

State of Maine
Master Score Sheet

RFP# 202507096

Temporary Employment Service – Category I Office Environment

Bidder Name:		22nd Century Technologies, Inc.	Amergis Healthcare Staffing, Inc.	Atlantic Staffing and Payroll Services, LLC	Bonney Staffing, LLC
Proposed Cost:			3.0	2.56	2.73
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Fail	Pass	Pass	Pass
Section II: Organization Qualifications and Experience	30	N/A	13	25	2
Section III: Proposed Services	30	N/A	12	10	5
Section IV: Cost Proposal	40	N/A	33.33	38.92	36.51
TOTAL	100	N/A	58.33	73.92	43.51

Bidder Name:		Hanker Systems, Inc.	Lorvenk Technologies, LLC	Maine Business Services dba Manpower	Project Staffing, LLC
Proposed Cost:				2.64	2.54
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Fail	Fail	Pass	Pass
Section II: Organization Qualifications and Experience	30	N/A	N/A	29	23
Section III: Proposed Services	30	N/A	N/A	23	21
Section IV: Cost Proposal	40	N/A	N/A	37.75	35.43
TOTAL	100	N/A	N/A	89.75	79.43

Bidder Name:		Protiviti Government Services, Inc.	Reuben Cooley, Inc.	Staffing Solutions Organization, LLC	Tri-State Staffing, Inc.
Proposed Cost:		3.18		3.14	2.4908
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Pass	Fail	Pass	Pass
Section II: Organization Qualifications and Experience	30	3	N/A	26	28
Section III: Proposed Services	30	11	N/A	27	19
Section IV: Cost Proposal	40	31.4	N/A	31.73	40
TOTAL	<u>100</u>	<u>45.4</u>	<u>N/A</u>	<u>84.73</u>	<u>87</u>

Bidder Name:		Tryfacta, Inc.			
Proposed Cost:					
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Fail			
Section II: Organization Qualifications and Experience	30	N/A			
Section III: Proposed Services	30	N/A			
Section IV: Cost Proposal	40	N/A			
TOTAL	100	N/A			

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RFP# 202507096					
Temporary Employment Service – Category II Driving Related Positions					
Bidder Name:		22nd Century Technologies, Inc.	Amergis Healthcare Staffing, Inc.	Atlantic Staffing and Payroll Services, LLC	Lorvenk Technologies, LLC
Proposed Cost:			3.10	2.68	
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Fail	Pass	Pass	Fail
Section II: Organization Qualifications and Experience	30	N/A	13	25	N/A
Section III: Proposed Services	30	N/A	12	10	N/A
Section IV: Cost Proposal	40	N/A	34.08	39.40	N/A
TOTAL	100	N/A	59.08	74.40	N/A
Bidder Name:		Maine Business Services dba Manpower	Project Staffing, LLC	Reuben Cooley, Inc.	Tri-State Staffing, Inc.
Proposed Cost:		2.89	2.64		2.7164
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Pass	Pass	Fail	Pass
Section II: Organization Qualifications and Experience	30	29	23	N/A	28
Section III: Proposed Services	30	23	21	N/A	19
Section IV: Cost Proposal	40	36.54	40	N/A	38.88
TOTAL	100	88.54	84	N/A	85.88

Bidder Name:		Tryfacta, Inc.			
Proposed Cost:					
Scoring Sections	Points Available				

Section I: Preliminary Information	Pass/Fail	Fail			
Section II: Organization Qualifications and Experience	30	N/A			
Section III: Proposed Services	30	N/A			
Section IV: Cost Proposal	40	N/A			
TOTAL	<u>100</u>	<u>N/A</u>			

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RFP# 202507096					
Temporary Employment Service – Category III Lab/Medical Environment					
Bidder Name:		22nd Century Technologies, Inc.	Amergis Healthcare Staffing, Inc.	Atlantic Staffing and Payroll Services, LLC	Hanker Systems, Inc.
Proposed Cost:			3.05	2.62	
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Fail	Pass	Pass	Fail
Section II: Organization Qualifications and Experience	30	N/A	13	25	N/A
Section III: Proposed Services	30	N/A	12	10	N/A
Section IV: Cost Proposal	40	N/A	32.85	38.18	N/A
TOTAL	100	N/A	57.85	73.18	N/A
Bidder Name:		Lorvenk Technologies, LLC	Maine Business Services dba Manpower	Project Staffing, LLC	Reuben Cooley, Inc.
Proposed Cost:			2.75	2.64	
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Fail	Pass	Pass	Fail
Section II: Organization Qualifications and Experience	30	N/A	29	23	N/A
Section III: Proposed Services	30	N/A	23	21	N/A
Section IV: Cost Proposal	40	N/A	36.39	37.89	N/A
TOTAL	100	N/A	88.39	81.89	N/A
Bidder Name:		Tri-State Staffing, Inc.	Tryfacta, Inc.		
Proposed Cost:		2.50			
Scoring Sections	Points Available				

Section I: Preliminary Information	Pass	Pass	Fail		
Section II: Organization Qualifications and Experience	30	28	N/A		
Section III: Proposed Services	30	19	N/A		
Section IV: Cost Proposal	40	40	N/A		
TOTAL	<u>100</u>	<u>87</u>	<u>N/A</u>		

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RFP# 202507096					
Temporary Employment Service – Category IV Outdoor Labor/Remote					
Bidder Name:		22nd Century Technologies, Inc.	Amergis Healthcare Staffing, Inc.	Bonney Staffing, LLC	Lorvenk Technologies, LLC
Proposed Cost:			2.95	2.75	
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Fail	Pass	Pass	Fail
Section II: Organization Qualifications and Experience	30	N/A	13	2	N/A
Section III: Proposed Services	30	N/A	12	5	N/A
Section IV: Cost Proposal	40	N/A	35.58	38.15	N/A
TOTAL	100	N/A	60.58	45.15	N/A
Bidder Name:		Maine Business Services dba Manpower	Project Staffing, LLC	Reuben Cooley, Inc.	Tri-State Staffing, Inc.
Proposed Cost:		2.75	2.70		2.6228
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Pass	Pass	Fail	Pass
Section II: Organization Qualifications and Experience	30	29	23	N/A	28
Section III: Proposed Services	30	23	21	N/A	19
Section IV: Cost Proposal	40	38.16	38.86	N/A	40
TOTAL	100	90.16	82.86	N/A	87
Bidder Name:		Tryfacta, Inc.			
Proposed Cost:					
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Fail			

Section II: Organization Qualifications and Experience	30	N/A			
Section III: Proposed Services	30	N/A			
Section IV: Cost Proposal	40	N/A			
TOTAL	<u>100</u>	<u>N/A</u>			

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RFP# 202507096					
Temporary Employment Service – Category V Power Equipment Usage					
Bidder Name:		22nd Century Technologies, Inc.	Amergis Healthcare Staffing, Inc.	Bonney Staffing, LLC	Lorvenk Technologies, LLC
Proposed Cost:			3.02	2.75	
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Fail	Pass	Pass	Fail
Section II: Organization Qualifications and Experience	30	N/A	13	2	N/A
Section III: Proposed Services	30	N/A	12	5	N/A
Section IV: Cost Proposal	40	N/A	36.43	40	N/A
TOTAL	100	N/A	61.43	47	N/A
Bidder Name:		Maine Business Services dba Manpower	Project Staffing, LLC	Reuben Cooley, Inc.	Tri-State Staffing, Inc.
Proposed Cost:		2.89	2.89		2.802
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Pass	Pass	Fail	Pass
Section II: Organization Qualifications and Experience	30	29	23	N/A	28
Section III: Proposed Services	30	23	21	N/A	19
Section IV: Cost Proposal	40	38.06	38.19	N/A	39.4
TOTAL	<u>100</u>	<u>90.06</u>	<u>82.19</u>	<u>N/A</u>	<u>86.4</u>
Bidder Name:		Tryfacta, Inc			
Proposed Cost:					

Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Fail			
Section II: Organization Qualifications and Experience	30	N/A			
Section III: Proposed Services	30	N/A			
Section IV: Cost Proposal	40	N/A			
TOTAL	<u>100</u>	<u>N/A</u>			

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RFP# 202507096					
Temporary Employment Service – Category VI At Sea/Boat Usage					
Bidder Name:		22nd Century Technologies, Inc.	Amergis Healthcare Staffing, Inc.	Lorvenk Technologies, LLC	Project Staffing, LLC
Proposed Cost:			3.10		3.30
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Fail	Pass	Fail	Pass
Section II: Organization Qualifications and Experience	30	N/A	13	N/A	23
Section III: Proposed Services	30	N/A	12	N/A	21
Section IV: Cost Proposal	40	N/A	32.57	N/A	30.58
TOTAL	100	N/A	57.57	N/A	74.58

Bidder Name:		Reuben Cooley, Inc.	Tri-State Staffing, Inc.	Tryfacta, Inc.	
Proposed Cost:			2.52		
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Fail	Pass	Fail	
Section II: Organization Qualifications and Experience	30	N/A	28	N/A	
Section III: Proposed Services	30	N/A	19	N/A	
Section IV: Cost Proposal	40	N/A	40	N/A	
TOTAL	<u>100</u>	<u>N/A</u>	<u>87</u>	<u>N/A</u>	

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RFP# 202507096					
Temporary Employment Service Category VII Trades					
Bidder Name:		22nd Century Technologies, Inc.	Amergis Healthcare Staffing, Inc.	Lorvenk Technologies. LLC	Maine Business Services dba Manpower
Proposed Cost:			3.08		2.75
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Fail	Pass	Fail	Pass
Section II: Organization Qualifications and Experience	30	N/A	13	N/A	29
Section III: Proposed Services	30	N/A	12	N/A	23
Section IV: Cost Proposal	40	N/A	35.73	N/A	40
TOTAL	<u>100</u>	<u>N/A</u>	<u>60.73</u>	<u>N/A</u>	<u>92</u>

Bidder Name:		Project Staffing, LLC	Reuben Cooley, Inc.	Tri-State Staffing, Inc.	Tryfacta, Inc.
Proposed Cost:		2.78		2.802	
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Pass	Fail	Pass	Fail
Section II: Organization Qualifications and Experience	30	23	N/A	28	N/A
Section III: Proposed Services	30	21	N/A	19	N/A
Section IV: Cost Proposal	40	39.56	N/A	39.26	N/A
TOTAL	<u>100</u>	<u>83.56</u>	<u>N/A</u>	<u>86.26</u>	<u>N/A</u>

State of Maine
Master Score Sheet

RFP# 202507096					
Temporary Employment Service – Category VIII Security					
Bidder Name:		22nd Century Technologies, Inc.	Amergis Healthcare Staffing, Inc.	Lorvenk Technologies, LLC	Maine Business Services dba Manpower
Proposed Cost:			3.15		3.13
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Fail	Pass	Fail	Pass
Section II: Organization Qualifications and Experience	30	N/A	13	N/A	29
Section III: Proposed Services	30	N/A	12	N/A	23
Section IV: Cost Proposal	40	N/A	34.48	N/A	34.63
TOTAL	<u>100</u>	<u>N/A</u>	<u>59.48</u>	<u>N/A</u>	<u>86.63</u>

Bidder Name:		Project Staffing, LLC	Reuben Cooley, Inc.	Tryfacta, Inc.	
Proposed Cost:		2.71			
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Pass	Fail	Fail	
Section II: Organization Qualifications and Experience	30	23	N/A	N/A	
Section III: Proposed Services	30	21	N/A	N/A	
Section IV: Cost Proposal	40	40	N/A	N/A	
TOTAL	<u>100</u>	<u>84</u>	<u>N/A</u>	<u>N/A</u>	



**STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE
AND FINANCIAL SERVICES**

**Janet T. Mills
Governor**

**Elaine Clark
Commissioner**

AWARD NOTIFICATION LETTER

7/2/2026

SUBJECT: Notice of Conditional Contract Awards under RFP# 202507096, Temporary Employment Service

Dear Vendor(s),

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Administrative and Financial Services for temporary employment services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award(s) to the following bidder(s):

- Atlantic Staffing and Payroll Services, LLC
- Maine Business Services d/b/a Manpower
- Project Staffing, LLC
- Staffing Solutions Organization, LLC
- Tri-State Staffing, Inc.

The bidder(s) listed above received the evaluation team's highest ranking(s). The Department will be contacting the aforementioned bidder(s) soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and the apparent successful vendor. The vendor shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

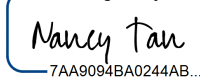
As stated in the RFP, following announcement of this award decision, all submissions in response to the RFP are considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA). 1 M.R.S. §§ 401 et seq.; 5 M.R.S. § 1825-B (6).

This award decision is conditioned upon final approval by the State Procurement Review Committee and the successful negotiation of a contract. A Statement of Appeal Rights has been provided with this letter; see below.

Thank you for your interest in doing business with the State of Maine.

Sincerely,

DocuSigned by:

A blue ink signature of Nancy Tan, written in a cursive style, enclosed within a blue rectangular border.

7AA9094BA0244AB...

Nancy Tan

Director, IT Procurement

DAFS | Office of State Procurement Services

STATEMENT OF APPEAL RIGHTS

Any person aggrieved by an award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Office of State Procurement Services [formerly the Division of Purchases], Chapter 120, § (2) (2).

Bidder Name	22nd Century Technologies, Inc.
Date of Team Evaluation	11/18/2025



State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Nancy Tan
	Title	Acting Deputy Chief Procurement Officer
	Email	Nancy.Tan@Maine.Gov

Evaluation Team	
Name	Lindsey Kendall
Name	Matthew Vaughan
Name	Althea Harris

Bidder Name	22nd Century Technologies, Inc.
Date of Team Evaluation	11/18/2025

SUMMARY

		Points Available	Points Awarded	Total Score	
File 1	Preliminary Information	N/A	FAIL		
File 2	Organization Qualifications and Experience	30	N/A		
File 3	Proposed Services	30	N/A		
File 4	Cost Proposal – I	40	N/A	Category I	N/A
	Cost Proposal – II		N/A	Category II	N/A
	Cost Proposal – III		N/A	Category III	N/A
	Cost Proposal – IV		N/A	Category IV	N/A
	Cost Proposal – V		N/A	Category V	N/A
	Cost Proposal – VI		N/A	Category VI	N/A
	Cost Proposal – VII		N/A	Category VII	N/A
	Cost Proposal – VIII		N/A	Category VIII	N/A
		Total: 100			

Bidder Name	22nd Century Technologies, Inc.
Date of Team Evaluation	11/18/2025

File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	Completed and Signed
Appendix B (Responsible Bidder Certification)	Completed and Signed
Eligibility to Submit Bids	
Bidders must have a staffed, established office located within 100 miles of Augusta, Maine	Location confirmed
Final Eligibility Determination	Fail
Failure Reason(s), if applicable	No staff confirmed to be working in Maine at time of proposal submission.
Bidders who fail to meet all eligibility requirements, as determined by the evaluation team, are removed from further consideration for award by the evaluation team.	

Bidder Name	Amergis Healthcare Staffing, Inc
Date of Team Evaluation	11/18/2025



State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Nancy Tan
	Title	Acting Deputy Chief Procurement Officer
	Email	Nancy.Tan@Maine.Gov

Evaluation Team	
Name	Lindsey Kendall
Name	Matthew Vaughan
Name	Althea Harris

Bidder Name	Amergis Healthcare Staffing, Inc
Date of Team Evaluation	11/18/2025

SUMMARY

		Points Available	Points Awarded	Total Score	
File 1	Preliminary Information	N/A	PASS		
File 2	Organization Qualifications and Experience	30	13		
File 3	Proposed Services	30	12		
File 4	Cost Proposal - I	40	33.33	Category I	58.33
	Cost Proposal - II		34.08	Category II	59.08
	Cost Proposal - III		32.85	Category III	57.85
	Cost Proposal - IV		35.58	Category IV	60.58
	Cost Proposal - V		36.43	Category V	61.43
	Cost Proposal - VI		32.57	Category VI	57.57
	Cost Proposal - VII		35.73	Category VII	60.73
	Cost Proposal - VIII		34.48	Category VIII	59.48
		Total: 100			

Bidder Name	Amergis Healthcare Staffing, Inc
Date of Team Evaluation	11/18/2025

File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	Completed and Signed
Appendix B (Responsible Bidder Certification)	Completed and Signed
Eligibility to Submit Bids	
Bidders must have a staffed, established office located within 100 miles of Augusta, Maine	Location confirmed, staff confirmed
Final Eligibility Determination	Pass
Failure Reason(s), if applicable	N/A
Bidders who fail to meet all eligibility requirements, as determined by the evaluation team, are removed from further consideration for award by the evaluation team.	

Bidder Name	Amergis Healthcare Staffing, Inc
Date of Team Evaluation	11/18/2025

File 2 Organization Qualifications and Experience	
Points Available	Points Awarded
30 Points	13 Points

General Notes:

- Response aligned with Healthcare focus
- It appears to be a repurposed proposal for locum tenens services
- Did not address Aerotek outside of overview in the subcontractor section

Section	Team Notes
Overview of the Organization	1. Indicates staffing for all 8 categories 2. Formerly Maxim Healthcare Staffing 3. Government services division 4. Amergis would manage category III 5. Provided 4 projects which were all DHHS or health related entities 6. No projected provided for Aerotek
Subcontractors	1. Aerotek inc would manage all the other categories (I, II, IV, V, VI & VII) 2. Aerotek has an office in Portland, Me 3. Appears to be large staffing company
Organizational Chart	1. Provided and clear roles
Litigation	1. Numerous claims based on healthcare • Did not provide details for the claims as required in RFP 2. They stated no current or closed litigations from the south Portland office that will have an impact
Financial Viability	1. Provided last 3 years of income statement and balance sheets 2. Provided auditor's report 3. Appears financially viable
Licensure/Certification	1. Joint commission certified 2. NALTO 3. Provided Certificate that they are a qualified foreign business corporation
Certificate of Insurance	1. Provided and current, expires 11/30/25

Bidder Name	Amergis Healthcare Staffing, Inc
Date of Team Evaluation	11/18/2025

File 3 Proposed Services	
Points Available	Points Awarded
30 Points	12 Points

Team Notes
Section: Proposed Services

1. Check all staffing categories proposed

- ☒ Category I – Office Environment
- ☒ Category II – Driving-Related Positions
- ☒ Category III – Lab/Medical Environment
- ☒ Category IV – Outdoor Labor/Remote
- ☒ Category V – Power Equipment Usage
- ☒ Category VI – At Sea/Boat Usage
- ☒ Category VII – Trades
- ☒ Category VIII - Security

2. Demonstrate the ability to comply with the Types of Staffing Assignments by:

- i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.)
- ii. Describe how a market rate comparison is performed by the organization.

- i.
 - focused on healthcare, subcontract for other categories
 - experience with government services, healthcare
 - mention table of Aerotek’s capabilities actual table was not found in proposal
- ii.
 - would negotiate with Maine DHHS for labor rates – does mention other agencies
 - track public info in salary.com and bureau of labor of statistic to get their pay rates

3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by:

- i. Describing the process the organization would use to respond to a request for a Resource from the Department.
- ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.

i.

Bidder Name	Amergis Healthcare Staffing, Inc
Date of Team Evaluation	11/18/2025

- weekly payroll, PTO based on hour of tenure, follows W-2 rules, list all health benefits
- respond within 24hrs of request.
- Gave a 5 step process and step 4 was missing.

- ii.
- Indicates all communication goes to the PM at the Portland, Maine office. Unclear who the 24/7 who the contact is.
 - Access 24/7/365 via phone and will respond to email communications within 24 hrs.
 - Unclear how request will be communicated with Aerotek

4. Demonstrate the ability to comply with the Employment and Staffing Requirements by:

- Describing the organization's ability to comply with this requirement.
- Describe the transition of existing employees, benefits matching, and staffing replacement.
- Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.

- i.
- Response was not clearly organized by section.
 - Mentioned holiday for healthcare worker but not for other worker categories
 - Payroll team located outside of Maine to manage payroll and answer questions
- ii.
- Good incident and reporting procedure but response was focus on healthcare workers and did not mention Aerotek
 - Proposes to grant "priority status" for a seamless transition of existing employees when assuming staffing contracts.
 - They will work directly with each employee to discuss potential benefits matching, provide guidance on enrollment, and address all logistical aspects of the transition, ensuring a well-managed and efficient onboarding experience
- iii.
- have an online system – email to supervisor for weekly approval
 - utilize Maxview time system at no additional cost
 - no mentioned of work hours or overtime approval

5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by:

Bidder Name	Amergis Healthcare Staffing, Inc
Date of Team Evaluation	11/18/2025

- i. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review.
- ii. Describing local recruitment process to fill agency staffing needs.
- iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few

- i.
 - Recruit care - application database and tracking system
 - Thorough flowchart of their process
 - Multiple stages of screening and testing
 - Once vetted, a Candidate Submission Profile is created for the Dept. to review and see if additional interviews are required.
- ii.
 - Customized sourcing strategy, but could impact speed of recruitment
 - Utilize a strong local presence and community connections designed to cater to local markets before looking outside of the community for candidates. Focus was on healthcare workers and not other categories
- iii.
 - Provide resource with assignment, directions, parking, dress code, expectations and administrative items.
 - Potential for A recruiter or local office manager will walk the resource onto the job site the first day.
 - Orientation on department policies and procedures. Discuss information regarding assignment, parking dress code and expectations.

6. Demonstrate the ability to comply with the Background and Security Checks by:

- i. Describing the organization's process for background checks.
- ii. Describing the organization's process for drug testing.
- iii. Describing the organization's process for finger printing.
- iv. Describing the organization's process for any additional background and security checks that may be necessary or required

- Responses to each of the sections were focused on healthcare workers, does not address if Aerotek will follow the same procedures

i.

Bidder Name	Amergis Healthcare Staffing, Inc
Date of Team Evaluation	11/18/2025

- Proposes a comprehensive Background check which may include state and federal criminal record checks as well as the Maine Background Check Center Portal
- Provide results within 5 days

ii.

- Amergis arranges for employees to take the test at local collection site for eScreen, a nationwide screening program provider.
- The resource will be registered in Myescreen.com, a client-facing site and is issued an ePassport which details their information, directions, phone number for the ePassport testing site, instructions for completing the screen, the scheduled timeframe in which the screen needs to be completed, and a confirmation number.
- 11 panel types

iii.

- Indicates they will communicate with the resource to set up fingerprinting appointment with the company recommended by the Dept.
- Reference current contract with DHHS

iv.

- define their process for additional check and unclear of what specific checks beyond requirements
- flexible and customizable to our requirements

7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by:

- Describing the organization's ability to comply with this requirement.
- Providing a comprehensive list of the organization's current policies.
- Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.

i, ii.

- Did not include a list of organization policies - they noted having provided staffing services affirms their ability to comply with policies and procedures.
- Under their current contract with DHHS, they do not currently provide Healthcare providers that travel
- Will follow the states travel reimbursement rates

iii.

- Response centered on HIPPA, HiTech health information vs PII and other confidential information
- Did not provide policies – unclear what resources received for training or guidance
- Mentions that they take prompt remedial actions to address lost, misplaced or stolen PHI

8. Demonstrate the ability to comply with the Working Hours by:

- Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.

Bidder Name	Amergis Healthcare Staffing, Inc
Date of Team Evaluation	11/18/2025

- Manage shift work
- Okay response but does not address RFP requirements

9. Demonstrate the ability to comply with Resource Performance by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction.
- iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).

- i.
 - response was specific to nurse staff
 - resource performance through a multi-faceted approach that includes proactive measures, ongoing monitoring, and clear corrective action procedures
- ii.
 - tailored orientation
 - quality assurance plan and performance improvement plan
 - regular check in (with resource and point of contact) and quarterly business reviews
- iii.
 - response was specific to healthcare staff and seem reasonable
 - replace resources will be expedited by the main team
 - provided flow chart of new request process

10. Demonstrate the ability to comply with Reporting by:

- i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report.
- ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.

