

## EXHIBIT A - VENDOR QUESTIONNAIRE

Proposers shall answer the following questions when submitting a proposal and include this information in Tab 3 of their proposal.

For the purpose of this RFP, definitions are as follows:

- Agency – Identified as Responding Company submitting Proposal
- Client – Identified as the Agency's Temporary Staff Member
- Trainers - Identified as the Agency's Temporary Training Staff Member
- HCC – Identified as Houston Community College

1. Is the responding agency able to provide services to the locations identified in the campus locations attachment? **Yes** \_\_\_ **No** \_\_\_ If not, identify which locations the Agency is NOT able to accommodate?

\_\_\_\_\_

2. List all staffing/training services offered by the responding Agency.

\_\_\_\_\_

3. Is there a multiple-account discount available? **Yes** \_\_\_ **No** \_\_\_ If Yes, Please List Discount(s).

\_\_\_\_\_

4. Depending on the actual requirement of the temporary position being filled at the time of engagement, are your quoted rates flexible? **Yes** \_\_\_ **No** \_\_\_

Please explain: \_\_\_\_\_

5. Indicate in "hours" how long a Client/Trainer is required to work at an assignment before they are able to accept a permanent position without a buy-out or conversion fee? \_\_\_\_\_

6. Provide your Buy-Out calculation or formula: \_\_\_\_\_

7. Outline your company's conversion or Buy-Out Policy:

\_\_\_\_\_

8. Are you open to negotiating any buy-out fees after a certain number of direct hires by the System? **Yes** \_\_\_ **No** \_\_\_ If yes, what would the minimum number of direct hires be? \_\_\_\_\_

9. What is your response time and policy on "no shows" or replacement of unsatisfactory performance?

\_\_\_\_\_

10. What is your advertising, recruiting and candidate qualification processes?

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11. Identify all applicable areas in which you test or train your Clients and Trainers (by position).

\_\_\_\_\_

12. Identify the methods used to process your Clients and Trainers – reference and criminal background checks (in-state and out-of-state), security methods, drug testing. Do you charge the System for any of these services? **Yes** \_\_\_ **No** \_\_\_

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13. How would your company handle and rectify an identity theft situation? Provide your company's policy on this issue. \_\_\_\_\_

14. The awarded Respondent(s), sub-contractors and all applicable staff, needed to fill the requirements of the award of this RFP, whether in the form of a purchase order and / or a formal contract, shall be in compliance of all federal, state and local laws, in regards to employee eligibility to work in the United States. Failure to comply with this requirement may result in termination or the award/contract. How does your Agency assure employment status of their clients before hiring?

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15. Will Trainers be available to travel across Texas, the United States or internationally if needed? **Yes** \_\_\_ **No** \_\_\_

16. Will Clients/Trainers be available after five and on weekends if needed? **Yes** \_\_\_ **No** \_\_\_

17. Are Clients/Trainers bilingual in Spanish and/or Portuguese? **Yes** \_\_\_ **No** \_\_\_

18. Identify your agency's criminal background check process, if required for a specific position by HCC?

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\_\_\_\_\_

19. How does your agency comply with the requirements of the Affordable Care Act in providing health insurance to those clients who request it? How are these additional cost reflected on your agency's rates and/or invoices?

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\_\_\_\_\_

20. Describe your process for providing timesheet back up with invoiced time? How are discrepancies resolved?

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\_\_\_\_\_

21. Describe in details your process for reconciling employee timesheets and HCC Management Signature verification.

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\_\_\_\_\_

22. Describe your electronic on-line time keeping software.

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