or Service(s) Used:</b>	Temporary and Evaluation Hire for multiple locations		
<b>Years of Service:</b>	2004 (as Eel River Disposal prior to acquisition) 2011 as Recology (Del Norte, moving into Humboldt)		
<b>Types of Positions in 2019:</b>	Material Sorter, Driver, Laborer/Driver, Office Assistant, Laborer		
<b>2019 Volume:</b>	28 employees worked 7,392 hours		





# PROPRIETARY INFORMATION

## Redwood Community Action Agency

**ADMINISTRATION**  
Information & Referral  
(707) 269-2001

February 5, 2020

**COMMUNITY SERVICES**  
(707) 269-2052  
AmeriCorps Programs  
(707) 269-2047  
TOOTH Program  
(707) 269-2076  
PACT Program  
(707) 269-2013

To Whom It May Concern:

Redwood Community Action Agency (RCAA) is writing this "Letter of Reference" for Express Employment Professionals.

**ENERGY AND ENVIRONMENTAL SERVICES**  
(707) 444-3831  
Weatherization, Ext. 204  
Home Energy Assistance Program  
(HEAP) Info (707) 444-3834  
General Contractor  
License #466777

RCAA has worked with Express Professionals' for many years. Their service is exemplary, from start to finish. Their staff is very professional and really goes the extra mile to find us the right fit.

I highly recommend Express Employment Professionals for all your needs.

Respectfully,



**NATURAL RESOURCES SERVICES**  
(707) 269-2061  
Landscape Contractor  
License # 518874

**AFFORDABLE RENTALS**  
Managed by: Rural Communities  
Housing Development Corp.  
(707) 826-7312

**YOUTH SERVICES BUREAU**  
24-Hour Youth & Family Hotline  
(707) 444-CARE  
YSB Administration  
Launch Pad TLP  
Our House Emergency Shelter  
(707) 443-8322  
Raven Street Outreach Program  
(707) 443-7099

**ZURETTI GOOSBY**  
Board President

**VAL MARTINEZ**  
Executive Director

## 9.0 Evidence of Insurability and Business Licenses

### Draft Certificate of Insurance

The Certificate of Insurance on the following pages is a draft developed to show the coverage Express carries for the purposes of this RFP. Language can be edited per request of the County if it is not quite accurate yet.



# CERTIFICATE OF LIABILITY INSURANCE

10/1/2020

DATE (MM/DD/YYYY)  
10/1/2019

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

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

PRODUCER Lockton Companies 444 W. 47th Street, Suite 900 Kansas City MO 64112-1906 (816) 960-9000	CONTACT NAME:	
	PHONE (A/C, No, Ext):	FAX (A/C, No):
	E-MAIL ADDRESS:	
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A : New Hampshire Insurance Company		23841
INSURER B : Zurich American Insurance Company		16535
INSURER C : American Guarantee and Liab. Ins. Co.		26247
INSURER D :		
INSURER E :		
INSURER F :		

INSURED 1352730 EXPRESS SERVICES, INC.  
DBA: EXPRESS EMPLOYMENT PROFESSIONALS  
9701 BOARDWALK BOULEVARD  
OKLAHOMA CITY, OK 73162

COVERAGES EXPSE01 CERTIFICATE NUMBER: 14536259 REVISION NUMBER: XXXXXXXX

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> STAFFING SERVICE GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	Y	Y	PRA5854213-07	10/1/2019	10/1/2020	EACH OCCURRENCE \$ 5,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 5,000,000 GENERAL AGGREGATE \$ 5,000,000 PRODUCTS - COMPIOP AGG \$ 5,000,000 \$
B	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	Y	Y	PRA5854213-07	10/1/2019	10/1/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$	Y	Y	UMB5498877-07	10/1/2019	10/1/2020	EACH OCCURRENCE \$ 20,000,000 AGGREGATE \$ 20,000,000 \$ XXXXXXXX
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	SEE ATTACHED POLICY #S	10/1/2019	10/1/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
B	CRIME/FIDELITY STAFFING E&O COVERAGE	N	N	PRA5854213-07	10/1/2019	10/1/2020	CRIME/FIDELITY: 5,000,000 AGG E&O OCC/AGG: 5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
 ALL INSURANCE CARRIERS SHOWN ON THIS CERTIFICATE HAVE AN A.M. BEST RATING OF A XV OR BETTER UNLESS OTHERWISE NOTED.  
 \*\*SEE ATTACHED\*\*

CERTIFICATE HOLDER 14536259 COUNTY OF HUMBOLDT 825 FIFTH STREET ROOM 100 EUREKA CA 95501	CANCELLATION See Attachment  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 
--	--

© 1988-2015 ACORD CORPORATION. All rights reserved.