Response does not mention reporting from Aerotek

- i.
 - Weekly, monthly and quarterly reports
 - Average to fill, average number of candidates
 - Turnover and offer acceptance reports
- ii.
 - Typically, within a week depending on request

Bidder Name	Amergis Healthcare Staffing, Inc
Date of Team Evaluation	11/18/2025

File 4 Cost Proposal

Scoring Formula – Category I								
Points Available				Points Awarded				
40				33.33				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2254	/	1.4	x	20	=	17.51	33.33
Vendor Identified Resource	1.2654	/	1.6	x	20	=	15.82	

Scoring Formula – Category II								
Points Available				Points Awarded				
40				34.08				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.3	/	1.5	x	20	=	17.33	34.08
Vendor Identified Resource	1.34	/	1.6	x	20	=	16.75	

Scoring Formula – Category III								
Points Available				Points Awarded				
40				32.85				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2306	/	1.45	x	20	=	16.97	32.85
Vendor Identified Resource	1.2706	/	1.6	x	20	=	15.88	

Scoring Formula – Category IV								
Points Available				Points Awarded				

Bidder Name	Amergis Healthcare Staffing, Inc
Date of Team Evaluation	11/18/2025

40				35.58				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2914	/	1.43	x	20	=	18.06	35.58
Vendor Identified Resource	1.3314	/	1.52	x	20	=	17.52	

Scoring Formula – Category V								
Points Available				Points Awarded				
40				36.43				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.35	/	1.47	x	20	=	18.37	36.43
Vendor Identified Resource	1.4	/	1.55	x	20	=	18.06	

Scoring Formula – Category VI								
Points Available				Points Awarded				
40				32.57				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2416	/	1.5	x	20	=	16.55	32.57
Vendor Identified Resource	1.2816	/	1.6	x	20	=	16.02	

Scoring Formula – Category VII								
Points Available				Points Awarded				
40				35.73				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.34	/	1.49	x	20	=	17.99	35.73

Bidder Name	Amergis Healthcare Staffing, Inc
Date of Team Evaluation	11/18/2025

Vendor Identified Resource	1.41	/	1.59	x	20	=	17.74	
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Scoring Formula – Category VIII								
Points Available				Points Awarded				
40				34.48				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.34	/	1.5	x	20	=	17.87	34.48
Vendor Identified Resource	1.37	/	1.65	x	20	=	16.61	

Bidder Name	Atlantic Staffing and Payroll Services, LLC
Date of Team Evaluation	11/20/2025



State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Nancy Tan
	Title	Acting Deputy Chief Procurement Officer
	Email	Nancy.Tan@Maine.Gov

Evaluation Team	
Name	Lindsey Kendall
Name	Matthew Vaughan
Name	Althea Harris

Bidder Name	Atlantic Staffing and Payroll Services, LLC
Date of Team Evaluation	11/20/2025

SUMMARY

		Points Available	Points Awarded	Total Score	
File 1	Preliminary Information	N/A	PASS		
File 2	Organization Qualifications and Experience	30	25		
File 3	Proposed Services	30	10		
File 4	Cost Proposal - I	40	38.92	Category I	73.92
	Cost Proposal - II		39.40	Category II	74.40
	Cost Proposal - III		38.18	Category III	73.18
		Total: 100			

Bidder Name	Atlantic Staffing and Payroll Services, LLC
Date of Team Evaluation	11/20/2025

File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	Completed and Signed
Appendix B (Responsible Bidder Certification)	Completed and Signed
Eligibility to Submit Bids	
Bidders must have a staffed, established office located within 100 miles of Augusta, Maine	Location confirmed, staff confirmed
Final Eligibility Determination	Pass
Failure Reason(s), if applicable	N/A
Bidders who fail to meet all eligibility requirements, as determined by the evaluation team, are removed from further consideration for award by the evaluation team.	

Bidder Name	Atlantic Staffing and Payroll Services, LLC
Date of Team Evaluation	11/20/2025

File 2 Organization Qualifications and Experience	
Points Available	Points Awarded
30 Points	25 Points

Section	Team Notes
Overview of the Organization	1. 3 categories (I, II, III) 2. Currently holds MA 2016 3. Maine based company 4. Experience with multiple state agencies 5. Projects were all State of Maine agencies
Subcontractors	1. No sub contractors
Organizational Chart	1. Provided, brief overview of the 2 employees
Litigation	1. No litigation over the past 16 years
Financial Viability	1. Provided, 2. Seems financially viable
Licensure/Certification	1. Does not have licensure/certification applicable
Certificate of Insurance	1. Provided and current expires 6/2/26

Bidder Name	Atlantic Staffing and Payroll Services, LLC
Date of Team Evaluation	11/20/2025

File 3 Proposed Services	
Points Available	Points Awarded
30 Points	10 Points

General Response:

The numbering format as required in the RFP for answering questions was not used throughout. Response was brief and vague

Team Notes
Section: Proposed Services
1. Check all staffing categories proposed ☒ Category I – Office Environment ☒ Category II – Driving-Related Positions ☒ Category III – Lab/Medical Environment ☐ Category IV – Outdoor Labor/Remote ☐ Category V – Power Equipment Usage ☐ Category VI – At Sea/Boat Usage ☐ Category VII – Trades ☐ Category VIII - Security
2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.
i. • 68 different positions that they have employed • Has staffed teams up to 125 individuals ii. • Generally relay on state agency to identify rate • Indicates they conduct wage research using trusted sources such as the U.S. Bureau of Labor Statistics, Indeed.com, and internal benchmarking from comparable roles.
3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: i. Describing the process the organization would use to respond to a request for a Resource from the Department. ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.

Bidder Name	Atlantic Staffing and Payroll Services, LLC
Date of Team Evaluation	11/20/2025

i. - Proposed 5 step response process and communication protocol - Accept requests via email, phone or online portal ii. - Confirm receipt within 1 hour - Could provide applications within 1 business day
4. Demonstrate the ability to comply with the Employment and Staffing Requirements by: i. Describing the organization's ability to comply with this requirement. ii. Describe the transition of existing employees, benefits matching, and staffing replacement. iii. Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.
i. - Confirm compliance with requirements - Response was vague relied on previous performance with the state since 2013 ii. - Work closely with the department for a smooth and timely transition of services iii. - Record daily hours on ADP or excel time card template - Did not mention overtime approval process
5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: i. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review. ii. Describing local recruitment process to fill agency staffing needs. iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few
i. - Provided pre-screening process, screening for resume and employment ii. - Listed 4 platforms for recruitment, social media, professional association, local college placement office, DOL career center and participation in job fair - own proprietary database iii.

Bidder Name	Atlantic Staffing and Payroll Services, LLC
Date of Team Evaluation	11/20/2025

- had a good orientation polices

6. Demonstrate the ability to comply with the Background and Security Checks by:

- Describing the organization's process for background checks.
- Describing the organization's process for drug testing.
- Describing the organization's process for finger printing.
- Describing the organization's process for any additional background and security checks that may be necessary or required

- Meets requirements
- Response vague, would complete if required.
- Response vague, would complete if required.
- Did not address

7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by:

- Describing the organization's ability to comply with this requirement.
- Providing a comprehensive list of the organization's current policies.
- Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.

- Committed to full compliance, have not been out of compliance for over 12 years
- Provided brief list of agreements completed during orientation including Employment Contract, Preservation of State Government Records Agreement and NDA. No other organization policies identified.
- Mentioned their security policy, completed during orientation

8. Demonstrate the ability to comply with the Working Hours by:

- Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.

Bidder Name	Atlantic Staffing and Payroll Services, LLC
Date of Team Evaluation	11/20/2025

Did not specifically address M-F and 8-5, but discussion attendance and working hours.

9. Demonstrate the ability to comply with Resource Performance by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction.
- iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).

- i.
 - Reference to handbook Employee hourly contract and obligations
- ii.
 - All expectations are communicated in writing
 - High level process provided
- iii.
 - Brief response provided. Provide immediate replacement

10. Demonstrate the ability to comply with Reporting by:

- i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report.
- ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.

- i.
 - Will provide 6 standard reports pulled from ADP system
- ii.
 - Can provide ad hoc typically within one business day

Bidder Name	Atlantic Staffing and Payroll Services, LLC
Date of Team Evaluation	11/20/2025

File 4 Cost Proposal

Scoring Formula – Category I								
Points Available				Points Awarded				
40				38.92				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2254	/	1.27	x	20	=	19.30	38.92
Vendor Identified Resource	1.2654	/	1.29	x	20	=	19.62	

Scoring Formula – Category II								
Points Available				Points Awarded				
40				39.40				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.3	/	1.33	x	20	=	19.55	39.40
Vendor Identified Resource	1.34	/	1.35	x	20	=	19.85	

Scoring Formula – Category III								
Points Available				Points Awarded				
40				38.18				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2306	/	1.3	x	20	=	18.93	38.18
Vendor Identified Resource	1.2706	/	1.32	x	20	=	19.25	

Bidder Name	Bonney Staffing LLC
Date of Team Evaluation	12/1/2025



State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Nancy Tan
	Title	Acting Deputy Chief Procurement Officer
	Email	Nancy.Tan@Maine.Gov

Evaluation Team	
Name	Lindsey Kendall
Name	Matthew Vaughan
Name	Althea Harris

Bidder Name	Bonney Staffing LLC
Date of Team Evaluation	12/1/2025

SUMMARY

		Points Available	Points Awarded	Total Score	
File 1	Preliminary Information	N/A	PASS		
File 2	Organization Qualifications and Experience	30	2		
File 3	Proposed Services	30	5		
File 4	Cost Proposal - I	40	36.51	Category I	43.51
	Cost Proposal - IV		38.15	Category IV	45.15
	Cost Proposal - V		40	Category V	47
		Total: 100			

Bidder Name	Bonney Staffing LLC
Date of Team Evaluation	12/1/2025

File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	Completed and Signed
Appendix B (Responsible Bidder Certification)	Missing organization name, Signed
Eligibility to Submit Bids	
Bidders must have a staffed, established office located within 100 miles of Augusta, Maine	Location confirmed, staff confirmed
Final Eligibility Determination	Pass
Failure Reason(s), if applicable	N/A
Bidders who fail to meet all eligibility requirements, as determined by the evaluation team, are removed from further consideration for award by the evaluation team.	

Bidder Name	Bonney Staffing LLC
Date of Team Evaluation	12/1/2025

File 2 Organization Qualifications and Experience	
Points Available	Points Awarded
30 Points	2 Points

Section	Team Notes
Overview of the Organization	1. Provided brief overview 2. Provide 3 projects - experience with staffing, No public sector examples 3. Primary experience is clerical and light industrial roles
Subcontractors	1. Not provided
Organizational Chart	1. Not provided
Litigation	1. Not provided
Financial Viability	1. Not provided
Licensure/Certification	1. Not applicable
Certificate of Insurance	1. Not provided

Bidder Name	Bonney Staffing LLC
Date of Team Evaluation	12/1/2025

File 3 Proposed Services	
Points Available	Points Awarded
30 Points	5 Points

General Notes:

- Response brief, small paragraphs with few sentences
- Did not follow numbering format

Team Notes	
Section: Proposed Services	
1. Check all staffing categories proposed	
☒ Category I – Office Environment ☐ Category II – Driving-Related Positions ☐ Category III – Lab/Medical Environment ☒ Category IV – Outdoor Labor/Remote ☒ Category V – Power Equipment Usage ☐ Category VI – At Sea/Boat Usage ☐ Category VII – Trades ☐ Category VIII - Security	
2. Demonstrate the ability to comply with the Types of Staffing Assignments by:	
i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.	
i. • Response brief, did not follow numbering format • May use sister company for IT or professional services. Sister company is not named. ii. • Did not address	
3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by:	
i. Describing the process the organization would use to respond to a request for a Resource from the Department. ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.	
i. • Client manager would handle the request	

Bidder Name	Bonney Staffing LLC
Date of Team Evaluation	12/1/2025

- Does not address detailed process
- ii.
 - Response within 24 hours, they work M-F, 8-5
 - On call if needed, but did not provide details

4. Demonstrate the ability to comply with the Employment and Staffing Requirements by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Describe the transition of existing employees, benefits matching, and staffing replacement.
- iii. Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.

- i.
 - Proposed to track all employees on an electronic database
- ii.
 - Did not mention the transitioning of existing employees
 - No mention of the benefits matching
 - Replacement, ask for 24hrs notification, certain skill sets may need more time
- iii.
 - Electronic timecards for weekly approval. No mention of how overtime is handled

5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by:

- i. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review.
- ii. Describing local recruitment process to fill agency staffing needs.
- iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few

- i.
 - Offers testing, will provide results, but actual test was not listed
- ii.
 - recruitment completed by local recruiters
 - sourcing online, in person and walk-ins
 - vague response
- iii.
 - Provide closet of clothing for candidates if needed
 - Recruiters will send message and call before SOW. (What does SOW stand for?)

Bidder Name	Bonney Staffing LLC
Date of Team Evaluation	12/1/2025

6. Demonstrate the ability to comply with the Background and Security Checks by:

- i. Describing the organization's process for background checks.
- ii. Describing the organization's process for drug testing.
- iii. Describing the organization's process for finger printing.
- iv. Describing the organization's process for any additional background and security checks that may be necessary or required

- i.
 - Partners with Daxtra for background checks. No further detail provided
- ii.
 - Will mirror states approach
- iii.
 - Will mirror states approach
- iv.
 - Did not address

7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Providing a comprehensive list of the organization's current policies.
- iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.

- i.
 - Bonney has a team of marketing, legal, safety, compliance, HR and practice leads that ensure compliance with State and Federal policy and procedures. No further detail provided
- ii.
 - did not provide list of policies
- iii.
 - use PowerBI/bull horn CRM

8. Demonstrate the ability to comply with the Working Hours by:

- i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.

Did not respond to requirement.

9. Demonstrate the ability to comply with Resource Performance by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction.

Bidder Name	Bonney Staffing LLC
Date of Team Evaluation	12/1/2025

iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).
i. • Did not address ii. • Will connect on a weekly basis with talent and assigned manager, seems to be a very limited approach to quality assurance iii. • Proposed that their manager will act to resolve issues quickly. • Did not address the process to replace resources
10. Demonstrate the ability to comply with Reporting by: i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.
i. • Can provide customizable reports did not provide a list ii. • Asked for 24 hours notice

Bidder Name	Bonney Staffing LLC
Date of Team Evaluation	12/1/2025

File 4 Cost Proposal

Scoring Formula – Category I								
Points Available				Points Awarded				
40				36.51				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2254	/	1.33	x	20	=	18.43	36.51
Vendor Identified Resource	1.2654	/	1.4	x	20	=	18.08	

Scoring Formula – Category IV								
Points Available				Points Awarded				
40				38.15				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2914	/	1.35	x	20	=	19.13	38.15
Vendor Identified Resource	1.3314	/	1.4	x	20	=	19.02	

Scoring Formula – Category V								
Points Available				Points Awarded				
40				40				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.35	/	1.35	x	20	=	20	40
Vendor Identified Resource	1.4	/	1.4	x	20	=	20	

Bidder Name	Hanker Systems, Inc.
Date of Team Evaluation	11/18/2025



State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Nancy Tan
	Title	Acting Deputy Chief Procurement Officer
	Email	Nancy.Tan@Maine.Gov

Evaluation Team	
Name	Lindsey Kendall
Name	Matthew Vaughan
Name	Althea Harris

Bidder Name	Hanker Systems, Inc.
Date of Team Evaluation	11/18/2025

SUMMARY

		Points Available	Points Awarded	Total Score	
File 1	Preliminary Information	N/A	FAIL		
File 2	Organization Qualifications and Experience	30	N/A		
File 3	Proposed Services	30	N/A		
File 4	Cost Proposal - I	40	N/A	Category I	N/A
	Cost Proposal - III		N/A	Category III	N/A
		Total: 100			

Bidder Name	Hanker Systems, Inc.
Date of Team Evaluation	11/18/2025

File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	Completed and Signed
Appendix B (Responsible Bidder Certification)	Completed and Signed
Eligibility to Submit Bids	
Bidders must have a staffed, established office located within 100 miles of Augusta, Maine	Did not provide address for or any mention of a Maine office in proposal.
Final Eligibility Determination	Fail
Failure Reason(s), if applicable	No Maine office confirmed. No staff confirmed to be working in Maine at time of proposal submission.
Bidders who fail to meet all eligibility requirements, as determined by the evaluation team, are removed from further consideration for award by the evaluation team.	

Bidder Name	Lorvenk Technologies LLC
Date of Team Evaluation	12/1/2025



State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Nancy Tan
	Title	Acting Deputy Chief Procurement Officer
	Email	Nancy.Tan@Maine.Gov

Evaluation Team	
Name	Lindsey Kendall
Name	Matthew Vaughan
Name	Althea Harris

Bidder Name	Lorvenk Technologies LLC
Date of Team Evaluation	12/1/2025

SUMMARY

		Points Available	Points Awarded	Total Score	
File 1	Preliminary Information	N/A	FAIL		
File 2	Organization Qualifications and Experience	30	N/A		
File 3	Proposed Services	30	N/A		
File 4	Cost Proposal – I	40	N/A	Category I	N/A
	Cost Proposal – II		N/A	Category II	N/A
	Cost Proposal – III		N/A	Category III	N/A
	Cost Proposal – IV		N/A	Category IV	N/A
	Cost Proposal – V		N/A	Category V	N/A
	Cost Proposal – VI		N/A	Category VI	N/A
	Cost Proposal – VII		N/A	Category VII	N/A
	Cost Proposal – VIII		N/A	Category VIII	N/A
		Total: 100			

Bidder Name	Lorvenk Technologies LLC
Date of Team Evaluation	12/1/2025

File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	Completed and Signed
Appendix B (Responsible Bidder Certification)	Completed and Signed
Eligibility to Submit Bids	
Bidders must have a staffed, established office located within 100 miles of Augusta, Maine	Location confirmed
Final Eligibility Determination	Fail
Failure Reason(s), if applicable	No staff confirmed to be working in Maine at time of proposal submission.
Bidders who fail to meet all eligibility requirements, as determined by the evaluation team, are removed from further consideration for award by the evaluation team.	

Bidder Name	Maine Business Services dba Manpower
Date of Team Evaluation	12/9/25



State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Nancy Tan
	Title	Acting Deputy Chief Procurement Officer
	Email	Nancy.Tan@Maine.Gov

Evaluation Team	
Name	Lindsey Kendall
Name	Matthew Vaughan
Name	Althea Harris

Bidder Name	Maine Business Services dba Manpower
Date of Team Evaluation	12/9/25

SUMMARY

		Points Available	Points Awarded	Total Score	
File 1	Preliminary Information	N/A	PASS		
File 2	Organization Qualifications and Experience	30	29		
File 3	Proposed Services	30	23		
File 4	Cost Proposal - I	40	37.75	Category I	89.75
	Cost Proposal - II		36.54	Category II	88.54
	Cost Proposal - III		36.39	Category III	88.39
	Cost Proposal - IV		38.16	Category IV	90.16
	Cost Proposal - V		38.06	Category V	90.06
	Cost Proposal - VII		40	Category VII	92
	Cost Proposal - VIII		34.63	Category VIII	86.63
		Total: 100			

Bidder Name	Maine Business Services dba Manpower
Date of Team Evaluation	12/9/25

File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	Completed and Signed
Appendix B (Responsible Bidder Certification)	Completed and Signed
Eligibility to Submit Bids	
Bidders must have a staffed, established office located within 100 miles of Augusta, Maine	Location confirmed, staff confirmed
Final Eligibility Determination	Pass
Failure Reason(s), if applicable	N/A
Bidders who fail to meet all eligibility requirements, as determined by the evaluation team, are removed from further consideration for award by the evaluation team.	

Bidder Name	Maine Business Services dba Manpower
Date of Team Evaluation	12/9/25

File 2 Organization Qualifications and Experience	
Points Available	Points Awarded
30 Points	29 Points

Section	Team Notes
Overview of the Organization	1. Founded in 1961 2. 6 offices within a 100 miles of Augusta, 1 office in Aroostook 3. Over 300 Maine clients 4. Has an active Master Agreement with State of Maine 5. Provided 3 projects all in Maine 6. Included reviews from Maine agencies – rate 5 out of 5
Subcontractors	1. Will not be using subcontractors
Organizational Chart	1. Provided 2. Noted there were three direct contacts for southern, central and northern regions.
Litigation	1. No litigation
Financial Viability	1. Provided last three years 2. Appears financially viable
Licensure/Certification	1. Currently licenses as a contract security company with DPS
Certificate of Insurance	1. Provided, current. Expire: 3/1/2026

Bidder Name	Maine Business Services dba Manpower
Date of Team Evaluation	12/9/25

File 3 Proposed Services	
Points Available	Points Awarded
30 Points	23 Points

Team Notes	
Section: Proposed Services	
1. Check all staffing categories proposed	
☒ Category I – Office Environment ☒ Category II – Driving-Related Positions ☒ Category III – Lab/Medical Environment ☒ Category IV – Outdoor Labor/Remote ☒ Category V – Power Equipment Usage ☐ Category VI – At Sea/Boat Usage ☒ Category VII – Trades ☒ Category VIII - Security	
2. Demonstrate the ability to comply with the Types of Staffing Assignments by:	
i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.	
i. • Provided examples of admin, customer service, industrial and pro-tech series position • Experience and resources to provide all services except for category VI ii. • Have a proprietary wage tool that considers multiple data sources • Dashboard for real time market research was comprehensive • In-house staff conduct real-time analysis and market research	
3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by:	
i. Describing the process the organization would use to respond to a request for a Resource from the Department. ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.	
i. • Proposed multiple methods to submit requisitions, phone, text, email, web and online page • Custom landing page for state agencies • Use the Bullhorn CMS	

Bidder Name	Maine Business Services dba Manpower
Date of Team Evaluation	12/9/25

- ii.
 - Hours are 8:30-5, Mon-Fri
 - Can work remotely in inclement weather, no stop in service
 - Did not have on-call or after hours availability
 - Response to phone, voicemail, email would be within 30 minutes during business hours

4. Demonstrate the ability to comply with the Employment and Staffing Requirements by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Describe the transition of existing employees, benefits matching, and staffing replacement.
- iii. Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.

- i.
 - Acknowledge that they are the legal employer
 - List their employment relation when managing their employee, payroll, Maine earn paid leave, FMLA
 - Use E-Verify to confirm employer authorization in the US
 - Strong emphasis on safety
- ii.
 - Detailed transition process
 - Will assign a project manager to shepherd the transition for the agency and the resource
- iii.
 - Web-time keeping (PeopleNet) paper time slips, group reporting or use our established system
 - Didn't mention overtime hours

5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by:

- i. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review.
- ii. Describing local recruitment process to fill agency staffing needs.
- iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few

- i.
 - Pre-interview and Pre-screen process included making applicants feel comfortable and trusted to improve retainment
 - Offer free online skills development training and upskilling, over 4,000 courses
 - Provide feedback on resumes
 - Can select candidates on behalf of the department

Bidder Name	Maine Business Services dba Manpower
Date of Team Evaluation	12/9/25

- ii.
 - Partner with local organizations to identify local candidates, such as Maine job link, Maine career centers, etc..
 - Local 5 step recruitment process provided
- iii.
 - Orientation is customized to the agency role and policies
 - Onboarding and orientation listed 7 topics, i.e. audit and record keeping
 - Response was thorough

6. Demonstrate the ability to comply with the Background and Security Checks by:

- i. Describing the organization's process for background checks.
- ii. Describing the organization's process for drug testing.
- iii. Describing the organization's process for finger printing.
- iv. Describing the organization's process for any additional background and security checks that may be necessary or required

- i.
 - work with the state to determine the requirements
 - met requirement – not detailed
- ii.
 - rapid results collected at state approved collection facilities
- iii.
 - Work with candidate to schedule at a local facility
 - Shepherd the process to completion
- iv.
 - will comply
 - brief response

7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Providing a comprehensive list of the organization's current policies.
- iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.

- i.
 - in compliance with state policies and procedures
 - work from home safety policies
 - consent to hire process for former department employee by emailing SPRC for approval
- ii.
 - Comprehensive summary of policies provided
- iii.

Bidder Name	Maine Business Services dba Manpower
Date of Team Evaluation	12/9/25

- indicates robust framework of policies and procedures for confidential and data security requirements
- Can add any additional requirements that the state of Maine requires

8. Demonstrate the ability to comply with the Working Hours by:

- Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.

- Very working hours 8-5 M-F
- Addressed overtime, but process is unclear if overtime is approved in advance as required.
-

9. Demonstrate the ability to comply with Resource Performance by:

- Describing the organization's ability to comply with this requirement.
- Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction.
- Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).

- Dependability and professionalism is monitored throughout the recruitment process
 - Communicate professional expectations
- QA tools with Bullhorn office system
 - Scheduled contact cadence, first day, weekly, end of assignment review
 - Ongoing communication, corrective action procedures, collaboration with agency
 - Review schedules, scoring system, providing coaching and training.
- Ensures terminated employee is escorted out and does not retain any state property
 - Resource will be replaced at the departments request as soon as possible, process for replacement unclear

10. Demonstrate the ability to comply with Reporting by:

- Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report.
- Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.

- 5 readily available reports on demand

Bidder Name	Maine Business Services dba Manpower
Date of Team Evaluation	12/9/25

- ii.
- Proposes to provide Ad Hoc reports within 48-72 hours of request.
 - For one-time or custom reports, depending on complexity are delivered within 3 business days.

Bidder Name	Maine Business Services dba Manpower
Date of Team Evaluation	12/9/25

File 4 Cost Proposal

Scoring Formula – Category I								
Points Available				Points Awarded				
40				37.75				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2254	/	1.29	x	20	=	19.00	37.75
Vendor Identified Resource	1.2654	/	1.35	x	20	=	18.75	

Scoring Formula – Category II								
Points Available				Points Awarded				
40				36.54				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.3	/	1.42	x	20	=	18.31	36.54
Vendor Identified Resource	1.34	/	1.47	x	20	=	18.23	

Scoring Formula – Category III								
Points Available				Points Awarded				
40				36.39				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2306	/	1.34	x	20	=	18.37	36.39
Vendor Identified Resource	1.2706	/	1.41	x	20	=	18.02	

Scoring Formula – Category IV								
Points Available				Points Awarded				

Bidder Name	Maine Business Services dba Manpower
Date of Team Evaluation	12/9/25

40				38.16				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2914	/	1.34	x	20	=	19.27	38.16
Vendor Identified Resource	1.3314	/	1.41	x	20	=	18.89	

Scoring Formula – Category V								
Points Available				Points Awarded				
40				38.06				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.35	/	1.42	x	20	=	19.01	38.06
Vendor Identified Resource	1.4	/	1.47	x	20	=	19.05	

Scoring Formula – Category VII								
Points Available				Points Awarded				
40				40				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.34	/	1.34	x	20	=	20	40
Vendor Identified Resource	1.41	/	1.41	x	20	=	20	

Scoring Formula – Category VIII								
Points Available				Points Awarded				
40				34.63				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.34	/	1.55	x	20	=	17.29	34.63

Bidder Name	Maine Business Services dba Manpower
Date of Team Evaluation	12/9/25

Vendor Identified Resource	1.37	/	1.58	x	20	=	17.34	
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Bidder Name	Project Staffing, LLC
Date of Team Evaluation	12/9/2025



State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Nancy Tan
	Title	Acting Deputy Chief Procurement Officer
	Email	Nancy.Tan@Maine.Gov

Evaluation Team	
Name	Lindsey Kendall
Name	Matthew Vaughan
Name	Althea Harris

Bidder Name	Project Staffing, LLC
Date of Team Evaluation	12/9/2025

SUMMARY

		Points Available	Points Awarded	Total Score	
File 1	Preliminary Information	N/A	PASS		
File 2	Organization Qualifications and Experience	30	23		
File 3	Proposed Services	30	21		
File 4	Cost Proposal - I	40	35.43	Category I	79.43
	Cost Proposal - II		40	Category II	84
	Cost Proposal - III		37.89	Category III	81.89
	Cost Proposal - IV		38.86	Category IV	82.86
	Cost Proposal - V		38.19	Category V	82.19
	Cost Proposal - VI		30.58	Category VI	74.58
	Cost Proposal - VII		39.56	Category VII	83.56
	Cost Proposal - VIII		40	Category VIII	84
		Total: 100			

Bidder Name	Project Staffing, LLC
Date of Team Evaluation	12/9/2025

File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	Completed, not signed
Appendix B (Responsible Bidder Certification)	Completed and signed
Eligibility to Submit Bids	
Bidders must have a staffed, established office located within 100 miles of Augusta, Maine	Location confirmed, staff confirmed
Final Eligibility Determination	Pass
Failure Reason(s), if applicable	N/A
Bidders who fail to meet all eligibility requirements, as determined by the evaluation team, are removed from further consideration for award by the evaluation team.	

Bidder Name	Project Staffing, LLC
Date of Team Evaluation	12/9/2025

File 2 Organization Qualifications and Experience	
Points Available	Points Awarded
30 Points	23 Points

Section	Team Notes
Overview of the Organization	1. Established in 1995 2. Provided three projects – all Maine departments a. Good range of positions filled 3. Mostly filled state identified resources but can recruit 4.
Subcontractors	1. Dynamic Protection Group for security services a. Headquarters in Hingham, MA
Organizational Chart	1. Provided detailed org chart and job description for each personnel
Litigation	1. No litigation
Financial Viability	1. Provided, 2. 2024 net income is concerning
Licensure/Certification	1. Contract Security Certificate, 2. Temporary Nurse Agency Certification for MSG Acquisitions, 8/21/2026 unclear connections to Project Staffing
Certificate of Insurance	1. Provided and current. Expires 4/29/2026

Bidder Name	Project Staffing, LLC
Date of Team Evaluation	12/9/2025

File 3 Proposed Services	
Points Available	Points Awarded
30 Points	21 Points

Team Notes	
Section: Proposed Services	
1. Check all staffing categories proposed	
☒ Category I – Office Environment ☒ Category II – Driving-Related Positions ☒ Category III – Lab/Medical Environment ☒ Category IV – Outdoor Labor/Remote ☒ Category V – Power Equipment Usage ☒ Category VI – At Sea/Boat Usage ☒ Category VII – Trades ☒ Category VIII - Security	
2. Demonstrate the ability to comply with the Types of Staffing Assignments by:	
i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.	
i. - experiences and resources in all categories ii. - indicate they determine market rate through industry and regional wage data (BLS, State labor reports) - did not explain the frequency of the analysis - internal review for fairness and sustainability	
3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by:	
i. Describing the process the organization would use to respond to a request for a Resource from the Department. ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.	
i. - proposes a structured and responsive process when receiving a request for resource from the department - submission by phone or email or designated portal (unclear of what portal)	

Bidder Name	Project Staffing, LLC
Date of Team Evaluation	12/9/2025

ii.

- Indicates Guaranteed response times:
Phone/voicemail messages: Returned within 2 hours during business hours Monday-Friday, 8-5.
Email: acknowledge within 4 hours.
After-hours requests: Response by 10 a.m. the following business day.
- Did not identify any off-hour availability

4. Demonstrate the ability to comply with the Employment and Staffing Requirements by:

- Describing the organization's ability to comply with this requirement.
- Describe the transition of existing employees, benefits matching, and staffing replacement.
- Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.

i.

- indicates they fully comply with all staffing requirements
- have HR accounting teams that ensure compliance

ii.

- they have clear communication with resources and agencies
- they maintain a ready pool of qualified candidates to ensure timely replacement in the event of turnover or re-assignment

iii.

- online time system through the portal
- overtime is approved in advance and documented in their system
- did not mention use of manual timecards

5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by:

- Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review.
- Describing local recruitment process to fill agency staffing needs.
- Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few

i.

- Proposes a comprehensive and compliance prescreening process
- Including skills assessment

ii.

- Strong local presence with branch offices in Biddeford, Westbrook, Brunswick, Lewiston, Augusta, Bangor, and Presque Isle.

Bidder Name	Project Staffing, LLC
Date of Team Evaluation	12/9/2025

- Recruitment strategy includes:
 - Posting on regional job boards and community platforms.
 - Utilizing the Maine JobLink to reach qualified local candidates.
 - Partnering with local training programs, vocational schools, and colleges.
 - Hosting and attending job fairs and community hiring events.
 - Leveraging our internal database of pre-screened candidates.
- iii.
 - assess skills and abilities during the interview process and monitor through performance reviews
 - provide employee handbook for policies and expectations

6. Demonstrate the ability to comply with the Background and Security Checks by:

- i. Describing the organization's process for background checks.
- ii. Describing the organization's process for drug testing.
- iii. Describing the organization's process for finger printing.
- iv. Describing the organization's process for any additional background and security checks that may be necessary or required

- i.
 - Proposes to conduct comprehensive Background checks prior to placement. Limited detail provided.
 - These include: National criminal screening, sex offender registry checks, employment and education verification, license and certification validation where applicable.
 - Use of the Maine Background Check Center for roles requiring state-specific screening and compliance.
- ii.
 - Drug testing performed as required by the Dept. or specific assignment. Testing through certified laboratories using 4, 5 or 10 panel screenings dependent on the role and client requirements.
- lii
 - When fingerprinting is required, they will coordinate with authorized fingerprinting agencies or facilities. The process is completed prior to placement and results will be provided to the Dept.
- iv.
 - Also do federal, child protected services, credit and security clearance background checks

7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Providing a comprehensive list of the organization's current policies.
- iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.

i.

Bidder Name	Project Staffing, LLC
Date of Team Evaluation	12/9/2025

- In compliance with the State's policy and procedures as they are currently placing resources in various Departments.
 - They actively monitor updates from state agencies to ensure practices remain aligned with current regulations.
- ii.
- adheres to the State's policy and procedures.
 - A comprehensive list of at least policies and procedures were provided
 - Screen shot of employee handbook provided
 - Social and electronic communication policy
 - Reviewed annually
- iii
- provide training on security and data handling
 - NDA provided and no use of confidential information

8. Demonstrate the ability to comply with the Working Hours by:

- i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.

- They did not address working hours for the resources
- Offices are open M-F 8-5.
- Dedicated response team located in the Augusta office to provide immediate response.

9. Demonstrate the ability to comply with Resource Performance by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction.
- iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).

- i.
- Clear communication of job responsibilities, behavioral standards, and attendance during onboarding
 - Monitored by internal team, performance metrics open line of communication to address any concerns
- ii.
- Regular check ins, performance reviews and issue resolution protocol – no mention of cadence
 - Documentation- all feedback and actions taken are documented and stored securely
 - Continuous improvement feedback from the department is use to refine onboarding training and support process

iii.

Bidder Name	Project Staffing, LLC
Date of Team Evaluation	12/9/2025

- Identification of issues
- Corrective action – unclear when/how the department is involved
- Replacement.
 - Immediate notification
 - Vetting of replacement
 - Seamless transition to minimize disruption

10. Demonstrate the ability to comply with Reporting by:

- i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report.
- ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.

- i.
 - Readily able to provide 8 standard reports with details
- ii.
 - no timeline provided for adhoc reports
 - mentioned having a reporting coordinator

Bidder Name	Project Staffing, LLC
Date of Team Evaluation	12/9/2025

File 4 Cost Proposal

Scoring Formula – Category I								
Points Available				Points Awarded				
40				35.43				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2254	/	1.25	x	20	=	19.61	35.43
Vendor Identified Resource	1.2654	/	1.29	x	20	=	15.82	

Scoring Formula – Category II								
Points Available				Points Awarded				
40				40				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.3	/	1.3	x	20	=	20	40
Vendor Identified Resource	1.34	/	1.34	x	20	=	20	

Scoring Formula – Category III								
Points Available				Points Awarded				
40				37.89				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2306	/	1.3	x	20	=	18.93	37.89
Vendor Identified Resource	1.2706	/	1.34	x	20	=	18.96	

Scoring Formula – Category IV								
Points Available				Points Awarded				

Bidder Name	Project Staffing, LLC
Date of Team Evaluation	12/9/2025

40				38.86				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2914	/	1.33	x	20	=	19.42	38.86
Vendor Identified Resource	1.3314	/	1.37	x	20	=	19.44	

Scoring Formula – Category V								
Points Available				Points Awarded				
40				38.19				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.35	/	1.42	x	20	=	19.01	38.19
Vendor Identified Resource	1.4	/	1.47	x	20	=	19.18	

Scoring Formula – Category VI								
Points Available				Points Awarded				
40				30.58				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2416	/	1.63	x	20	=	15.23	30.58
Vendor Identified Resource	1.2816	/	1.67	x	20	=	15.35	

Scoring Formula – Category VII								
Points Available				Points Awarded				
40				39.56				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.34	/	1.37	x	20	=	19.56	39.56

Bidder Name	Project Staffing, LLC
Date of Team Evaluation	12/9/2025

Vendor Identified Resource	1.41	/	1.41	x	20	=	20	
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Scoring Formula – Category VIII								
Points Available				Points Awarded				
40				40				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.34	/	1.34	x	20	=	20	40
Vendor Identified Resource	1.37	/	1.37	x	20	=	20	

Bidder Name	Protiviti Government Services, Inc.
Date of Team Evaluation	12/12/2025



State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Nancy Tan
	Title	Acting Deputy Chief Procurement Officer
	Email	Nancy.Tan@Maine.Gov

Evaluation Team	
Name	Lindsey Kendall
Name	Matthew Vaughan
Name	Althea Harris

Bidder Name	Protiviti Government Services, Inc.
Date of Team Evaluation	12/12/2025

SUMMARY

		Points Available	Points Awarded	Total Score	
File 1	Preliminary Information	N/A	PASS		
File 2	Organization Qualifications and Experience	30	3		
File 3	Proposed Services	30	11		
File 4	Cost Proposal - I	40	31.4	Category I	45.4
		Total: 100			

Bidder Name	Protiviti Government Services, Inc.
Date of Team Evaluation	12/12/2025

File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	Completed and signed
Appendix B (Responsible Bidder Certification)	Completed and signed
Eligibility to Submit Bids	
Bidders must have a staffed, established office located within 100 miles of Augusta, Maine	Location confirmed, staff confirmed
Final Eligibility Determination	Pass
Failure Reason(s), if applicable	N/A
Bidders who fail to meet all eligibility requirements, as determined by the evaluation team, are removed from further consideration for award by the evaluation team.	

Bidder Name	Protiviti Government Services, Inc.
Date of Team Evaluation	12/12/2025

File 2 Organization Qualifications and Experience	
Points Available	Points Awarded
30 Points	3 Points

Section	Team Notes
Overview of the Organization	- Office in Portland - Subsidiary of Robert Half International 3 projects, 1 in Maine and 2 in New Hampshire - Over 16,000 placements in Maine - Response was general
Subcontractors	Not Provided
Organizational Chart	Not Provided
Litigation	Not Provided
Financial Viability	Not Provided
Licensure/Certification	N/A
Certificate of Insurance	Not Provided

Bidder Name	Protiviti Government Services, Inc.
Date of Team Evaluation	12/12/2025

File 3 Proposed Services	
Points Available	Points Awarded
30 Points	11 Points

Team Notes	
Section: Proposed Services	
1. Check all staffing categories proposed	
☒ Category I – Office Environment ☐ Category II – Driving-Related Positions ☐ Category III – Lab/Medical Environment ☐ Category IV – Outdoor Labor/Remote ☐ Category V – Power Equipment Usage ☐ Category VI – At Sea/Boat Usage ☐ Category VII – Trades ☐ Category VIII - Security	
2. Demonstrate the ability to comply with the Types of Staffing Assignments by:	
i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.	
i. - Portland database with 50,000 job seekers - national database with 30 million job seekers ii. - use salary guides based on previous placement - market to market to labor supply and demand for current market rates, utilizing Robert Half	
3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by:	
i. Describing the process the organization would use to respond to a request for a Resource from the Department. ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.	
i. - Propose structured thorough process - Present candidates to the department via phone ii.	

Bidder Name	Protiviti Government Services, Inc.
Date of Team Evaluation	12/12/2025

- response within 2 business hours for phone/voicemail
- email same day response
- communicated are systematically logged and tracked

4. Demonstrate the ability to comply with the Employment and Staffing Requirements by:

- Describing the organization's ability to comply with this requirement.
- Describe the transition of existing employees, benefits matching, and staffing replacement.
- Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.

- confirms ability to comply
 - maintain the employer rights & responsibility and laws
- did not address the process used for transitioning existing employees
 - mentioned eligible for merits increases to their benefits, unclear of this process
 - mentioned bonus on hours worked subject to state regulations, unclear of this process
 - replacement process was brief and only specific to absence due to illness and unforeseen absences
- proposes manual an online timecard
 - prior approved overtime

5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by:

- Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review.
- Describing local recruitment process to fill agency staffing needs.
- Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few

- Standard process outlining their in-depth interview, testing and reference checks
 - Analysis their resume and develop specific follow up questions
- have a three step recruiting process, initial knowledge sharing session, ongoing monitoring communication and updates on onboarding activities
 - local recruitment – did not specify any local recruitment efforts, job boards, etc. other than their Portland based database.
-

Bidder Name	Protiviti Government Services, Inc.
Date of Team Evaluation	12/12/2025

- 6 step process to ensure every resources are prepared – most of the response was covered under their testing, screening and interview process

6. Demonstrate the ability to comply with the Background and Security Checks by:

- Describing the organization's process for background checks.
- Describing the organization's process for drug testing.
- Describing the organization's process for finger printing.
- Describing the organization's process for any additional background and security checks that may be necessary or required

- did not address actual background checks other than references
 - timeline were not defined
- vague response, no timeline or specifics provided
 - through third party independent vendor – vendor not identified
 - timeline were not defined
- the department arranges the test with the third party vendor, bidder will facilitate but role seems limited
 - listed of 14 background checks that Robert Half can offer
 - timeline were not defined
- do additional background check according to the law
 - require written agreement with the department to define the types of checks required
 - timeline were not defined

7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by:

- Describing the organization's ability to comply with this requirement.
- Providing a comprehensive list of the organization's current policies.
- Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.

- all travel must be pre-approved
 - no client data is stored in the device
 - ensure each resources provided access to state policies
 - for secure access contractor must use state's VPN
-

Bidder Name	Protiviti Government Services, Inc.
Date of Team Evaluation	12/12/2025

- provided a link to the code of business conduct and ethics
- listed key polices (i.e. prohibition of bribery and corruption)

iii

- require annual security training
- ensure resources sign any confidentiality agreements requested by department

8. Demonstrate the ability to comply with the Working Hours by:

- Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.

- Confirm their ability to comply with M-F 8 working hours
- Support nonstandard schedule as well

9. Demonstrate the ability to comply with Resource Performance by:

- Describing the organization's ability to comply with this requirement.
- Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction.
- Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).

- client communicates the need for replacements
 - client will not be billed for unsatisfactory time if under the guarantee period
- Weekly check-ins
 - Any concerns during check-ins are addressed, documented and track through satisfactory solution
- process includes a resolution attempt before termination – limited detail provided

10. Demonstrate the ability to comply with Reporting by:

Bidder Name	Protiviti Government Services, Inc.
Date of Team Evaluation	12/12/2025

	i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.
	i. • have standard real-time reports with details ii. • 3-5 business, process to review for accuracy and completeness before submitting to the department

Bidder Name	Protiviti Government Services, Inc.
Date of Team Evaluation	12/12/2025

**File 4
Cost Proposal**

Scoring Formula – Category I								
Points Available				Points Awarded				
40				31.4				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2254	/	1.5	x	20	=	16.34	31.4
Vendor Identified Resource	1.2654	/	1.68	x	20	=	15.06	

Bidder Name	Reuben Cooley, Inc.
Date of Team Evaluation	11/18/2025



State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Nancy Tan
	Title	Acting Deputy Chief Procurement Officer
	Email	Nancy.Tan@Maine.Gov

Evaluation Team	
Name	Lindsey Kendall
Name	Matthew Vaughan
Name	Althea Harris

Bidder Name	Reuben Cooley, Inc.
Date of Team Evaluation	11/18/2025

SUMMARY

		Points Available	Points Awarded	Total Score	
File 1	Preliminary Information	N/A	FAIL		
File 2	Organization Qualifications and Experience	30	N/A		
File 3	Proposed Services	30	N/A		
File 4	Cost Proposal – I	40	N/A	Category I	N/A
	Cost Proposal – II		N/A	Category II	N/A
	Cost Proposal – III		N/A	Category III	N/A
	Cost Proposal – IV		N/A	Category IV	N/A
	Cost Proposal – V		N/A	Category V	N/A
	Cost Proposal – VI		N/A	Category VI	N/A
	Cost Proposal – VII		N/A	Category VII	N/A
	Cost Proposal – VIII		N/A	Category VIII	N/A
		Total: 100			

Bidder Name	Reuben Cooley, Inc.
Date of Team Evaluation	11/18/2025

File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	Completed and Signed
Appendix B (Responsible Bidder Certification)	Completed and Signed
Eligibility to Submit Bids	
Bidders must have a staffed, established office located within 100 miles of Augusta, Maine	Address and number of staff provided.
Final Eligibility Determination	Fail
Failure Reason(s), if applicable	Location not confirmed. No staff confirmed to be working in Maine at time of proposal submission.
Bidders who fail to meet all eligibility requirements, as determined by the evaluation team, are removed from further consideration for award by the evaluation team.	

Bidder Name	Staffing Solutions Organization LLC
Date of Team Evaluation	1/9/2026



State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Nancy Tan
	Title	Acting Deputy Chief Procurement Officer
	Email	Nancy.Tan@Maine.Gov

Evaluation Team	
Name	Lindsey Kendall
Name	Matthew Vaughan
Name	Althea Harris

Bidder Name	Staffing Solutions Organization LLC
Date of Team Evaluation	1/9/2026

SUMMARY

		Points Available	Points Awarded	Total Score	
File 1	Preliminary Information	N/A	PASS		
File 2	Organization Qualifications and Experience	30	26		
File 3	Proposed Services	30	27		
File 4	Cost Proposal - I	40	31.73	Category I	84.73
		Total: 100			

Bidder Name	Staffing Solutions Organization LLC
Date of Team Evaluation	1/9/2026

File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	Completed and Signed
Appendix B (Responsible Bidder Certification)	Completed and Signed
Eligibility to Submit Bids	
Bidders must have a staffed, established office located within 100 miles of Augusta, Maine	Location confirmed, staff confirmed
Final Eligibility Determination	Pass
Failure Reason(s), if applicable	N/A
Bidders who fail to meet all eligibility requirements, as determined by the evaluation team, are removed from further consideration for award by the evaluation team.	

Bidder Name	Staffing Solutions Organization LLC
Date of Team Evaluation	1/9/2026

File 2 Organization Qualifications and Experience	
Points Available	Points Awarded
30 Points	26 Points

Section	Team Notes
Overview of the Organization	1. Office established in 2023 2. Previous projects included New York Health & Maine DHHS 3. Provided staff to state and local government in several categories
Subcontractors	1. No subcontractors
Organizational Chart	1. Provided a chart, job descriptions and specific project staff 2. Subsidiary of PCG 3. Resumes provided
Litigation	1. 2 cases listed both were resolved 2. Proposal stated, there are no current litigation matters that would compromise SSO's ability to perform the work
Financial Viability	1. Provided the last 3 years, appears to be financially viable
Licensure/Certification	1. Listed their individual certification and trainings
Certificate of Insurance	1. Provided and expires 4/1/2026

Bidder Name	Staffing Solutions Organization LLC
Date of Team Evaluation	1/9/2026

File 3 Proposed Services	
Points Available	Points Awarded
30 Points	27 Points

Team Notes	
Section: Proposed Services	
1. Check all staffing categories proposed	
☒ Category I – Office Environment ☐ Category II – Driving-Related Positions ☐ Category III – Lab/Medical Environment ☐ Category IV – Outdoor Labor/Remote ☐ Category V – Power Equipment Usage ☐ Category VI – At Sea/Boat Usage ☐ Category VII – Trades ☐ Category VIII - Security	
2. Demonstrate the ability to comply with the Types of Staffing Assignments by:	
i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.	
i. - indicated that they are subsidiary of PCG - positions SSO unable to fill can be rooted to PCG which is capable of filling general staffing and specialized technical roles	
ii. - conduct structured bench marketing process for every role - data from national and state such as BOL and DOL	
3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by:	
i. Describing the process the organization would use to respond to a request for a Resource from the Department. ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.	
i. 2-5 wks. from requisition to replacement	

Bidder Name	Staffing Solutions Organization LLC
Date of Team Evaluation	1/9/2026

- Well defined timelines

- ii.
- phone, email, voice messages are acknowledged no later than the next business day with urgent request receiving initial response within 24 hrs

4. Demonstrate the ability to comply with the Employment and Staffing Requirements by:

- Describing the organization's ability to comply with this requirement.
- Describe the transition of existing employees, benefits matching, and staffing replacement.
- Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.