LOCATION: 2859 - EUREKA CA / TYPE OF COMPANY: EXPRESS EMPLOYMENT PROFESSIONALS / GOVERNMENT /  
JOB DESCRIPTION: VARIOUS OFFICE/ADMINISTRATIVE POSITIONS SUCH AS OFFICE ASSISTANT,  
ADMINISTRATIVE ANALYST AND TECH SUPPORT. OTHER POSITIONS INCLUDE HOUSEKEEPING AND  
MAINTENANCE. COUNTY OF HUMBOLDT IS LISTED AS AN ADDITIONAL INSURED AS RESPECTS TO WORK  
PERFORMED BY TEMPORARY ASSOCIATES, AS PER WRITTEN CONTRACT AND/OR STAFFING AGREEMENT.  
EXCEPT FOR NEGLIGENCE OR WILLFUL MISCONDUCT OF COUNTY OF HUMBOLDT. ADDITIONAL INSURED DOES  
NOT APPLY TO WC, E&O OR FIDELITY. ALL POLICIES SHALL CONTAIN A WAIVER OF SUBROGATION IN  
FAVOR OF COUNTY OF HUMBOLDT EXCEPT FOR LIABILITY ARISING OUT OF NEGLIGENCE OR WILLFUL  
MISCONDUCT OF COUNTY OF HUMBOLDT, AS PER WRITTEN CONTRACT AND/OR STAFFING AGREEMENT.





**Express Services, Inc.**  
**Workers Compensation Policy Schedule:**  
**Policy periods: 10/1/19-20**

**New Hampshire Insurance Company**

Policy No. WC 17515779

NAIC# 23841

States Covered: AL, AR, CO, CT, DC, DE, GA, HI, IA, ID, IN, KS, LA, MD, ME, MI, MO, MS, MT, NE, NM, NV, OK, OR, RI, SC, SD, TN, TX, WV

**New Hampshire Insurance Company**

Policy No. WC 17515778

NAIC# 23841

States Covered: AK, AZ, NC, NH, NJ, PA, UT, VA, VT

**American Home Assurance Company**

Policy No. WC 17515780

NAIC# 19380

States Covered: CA

**Illinois National Insurance Co.**

Policy No. WC 17515781

NAIC# 23817

States Covered: FL

**National Union Fire Insurance Company of Pittsburgh, PA**

Policy No. WC 17515777

NAIC# 19445

States Covered: MA, ND, WI, WY

**AIU Insurance Company**

Policy No. WC 17515782

NAIC# 19399

States Covered: IL, KY, MN, NY

**National Union Fire Insurance Company of Pittsburgh, PA**

Policy No. WC 5565650

NAIC# 19445

States Covered: OH

**National Union Fire Insurance Company of Pittsburgh, PA**

Policy No. WC 5565649

NAIC# 19445

States Covered: WA

Business License

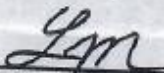
**CITY OF EUREKA, CA**  
531 K STREET EUREKA, CA 95501-1165 PHONE (707) 441-4120  
**BUSINESS LICENSE**



S & N VENTURES, INC.  
EXPRESS EMPLOYMENT PROFESSIONAL  
14 W WABASH  
EUREKA CA 95501

LICENSE YEAR: 2020  
LOCATION: 14 W WABASH  
LICENSE TYPE: SERVICE  
LICENSE NUMBER: 10652  
ISSUED DATE: 1/01/2020  
EXPIRATION DATE: 12/31/2020

This license is issued without verification that the licensee is subject to or exempt from licensing by the State of California.

  
\_\_\_\_\_  
Finance Director

**NOTICE**

Any transfer, change of use or occupancy may require review by the City Design Review Committee. This review takes time. The committee meets twice each month. This license does not signify compliance with any regulatory codes of the City of Eureka, including but not limited to building, fire and zoning laws.