- indicates all resources remain as employees as SSO, will not receive any state employment benefits
- proposes competitive benefits to resources transitioning
 - SSO is prepared to response quickly by maintaining an active pipeline of prescreen candidates
 - Strong emphasis on employee retention regarding their benefits
- requires all employees to use their secure cloud base time platform Ceridian Dayforce
 - platforms gives supervisors real time visibility into work activity
 - all overtime must be approved in writing in advance by the employee's supervisor and the department

5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by:

- Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review.
- Describing local recruitment process to fill agency staffing needs.
- Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few

- outline their vetting process to include their technical and role assessment
 - use Hire Right for background check

Bidder Name	Staffing Solutions Organization LLC
Date of Team Evaluation	1/9/2026

- fully vetted candidate packages, resume, notes, assessments results and reference check reports are submitted to the department
- ii.
 - proposes to broad cast posting across national platforms and Maine specific workforce boards maximizing visibility
 - partnerships with Maine Universities
- iii.
 - To ensure readiness resources complete a comprehensive program before assignments begin
 - Training covers the employee handbook, client specific policies and professional standards

6. Demonstrate the ability to comply with the Background and Security Checks by:

- i. Describing the organization's process for background checks.
- ii. Describing the organization's process for drug testing.
- iii. Describing the organization's process for finger printing.
- iv. Describing the organization's process for any additional background and security checks that may be necessary or required

- i.
 - Identity verification, employment, education, criminal reference check
- ii.
 - drug testing was vague
 - stated that they have an alcohol and drug free standard
- iii.
 - new hires are provided with clear instructions to schedule finger printing through approved vendors, when required
- iv.
 - SSO is fully prepared to collaborate with DAFS should additional background, assessment, or security checks are required.

7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Providing a comprehensive list of the organization's current policies.
- iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.

- i.
 - ensures resources work during designated business hours and adhere to work place rules

Bidder Name	Staffing Solutions Organization LLC
Date of Team Evaluation	1/9/2026

• follow confidential, non-disclosure, and data security requirements • comply with specifics State of Maine HR, safety, operational protocols
ii. • comprehensive list of policies provided broken down into micro policies
iii. • Access control, confidentiality and HIPAA, Incident response, media sanitization and disposal, and acceptable use policy. • Annual training via eLearning. • Security Awareness and Training policy.
8. Demonstrate the ability to comply with the Working Hours by:
i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.
• Ensured compliance with the states operating hours but did not specify M-F
9. Demonstrate the ability to comply with Resource Performance by:
i. Describing the organization's ability to comply with this requirement.
ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction.
iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).
i. • Background checks, supervisor feedback, routine QA and HR oversight.
ii. • Comprehensive retention plan • Termination Policy, verbal warning, written warning, termination after HR review
iii. • Resources exhibiting tardiness, absenteeism, personality issues, performance expectation, SSO initiates a structure progressive corrective action process • Collaborate with DAFS supervisors, no replacement timeline mentioned
10. Demonstrate the ability to comply with Reporting by:

Bidder Name	Staffing Solutions Organization LLC
Date of Team Evaluation	1/9/2026

- i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report.
- ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.

- i.
 - Proposes Dayforce Workforce Management system and internal QA dashboards for reports
 - Provided a sample list of 6 of their standard reports
 - Real time customizable reporting dashboards for the department to have immediate visibility of key metrics without waiting for report cycles
- ii.
 - Can accommodate urgent ad hoc request in 24-48 hours
 - Standard delivery within 3-5 business days

Bidder Name	Staffing Solutions Organization LLC
Date of Team Evaluation	1/9/2026

**File 4
Cost Proposal**

Scoring Formula – Category I								
Points Available				Points Awarded				
40				31.73				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2254	/	1.56	x	20	=	15.71	31.73
Vendor Identified Resource	1.2654	/	1.58	x	20	=	16.02	

Bidder Name	Tri-State Staffing, Inc.
Date of Team Evaluation	1/9/2026



State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Nancy Tan
	Title	Acting Deputy Chief Procurement Officer
	Email	Nancy.Tan@Maine.Gov

Evaluation Team	
Name	Lindsey Kendall
Name	Matthew Vaughan
Name	Althea Harris

Bidder Name	Tri-State Staffing, Inc.
Date of Team Evaluation	1/9/2026

SUMMARY

		Points Available	Points Awarded	Total Score	
File 1	Preliminary Information	N/A	PASS		
File 2	Organization Qualifications and Experience	30	28		
File 3	Proposed Services	30	19		
File 4	Cost Proposal - I	40	40	Category I	87
	Cost Proposal - II		38.88	Category II	85.88
	Cost Proposal - III		40	Category III	87
	Cost Proposal - IV		40	Category IV	87
	Cost Proposal - V		39.4	Category V	86.4
	Cost Proposal - VI		40	Category VI	87
	Cost Proposal - VII		39.26	Category VII	86.26
		Total: 100			

Bidder Name	Tri-State Staffing, Inc.
Date of Team Evaluation	1/9/2026

File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	Completed and Signed
Appendix B (Responsible Bidder Certification)	Completed and Signed
Eligibility to Submit Bids	
Bidders must have a staffed, established office located within 100 miles of Augusta, Maine	Location confirmed, staff confirmed
Final Eligibility Determination	Pass
Failure Reason(s), if applicable	N/A
Bidders who fail to meet all eligibility requirements, as determined by the evaluation team, are removed from further consideration for award by the evaluation team.	

Bidder Name	Tri-State Staffing, Inc.
Date of Team Evaluation	1/9/2026

File 2 Organization Qualifications and Experience	
Points Available	Points Awarded
30 Points	28 Points

Section	Team Notes
Overview of the Organization	1. Established in 1999 2. Currently holds a Master Agreement 3. Provided three projects, all Maine Agency projects • Placements included physicians, school nurses, wildlife keepers and grounds keepers, among others 4. Provided staffing to local state, federal and private sectors 5. Have over 125 contracts in multiple state agencies
Subcontractors	1. Two listed, doctor and veterinarian
Organizational Chart	1. 2 position, president/CFO, HR/Office Admin 2. Provided brief description for each staff
Litigation	1. No litigation
Financial Viability	1. Financially viable
Licensure/Certification	1. No licensure or certification
Certificate of Insurance	1. Provided and expires 2/11/26 2. Worker comp expires 1/1/26

Bidder Name	Tri-State Staffing, Inc.
Date of Team Evaluation	1/9/2026

File 3 Proposed Services	
Points Available	Points Awarded
30 Points	19 Points

Responses were in paragraphs and the answers to the questions needed to be searched for. Answers were not in the numbering format as required in the RFP.

Team Notes	
Section: Proposed Services	
1. Check all staffing categories proposed	
☒ Category I – Office Environment ☒ Category II – Driving-Related Positions ☒ Category III – Lab/Medical Environment ☒ Category IV – Outdoor Labor/Remote ☒ Category V – Power Equipment Usage ☒ Category VI – At Sea/Boat Usage ☒ Category VII – Trades ☐ Category VIII - Security	
2. Demonstrate the ability to comply with the Types of Staffing Assignments by:	
i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.	
i. - Strength lays in providing office staff - Maintain appropriate insurance to fulfill other staffing categories ii. - Rely on Indeed, Bureau of Labor Statics, Job Boards, etc to identify market rate trends	
3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by:	
i. Describing the process the organization would use to respond to a request for a Resource from the Department. ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.	

Bidder Name	Tri-State Staffing, Inc.
Date of Team Evaluation	1/9/2026

- i.
 - If request was received via email or phone, an email will be sent indicating that it was received

- ii.
 - no later than the next business day
 - available after hours on a case by case bases

4. Demonstrate the ability to comply with the Employment and Staffing Requirements by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Describe the transition of existing employees, benefits matching, and staffing replacement.
- iii. Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.

- i.
 - processed all payroll in-house
 - detailed response
- ii.
 - Additional benefits are available after one year of work
 - Did not respond to transitioning of resources, benefits matching or staffing replacement
 - Discussed the selection process but did not specifically state that it was part of the transition process
- iii.
 - proposed manual and electronic timesheet (word and excel)
 - overtime will only be processed with supervisory approval, prior approval is preferred
 - did not mention prior approval of overtime by agency

5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by:

- i. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review.
- ii. Describing local recruitment process to fill agency staffing needs.
- iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few

- i.
 - Identified candidates are called and screened.

Bidder Name	Tri-State Staffing, Inc.
Date of Team Evaluation	1/9/2026

- numerous testing platforms online which provide a wide variety of skills tests .
- Interviews are held via Zoom, Teams, or in-person.
- set up a meeting with the candidate and the agency

ii.

- Potential candidates are found through their existing database and recruitment resources-efforts
- Limited details provided

iii.

- Following the phone screening, an interview to discuss work preferences safety requirement and ergonomics are discussed as well as other items like dependability and teamwork
- An email is sent to the selected candidate including start date and time, location, building access specific to the agency, time sheets and payroll information, dress code, and a link to our employee handbook.

6. Demonstrate the ability to comply with the Background and Security Checks by:

- Describing the organization's process for background checks.
- Describing the organization's process for drug testing.
- Describing the organization's process for finger printing.
- Describing the organization's process for any additional background and security checks that may be necessary or required

i.

- Maine criminal background, sex offender registry checks

ii.

- available if required in coordination with work place health

iii.

- available if required in coordination with Maine State Police

iv.

- State Identified Resources can be performed at a dollar-for-dollar cost of the screening to the agency requesting it. The requirements and payment terms for these checks need to be included in the Delivery Order.
-

7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by:

- Describing the organization's ability to comply with this requirement.
- Providing a comprehensive list of the organization's current policies.
- Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.

Bidder Name	Tri-State Staffing, Inc.
Date of Team Evaluation	1/9/2026

i. • did not address state policies • Proposes to request a waiver for consent to hire former State Employees returning to temporary placements after retirement. ii. • Travel, remote, and other policies listed in their employee handbook. Including consent to hire iii. • candidates must sign a confidentiality agreement • provided a list of related policies and example of the confidentiality agreement
8. Demonstrate the ability to comply with the Working Hours by: i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place. • Communicates expected work schedule per assignment. All days worked are considered regular working days (nights, weekends and holidays). • Overtime paid authorized by supervisor will be paid at 1.5 times if exceeding 40 hours • Discussed holiday and storm closures
9. Demonstrate the ability to comply with Resource Performance by: i. Describing the organization's ability to comply with this requirement. ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).
i. • communication of expectation that is included in their handbook • clear expectations are set ii. • check in with employee and supervisor 1 to 2 wk. during assignment iii.

Bidder Name	Tri-State Staffing, Inc.
Date of Team Evaluation	1/9/2026

- They have dealt swiftly as well as recovered state equipment, and discuss if the agency wants to replace or terminate the DO. Would replace with a suitable replacement once found
- No tentative timeline mentioned.

10. Demonstrate the ability to comply with Reporting by:

- Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report.
- Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.

- provided a list of some of their standard reports
- ad hoc reports are preferred to be received by email or phone with a follow up email.
 - Most request are done within 1-5 business days
 - Will provide a status report if longer timeline is needed

Bidder Name	Tri-State Staffing, Inc.
Date of Team Evaluation	1/9/2026

File 4 Cost Proposal

Scoring Formula – Category I								
Points Available				Points Awarded				
40				40				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2254	/	1.2254	x	20	=	20	40
Vendor Identified Resource	1.2654	/	1.2654	x	20	=	20	

Scoring Formula – Category II								
Points Available				Points Awarded				
40				38.88				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.3	/	1.3382	x	20	=	19.43	38.88
Vendor Identified Resource	1.34	/	1.3782	x	20	=	19.45	

Scoring Formula – Category III								
Points Available				Points Awarded				
40				40				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2306	/	1.2306	x	20	=	20	40
Vendor Identified Resource	1.2706	/	1.2706	x	20	=	20	

Scoring Formula – Category IV								
Points Available				Points Awarded				

Bidder Name	Tri-State Staffing, Inc.
Date of Team Evaluation	1/9/2026

40				40				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2914	/	1.2914	x	20	=	20	40
Vendor Identified Resource	1.3314	/	1.3314	x	20	=	20	

Scoring Formula – Category V								
Points Available				Points Awarded				
40				39.4				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.35	/	1.381	x	20	=	19.55	39.4
Vendor Identified Resource	1.4	/	1.421	x	20	=	19.85	

Scoring Formula – Category VI								
Points Available				Points Awarded				
40				40				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.2416	/	1.2416	x	20	=	20	40
Vendor Identified Resource	1.2816	/	1.2816	x	20	=	20	

Scoring Formula – Category VII								
Points Available				Points Awarded				
40				39.26				
	Lowest Proposed Rate	/	Proposed Rate	x	Score Weight	=	Pro-Rated Score	Total Score
Department Identified Resource	1.34	/	1.381	x	20	=	19.41	39.26

Bidder Name	Tri-State Staffing, Inc.
Date of Team Evaluation	1/9/2026

Vendor Identified Resource	1.41	/	1.421	x	20	=	19.85	
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Bidder Name	Tryfacta, Inc.
Date of Team Evaluation	11/18/2025



State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Nancy Tan
	Title	Acting Deputy Chief Procurement Officer
	Email	Nancy.Tan@Maine.Gov

Evaluation Team	
Name	Lindsey Kendall
Name	Matthew Vaughan
Name	Althea Harris

Bidder Name	Tryfacta, Inc.
Date of Team Evaluation	11/18/2025

SUMMARY

		Points Available	Points Awarded	Total Score	
File 1	Preliminary Information	N/A	FAIL		
File 2	Organization Qualifications and Experience	30	N/A		
File 3	Proposed Services	30	N/A		
File 4	Cost Proposal – I	40	N/A	Category I	N/A
	Cost Proposal – II		N/A	Category II	N/A
	Cost Proposal – III		N/A	Category III	N/A
	Cost Proposal – IV		N/A	Category IV	N/A
	Cost Proposal – V		N/A	Category V	N/A
	Cost Proposal – VI		N/A	Category VI	N/A
	Cost Proposal – VII		N/A	Category VII	N/A
	Cost Proposal – VIII		N/A	Category VIII	N/A
		Total: 100			

Bidder Name	Tryfacta, Inc.
Date of Team Evaluation	11/18/2025

File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	Completed and Signed
Appendix B (Responsible Bidder Certification)	Completed and Signed
Eligibility to Submit Bids	
Bidders must have a staffed, established office located within 100 miles of Augusta, Maine	Address and number of staff provided.
Final Eligibility Determination	Fail
Failure Reason(s), if applicable	Location not confirmed. No staff confirmed to be working in Maine at time of proposal submission.
Bidders who fail to meet all eligibility requirements, as determined by the evaluation team, are removed from further consideration for award by the evaluation team.	

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Amergis Healthcare
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Date of Individual Evaluation	11/17/2025
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State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	Provided, signed. Proposing all categories.
Responsible Bidder Certification Appendix B	Provided, signed.
Eligibility Requirements Appendix A	Bidders must have a staffed, established office located within 100 miles of Augusta, Maine – PASS.

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Amergis Healthcare Staffing
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Date of Individual Evaluation	11/17/2025
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	- Formerly Maxim Healthcare Staffing - Primarily healthcare related staffing - Has a Government Services division - 70 offices throughout the country - Portland office has 30 staff - o 10 recruiters - Have served state, local, and federal clients - Mentions Locum Tenens as the need – I wonder if this is a recycled proposal from the DHHS Locum Tenens RFP - Projects - o 4 provided - o All DHHS or health related - o None for Aerotek
Subcontractors	- Will be using Aerotek for all other categories except Lab/Medical Environment - HQ in Maryland, has an office Portland, ME when Account Manager is located - Says Aerotek is one of the largest staffing companies in the world
Organizational Chart	- Provided for Amergis - Reference Aerotek POC - Don't mention how many recruiters/support staff for either company - Job descriptions say Aerotek with coordinate with/report to Amergis POC – doesn't sound like the Department will work with Aerotek directly, even though they will be supporting the majority of staffing categories?
Litigation	- "numerous" but don't say how many - Say they are baseless or are easily covered by liability - None filed out of South Portland office... that will have any material impact - Kind of a vague response, doesn't provide a list as required by the RFP – not able to determine the extent of these filings
Financial Viability	- Provided - Auditor's report included - Limited growth, could be due to reorg
Licensure/Certification	- Joint Commission Certified - NALTO (Locum Tenens)

Bidder Name	Amergis Healthcare Staffing
Date of Individual Evaluation	11/17/2025
Certificate of Insurance	Provided, current. All expiring 11/30/2025

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Amergis Healthcare Staffing
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Date of Individual Evaluation	11/17/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
1. Check all staffing categories proposed ☒ Category I – Office Environment ☒ Category II – Driving-Related Positions ☒ Category III – Lab/Medical Environment ☒ Category IV – Outdoor Labor/Remote ☒ Category V – Power Equipment Usage ☒ Category VI – At Sea/Boat Usage ☒ Category VII – Trades ☒ Category VIII - Security	
2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.	
- (Amergis) Proprietary applicant tracking system – 3.3 million pre-screened individuals - PM located in Portland will provide 24/7/365 response capability... seems impossible - Amergis can support healthcare, allied, and locum tenens positions – lots of experience and tools to recruit and fill - Mention a table of Aerotek’s focus industries/fulfillment capabilities, but I don’t see one. No mention of Aerotek’s fulfillment capabilities besides brief overview in Appendix C - Amergis uses publicly available data from Salary.com and Bureau of Labor Statistics to inform their pay rates. - Mentions negotiating with Maine DHHS and other requirements not named in this RFP – again seems like a recycled proposal - Don’t mention Aerotek’s strategy at all	
3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: ii. Describing the process the organization would use to respond to a request for a Resource from the Department.	

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Amergis Healthcare Staffing
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iii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.
- Department will submit requests to the PM via email, receive acknowledgment within 24 hours. - 24/7/365 access to “program management team” via phone – not sure who that means, but says its local - Process described is clearly recycled – mentions kick off meetings, etc. that wouldn’t apply to this RFP as Amergis would be receiving requests from various agencies, not one agency with a consistent need. - Has training plan materials and day one email - Doesn’t mention how communication/requests with Aerotek will work or if needs in categories outside healthcare will have the same response times
4. Demonstrate the ability to comply with the Employment and Staffing Requirements by: i. Describing the organization’s ability to comply with this requirement. ii. Describe the transition of existing employees, benefits matching, and staffing replacement. iii. Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.
- Separate payroll team outside of the Portland office, but PM can communicate any issues - Mentions holidays for healthcare workers, nothing about workers in other categories - Good incident reporting/resolution procedures, but again just focused on the healthcare workers and nothing about how Aerotek works - Solid benefits - Mention an electronic timecard but process for approval of the actual time is unclear – more focused on billing and developing the actual invoice. MaxView seems to be the electronic timecard. Not clear if Dept approves through that or if Amergis would send a report to the Dept to approve separately. -
5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: i. Describing the organization’s testing, screening and interview processes. Include the process for providing candidates for Department review. ii. Describing local recruitment process to fill agency staffing needs. iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Amergis Healthcare Staffing
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- Applicant database and tracking system – RecruitCare, combined with MaxView - Mention a “customized sourcing strategy” several times – concerned about the speed of recruitment if they rely on developing a customized plan before reaching out for candidates. - Local recruitment seems to be addressed for healthcare workers - Potential for in-person delivery on first day Doesn't mention anything other than Amergis/healthcare workers. Does Aerotek follow these same procedures?
6. Demonstrate the ability to comply with the Background and Security Checks by: i. Describing the organization's process for background checks. ii. Describing the organization's process for drug testing. iii. Describing the organization's process for finger printing. iv. Describing the organization's process for any additional background and security checks that may be necessary or required
- Initial screening and responses to background, drug, and finger printing were acceptable, but still focused only on the healthcare workers. - Did not mention specific additional checks available, but did define process Nothing mentioned about Aerotek or how those employees would be screened/checked.
7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by: i. Describing the organization's ability to comply with this requirement. ii. Providing a comprehensive list of the organization's current policies. iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.
- Did not include list of the organization's policies due to the “broad scope” – could have at least given an overview of the categories, etc. of policies they have in place. - PM can provide as requested - Describes Amergis policy on keeping info confidential, but nothing about how they would ensure a Resource manages sensitive information properly. Response was tailored around health information rather than general PII.
8. Demonstrate the ability to comply with the Working Hours by: i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.
- OK response – not very detailed.

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Amergis Healthcare Staffing
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Date of Individual Evaluation	11/17/2025
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- Doesn't really address the RFP requirements

9. Demonstrate the ability to comply with Resource Performance by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction.
- iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).

- Response specific to nurse staff
- Quality Assurance and Performance Improvement plan
- Check-ins, surveys
- Competency assessments, optional as part of screening
- Replacement process, at least for healthcare staff, is reasonable

10. Demonstrate the ability to comply with Reporting by:

- i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report.
- ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.

- Monitor KPIs
- Weekly, monthly reports
- Ad hocs available

Again doesn't mention Aerotek or reporting for other resource types

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Amergis Healthcare Staffing / Bill Butz
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Date of Individual Evaluation	<u>11/5/2025</u>
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State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	Completed and signed
Responsible Bidder Certification Appendix B	Completed and signed
Eligibility Requirements Appendix A	Eligible: Maine office is located in Portland. Within 100 miles of Augusta, established 8/4/1997, 30 staff members Well established and appropriately staffed.

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Amergis Healthcare Staffing / Bill Butz
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Date of Individual Evaluation	<u>11/5/2025</u>
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	Founded in 1988, Healthcare focused staffing agency. Mental health nursing and technical staff. Has contracted with Maine, New Hampshire, New York, and North Carolina DHHS/Office of Mental Health.
Subcontractors	Aerotek inc. would manage majority of categories we utilize. • Address: 41 Hutchins Dr, UL02 and UL03 Portland Maine; Headquartered in Hanover Maryland • Phone Number: 781-910-2980 • Contact person: Eric Arsenault – email provided
Organizational Chart	Org chart provided with description of key leadership
Litigation	Numerous claims based on healthcare
Financial Viability	Net Income: 22- \$408K/M?; 23-\$2.4B; 24-\$2.95B
Licensure/Certification	2019 certificate to do business in SOM
Certificate of Insurance	Exp 11/30/2025

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Amergis Healthcare Staffing / Bill Butz
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Date of Individual Evaluation	11/5/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
	1. Check all staffing categories proposed X Category I – Office Environment X Category II – Driving-Related Positions X Category III – Lab/Medical Environment X Category IV – Outdoor Labor/Remote X Category V – Power Equipment Usage X Category VI – At Sea/Boat Usage X Category VII – Trades X Category VIII - Security
	2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) • Focused mainly on healthcare(cat III), but subcontracted to fulfill other categories. ○ 3.3m screened individuals • Government services • Allied staffing • Locum tenens and adv. Practitioners • Educational services ○ Teachers to ABA services • Healthcare information services ii. Describe how a market rate comparison is performed by the organization. • Talent market research • Pay rates and other factors informing pricing • Proprietary business analytics
	3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by:

Bidder/Applicant Name	Amergis Healthcare Staffing / Bill Butz
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	i. Describing the process the organization would use to respond to a request for a Resource from the Department. • Email within 24 hours confirming ability to support • 24x7 via phone • 5 step process ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource. • 24x7 access • 8 – 5 • Within 24 hours
	4. Demonstrate the ability to comply with the Employment and Staffing Requirements by: ii. Describing the organization's ability to comply with this requirement. • Weekly payroll • Record keeping • Vacation and holiday for selected resources ○ Holiday paid at 1.4x ○ PTO based on hours and tenure • Recruiting hiring and accountability management & disciplinary action ○ Call outs are attempted to fill shift • Follows W2 rules, taxes, Unemployment, and workers comp • Listed health benefits and assistance programs ii. Describe the transition of existing employees, benefits matching, and staffing replacement. • Priority to transitioning resources ii. Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource. • Clocking in and out of the electronic time clock i. MaxView • No mention of work hours or overtime

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Amergis Healthcare Staffing / Bill Butz
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	5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: ii. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review. • Thorough flow chart of their process • Multiple stages of screening • Testing ii. Describing local recruitment process to fill agency staffing needs. • Pushes local sources. ii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few • Orientation on department policies and procedures. Discuss information regarding assignment, parking dress code and expectations.
	6. Demonstrate the ability to comply with the Background and Security Checks by: ii. Describing the organization's process for background checks. • General screening • Professional screening • Background investigation • Exclusion screening • Within 5 days ii. Describing the organization's process for drug testing. • 11-panel drug screen specifically outlining what is tested for iii. Describing the organization's process for finger printing. • Currently fingerprinting through other contracts at SOM requirements iv. Describing the organization's process for any additional background and security checks that may be necessary or required • Flexible and customizable to our requirements.

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Amergis Healthcare Staffing / Bill Butz
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	7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by: ii. Describing the organization's ability to comply with this requirement. • Travel ○ Currently does not provide the SOM with healthcare providers that travel. ○ Familiar with GSA rates. ○ Will provide miles, receipts, and other documentation within 5 days • Remote work policy ○ Provide equipment • Other policies – affirms ability to adhere • Consent to hire iii. Providing a comprehensive list of the organization's current policies. • Due to complexity they cannot provide a list of policies iv. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information. • HIPAA, HITECH, and PHI
	8. Demonstrate the ability to comply with the Working Hours by: ii. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place. • Geared toward shift work (health care) and no mention of the operating hours of M-F 8-5.
	9. Demonstrate the ability to comply with Resource Performance by: ii. Describing the organization's ability to comply with this requirement. • Statement of their staff, not directly their performance processes ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. • Resource regular check in

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Amergis Healthcare Staffing / Bill Butz
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	• POC check ins • Quarterly business reviews ii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues). • Expedited fashion • Outlined process - infographic
	10. Demonstrate the ability to comply with Reporting by: ii. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. • Average time to fill • Average number of candidates • Contractor offer acceptance • Turnover • Weekly and monthly reporting ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department. • Ad hoc – typically takes a week

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Amergis Healthcare Staffing Inc.
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State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	- Completed. - All staffing categories checked.
Responsible Bidder Certification Appendix B	- Completed
Eligibility Requirements Appendix A	- Facility at 82 Running Hill Rd. STE 203, Portland, Maine - 8-5 standard operating hours. - Approximately 61 miles of DAFS, within the 100-mile radius required in the RFP.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Amergis Healthcare Staffing Inc.
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Date of Individual Evaluation	10/23/2025
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File 2 – Organization Qualifications and Experience
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PROPOSAL RESPONSES ARE WRITTEN FOR HEALTHCARE.

	Individual Notes
Overview of the Organization Appendix C	- Indicates staffing strength for all (8) categories required in the RFP. - Established 1988. - 70 offices nationwide. - 10 recruiters locally with over 1,200 nationally. - Serve over 8,400 government clients nationwide including state, local, federal, hospitals, correctional, mental health facilities and long-term care. - Joint Commission (JC) Certification since 2010 - Nat'l Assoc. of Locum Tenens Organizations (NALTO) Membership - Has a proprietary Applicant Tracking System (ATS) - MaxView Platform, a cloud-based vendor mgmt. platform. Real-time reporting, candidate status, electronic timekeeping, and shift scheduling capabilities. - Business Analytics Platform, proprietary to analyze real-time market data, ensuring competitive pricing and market trends. - Provided 4 projects, all showing experience with staffing to include: - Maine Office of Aging and Disability Services (OADS), since May 2022. - New Hampshire DHHS & Hospital, health and admin, no dates. - New York Mental Health, healthcare, since April 2018. - North Carolina DHHS, healthcare, since May 2018.
Subcontractors	- Amergis will be using <u>one</u> subcontractor: - Aerotek Inc., Eric Arseneault, Senior Account Mgr. phone & email provided. - Provides staffing/workforce for over 41 yrs. - Has an office located in Portland (1 of 200 offices). - Can provide services for all except - Category III Lab/Medical Environment.
Organizational Chart	- Provided and clear. - Amergis - Business Dev. Manager & Point of Contact, James Ingalls. - A dedicated Recruitment and Screening Team.

Bidder/Applicant Name	Amergis Healthcare Staffing Inc.
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	- Aerotek - Senior Account Manager & Point of Contact, Eric Arsenault - A Relationship Team of 3, Louis, David and Ryan. - Job descriptions provided.
Litigation	- Amergis faces numerous claims based on general negligence and employment matters. - Many are baseless or minor exposure of liability. - No current or closed litigation within the past 5 years from the South Portland office.
Financial Viability	- Amergis Healthcare Staffing Inc. was formerly Maxim Healthcare Staffing Services Inc. - Split the staffing and homecare businesses to focus on the Staffing Services aspect in 2018. - Provided last 3 years - Balance sheets and income statements. - Appears financially viable.
Licensure/Certification	- N/A
Certificate of Insurance	- Provided & current.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Amergis Healthcare Staffing Inc.
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File 3 – Proposed Services

PROPOSAL RESPONSES ARE WRITTEN FOR HEALTHCARE.

Proposed Services	Individual Notes
	1. Check all staffing categories proposed ☒ Category I – Office Environment ☒ Category II – Driving-Related Positions ☒ Category III – Lab/Medical Environment ☒ Category IV – Outdoor Labor/Remote ☒ Category V – Power Equipment Usage ☒ Category VI – At Sea/Boat Usage ☒ Category VII – Trades ☒ Category VIII – Security
	<i>Reviewing this proposal, it appears the responses were geared towards healthcare professionals (e.g., Nurses) vs general staffing.</i>
	2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.
	i. Proposes experience and resources for <u>placement</u> in all 8 categories. <u>Amergis can fill Category III – Lab/Medical Environment.</u> Amergis has over 3.3 million pre-screened individuals in their Applicant Tracking System (ATS). Subcontractor - <u>Aerotek will help fill the remaining 7 categories.</u> Amergis has over 2,880 internal employees and over 44,000 healthcare professionals across the nation. Government Services: indicates 40 dedicated recruiters in addition to Operational, business dev., delivery and administrative professionals.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Amergis Healthcare Staffing Inc.
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	ii. Indicates conducting active talent <u>market research</u> on a daily basis. Indicates they track publicly available salary data from sites like Salary.com and Bureau of Labor Statistics to inform our pay-rates. An analysis for each modality offered has yielded the proposed hourly rates presented as part of the pricing volume. They will continue to use their analytics platform to provide the Dept. with real-time competitive pricing and market trend visibility from non-confidential sources through the life of the contract.
	3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: i. Describing the process the organization would use to respond to a request for a Resource from the Department. ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.
	i. Indicates that when the Dept. submits a <u>resource request</u> via email to the Program Manager and his team, guarantees response within 24 hours. Indicates providing the Dept. with 24/7/365 access to the program management team via phone to ensure a live person is available to address needs. <u>Proposes a 5-step process, however #4 is missing.</u> 1. Prior to services being provided, the PM will conduct kick-off mtgs to develop communication and service implementation plan to align with the Dept. objectives. 2. Screening, recruiting and interviewing talented healthcare professionals for the Dept. Scheduling additional interviews with the Dept. and processing background checks and any additional candidate documentation required. Interviews can be conducted in person or virtually, depending on the needs of the Dept. 3. Submitting candidates to the Dept. for placement, training, and orienting selected staff. Day 1 informational email to new employees prior to their start date and provide any other relevant assignment or facility information. As well as first day walk-ins to ensure healthcare professionals have a smooth transition.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Amergis Healthcare Staffing Inc.
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	5. Quarterly reviews for meeting program objectives and progress. Encourages Dept. feedback when applicable. ii. Indicates all <u>communication</u> goes to the PM at the Portland, Maine office. Access 24/7/365 via phone and will respond to email communications within 24 hrs.
	4. Demonstrate the ability to comply with the Employment and Staffing Requirements by: i. Describing the organization's ability to comply with this requirement. ii. Describe the transition of existing employees, benefits matching, and staffing replacement. iii. Describing the type of timecard the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.
	Information in this section was lumped in paragraphs before i. and most information given under i. Vs. ii. and iii. Confusing to follow. i. Provides a comprehensive explanation as to how they will <u>comply</u> with the requirements. Ensure payroll will be processed accurately and efficiently. Payroll professionals will be assigned to the Dept. to manage payroll as well as answer questions and help with discrepancies. Proposes a clearly outlined procedure for managing staff performance, accountability, and transitions through conducting regular check-ins and quarterly Business Reviews to monitor satisfaction and performance. Information received from above is given to their Quality Assurance and Performance Improvement (QAPI) plan and ongoing operations. In event of issue, there is a clear, documented process for corrective action and for rapidly replacing a resource to prevent disruption in service. ii. Proposes to grant "priority status" for a seamless <u>transition</u> of existing employees when assuming staffing contracts.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Amergis Healthcare Staffing Inc.
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	Primary goal is to retain all incumbent personnel who meet Amergis placement standards in order to optimize program stability and minimize disruption to current services. The Dept's feedback regarding current incumbents will play an important role in staff selection. They will work with each employee to discuss benefits matching, provide guidance on enrollment, and address all logistical aspects of the transition, ensuring a well-managed and efficient onboarding experience. Transitioning staff will receive a detailed analysis of Amergis benefits they are eligible to receive. Provided a table of benefits (e.g., ins, dental, vision, EAP, disability, retirement) lifestyle benefits (e.g., auto, pet, discount programs). Provides vac/holiday compensation for selected resources. PTO for eligible employees, though hours worked are upon hours worked and company tenure. Process in place to either resolve issues or remove a resource and replace them so there are no gaps in coverage. If removed, State property will be returned, an internal investigation is prompted, and the resource may be placed on a Do Not Use list. Ensures replacement resources will be ready in the workplace by communicating all policies, safety practices, and expectations to resources before assignment begins. iii. MaxView provides the Dept. access to customizable <u>timekeeping</u> tools which can be used anywhere with an internet connection. An email to supervisors is done for weekly e-approval. Proposes a quality assurance procedure to maintain invoice and billing process integrity. Consolidates time for the week and generates a billing report that is sent to the Dept. for review and payment. Dept. has use of MaxView for real-time reporting. Information on overtime approval was not identified.
	5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: i. Describing the organization's testing, screening and interview processes. Include the process of providing candidates for Department review. ii. Describing local recruitment process to fill agency staffing needs.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Amergis Healthcare Staffing Inc.
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	iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few.
	i. Indicates a multi-stage system which allows Amergis to <u>provide</u> the Dept. with candidates quickly. This process includes pre-interview screening. Uses their proprietary applicant tracking system, RecruitCare, candidate database to screen including license verification, reference checks if required and additional professional screening. Over 3.3 million pre-screen candidates. Also provides MaxView for client accessible staff management platform. Candidates must pass a competency test which measures clinical skills and critical thinking with a minimum score of 80%. Competency testing is done according to the discipline and specialty of the position seeking. Amergis also incorporates workplace culture, environment and personality fit. Once vetted, a Candidate Submission Profile is created for the Dept. to review and see if additional interviews are required. Provided a table for screening and the sources to include: - Professional reference check - 10 panel drug test - Licensure/certifications and professional credentialing - Competency and skills test - Fingerprint checks - Previous employment verification - County and State criminal background report - National sex offender registry ii. Recruiters are deeply connected to their <u>community</u>. Tap extensive database and actively source candidate within the local community. Utilize a strong local presence and community connections designed to cater to local markets before looking outside of the community for candidates. iii. <u>Orientation</u> for new healthcare professionals is provided during the initial stages of employment.

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	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Amergis Healthcare Staffing Inc.
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	Orientation is tailored per profession and geared toward familiarizing employees with Dept. specific information as well as Amergis' policies and procedures. Provide resource with assignment, directions, parking, dress code, expectations and administrative items. A recruiter or local office manager will walk the resource onto the job site the first day. On the second day of work, they follow up with the resource to answer questions, address any potential changes and confirm commitment to the assignment.
	6. Demonstrate the ability to comply with the Background and Security Checks by: i. Describing the organization's process for background checks. ii. Describing the organization's process for drug testing. iii. Describing the organization's process for finger printing. iv. Describing the organization's process for any additional background and security checks that may be necessary or required
	i. Proposes a comprehensive <u>Background check</u> which may include state and federal criminal record checks as well as the Maine Background Check Center Portal. Results provided to the Dept. within 5 business days of completion, before resource starts assignment. Verification of licensure, certifications, professional credentials, competency and skills testing based on position description. To ensure ongoing compliance, Amergis' Credentialing Specialists conduct weekly reports to identify credentials expiring within 30/60/90 days and perform monthly audits on 20% of personnel files to ensure the accuracy and compliance of Amergis' staff records. ii. Proposes <u>drug testing</u> prior to starting assignment. Amergis arranges for employees to take the test at local collection site for <i>eScreen</i>, a nationwide screening program provider. The resource will be registered in <i>Myescreen.com</i>, a client-facing site and is issued an <i>ePassport</i> which details their information, directions, phone number for the ePassport testing site, instructions for completing the screen, the scheduled timeframe in which the screen needs to be completed, and a confirmation number. Initiates a standard 11 panel drug test, unless otherwise indicated by the Dept.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Amergis Healthcare Staffing Inc.
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	Amergis only sees a negative results on the Myescreen.com Positive results are sent directly to the corporate human resource office to ensure resource is not provided to the Dept. Amergis will pay the cost of drug screening. iii. <u>Fingerprinting.</u> Currently it provides resources to the State of Maine. Proposes to seamlessly implement a process for completing fingerprinting. Proposes to confirm staffing placements and finalize all credentialing materials. Indicates they will communicate with the resource to set up fingerprinting appointment with the company recommended by the Dept. iv. <u>Additional background/security checks.</u> Proposes their screening and credentialing process is flexible and customizable to the Dept's requirements. If needed, will coordinate with the Dept's facilities and Amergis' credentialing coordinators to ensure all background and security checks are completed before staff are placed.
	7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by: i. Describing the organization's ability to comply with this requirement. ii. Providing a comprehensive list of the organization's current policies. iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.
	i. Has provided staffing services to the Dept. and affirms their ability to <u>comply</u> with the Dept. policies and procedures. Proposes to follow the State Maine <u>travel</u> reimbursement policies and rates as required by the RFP. All required information such as; miles, receipts for expenses, and other documentation will be provided to the Dept. within 5 business days. Indicates they will adhere to the requests for detailed audit-related travel records within the 5 business days. The PM will coordinate with their Finance, Payroll, Billing and HR information services to gather the information requested by the Dept.

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Bidder/Applicant Name	Amergis Healthcare Staffing Inc.
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	Proposes to offer <u>remote</u> resources to the Dept. as applicable and will coordinate with the Dept. If the Dept. does not provide resource with remote equipment, Amergis will. <u>Other policies.</u> Indicates familiar with the policies listed in the RFP and affirms their ability to adhere to them. <u>Consent to hire.</u> Has reviewed the State/Dept's. Consent to Hire and affirms their ability to adhere to the policy outlines in the RFP. ii. <u>List of current policies.</u> Unable to provide due to broad scope and complexity of their internal policies, procedures, and departmental structures. However, if the Dept. requires a specific policy, procedure or area within organization, we encourage you to reach out directly to PM. iii. <u>Protect sensitive or confidential information.</u> Amergis considers the information submitted herein confidential. Indicates compliance and adheres to HIPAA, Protected Health Insurance (PHI), and Health Information Technology for Economic and Clinical Health (HITECH) Acts. Amergis safeguards all PHI in electronic and other forms. Amergis employees and contractors are required to maintain the confidentiality of each patients PHI in accordance with HIPPA, HITECH, and applicable state laws as well. Amergis has a comprehensive HIPAA compliance program in place. The Program includes privacy policies and procedures, HIPAA specific training, Privacy and Security Officers tasked specially with oversight of the program, etc. "As a large national employer, there have been instances where PHI has been lost, misplaced or stolen. When that occurs, Amergis takes prompt remedial action to address the situation in compliance with applicable state and federal laws."
	8. Demonstrate the ability to comply with the Working Hours by: i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.
	i. As an experienced staffing partner, Amergis understands the needs of the Department and will work within the time constraints. Work/shift hours will be discussed with candidates during the recruitment process.

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	A notification for a requirement, Amergis will respond to place a Temporary Employee within a business day. Provides coverage as needed, 24/7/365.
	9. Demonstrate the ability to comply with Resource Performance by: i. Describing the organization's ability to comply with this requirement. ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).
	i. Amergis contract nurse staff will <u>comply</u> with the Dept's. requirement surrounding resource performance through a multi-faceted approach that includes proactive measures, ongoing monitoring, and clear corrective action procedures. To ensure readiness, Amergis provides orientation for new staff covering both company and Dept. specific policies, procedures and expectations. Guarantee at minimum: maintain professional manner at all times with facility staff and patients. Punctual and responsible for their time and work performed at facility. Will not engage in tobacco, drug or alcohol on facility grounds, includes bringing it on site. Dress professional and in accordance with facility requirements. Will not carry firearms or weapons while on facility grounds. ii. Proposes a communication plan: to involve regular check-ins with onsite personnel, conducting site visits (Dept. approved), and at the request of the Dept. - Quarterly Business Reviews (QBRs). QBRs discuss program performance and address issues through their <u>Quality Assurance</u> and Process Improvement (QAPI) policies. Propose sending the Dept. surveys in 30 days and 1 year. Optional part of screening and qualification process, applicants can be tested for competency according to the discipline and specialty of the position. Online Clinical Assessments and Checklists are used to administer examinations. These tools measure not only clinical competencies but also works to isolate critical competencies missed in traditional

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	testing initiatives, such as stress tolerance, critical thinking, and teamwork skills. Tests are changed frequently to prevent duplication and temptation to share answers, thus preserving the integrity of the exams. Passing score is 80%. iii. If a resource is terminated, a <u>replacement resource</u> will be expedited by the Portland based team. Ensure services are continuous and maintained in accordance with the contract requirements and client needs. Proposes a flow chart on the steps once a request for staffing is received. Recruiting services available 24/365.
	10. Demonstrate the ability to comply with Reporting by: i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.
	i. Proposes ability to comply with the Dept's. <u>reporting</u> requirements through a structured, multi-level approach. Key Performance Indicators (KPIs) from an administrative standpoint are customized for each project and may include: response times to staffing requests, fill ratios, missed shifts, personnel retention rates, and other KPI's. Project Management team will be in regular communication with the Dept's. representatives to review the ongoing status of this project through scheduled progress meetings, performance reviews, and delivery of reports customized to meet the Department needs. <u>Metrics tracked:</u> -Average time to fill -Average number of candidates submitted to client per opening -Contractor offer acceptance rate, and -Turnover - how often a contractor completes the agreed upon contract duration. <u>Weekly report</u> includes: Filled shifts, missed opportunities per shift, callouts, backfills, and overtime shifts. <u>Monthly report</u> includes: Billing, hours, overtime hours and hires per vendor.

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	<u>Quarterly report</u> includes: vendor submittals, new starts, filled shifts, callouts, backfills, and overtime hours. ii. Proposes flexibility in its <u>reporting practices</u>. Ad-hoc reports and customized delivery formats such as weekly, monthly or quarterly. Additional reports will be provided upon a mutually agreed upon schedule and will be provided via agreed upon submittal process (email, fax. etc.). The timeframes for additional reporting and information are dependent upon the scope and complexity of the request. Typically, within a week. The following list outlines a few of the departments and the support they may provide the Dept.: Credentialing and Onboarding Dept. ensures resources are qualified to provide services. Also includes assistance with onboarding and ongoing review of eligibility through fed/state background checks and mandatory exclusion checks. Billing and Collections Dept. is responsible for ensuring billing format, frequency, and accounting to meet the needs of our government clients. Finance Dept. provides services to support nationwide and local pricing structure, collaboration with legal and contract departments to support execution of client documents and provide overall cost-saving strategies and guidance for clients. Strategic Program Management Department supports and manages high complexity programs.
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Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Atlantic Staffing
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Office of State Procurement Services

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Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	Provided, signed. Proposing categories I, II, III
Responsible Bidder Certification Appendix B	Provided, signed.
Eligibility Requirements Appendix A	Bidders must have a staffed, established office located within 100 miles of Augusta, Maine – PASS.

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Atlantic Staffing
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	- Currently holds MA with State - Serves multiple agencies - Maine based company, office in Portland - Lots of experience - Projects - o DHHS, DOE, CDC - o Positive testimonials provided
Subcontractors	- Generally does not use - Has relationships that could be leveraged if needed (none named)
Organizational Chart	- Owner & President and Account Coordinator provided - Seems to be just those two
Litigation	- Provided, none.
Financial Viability	- Provided - Some fluctuation but not concerning
Licensure/Certification	- None relevant to this RFP
Certificate of Insurance	- Provided - Current

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Atlantic Staffing
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
1. Check all staffing categories proposed ☒ Category I – Office Environment ☒ Category II – Driving-Related Positions ☒ Category III – Lab/Medical Environment ☐ Category IV – Outdoor Labor/Remote ☐ Category V – Power Equipment Usage ☐ Category VI – At Sea/Boat Usage ☐ Category VII – Trades ☐ Category VIII - Security	
2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.	
- Has staffed teams of up to 125 individuals, varying roles and commitments - Provided list of recently filled roles - Generally rely on state agency to provide rate, but can conduct an analysis using Bureau of Labor Statistics, Indeed.com, other comparable roles recently filled	
3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: ii. Describing the process the organization would use to respond to a request for a Resource from the Department. iii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.	
- Accepts requests via email, phone, or portal - Confirms receipt within 1 hour – impressive, but with only 2 staff? - Refer to “running list” and also use online sources to recruit, such as indeed, Maine JobLink - Can provide someone within a day, others on a rolling basis	

Bidder Name	Atlantic Staffing
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4. Demonstrate the ability to comply with the Employment and Staffing Requirements by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Describe the transition of existing employees, benefits matching, and staffing replacement.
- iii. Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.

- Confirmed compliance with requirements
- Two options for timecards, depending on duration and preference of assignment:
 - o Uses ADP for tracking hours, time off, expenses
 - o Supervisors will review and approve through ADP
 - o Or, via Excel template and approval via email

5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by:

- i. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review.
- ii. Describing local recruitment process to fill agency staffing needs.
- iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few

- Seems to rely on job boards to find candidates, but does have a running list of former employees and attends local job fairs, etc.
- Screens potential candidates for suitability and availability, skills needed
- Can coordinate interviews
- Once selected, candidate goes through security checks
- Good orientation policy

6. Demonstrate the ability to comply with the Background and Security Checks by:

- i. Describing the organization's process for background checks.
- ii. Describing the organization's process for drug testing.
- iii. Describing the organization's process for finger printing.
- iv. Describing the organization's process for any additional background and security checks that may be necessary or required

- Background a security checks are adequate
- Doesn't mention checking for licenses, etc. but does say they conduct reference checks
- They will provide results/coordinate checks as required.

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

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7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Providing a comprehensive list of the organization's current policies.
- iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.

- Good set of agreements that candidates must sign
- Can accommodate other agreements as needed

8. Demonstrate the ability to comply with the Working Hours by:

- i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.

- Adequate response, no concerns

9. Demonstrate the ability to comply with Resource Performance by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction.
- iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).

- Pre-planning an ensuring candidates understand requirements from the beginning
- Documentation, everything in writing
- Will manage disciplinary action or termination

10. Demonstrate the ability to comply with Reporting by:

- i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report.
- ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.

- Can pull from ADP
- Has a history of pulling customized reports
- Probably more limited reporting if using Excel?