**THIS LICENSE MUST BE DISPLAYED IN A CONSPICUOUS PLACE**

## 10.0 Exceptions, Objections, & Requested Changes

### Proposed Professional Services Agreement with Redlines from Express

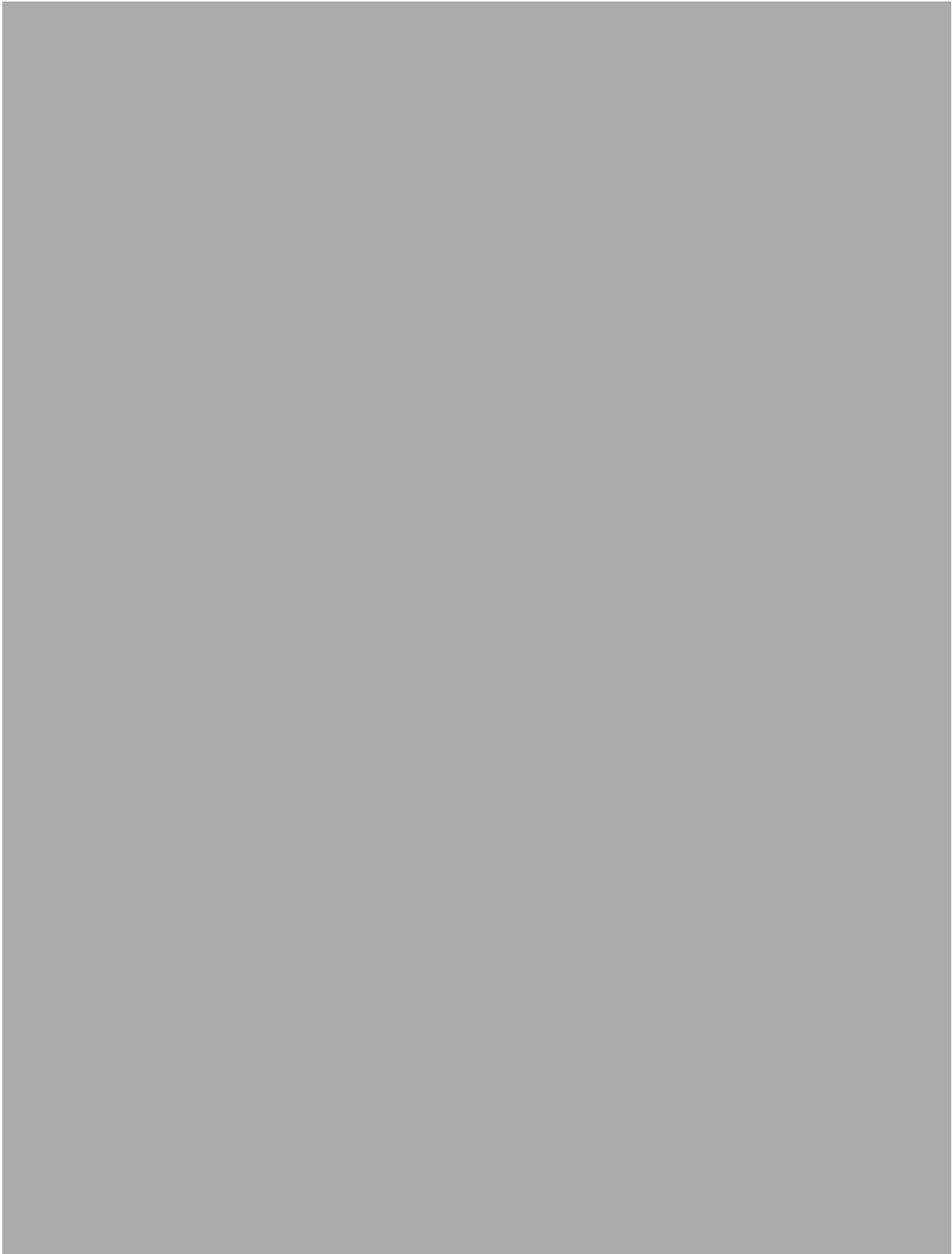
The Proposed Professional Services Agreement was reviewed by local owner, Shelley Nilsen as well as Express's Legal, Risk Management, Credit Analysis, and Human Resources teams. Requested redlines are noted in the following pages and will be provided in editable format (Microsoft Word) upon request.