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Atlantic Staffing and Payroll Services, LLC. / Edward Gott
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State of Maine
Department of Administrative and Financial Services
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RFP# 202507096

Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	Completed and signed – order is not correct, page 3 should be page 2 to confirm signature of proposal cover page
Responsible Bidder Certification Appendix B	Completed and signed
Eligibility Requirements Appendix A	Eligible: Maine office is located in Portland. Within 100 miles of Augusta. Established 2009, 2 staff members 70+ at client sites • Well established but has low number of staff • Believe the 70+ staff is referring to their resources.

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Atlantic Staffing and Payroll Services, LLC. / Edward Gott
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	Founded in 2009, MA awardee since 2016. Resource workforce of 200 employees with SOM (2024).
Subcontractors	No subcontractors
Organizational Chart	Org chart provided – 2 employees
Litigation	No current or past 16 years litigation
Financial Viability	Net income: 22-\$62K, 23- \$574.6K; 24-\$252.8K • See attachment
Licensure/Certification	No licensure or certification that are applicable
Certificate of Insurance	Exp 6/02/2026 • See attachment

General notes: Very brief and vague. Responses not organized into specific breaks within each numbered section; all bulked into one.

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Atlantic Staffing and Payroll Services, LLC. / Edward Gott
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
	1. Check all staffing categories proposed X Category I – Office Environment X Category II – Driving-Related Positions X Category III – Lab/Medical Environment O Category IV – Outdoor Labor/Remote O Category V – Power Equipment Usage O Category VI – At Sea/Boat Usage O Category VII – Trades O Category VIII - Security
	2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) • Listed 68 different positions they have recently employed. • No role too small or too big, 100-to-2000-hour roles ii. Describe how a market rate comparison is performed by the organization. • Prepared to recommend market appropriate compensation. • Wage research ○ US Bureau of Labor ○ Indeed ○ Internal benchmarking from comparable roles ○ Data from other states
	3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: i. Describing the process the organization would use to respond to a request for a Resource from the Department.

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	• Position assessment • Sourcing and screening • Screening and interviewing • Submission and placement • Ongoing support ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource. • Email, phone or online portal • Response within 1 business hour
	4. Demonstrate the ability to comply with the Employment and Staffing Requirements by: i. Describing the organization's ability to comply with this requirement. • Has been meeting all requirement of past RFPs • Efficient, same day start in cases • Ensures ready to work and bob expectations ii. Describe the transition of existing employees, benefits matching, and staffing replacement. • Work closely with State Agencies and vendors to ensure smooth transition. iii. Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource. • ADP Workforce Now – online reporting • Record daily hours on excel timecard template
	5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: ii. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review. • Recruitment ○ Indeed ○ LinkedIn ○ Maine JobLink ○ Live and Work in Maine

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

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	○ Professional associations ○ University placement offices ○ DOL Maine Career Center ○ Job fairs ○ Proprietary database • Screening and Evaluation ○ Suitable for role ○ Availability and interest ○ Aligned with agency's expectations i. Vague • Interview Coordination • Final Screening and Onboarding ○ BG ○ Fingerprints ○ I-9 ○ Security clearance • Ensuring desired outcomes iii. Describing local recruitment process to fill agency staffing needs. iv. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few • Orientation and Policy Alignment ○ Workplace P&P ○ Benefits ○ Time and Attendance ○ Appearance requirements ○ Reliability expectations ○ Communication and customer service
	6. Demonstrate the ability to comply with the Background and Security Checks by: i. Describing the organization's process for background checks. • background ii. Describing the organization's process for drug testing. • if required conducted by accredited testing company ▪ Who? iii. Describing the organization's process for finger printing.

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
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	• If required via Maine State Police and Bureau of Investigation. iv. Describing the organization's process for any additional background and security checks that may be necessary or required • No comments
	7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by: i. Describing the organization's ability to comply with this requirement. • Committed to full compliance, has never been out of compliance over 12 years ii. Providing a comprehensive list of the organization's current policies. • Employment Contract • Preservation of State Government Records Agreement • NDA iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information. • Security Policy Acknowledgement
	8. Demonstrate the ability to comply with the Working Hours by: i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place. • Doesn't specifically speak to M-F 8-5 requirement, but discusses their policy on attendance and working hours
	9. Demonstrate the ability to comply with Resource Performance by: ii. Describing the organization's ability to comply with this requirement. • They take employee performance very seriously iii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction.

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

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	• Pre-Assignment planning • Communication and documentation • Monitoring and intervention • Disciplinary action and replacement • Internal policy regarding drugs and alcohol, harassment, discrimination, theft, poor attendance, or substandard performance iv. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues). • Vague, would immediately find a qualified replacement
	10. Demonstrate the ability to comply with Reporting by: i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. • ADP Workforce Now for all reporting ○ Weekly hours and expense payroll ○ Monthly payroll ○ Quarterly hours and wage ○ Time and attendance detail ○ Earnings ○ Year-End report i. Who reviews that report? Would like to see it for reference. ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department. • Generally delivered within one business day

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Atlantic Staffing and Payroll Services LLC
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Department of Administrative and Financial Services
Office of State Procurement Services

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Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	- Completed. - 3 staffing categories checked (I, II & III).
Responsible Bidder Certification Appendix B	- Completed
Eligibility Requirements Appendix A	- Facility at 5 Talbot Way, South Portland. - Approximately 50 miles of DAFS, within the 100-mile radius required in the RFP.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Atlantic Staffing and Payroll Services LLC
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	- Atlantic Staffing and Payroll Services LLC (AS) indicate staffing strength for 3 categories required in the RFP. - ASPS established 2009 in South Portland, Maine. - ASPS provided the State of Maine with over 200 workers in 2024. - Currently it provides staffing services to State of Maine agencies. - Worked with the State of Maine for 16 years. - Provided 3 projects, all showing experience with staffing to include: - Maine Office of the Health Insurance Marketplace (OHIM), since 2024. - Maine Department of Education (DOE), since 2024. - Maine Center for Disease Control (CDC) & Prevention, June 2020 – December 2023.
Subcontractors	- N/A
Organizational Chart	- No organization chart or job descriptions provided. Brief summary of the 2 staff. - Edward Gott – owner/president. Decades working for other companies prior to founding ASPS in 2009. 45 years of experience providing temporary staffing services to the State of Maine. - Fred Follansbee – Account Coordinator. Responsibilities include: payroll, HR, staffing operations, managing daily operations, ensuring compliance with state requirements, and is the primary point of contact for client communication and service delivery.
Litigation	- No litigation in the past 16 years of operation.
Financial Viability	- Provided last 3 years. - Balance sheets and profit & loss. - Appears financially viable.
Licensure/Certification	- N/A
Certificate of Insurance	- Provided & current.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Atlantic Staffing and Payroll Services LLC
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Date of Individual Evaluation	10/29/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
	1. Check all staffing categories proposed ☒ Category I – Office Environment ☒ Category II – Driving-Related Positions ☒ Category III – Lab/Medical Environment ☐ Category IV – Outdoor Labor/Remote ☐ Category V – Power Equipment Usage ☐ Category VI – At Sea/Boat Usage ☐ Category VII – Trades ☐ Category VIII – Security
	The numbering format as required in the RFP for answering questions was not used throughout.
	2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.
	i. ASPS proposes experience and resources for <u>placement</u> in all 8 categories. Indicates it mostly fills categories I, III, and IV, even though it checked off the boxes in question 1 as services I, II, and III? It indicates successful recruitment and staffing large teams of up to 125. Provided a table of sample positions employed. ii. Prepared to recommend <u>market-appropriate</u> compensation when requested. conducting active talent market research on a daily basis.

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	Indicates they conduct wage research using trusted sources such as the U.S. Bureau of Labor Statistics, Indeed, and internal benchmarking from comparable roles. One other review is what other State clients have been paying for similar roles, providing a good benchmark of the local job market rates.
	3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: i. Describing the process the organization would use to respond to a request for a Resource from the Department. ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.
	Information in this section was lumped in paragraphs. Had to pick out answers. i. Proposes a 5-step <u>Response Process</u> and Communication Protocol. 1. Request Intake and Confirmation. Requests are received by mail, phone or online portal. Confirm receipt within 1 business hour and begins intake process. 2. Position Assessment, review job description, required qualification, duration and hourly rate. Contact Dept. if questions. 3. Candidate Sourcing and Screening, initiate search and provide applications to the Dept. within 1 business day. Utilize online sources of Indeed, Live and Work in Maine, Maine JobLink and LinkedIn to quickly find quality candidates. 4. Candidate Screening and Interviewing, review resumes for experience and backgrounds that meet the job requested description requirements. 5. Candidate Submission and Placement, qualified candidates are submitted to the Dept. for review via email, and facilitate the interview process. ASPS interviews each candidate to assure their experience and education closely match requirements of position to be filled. ASPS ask for references and check them to verify previous job experience applicable and positive. The Dept. interviews candidates.

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	When the Dept. selects preferred candidate, ASPS makes a job offer and onboarding begins. ii. ASPS <u>confirms receipt</u> of request within 1 business hour and begins the intake process. Initiates search and provides applications to the Dept. within 1 business day. To ensure continuity and minimize disruption, ASPS maintains a list of qualified “bench” candidates who are ready to be deployed as needed.
	4. Demonstrate the ability to comply with the Employment and Staffing Requirements by: i. Describing the organization’s ability to comply with this requirement. ii. Describe the transition of existing employees, benefits matching, and staffing replacement. iii. Describing the type of timecard the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.
	Responses in this section were lumped in paragraphs. Answers to the questions required searching for answers. i. ASPS has been providing staffing services to the State since 2013 and is already <u>complying</u> with these requirements. ASPS has all the Dept’s. policies & procedures for resources. Proposes they can onboard resources to the Dept. the same day the Dept. wants them to start. ii. ASPS proposes working closely with the Dept. to ensure a smooth and timely <u>transition</u> of services. Indicates they will provide necessary documentation, including employee information, relevant reports, and the customized employee handbook developed for the project. Ensure that benefits will match any other job requirements. If a replacement is needed, they will provide as quickly as possible. iii. ASPS uses Automatic Data Processing, Inc. (ADP) for their time and attendance system.

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	ASPS proposes 2 methods for tracking <u>time and attendance</u> depending on the contract duration and the preferences of the Dept. 1. <u>ADP Workforce Now (online)</u> to ensure seamless payroll integration and efficient record-keeping. Resources logs hours, PTO, and expenses. Supervisors review and approve timecards online weekly. 2. <u>Excel</u> with email submission. Resources logs hours, PTO, and expenses using a standardized excel template. Each week the supervisor e-signs the timecard and submits it to Atlantic Staffing and Payroll Services LLC. (ASPS) for final approval. I did not see information on overtime approval.
	5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: i. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review. ii. Describing local recruitment process to fill agency staffing needs. iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few.
	Responses in this section were lumped in paragraphs. Answers to the questions required searching for answers. i. Indicates when a request is received from the Dept., a multi-channel search using leading job <u>placement</u> platforms such as, Indeed, LinkedIn, Maine Joblink, and Live and Work in Maine. In addition, they leverage social media outreach, professional associations, local college and university placement offices, the Dept. of Labor Maine Career Center and participate in job fairs. Pre-screening process assesses: suitability for the role, availability, interest, and alignment with the Dept's. expectations. Screening includes resume verification and employment history checks. Candidates that pass are presented to the Dept. either individually or as part of a shortlist for review. ASPS accommodates the preferences of the Dept. regarding interviews.

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	Coordinates interviews directly or the Dept. can manage them. Interviews are typically conducted via Teams, though in-person at the Dept. are also supported when requested. When a candidate is selected for hire, ASPS initiates the final screening process to include: background checks, fingerprinting, I-9 verification and security clearance reviews. ASPS provides formal attestation for each screening requirement, ensuring full compliance with state standards. ii. The use of <u>local</u> platforms was mentioned above answered in i. above, local college and university placement offices, the Dept. of Labor Maine Career Center and participate in job fairs. Maintains a proprietary database of former employees that have successfully worked with State and may be qualified for new roles. Referrals from current and former clients and employees are another source of quality candidates. iii. ASPS provides a comprehensive <u>orientation</u> session covering: the Dept's. policies and procedures, benefits, time and attendance protocols, professional appearance, reliability expectations, absence protocols, communication, and customer service expectations. Ensure successful outcomes by maintaining close communication with Dept. throughout the recruitment and onboarding process.
	6. Demonstrate the ability to comply with the Background and Security Checks by: i. Describing the organization's process for background checks. ii. Describing the organization's process for drug testing. iii. Describing the organization's process for finger printing. iv. Describing the organization's process for any additional background and security checks that may be necessary or required
	Responses in this section were lumped in paragraphs. Answers to the questions required searching for answers. i. Proposes that when a candidate passes the interview process and selected for employment, reference and <u>background checks</u> begin. ASPS works with the Dept. to determine at which step in the process background checks should begin.

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	The background check includes: I-9, E-Verify processing with the U.S. Citizenship for Immigration Services, State of Maine Criminal History check, and Sex Offender checks. ii. Proposes <u>drug testing</u>, if required, will be conducted by an accredited drug testing company. iii. <u>Fingerprinting</u>, if required, will be done through Maine State Police and State Bureau of Investigation. iv. Did not address <u>Additional background/security checks</u>. Test results for each screening required will be provided to the Dept.
	7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by: i. Describing the organization's ability to comply with this requirement. ii. Providing a comprehensive list of the organization's current policies. iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.
	Responses in this section were lumped in paragraphs. Answers to the questions required searching for answers. i. Currently provides staffing services with the Dept. which affirms their ability to <u>comply</u> with the Dept.'s policies and procedures. ii. <u>List of current policies</u>. ASPS has resources to sign a set of agreements that reflect the standards and expectations of working within a state government environment. They are: Employment Contract, Preservation of State Government Records Agreement, Non-disclosure Agreement (NDA), and Security Policy Acknowledgement. If the Dept. has additional requirements not listed, ASPS would include them in future hiring. iii. <u>Protect sensitive or confidential information</u>. ASPS has the resource sign the above policies in ii. The NDA alerts the resource that all confidential and sensitive information is protected and should not be shared. The Security Policy Acknowledgment also confirms

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	they have read the applicable state security protocols related to data and cybersecurity.
	8. Demonstrate the ability to comply with the Working Hours by: i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.
	i. Prior to hiring candidates, ASPS reviews working hour requirements. These expectations are usually communicated by email to the resource and the Dept., for clarity. The resource is aware of the protocol in the event they expect to miss work or late as well as planned time out of the office. Sections 2 & 11 of ASPS's "Employee Hourly Contract and Obligations" address employee expectations around attendance and working hours. See Section 9 to understand how absenteeism and tardiness are addressed by ASPS. M-F was not addressed.
	9. Demonstrate the ability to comply with Resource Performance by: i. Describing the organization's ability to comply with this requirement. ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).
	Responses in this section were lumped in paragraphs. Answers to the questions required searching for answers. i. Sections 2 & 11 of ASPS's "Employee Hourly Contract and Obligations" clearly define employee <u>expectations</u> around attendance and workplace behavior. Section 11 specifically outlines misconduct, disciplinary action or termination.

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	Title	Contract Manager
	Department	Health and Human Services

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	ii. Proposes a structured and <u>proactive approach</u>. Before work begins, the Account Coordinator collaborates with the Dept. on performance expectations and behavioral standards. These expectations and standards are communicated to resources in writing and reinforced through onboarding materials. iii. The Account Coordinator actively monitors <u>resource</u> performance and behavior. If issues arise, they are addressed promptly through direct communication with the resource and a corrective action plan is developed to resolve concerns before they escalate. If a resource becomes a detriment to the team or work environment, the Account Coordinator will initiate disciplinary measures, up to and including removal from the assignment. ASPS will provide a qualified replacement resource immediately to ensure services are continuous.
	10. Demonstrate the ability to comply with Reporting by: i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.
	Responses in this section were lumped in paragraphs. Answers to the questions required searching for answers. i. Proposes to use ADP Workforce Now for <u>reporting</u>. Standard reports available: Weekly report includes: employee name, hours worked, PTO, expenses submitted, and total payroll cost. Monthly payroll summary includes: total hours worked per employee, gross earnings, deductions, and net pay. Quarterly hours and wage report includes: cumulative hours worked, wages paid, and classification of work performed. Time and attendance detail report includes: daily times, PTO usage, and attendance patterns. Earnings report includes: breakdown of regular pay, overtime, bonuses, and reimbursements. Year-end report includes: year-end data for regular pay, overtime, bonuses, and reimbursements. ii. Proposes a proven track record of fulfilling these reports promptly and accurately.

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	<u>Ad-hoc</u> reports are typically submitted via email. Reports are generally delivered within 1 business day. The Account Coordinator manages all reporting requests, ensuring accuracy and timely delivery.
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Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Bonney Staffing
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State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

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Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	Provided, signed. Proposing categories I, IV, V
Responsible Bidder Certification Appendix B	Provided, signed.
Eligibility Requirements Appendix A	Bidders must have a staffed, established office located within 100 miles of Augusta, Maine – PASS.

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Bonney Staffing
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	- Primary experience in Clerical & Office, and Light Industrial - Maine-based - Sparse response – just a brief paragraph - Provided 3 previous projects: - o Over 1000 placements made for Molnlycke - o No government examples provided
Subcontractors	- Not addressed
Organizational Chart	- Not addressed
Litigation	- Not addressed
Financial Viability	- Not addressed
Licensure/Certification	- Not addressed
Certificate of Insurance	- Not addressed

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Bonney Staffing
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
1. Check all staffing categories proposed ☒ Category I – Office Environment ☒ Category II – Driving-Related Positions ☒ Category III – Lab/Medical Environment ☐ Category IV – Outdoor Labor/Remote ☐ Category V – Power Equipment Usage ☐ Category VI – At Sea/Boat Usage ☐ Category VII – Trades ☐ Category VIII - Security	
2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.	
- May use sister companies (not named) for IT or Professional Services. - Mentioned at sea and security staffing, but it’s not a category they are proposing. Said they would be limited by their insurance. - Did not address market rate comparison	
3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: ii. Describing the process the organization would use to respond to a request for a Resource from the Department. iii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.	
- 1 point of contact, not named - Recruiters would recruit – doesn’t say how - Aim to get one candidate to the Dept within 24 hours - M-F 8-5 availability, on call if needed, but no further detail	

Bidder Name	Bonney Staffing
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4. Demonstrate the ability to comply with the Employment and Staffing Requirements by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Describe the transition of existing employees, benefits matching, and staffing replacement.
- iii. Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.

- Electronic database
- Electronic timecards, sent for approval weekly
- No further detail

5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by:

- i. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review.
- ii. Describing local recruitment process to fill agency staffing needs.
- iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few

- Offers testing, will provide results – actual tests not listed
- Provides closet of clothing for candidates in need
- Calls and reminds candidates of statement of work before first day
- Very limited response, not convincing, didn't detail recruitment process.

6. Demonstrate the ability to comply with the Background and Security Checks by:

- i. Describing the organization's process for background checks.
- ii. Describing the organization's process for drug testing.
- iii. Describing the organization's process for finger printing.
- iv. Describing the organization's process for any additional background and security checks that may be necessary or required

- Partners with Dextra for background checks.
- Have a pre-employment form – seems like limited screening. Not clear if that is provided to the State or not.

7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Providing a comprehensive list of the organization's current policies.

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
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iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.
- Use PowerBI/Bullhorn CRM - Have marketing, legal, safety, compliance teams – no detail provided
8. Demonstrate the ability to comply with the Working Hours by:
i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.
- Bonney's staff works 8-5, salary for flexibility... still no clear off hours availability - Doesn't mention Resource compliance with working hours
9. Demonstrate the ability to comply with Resource Performance by:
i. Describing the organization's ability to comply with this requirement. ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).
- Connect on a weekly basis with resources and managers - Did not provide a detailed description or process for replacing a resource
10. Demonstrate the ability to comply with Reporting by:
i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.
- Customizable reports – can kind of do whatever is needed - Limited response, just asked for 24 hours notice

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Bonney Staffing, LLC. / Kelly Aho
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Department of Administrative and Financial Services
Office of State Procurement Services

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Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	Completed and signed
Responsible Bidder Certification Appendix B	Not completed (missing org name) and signed
Eligibility Requirements Appendix A	Eligible: Maine office is located in Auburn. Within 100 miles of Augusta. Established 1975, 20 staff members Well established and appropriately staffed

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Bonney Staffing, LLC. / Kelly Aho
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	Founded in Maine for over 45 years. From Maine, for Maine. Three projects showcase their flexibility and commitment to hiring / staffing processes.
Subcontractors	Not provided
Organizational Chart	Not provided
Litigation	Not provided
Financial Viability	Not provided
Licensure/Certification	No comment
Certificate of Insurance	Not provided

General notes: Organization document was not formatted in the provided form, referenced paragraphs at the bottom of the section. Proposed services are one paragraph explanations, very vague.

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Bonney Staffing, LLC. / Kelly Aho
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
	1. Check all staffing categories proposed X Category I – Office Environment O Category II – Driving-Related Positions O Category III – Lab/Medical Environment X Category IV – Outdoor Labor/Remote X Category V – Power Equipment Usage O Category VI – At Sea/Boat Usage O Category VII – Trades O Category VIII - Security
	2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) • Ability to fill all positions. • Speaks to a category they did not indicate as being able to due to Workers comp. ii. Describe how a market rate comparison is performed by the organization. • No comment regarding market rate comparison.
	3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: i. Describing the process the organization would use to respond to a request for a Resource from the Department. • 1 point of contact, gather information, provide someone within 24 hours to review. • M-F 8-5 support, or on call if needed. ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include

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	guaranteed response times for telephone or voicemail messages related to requests for a Resource. No comment to responsiveness other than supplying someone within 24 hours.
	4. Demonstrate the ability to comply with the Employment and Staffing Requirements by: - Describing the organization's ability to comply with this requirement. - Track and maintain in an electronic database - Describe the transition of existing employees, benefits matching, and staffing replacement. - No comment regarding transition. - No comment regarding benefits - Staffing within 24 hours to provide replacement for review - Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource. - Electronic timecard (not specified)
	5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: - Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review. - They offer testing, but no comment to what it is other than for different skill sets. - Describing local recruitment process to fill agency staffing needs. - Local recruiters, online sourcing and in-person and walk ins. - Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few - They have a closet of work ready clothing for those in need. Recruiters send messages and call to remind of SOW (?)

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

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	6. Demonstrate the ability to comply with the Background and Security Checks by: i. Describing the organization's process for background checks. • Daxtra for BG checks ii. Describing the organization's process for drug testing. • Mirrors the State's approach iii. Describing the organization's process for finger printing. • Mirrors the State's approach iv. Describing the organization's process for any additional background and security checks that may be necessary or required • No comment regarding additional screening
	7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by: i. Describing the organization's ability to comply with this requirement. • The have teams: marketing, legal, safety, compliance,, and HR to ensure compliance with State and Federal policy and procedures ii. Providing a comprehensive list of the organization's current policies. • No comment iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information. • No comment
	8. Demonstrate the ability to comply with the Working Hours by: i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place. • Confirmed M-F 8-5 compliance.
	9. Demonstrate the ability to comply with Resource Performance by: i. Describing the organization's ability to comply with this requirement.

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

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	• ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. • Connect weekly with talent and assigned manager. iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues). • They act quick to resolve employee relations issues
	10. Demonstrate the ability to comply with Reporting by: i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. • Customized reports via BullHorn ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department. • 24 hours in advance.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

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State of Maine
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Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	- Completed. - 3 staffing categories checked (I, IV & V)
Responsible Bidder Certification Appendix B	- The Bidder's organization name was not filled out, but was signed.
Eligibility Requirements Appendix A	- Facility at 155 Center St., Auburn, Maine - Approximately 35 miles of DAFS, within the 100-mile radius required in the RFP.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Bonney Staffing, LLC
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	- Propose they can provide staffing services for 3 categories: I, IV & V. - Established an office in Auburn, Maine in 1975. - Work hours 8 – 5, Monday - Friday, with on call if needed. - In operation for over 45 years. - Projects did not include dates, unclear if within 5 years. - Provided 3 projects, all showing experience with staffing to include: - Molnlycke, located in Brunswick, Maine. - Over 1,000 placements to date. - Volk Packaging, located in Maine. - 150 placements to date. - First On-site, location unclear. - 20 placements to date. - Sounds like placements are ongoing.
Subcontractors	- N/A
Organizational Chart	- Not provided.
Litigation	- Not provided.
Financial Viability	- Not provided.
Licensure/Certification	- N/A
Certificate of Insurance	- Not provided.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Bonney Staffing, LLC
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
	1. Check all staffing categories proposed ☒ Category I – Office Environment ☐ Category II – Driving-Related Positions ☐ Category III – Lab/Medical Environment ☒ Category IV – Outdoor Labor/Remote ☒ Category V – Power Equipment Usage ☐ Category VI – At Sea/Boat Usage ☐ Category VII – Trades ☐ Category VIII – Security
	Answers throughout were provided as a small paragraph with a few sentences. Not in the numbering format as required in the RFP.
	2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.
	Response to questions were in a small paragraph. Answers had to be deciphered. i. Proposes to have the ability to fill <u>all positions</u>, however not as a temp or temp to hire. May use their sister companies for IT or Professional Services (unclear who the sister companies are). At Sea/Boat usage roles may need to be Perm Hires as they are restricted to what their workers comp allows to cover.

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	Security would have certain perimeters around what is allowed, same with skilled trade. ii. Did not address as to how they perform <u>market rates</u>.
	3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: i. Describing the process the organization would use to respond to a request for a Resource from the Department. ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.
	Response to questions were in a small paragraph. Answers had to be deciphered. i. Proposes that the <u>request</u> would be handled by the client manager, who is the point of contact. The team would get the information of the need and recruiters would begin to recruit. ii. Bonney aims to have someone in front of the Dept. Head within <u>24 hours</u> to review.
	4. Demonstrate the ability to comply with the Employment and Staffing Requirements by: i. Describing the organization's ability to comply with this requirement. ii. Describe the transition of existing employees, benefits matching, and staffing replacement. iii. Describing the type of timecard the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.
	Response to questions were in a small paragraph. Answers had to be deciphered. i. Bonney proposes to track and maintain all employees in electronic database.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Bonney Staffing, LLC
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	ii. Does not indicate how they would work with <u>transitioning</u> of existing employees or benefits. For replacements, they ask for 24 hours to have a new candidate in place. Certain skill sets may require more time. iii. Indicates <u>time</u> cards are done electronically and sent to the candidates and client managers for weekly approval. Does not indicate how overtime is handled.
	5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: i. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review. ii. Describing local recruitment process to fill agency staffing needs. iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few.
	Response to questions were in a small paragraph. Answers had to be deciphered. i. Bonney offers testing for different skill sets and can send the results to the Dept. head. ii. Recruitment is done by <u>local</u> recruiters sourcing online, in person and walk ins. iii. Bonney keeps a closet of <u>work ready</u> clothing for those in need. Recruiters send messages, call and remind candidates of SOW (start of work?) and interviews prior to the times/day.
	6. Demonstrate the ability to comply with the Background and Security Checks by: i. Describing the organization's process for background checks. ii. Describing the organization's process for drug testing. iii. Describing the organization's process for finger printing.

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	iv. Describing the organization's process for any additional background and security checks that may be necessary or required
	Response to questions were in a small paragraph. Answers had to be deciphered. i. Bonney has partnered with Daxtra for <u>background</u> checks. ii. Proposes to mirror the State's approach to <u>drug testing</u>. They would send resources to the provider requested by the Dept. iii. Proposes to mirror the State's approach to <u>fingerprinting</u>. They would send resources to the provider requested by the Dept. iv. Proposes to mirror the State's approach to physicals, if required. They would send resources to the provider requested by the Dept. Did not address <u>Additional background/security checks</u>. Indicated that they have a pre-employment form for each dept. to fill out for each job.
	7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by: i. Describing the organization's ability to comply with this requirement. ii. Providing a comprehensive list of the organization's current policies. iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.
	Response to questions were in a small paragraph. Answers had to be deciphered. i. Bonney has a team of marketing, legal, safety, compliance, HR and practice leads that ensure <u>compliance</u> with State and Federal policy and procedures. ii. Did not provide a list of <u>current</u> policies. iii. Proposes all information is <u>protected</u> in Power BI/Bullhorn CRM.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

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	8. Demonstrate the ability to comply with the Working Hours by: i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.
	i. Indicates Bonney employees work 8 - 5, M - F and are salary to allow for flexibility for our client.
	9. Demonstrate the ability to comply with Resource Performance by: i. Describing the organization's ability to comply with this requirement. ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).
	Response to questions were in a small paragraph. Answers had to be deciphered. i. Unable to defer from the paragraph given for all 3 questions. ii. Policy is to <u>connect</u> with Talent weekly once on assignment as well as assigned manager to ensure there are no ongoing employee relation issues. iii. Proposes that their Managers act to resolve any employee relations issue quickly and update all parties involved. Did not address a process to replace resources.
	10. Demonstrate the ability to comply with Reporting by: i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

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	Response to questions were in a small paragraph. Answers had to be deciphered. i. Did not provide a <u>list</u> of reports. Proposes customizable reports and dashboards. Utilizes Bullhorn as their CRM and customizable reports are vetted and held in Power BI reporting. ii. Proposes to have the tools to understand the quality processes and efficiency of what the Dept. needs. Requests a 24-hour notice of what <u>Ad-hoc</u> reports are needed.
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Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Manpower
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State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

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Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	Provided, signed. Proposing all categories except VI – At Sea
Responsible Bidder Certification Appendix B	Provided, signed.
Eligibility Requirements Appendix A	Bidders must have a staffed, established office located within 100 miles of Augusta, Maine – PASS.

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Manpower
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	- Maine-owned franchise - 6 offices within 100 miles of Augusta, another in Aroostook county - Business Office is local - Over 300 Maine clients - Provided broad categories of placements made - Noted that they can accommodate remote work assignments, and have for State agencies in the past - Have worked with State agencies in the past, have an active MA - Have a recognition program for resources to earn medals, etc. - Long response for the overview - good information but a lot of it relates to their responses to Proposed Services
Subcontractors	- Will not be using subcontractors
Organizational Chart	- Provided, well defined.
Litigation	- Addressed - No litigation to report.
Financial Viability	- Provided - No concerns
Licensure/Certification	-
Certificate of Insurance	- Provided, current

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Manpower
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
1. Check all staffing categories proposed	☒ Category I – Office Environment ☒ Category II – Driving-Related Positions ☒ Category III – Lab/Medical Environment ☒ Category IV – Outdoor Labor/Remote ☒ Category V – Power Equipment Usage ☐ Category VI – At Sea/Boat Usage ☒ Category VII – Trades ☒ Category VIII - Security
2. Demonstrate the ability to comply with the Types of Staffing Assignments by:	i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.
	- Provided examples of roles regularly filled – appear relevant to proposed categories - Noted they can accommodate agency-identified or provider-identified resources - Has resources to fill common and niche positions without the use of subcontractors - Proprietary wage tool that considers multiple data sources when developing wages - In-house staff also conducts real-time analysis and market research - Has used this approach under their current MA
3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by:	ii. Describing the process the organization would use to respond to a request for a Resource from the Department. iii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.
	- Can submit requests through phone, email, text, or online - Custom landing pages for agencies - Bullhorn – CMS

Bidder Name	Manpower
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- Efficient process provided
- Available M-F 8-5, closed on holidays
- Can work remotely during inclement weather – won't disrupt service
- 30 minutes response time during business hours
- No on-call or off-hours options

4. Demonstrate the ability to comply with the Employment and Staffing Requirements by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Describe the transition of existing employees, benefits matching, and staffing replacement.
- iii. Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.

- Meets requirements
- Involves the agency in determining appropriate disciplinary plan and action taken
- Resource must contact agency and Manpower if they will be absent or tardy
- Handbook provided to resources for reference
- Strong emphasis on safety
- Will assign a PM to manage a transition for both the agency and the resource
- Very collaborative approach
- Online time management tool – PeopleNet – available via phone or online
- Can also provide paper, group reporting, or use of State's system
- Automatic email and text notifications

5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by:

- i. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review.
- ii. Describing local recruitment process to fill agency staffing needs.
- iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few

- Pre-interview and pre-screening process focused mainly on making applicants feel comfortable/trusted to improve retainment
- Interview process is structured, consistent, focused on job-related factors
- Provides feedback on resumes
- Manpower can select the vendor themselves, if preferred

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

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- Candidates go through assessments/tests to identify and prove capabilities/skills
- 5 step process provided
- Partner with local organizations to identify local candidates – Maine Job Link, Maine CareerCenters, chambers of commerce, job fairs
- Thorough response
- Detailed onboarding and compliance procedures
- Orientation is customized to the agency role and applicable policies
- Has learning platform (MyPath) with 4,000+ courses available to all candidates

6. Demonstrate the ability to comply with the Background and Security Checks by:

- i. Describing the organization's process for background checks.
- ii. Describing the organization's process for drug testing.
- iii. Describing the organization's process for finger printing.
- iv. Describing the organization's process for any additional background and security checks that may be necessary or required

Less comprehensive response than in other areas but still met requirements. Didn't list specific tests they normally do.

- Was pretty much just agreeing to do what needs to be done for background checks
- Overview provided
- Mentioned "state-approved" several times and alluded to services provided under current contract
- Experienced, currently providing, will do so as needed. Brief response.
- Will comply – didn't say much else.

7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Providing a comprehensive list of the organization's current policies.
- iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.

- Can comply
- Has a work-From-Home Safety policy
- Demonstrated good understanding of consent to hire
- Full summary of policies provided – thorough response

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Manpower
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- Candidates agree to confidentiality and intellectual property policies, as well as any additional agreements required by the Agency. - Provided actual language from the agreements
8. Demonstrate the ability to comply with the Working Hours by: i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.
- Screening includes confirmation of working hours, whatever they may be - Addressed overtime
9. Demonstrate the ability to comply with Resource Performance by: i. Describing the organization's ability to comply with this requirement. ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).
- Dependability and professionalism monitored and recorded during recruitment process - Review past performance reviews - Have a set quality assurance process, closely intertwined with recruitment process to prevent issues - Maintain close, consistent communication with the agency - Use Bullhorn - Use surveys and insights to inform adjustments to recruiting, onboarding, etc. - Early intervention is key, ongoing communication - Ensure a terminated employee is escorted out and doesn't retain any state property - Manpower communicates termination in most cases - Not clear on if recruitment starts again from scratch or if they have others already lined up
10. Demonstrate the ability to comply with Reporting by: i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.
- Plenty of available reports

Evaluator	Name	Lindsey Kendall
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	Department	DAFS

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- Some reporting offered wouldn't really be relevant to the agency – recruitment marketing efforts, workforce trends, etc. - Most adhoc reports available 48-72 hours - Provided process for generating the reports

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Maine Business Services dba Manpower / April Clark
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State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

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Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	Completed and signed
Responsible Bidder Certification Appendix B	Completed and signed
Eligibility Requirements Appendix A	Eligible: Headquarters are located in Portland. Office located in Augusta. Established 1961, 22 permanent staff members Well established and appropriately staffed

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Maine Business Services dba Manpower / April Clark
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	Founded in 1961, 6 locations in the State, Current MA holder. 20+ State clients Local. Experience with SOM. Multiple State 5 of 5 ratings provided throughout the submission of file 2.
Subcontractors	No subcontractors
Organizational Chart	Org chart provided. Three direct points of contacts to SOM (south, central, and north)
Litigation	No litigation to report
Financial Viability	22-\$7.7m, 23- \$1.4m; 24-\$1.093m
Licensure/Certification	2025-26 license Contract Security Company
Certificate of Insurance	Exp 3/1/2026

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Maine Business Services dba Manpower / April Clark
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
	1. Check all staffing categories proposed X Category I – Office Environment X Category II – Driving-Related Positions X Category III – Lab/Medical Environment X Category IV – Outdoor Labor/Remote X Category V – Power Equipment Usage O Category VI – At Sea/Boat Usage X Category VII – Trades X Category VIII - Security
	2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) • All but at sea • Provided examples of admin/customer service, industrial, and pro-tech ii. Describe how a market rate comparison is performed by the organization. • Equipped to conduct market comparison on hourly rates/salaries. They have unsurpassed local market information to fill any position the SOM might require • BLS occupational data • Recruitment difficulty index • Recommended wage modeling • Provided a dashboard of their real-time market research
	3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by:

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	i. Describing the process the organization would use to respond to a request for a Resource from the Department. • Phone, text, email, web submission, customized SOM landing page • Bullhorn CMS ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource. • BH 8:30 – 5 M-F closed on 6 major holidays • Calls returned within 30 minutes.
	4. Demonstrate the ability to comply with the Employment and Staffing Requirements by: i. Describing the organization's ability to comply with this requirement. • They are the legal employer. • Listed their employment relationships within managing employees (payroll, workers comp, holiday MEPL compliance, etc..) ii. Describe the transition of existing employees, benefits matching, and staffing replacement. • Assign a project manager who will shepherd both transitioning associates and state agencies through the process. • Every effort to ensure existing workers on assignment can choose to continue employment with their current employer or transition. iii. Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource. • Web timekeeping (PeopleNet, paper timeslips, group reporting or our established system (not applicable to SOM)
	5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: i. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review.

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

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	• Pre interview pre screening process. Putting candidates at ease is interesting. • Structured process, BG and work experience evaluation • Able to be responsible for selecting and making final hiring decisions. • Assessment and testing, listed 5 areas of review ii. Describing local recruitment process to fill agency staffing needs. • Bullhorn database • Career centers, chambers of commerce, diversity hiring groups and other local organizations • Local job fairs and community hiring events. iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few • Onboarding and orientation. Listed 7 items that they orientated on. Including audit and recordkeeping • Listed customized orientation for SOM, including 17 different items
	6. Demonstrate the ability to comply with the Background and Security Checks by: i. Describing the organization's process for background checks. • Will work with SOM to determine requirements ii. Describing the organization's process for drug testing. • rapid results, collected at state approved collection facilities iii. Describing the organization's process for finger printing. • Work with candidate to schedule at a local facility iv. Describing the organization's process for any additional background and security checks that may be necessary or required • Can comply with any request allowed by law. Potential conflicts of interest
	7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by: i. Describing the organization's ability to comply with this requirement.

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

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	• Travel, remote work, other policies as well as specific SOM policies, and consent to hire. ii. Providing a comprehensive list of the organization's current policies. • Listed 23 policies with summaries of the policies. • Interesting; wiretapping, immigration reform, solicitation. iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information. • Confidentiality, intellectual property, add any that SOM requires
	8. Demonstrate the ability to comply with the Working Hours by: i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place. • Verified 8-5 M-F • Overtime not generally authorized. If approved by supervisor. would like to see that overtime must be in a written approval.
	9. Demonstrate the ability to comply with Resource Performance by: i. Describing the organization's ability to comply with this requirement. • Dependability assessed during pre-screening and interviews. • Communicate professional expectations ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. • QA tools with Bullhorn office system • Scheduled contact cadence, first day, weekly, end of assignment review • Ongoing communication, corrective action procedures, collaboration with agency • Review schedules, scoring system, providing coaching and training. iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Maine Business Services dba Manpower / April Clark
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	excessive absenteeism, tardiness, personality conflicts, or other employee relations issues). • All communications is documented. If no improvement they will be terminated, escorted off premises and not in possession of state property. • Didn't see a proposed timeline for replacement
	10. Demonstrate the ability to comply with Reporting by: - Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. • 5 readily available reports. Client workforce review and recruitment marketing efforts. • Generated on demand. - Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department. • Ad hoc within 48-72 hours

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

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State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

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Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	- Completed. - 7 staffing categories checked all but VI At Sea/Boat
Responsible Bidder Certification Appendix B	- Completed
Eligibility Requirements Appendix A	- Facility at 49 Community Dr., Augusta, Maine - Approximately 5 miles of DAFS, within the 100-mile radius required in the RFP.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Maine Business Services dba Manpower
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File 2 – Organization Qualifications and Experience
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The proposal provided detailed answers and many pages of information before questions began.

	Individual Notes
Overview of the Organization Appendix C	- Indicates staffing strength for (8) categories required in the RFP, except for VI At Sea/Boat Usage. - Established in 1961, the franchise of ManpowerGroup was founded in 1948. - Indicates 7 offices in Maine, 6 within 100 miles of Augusta, providing services from Fort Kent to Kittery. - Staffed 8:30 – 5, Monday through Friday except for six major holidays. - Office locations: Augusta, Auburn, Bangor, Portland, Biddeford, Presque Isle, and Springvale. - Indicates they are locally owned and financially sound. - Provides services to approx. 300 entities in Maine. - Indicates they have provided staffing to numerous State agencies for decades. - Indicates currently providing services as a Master Vendor with the State. - Proposes their broad geographic footprint allows them to be a staffing option for a large number of State agencies. - Developed Talent on Tap – free event for the community. Gathering employers and hiring resources provide up to date labor information. - Indicates the company is currently licensed as a Contract Security Company with Maine Dept. of Public Safety for decades. - Provided 3 projects, all showing experience with staffing to include: - Maine Revenue Services - ongoing. Filled approx. 300 positions. Admin to IT positions. - Maine Dept. of Economic and Community Development (DECD) - dates not provided. Admin website. - Maine Administrative Office of the Courts - over 30 years. - Admin positions - sounds ongoing.
Subcontractors	- N/A
Organizational Chart	- Provided, clear and contains quick duties of each in the chart. - Chart shows Front Line and Customer Service Team divided by Southern, Central and Northern Maine.

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	- Next level, Program Oversight, Fulfillment Support Services, and Senior Leadership - supports all above. - Provided paragraphs for each role in organization chart. - Managing Director, no Safety role information. - Recruiters are under the Managing Directors. - Marketing, Market Engagement – Recruitment marketing, posting, digital recruitment and market research. - Controller - payroll, reporting, licensure, and invoicing. - Director of Operations – state/federal laws compliance, support fulfillment, contracts, implementation lead as well as a project team lead. - No paragraph for the Senior Leadership/President role.
Litigation	- No litigation to report.
Financial Viability	- Provided last 3 years. Balance sheets and Profit & Loss. - Appears financially viable.
Licensure/Certification	- N/A
Certificate of Insurance	- Provided & current.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Maine Business Services dba Manpower
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File 3 – Proposed Services

The proposal provided detailed answers that you had to read through to find the answer.

	Individual Notes
Proposed Services	
	1. Check all staffing categories proposed ☒ Category I – Office Environment ☒ Category II – Driving-Related Positions ☒ Category III – Lab/Medical Environment ☒ Category IV – Outdoor Labor/Remote ☒ Category V – Power Equipment Usage ☐ Category VI – At Sea/Boat Usage ☒ Category VII – Trades ☒ Category VIII – Security
	2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.
	i. Experience and resources to provide resources for all, but one <u>Category VI – At Sea/Boat Usage</u>. Indicated roles they regularly fill. Administrative & Customer Service – assistants, accounting, front desk, call center, data entry, and customer service. Industrial – material handlers, delivery drivers, skilled trades, general labor, equipment operators, security and mailroom. Professional & Technical – project managers, accountants, engineers, human resources, quality assurance, and management. Proposes to use local and national reach for placements.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Maine Business Services dba Manpower
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	ii. Indicates using multiple unique tools to complete customized <u>market rate</u> comparisons. Proposes the Manpower Proprietary Wage Tool that leverages accurate, county-level market rate comparisons. - Hourly Wage Dashboard – integrates BLS Occupational Data with Manpower’s actual median wages. - Recruitment Difficulty Index – highlights how challenging it is to fill a role at a given pay rate. - Recommended Wage Modeling – statistical models that consider BLS data, county/location, and job type. Proposes Competitive Wage Modeling using Manpower’s Propriety Wage Tool highlights recommended pay rates and market benchmarks for multiple positions across Maine. Provided a snap shot of Real-Time Local Market Research Performed by In-House Marketing Team illustrates individualized, in-house localized market research providing actionable insights on current pay rates, local competition, and other potential market challenges/advantages that can impact candidate sourcing. Indicates Manpower representatives actively participate in local business communities, chambers of commerce, human resource groups, diversity hiring coalitions, and other professional networks. Ensures positions are competitive, attractive to qualified candidates, and aligned with strategic hiring goals.
	3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: i. Describing the process the organization would use to respond to a request for a Resource from the Department. ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.
	i. Proposes multiple methods for the Dept. to <u>submit requisitions</u>: - Phone – staff asks pertinent questions to fully understand the role and specifics of the position. - Text – dedicated lines that are monitored during business hours.

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	- Email – provides a general mailbox that multiple team members can respond swiftly and take immediate action. In addition, they can provide forms & templates to ensure they get all the information necessary to present the best candidates to meet the position. - Web Requisition – they have a website which automatically routes them to the appropriate recruiting team. - A customized online State of Maine Landing Page for State Agencies to request resources. <u>Steps:</u> Log & track bullhorn: all requisitions are entered in by their front-office and contact management system. Define the role: collect information on responsibilities, requirements, schedule and pay build a job description. Capture job-specific details: tools, software, equipment, and safety requirements are documented. Document work environment: supervisor name, hours, directions, and site conditions are gathered to ensure candidates are prepared. Validate & update records: worksite evaluations are completed when information is outdated or when placing an agency for the first time. Confirm & commit: review details with the hiring managers, set a realistic completion time and document the agreed timeline for accountability. ii. Indicates immediate access to recruiters and service staff via phone, text and email. <u>Guaranteed response times:</u> Phone/voicemail: calls or messages left during business hours will be returned within 30 minutes. Email: use of staff-specific addresses and the general office mailbox. Response within 30 minutes during business hours. Text was indicated above, however not addressed on response. Meetings are available in person or virtually via Teams, Zoom, or conference line. Local access to multiple physical offices across Maine for in-person support when needed.
	4. Demonstrate the ability to comply with the Employment and Staffing Requirements by:

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	i. Describing the organization's ability to comply with this requirement. ii. Describe the transition of existing employees, benefits matching, and staffing replacement. iii. Describing the type of timecard the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.
	i. Manpower explains in orientation that they are employees working for other companies. Proposes to handle: payroll, workers compensation insurance, holiday pay, Maine Earned Paid Leave (MEPL), Fair Labor Standards Act, Family and Medical Leave Act (FMLA), Immigration Reform & Control Act, Safety and Professional Conduct. Indicates policies for recruiting, hiring, and ensuring accountability, management, and disciplinary action for selected resources. Indicates they provide a Policy and Safety Handbook at each onboarding and orientation. This is presented verbally and in writing with each resource initialing and signing in order to move forward. ii. Proposes several steps that are involved in a <u>transition</u>: Existing resources can choose to stay with current employer or move to Manpower. The Dept. and Manpower compare pay rates for resources that will remain. The Dept. will let the resource know they are staying and Manpower will tell the ones that are not being kept by the Dept. Proposes to determine eligibility for transitioning temporary employees with the overarching goal of matching benefits. Propose to meet with each resource one-on-one to ensure they have received personal service from their representative. Proposes to develop and distribute an introductory orientation package for all converting employees. Proposes to track each resource and reports can be supplied to the Dept. to provide visibility to transition progress and potential areas for concern. iii. Proposes a variety of <u>timekeeping options</u>. Options include web, paper, group reporting or use of your established system.

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	Propose that resources use their web time capture tool, PeopleNet which was developed for the staffing industry to track and manage time. The system is: - High capacity, 30,000+ timecards processed weekly. - High efficiency, time saving for the Dept and resource. Automatically generates email and SMS notification to drive on-time action. - High accuracy minimizes unauthorized time submittal and billing errors. Provides support to associates and the Dept. to assist with tool usage. - High visibility, approvers are provided complete visibility into time, attendance, and expense data in real time. On demand and scheduled management reports provide access to timecards and head count via secure internet access from any location. - High compliance, stores data for seven years, has a state-of-the-art disaster recovery plan to provide 99% system uptime and is SAE 16 compliant. Did not mention pre-approval for overtime hours.
	5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: i. Describing the organization's testing, screening and interview processes. Include the process of providing candidates for Department review. ii. Describing local recruitment process to fill agency staffing needs. iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few.
	i. Proposes a <u>pre-interview and pre-screening</u> process: - Put candidates at ease and build rapport. - Learn about their needs and preferences to ensure long-term fit. - Empathizing with their employment search experience. - Demystifying the application and interview process. - Providing resume feedback and assistance. - Offer free online skills development training and upskilling (4,000 + courses). - Build long-term relationships to improve retention.