## Licensed Medical Rates

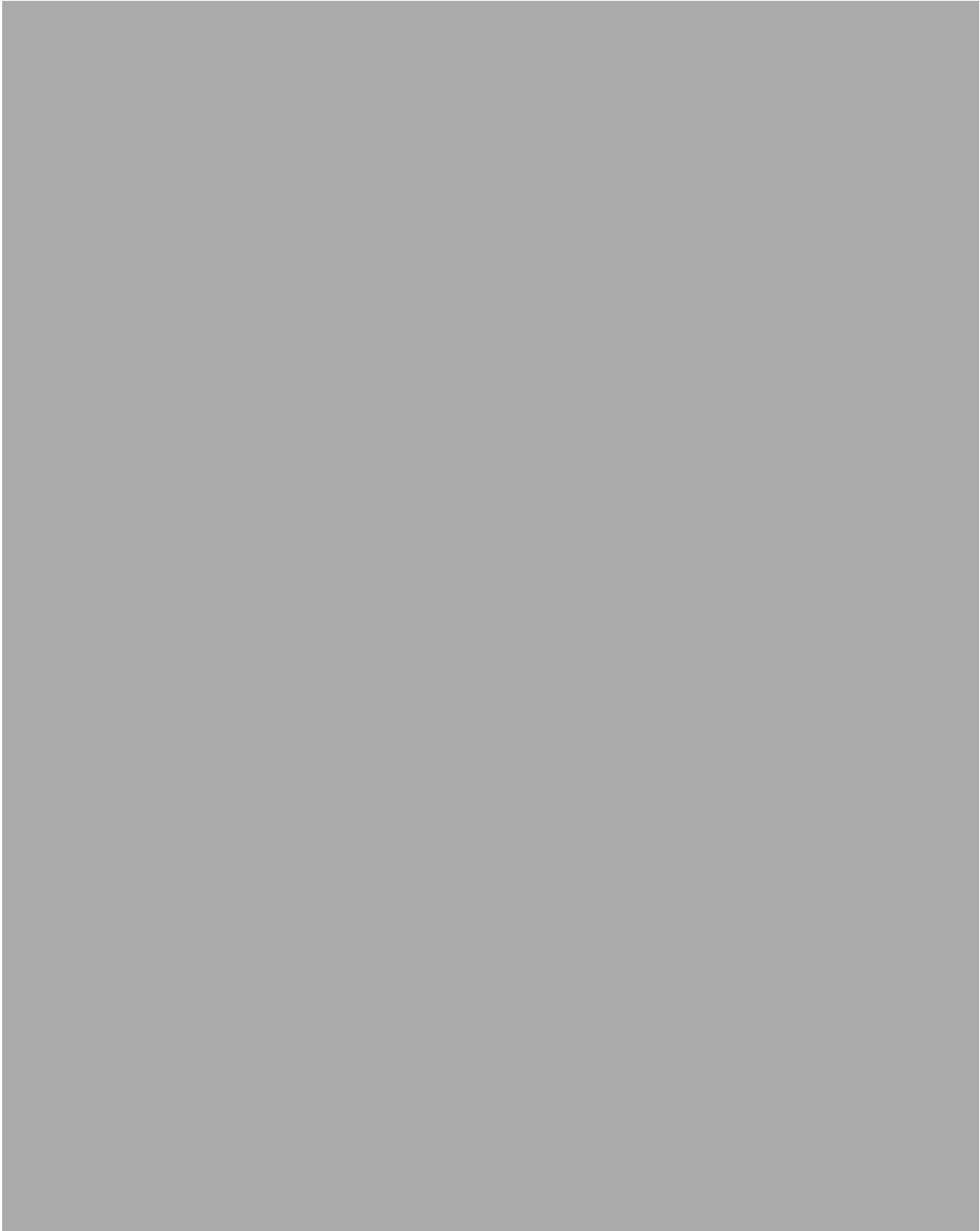
Information on the following page is PROPRIETARY and will remain confidential unless the County decides to use Licensed Medical staffing through Express.



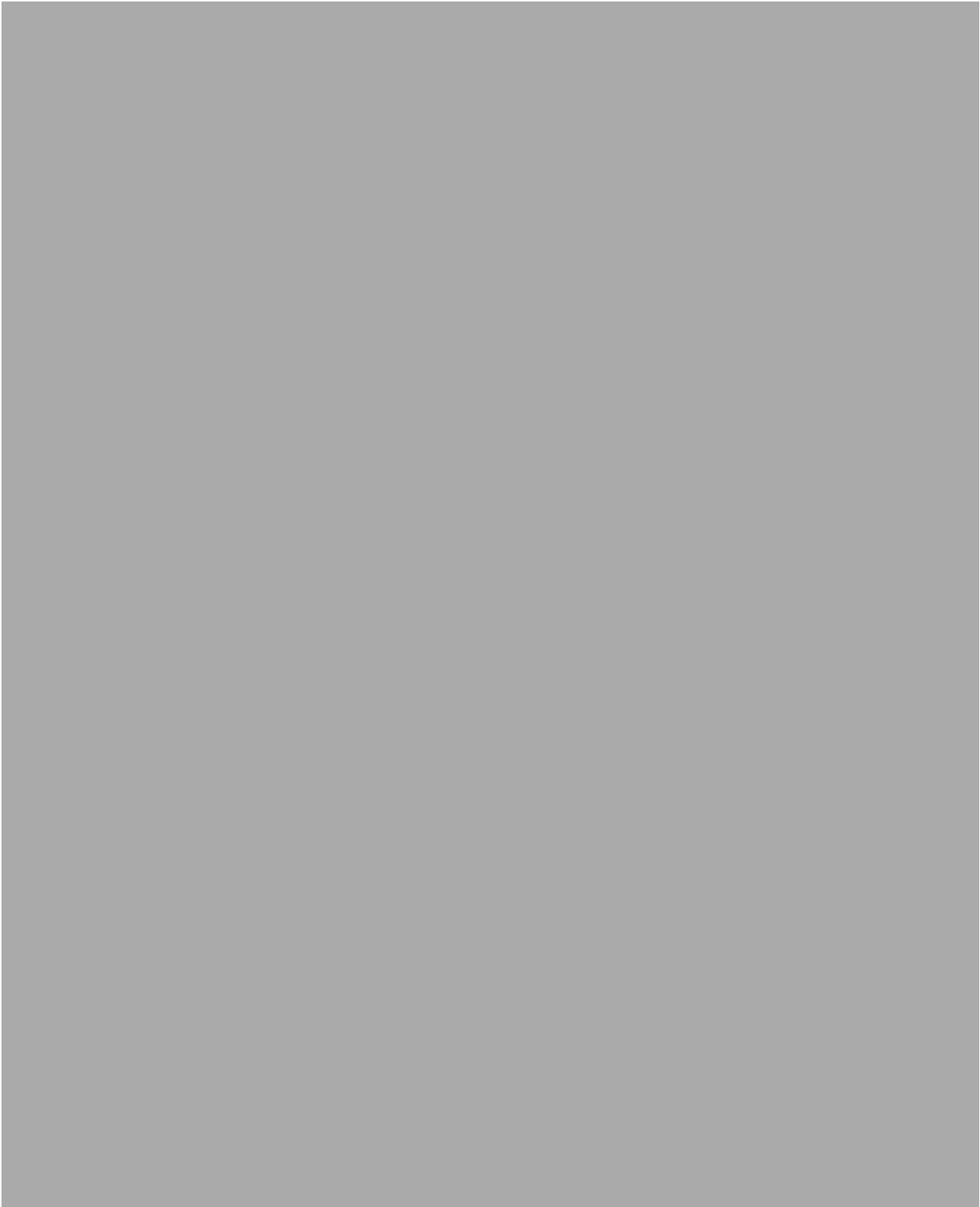
# PROPRIETARY INFORMATION



# PROPRIETARY INFORMATION



# PROPRIETARY INFORMATION



# PROPRIETARY INFORMATION



# PROPRIETARY INFORMATION



## 11.0 Required Attachments

Per the formatting requirements on page 12 of the RFP, the following attachments are in these sections:

- Attachment A – RFP Signature Affidavit is in Section 2.0 RFP Signature Affidavit
- Attachment B – Cost Proposal (rate sheet) is in Section 6.0 Cost Proposal (rate sheet)
- Attachment C – Reference Data Sheet is in Section 8.0 References