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	Proposes during the candidate interview, they gather information on: background & work experience, skills from prior training & work history, career goals & availability, work interests, environment preferences, & restrictions. Structured process allows for consistent, fair & equal evaluation to all candidates. Ask only appropriate, job-related questions, record only work-related information, customize interviews for the Dept's. required competencies. Proposes in-person and remote interviews via teams or zoom when on-site meeting is not feasible. Indicates options on how candidates are <u>presented to the Dept.</u> for review: 1. Resumes or candidate summaries delivered electronically, assessment/test results when needed, direct discussions with recruiters about soft skills and cultural fit are welcome. Dept. interviews are scheduled and supported by Manpower. 2. Select and send option. This is where Manpower is responsible for selecting resource and makes final hiring decisions. Indicates the process uses resource work history, interview results, demonstrated skills and/or assessment scores. Assessment & testing. Proposes to use statistically validated, reliable, and legal assessments to verify skills and predict job success. These tools identify both proven capabilities and hidden aptitudes. Proven results, under the current Master Agreement, they have consistently delivered hundreds of successful placements. ii. Proposes a local 5-step <u>recruitment</u> process that ensures a structured methodology, local expertise, and adaptive strategies. 1. Intake & candidate profile development. Gathers details from the Dept. e.g., the role, requirements, schedule, pay, work environment etc. Develops a profile to guide targeting efforts e.g., keywords, related job titles, and competitor sources for candidate searches. 2. Internal database & direct sourcing. Search their robust, active internal Bullhorn database to identify pre-qualified candidates. Target candidates with matching skills and interest using a variety of resume database e.g., MaineJobLink, Indeed.com, and LinkedIn. 3. Market strategy & job promotion. Create SEO-optimized, keyword-rich job advertisements designed to attract qualified applicants. Develop supporting digital content for web
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	and social media outreach. Run text and email campaigns to engage existing talent pools. Leverage employee referrals to expand candidate reach. 4. Community & Partner Engagement. Partner with Maine CareerCenters, chambers of commerce, diversity hiring groups, and other local organizations. Participate in local job fairs and community hiring events and host events when appropriate. Deploy traditional outreach methods (print ads, flyers, community boards) when effective. 5. Continuous Evaluation & Adjustment. Monitor campaign effectiveness in real-time. Adjust sourcing strategies, advertising methods, and community outreach as needed to ensure quality candidate flow. Maintain close communication with the Agency to confirm alignment with hiring needs. iii. Onboarding and Orientation. Proposes resource is fully prepared, legally compliant, and aligned with the Dept's. expectations. Manpower completes I-9 verification, E-Verify enrollment, and all legally mandated employment documentation. Secure web-based onboarding system tracks, stores, and manages all new hire documents for audit readiness. Associates are oriented to all Manpower policies, including confidentiality, security, workplace safety, electronic communications, drug-free & harassment free workplace expectations. Provide step-by-step guidance on job responsibilities, worksite procedures, schedules, and reporting relationships. Clearly establishes attendance, time management, and performance expectations from day one. Digital signatures and automated workflows streamline paperwork, reduce errors, and minimize administrative delays. Onboarding activities are fully documented and easily retrievable, supporting legal and contractual compliance. Customized orientation for the State of Maine. Addresses: State of Maine policies & rules, professional appearance, reliability & attendance, Proper communication skills, Providing good service, internally & externally, Time management, Confidentiality, Work expectations & accountability, Information security guidelines, Work hours & break times, Security, safety, & health procedures, Professional appearance, Smoke-free policy, Electronic communications policy, Providing exceptional customer service, Directions and parking instructions, Time management on the job.
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	Department	Health and Human Services

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	Provides written assignment details of the Dept's. expectations prior to their first day to reduce confusion and improve preparedness. Details include: Dept. address, parking instructions, and arrival time. Supervisor/contact name & phone number. Dress code, professional appearance, and behavior expectations. Break schedules, smoking policies, and other workplace rules. Key client and State policies for confidentiality, safety, and security. MyPath: access to ongoing skill development provided to resources including over 4,000 online courses & e-books covering interpersonal and business skills, computer and IT skills, customer service and teamwork, health, safety & compliance training. Focused learning where courses are broken into niche topics enabling resources to target critical skills for their role. Continuous development supports ongoing professional growth, enhances workplace performance, and keeps resources engaged and motivated.
	6. Demonstrate the ability to comply with the Background and Security Checks by: i. Describing the organization's process for background checks. ii. Describing the organization's process for drug testing. iii. Describing the organization's process for finger printing. iv. Describing the organization's process for any additional background and security checks that may be necessary or required
	i. <u>Background checks</u> Manpower is familiar with the State's background checks and that vary by Agency and job requirements. Candidates sign consent forms. Fair Credit Reporting Act rules and regulations are followed. ii. Manpower is experienced with <u>drug testing</u>, having had a State of Maine approved Substance Testing Policy for decades. Our standard screen is a point-of-collection oral swab or urine test since rapid results provide clients with needed resources more quickly. We also have the capability of conducting a variety of multiple-panel lab tests. iii. Manpower will work with the candidate to set up an appointment for <u>fingerprinting</u> at the appropriate local facility, and shepherd the process toward completion. Experienced with fingerprinting

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	according to Agency guidelines, are currently providing this service to the State of Maine. iv. <u>Additional background/security checks</u> Manpower can comply with any request, as allowed by law, as well as questioning applicants about potential conflicts of interest. Manpower can conduct virtually any background check required and will work with each State Agency to determine required/appropriate checks for each position. Checks may be conducted using a third party.
	7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by: i. Describing the organization's ability to comply with this requirement. ii. Providing a comprehensive list of the organization's current policies. iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.
	i. Manpower is in <u>compliance</u> with the State's policy and procedures as they continue to place resources in various Departments. Manpower ensures resources understand policies and document understanding by obtaining signatures from resources for: - Travel reimbursement policy. - Remote work policy. - Other policies. - Consent to hire former Dept. employees by emailing SPRC for approval. ii. Manpower adheres to the State's policy and procedures. A <u>comprehensive list</u> of 23 policies and procedures were provided to include: Maine's Earned Paid Leave (MEPL) law. Affordable Care Act (ACA), Maine Paid Family Medical Leave (PFML). Drug and alcohol policy. Americans with Disabilities Act (ADA). Use of Information Technology Resources. Privacy Notice. Wiretapping, Eavesdropping and Recording.

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	iii. Indicates a robust framework of policies and procedures to ensure all personnel understand their responsibilities and adhere to <u>confidential and data security</u> requirements. Resources must sign a confidentiality and Non-disclosure Agreement (NDA). Intellectual property whereas any improvement technology etc. are property of Manpower.
	8. Demonstrate the ability to comply with the Working Hours by: i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.
	i. Manpower will ensure candidates confirm availability to work standard <u>operating hours</u> 8-5 or whichever hours the State needs. Provides a written assignment details document that is signed by resource. Overtime is not authorized, however if needed, the Dept's. supervisor can approve or deny the hours through the PeopleNet timekeeping system. Overtime will be paid at time and one half. It is understood that the State will not pay for hours not worked including Holidays or administrative closings.
	9. Demonstrate the ability to comply with Resource Performance by: i. Describing the organization's ability to comply with this requirement. ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).
	i. Indicates consistently screens for reliability and compliance for the State's needs and expectations. During pre-screening and interview process, they continuously evaluate patterns of dependability and professionalism. The best indication of future success is past performance.

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	At minimum, expectations are communicated to resources to report to work consistently on time, act professionally, work diligently and produce quality work. ii. Indicates a <u>Quality Assurance (QA)</u> process that is systematic, documented, and continuously monitored enabling them to identify, address and prevent issues. Scheduled contact on the first day to confirm resource arrives timely and ready. Weekly/periodic performance calls. End of assignment review and survey to assess performance, identifies resource eligible for return assignments, and captures improvement opportunities. Works with Dept. to identify any performance issues and resolutions. iii. Resources exhibiting <u>tardiness</u>, <u>absenteeism</u>, or substandard performance are promptly counseled and disciplined. If performance does not improve, resources may be terminated following their internal procedures. Manpower works collaboratively with the agency to manage terminations professionally, ensuring the resource is escorted off premises and not in possession of State property. Resource will be replaced at the Dept's. request as soon as possible to minimize disruption.
	10. Demonstrate the ability to comply with Reporting by: i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.
	i. Manpower can deliver data in the format, cadence, and detail requested through Bullhorn. <u>Reports</u> can be automated for regular delivery or generated on demand. Some of the reports that can be generated: Requisition & fulfillment: resource, work locations, Dept. and supervisor.

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	Workforce metrics: Hours worked, pay rates, tenure, and assignment performance. Operational Insights: Invoicing, time tracking, and staffing trends. Recruiting Activity: Candidate pipelines, source of hire, time-to-fill, and interview progress. PeopleNet: Time approvers have real-time access to temporary workforce data via our PeopleNet timekeeping system, ensuring actionable insight at every level. ii. Proposes to provide <u>Ad Hoc</u> reports within 48-72 hours of request. For one-time or custom reports, depending on complexity are delivered within 3 business days. Process for Ad Hoc reporting: Request intake: confirm report requirements, format, and delivery timeframe with the Department. Data compilation: leveraging Bullhorn, PeopleNet, and the payroll/invoicing systems to extract relevant, up to date information. Analysis & Review: ensuring accuracy, relevance, and alignment with Dept. objectives.
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Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Project Staffing
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State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	Provided – signature missing Proposing all categories
Responsible Bidder Certification Appendix B	Provided, signed.
Eligibility Requirements Appendix A	Bidders must have a staffed, established office located within 100 miles of Augusta, Maine – PASS.

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Project Staffing
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	- Since 1995 - Has worked closely with the State - Mostly does state-identified resources but can recruit - Understand public sector staffing - 3 Projects - o SOS, DHHS, IFW - o Good range of positions filled
Subcontractors	- Dynamic Protections Group for unarmed security - HQ in Boston, ME license - Good overview, provided qual & exp, certifications
Organizational Chart	- Provided with job descriptions - Though job descriptions were provided, not entirely sure if there is one POC or multiple depending on the question. Overview mentions a “dedicated manager” but it’s not clear who that is.
Litigation	- Addressed - none
Financial Viability	- Provided - Business seems to be shrinking
Licensure/Certification	- Contract Security Company certificate for Dynamic Protection - TNA certificate for MSG Acquisitions – person in charge is COO of Project Staffing
Certificate of Insurance	- Provided, current

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Project Staffing
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
1. Check all staffing categories proposed ☒ Category I – Office Environment ☒ Category II – Driving-Related Positions ☒ Category III – Lab/Medical Environment ☒ Category IV – Outdoor Labor/Remote ☒ Category V – Power Equipment Usage ☒ Category VI – At Sea/Boat Usage ☒ Category VII – Trades ☒ Category VIII - Security	
2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.	
- Mention armed security – in the previous section they only said unarmed - Have Temporary Nurse Agency license - Use common wage data tools - Prevailing wage standards of the client or position - Competitor rates - Didn't really explain process or frequency of conducting this analysis	
3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: ii. Describing the process the organization would use to respond to a request for a Resource from the Department. iii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.	
- requests accepted via email, phone or portal - Identified Branch Manager of the Augusta location will be primary POC, others available from other branches if needed	

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- Discussed process
- Provided guaranteed response times – 2 hours by phone, 4 hours by email, following morning for off hours requests.
- Didn't discuss any off-hours availability

4. Demonstrate the ability to comply with the Employment and Staffing Requirements by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Describe the transition of existing employees, benefits matching, and staffing replacement.
- iii. Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.

- Will comply, do under current contract
- Have HR and Accounting teams and certifications to ensure compliance
- Clear communication with resources and Agency
- Have an established pool of candidates
- Online timecard system
- Process defined
- Wonder if they can accommodate manual timecards if needed/required by position

5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by:

- i. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review.
- ii. Describing local recruitment process to fill agency staffing needs.
- iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few

- Thorough pre-screening process provided, including initial screening and skills assessment
- Strong local presence
- Use job boards, Maine Job Link, vocational schools and colleges, job fairs, internal database
- Evaluates and educates on key factors during onboarding/orientation, assess for weaknesses during interview process
- Employee handbook provided, has policies and expectations

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	Title	Senior Procurement Manager
	Department	DAFS

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6. Demonstrate the ability to comply with the Background and Security Checks by:

- i. Describing the organization's process for background checks.
- ii. Describing the organization's process for drug testing.
- iii. Describing the organization's process for finger printing.
- iv. Describing the organization's process for any additional background and security checks that may be necessary or required

- List of background checks provided, conducted prior to placement (not super clear when exactly)
- Multiple drug tests and panels available depending on the position
- Can conduct fingerprinting. Will provide results during onboarding.
- Included list of other background checks they can complete

7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Providing a comprehensive list of the organization's current policies.
- iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.

- Can comply
- Provided list of policies, and a screenshot of contents of employee handbook
- Reviewed annually
- Have a policy in the handbook for confidential/sensitive info
- Provide training on secure communication and data handling
- Policy applies "across all work environments" - good

8. Demonstrate the ability to comply with the Working Hours by:

- i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.

- Not sure if they understood the requirement – mentioned that they are open M-F 8-5. Requirement was referring to working hours of the resource.

9. Demonstrate the ability to comply with Resource Performance by:

- i. Describing the organization's ability to comply with this requirement.

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	Title	Senior Procurement Manager
	Department	DAFS

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ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).
- Conducts regular check-ins, performance reviews, issue resolution protocol, documentation and reporting, and incorporates feedback from department into onboarding and training processes. - Project Staffing seems to manage all performance issues – all corrective action determined and implemented by the vendor. Not sure when the Department comes in.
10. Demonstrate the ability to comply with Reporting by: i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.
- Extensive list of reports available. Will work with software company to customize reports as needed. - Mentioned a "Reporting Coordinator" that will manage requests for ad-hoc reports. - No timeline provided

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Project Staffing, LLC. / Barbara Mahoney
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State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	Completed and signed
Responsible Bidder Certification Appendix B	Completed and signed
Eligibility Requirements Appendix A	Eligible: Maine office is located in Brunswick. Within 100 miles of Augusta. Established 1995, 21 staff members Well established and appropriately staffed

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Project Staffing, LLC. / Barbara Mahoney
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	Founded in 1995, 23 years of State contracts. Experience with SOM (SOS, BMV; DHHS, Riverview; IF&W)
Subcontractors	Security Services – Dynamics Protection Group
Organizational Chart	Org chart provided, unclear of who is the direct contact for SOM
Litigation	No current or past 5 years litigation
Financial Viability	- Financially viable? 22 – 56645.51 23 – 69005.68 24 – (273,252) 25 – 653,629
Licensure/Certification	- Temporary Nurse Agency Certification with DHHS though 8/21/2026 – MSG Acquisitions, LLC 2025-26 license Contract Security Company
Certificate of Insurance	Exp 4/9/2026

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Project Staffing, LLC. / Barbara Mahoney
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
	1. Check all staffing categories proposed X Category I – Office Environment X Category II – Driving-Related Positions X Category III – Lab/Medical Environment X Category IV – Outdoor Labor/Remote X Category V – Power Equipment Usage X Category VI – At Sea/Boat Usage X Category VII – Trades X Category VIII - Security
	2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) • Separate list of roles that can be filled. Did not specify Power Equipment Usage or Trades. • Security – both unarmed and armed • Nursing ii. Describe how a market rate comparison is performed by the organization. • BLS labor reports • Contract requirements? Wage standards • Competitor rate comparison • Internal reviews for fairness and sustainability
	3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: i. Describing the process the organization would use to respond to a request for a Resource from the Department.

Bidder/Applicant Name	Project Staffing, LLC. / Barbara Mahoney
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	• Phone email, or designated portal (would have like to read more about the portal) • Resource ID – active pool • Confirmation and placement • Documentation and compliance. • Manager listed in augusta managed account for past 6 years • Augusta and Brunswick. ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource. • Phone – 2 hours • Email – 4 hours • After hours – by 10am following morning. •
	4. Demonstrate the ability to comply with the Employment and Staffing Requirements by: i. Describing the organization’s ability to comply with this requirement. • internal HR managing laws, insurance and safety ○ COO and Manager SHRM and HRCI certified • Internal accounting managing payroll invoicing and reporting ii. Describe the transition of existing employees, benefits matching, and staffing replacement. • Transition plan fairly vague. Coordinate with the department, communication to employees regarding changes, maintaining a ready pool of candidates in the event of turnover or reassignment iii. Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource. • Weekly through their portal, supervisor authorization. • Overtime to be approved in advance and documented in their system • Auditing. • No other option than their portal (would have liked to read more about this, or given the name of the system)

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Project Staffing, LLC. / Barbara Mahoney
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	5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: i. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review. • Initial screening, basic items covered • Skills assessment via testing software i. Admin, medical, security and labor roles. • Interview • Submission for review ii. Describing local recruitment process to fill agency staffing needs. • Multiple offices throughout the state of maine, including northern maine • Regional job boards • Maine joblink • Local training programs, vocational, and colleges • Hosting and attending job fairs • Internal database. iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few • Professional appearance • Reliability • Communication • Customer service and time management • Employee handbook aligned with department requirements.
	6. Demonstrate the ability to comply with the Background and Security Checks by: i. Describing the organization's process for background checks. • National criminal BG • Sex offender • Employment and education verification • License and cetification • Maine BG check for roles requiring state-specific screening

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Project Staffing, LLC. / Barbara Mahoney
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	• all conducted through an accredited third party providers ii. Describing the organization's process for drug testing. • 4, 5, and 10 panel screenings depending on role and client requirements iii. Describing the organization's process for finger printing. • Authorized facilities, prior to placement iv. Describing the organization's process for any additional background and security checks that may be necessary or required • Federal BG check • CPS • Credit • Security clearance
	7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by: i. Describing the organization's ability to comply with this requirement. • Maintains full compliance with state P&P ii. Providing a comprehensive list of the organization's current policies. • 12 policies • Social media and electronic communication policy • Annually reviewed and updated as needed. iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information. • NDA, no-use of confidential information. • Included image of contents of employee handbook
	8. Demonstrate the ability to comply with the Working Hours by: i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place. • Offices open M-F 8-5. Did not address the working hours of the State.
	9. Demonstrate the ability to comply with Resource Performance by:

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Project Staffing, LLC. / Barbara Mahoney
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	i. Describing the organization's ability to comply with this requirement. • Clear communication of job responsibilities, behavioral standards, and attendance during onboarding • Monitored by internal team, performance metrics open line of communication to address any concerns ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. • Regular check ins – no mention of cadence • Performance reviews • Issue resolution protocol • Documentation • Continuous improvement iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues). • Identification of issues • Corrective action • Replacement. ○ Immediate notification ○ Vetting of replacement ○ Seamless transition to minimize disruption • Followup
	10. Demonstrate the ability to comply with Reporting by: i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. • Able to readily produce 8 standard reporting ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department. • Outlined ad hoc request process – no timeline mentioned.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Project Staffing, LLC
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State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	- Completed. - All categories checked.
Responsible Bidder Certification Appendix B	- Completed.
Eligibility Requirements Appendix A	- Facility at 22 Parkers Way, Brunswick, Maine - Approximately 36 miles of DAFS, within the 100-mile radius required in the RFP.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Project Staffing, LLC
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	- Indicates staffing strength for (8) categories required in the RFP. - Established in 1995. - Indicates for the last 23 years they have provided staffing to numerous State agencies including DHHS. - Provided 3 projects, with various staffing needs: - Maine Bureau of Motor Vehicles – past summer, sounds ongoing. - Maine DHHS, Riverview Psychiatric Center – unclear on dates. - Maine Dept. of Inland Fisheries & Wildlife – sounds ongoing.
Subcontractors	- Dynamic Protection Group (Security Services)
Organizational Chart	- Provided a detailed organizational chart and job descriptions for each personnel. - a. CEO - i. COO - manages 5 offices around the State. - 1. HR Manager - 2. Branch Manager - a. Recruiter - b. Administrative Assistant - ii. Accounting Manager - 1. Staff Accountant
Litigation	- No current litigation or litigation in the past five years in which they paid the claimant either as part of a settlement or by decree.
Financial Viability	- Provided last 3 years. Balance sheets and Profit & Loss. - The last year provided 2024 of the Profit & Loss statement is for Jan – April 2024, but the report printed out 9/17/25, unclear why a full year was not complete by the date printed? Indicates negative Net Income. - Also, another statement was provided for 8 months of 2024, but it's unclear what type of statement it is.
Licensure/Certification	- N/A
Certificate of Insurance	- Provided & current.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Project Staffing, LLC
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
	1. Check all staffing categories proposed ☒ Category I – Office Environment ☒ Category II – Driving-Related Positions ☒ Category III – Lab/Medical Environment ☒ Category IV – Outdoor Labor/Remote ☒ Category V – Power Equipment Usage ☒ Category VI – At Sea/Boat Usage ☒ Category VII – Trades ☒ Category VIII – Security
	2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.
	i. Experience and resources to provide resources for all categories. ii. Indicates they determine <u>market rates</u> through: Industry and regional wage data (e.g., BLS, state labor reports) Client and contract requirement, including prevailing wage standards. Competitor rate comparisons. Internal financial review to ensure fairness and sustainability.
	3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: i. Describing the process the organization would use to respond to a request for a Resource from the Department.

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	ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.
	i. Proposes a structured and responsive <u>process</u> when receiving a request for a resource from the Dept. - Request intake: logged in via phone, email or designated portal. - The request is reviewed and matched with qualified candidates from their active pool or initiates targeted outreach. - Confirm candidate availability, coordinate onboarding, and communicate placement details to the Department. - All placements are supported by required documentation, including licensing, certifications, and insurance verification. ii. Indicates <u>Guaranteed response times</u>: Phone/voicemail messages: Returned within 2 hours during business hours Monday-Friday, 8-5. Email: acknowledge within 4 hours. After-hours requests: Response by 10 a.m. the following business day.
	4. Demonstrate the ability to comply with the Employment and Staffing Requirements by: i. Describing the organization's ability to comply with this requirement. ii. Describe the transition of existing employees, benefits matching, and staffing replacement. iii. Describing the type of timecard the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.
	i. Indicates they fully <u>comply</u> with all employment and staffing requirements outlined in the contract for the State. Their internal HR and compliance teams oversee adherence to labor laws, insurance coverage and safety protocols. We maintain an in-house accounting dept. to manage payroll, invoicing, and reporting efficiently.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Project Staffing, LLC
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	ii. Proposes <u>transitioning</u> existing employees into new assignments with minimal disruption. Coordinate directly with the Department to ensure continuity of services. Provide clear communication to employees regarding changes in assignments. Maintain a pool of qualified candidates to ensure timely replacement in the event of turnover or reassignment. iii. Proposes an online <u>timecard</u> system. - Weekly time submission, resources submit hours electronically through the portal. - Supervisor approval, timecards are reviewed and approved by the Dept. - Overtime authorization must be pre-approved by the Dept. Requests are submitted in advance and documented in the system. - Audit & compliance, time records are retained for audit purposes and reviewed regularly to ensure accuracy and compliance.
	5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: i. Describing the organization's testing, screening and interview processes. Include the process of providing candidates for Department review. ii. Describing local recruitment process to fill agency staffing needs. iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few.
	i. Proposes a comprehensive and compliant <u>pre-screening</u> process: - initial screening to verify work eligibility, required certifications or licenses and background checks as applicable. - skills assessment, utilize professional skills testing software that covers all staffing categories. - Interview process, candidates are interviewed by their team to assess qualifications, experience, communication skills, and overall fit.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Project Staffing, LLC
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	- submission for review, qualified candidates are presented to the Dept. with a summary of credentials, availability, and relevant experience for review and approval prior to placement. ii. Proposes a <u>local</u> presence with branch offices in Biddeford, Westbrook, Brunswick, Lewiston, Augusta, Bangor, and Presque Isle. Recruitment strategy includes: - Posting on regional job boards and community platforms. - Utilizing the Maine JobLink to reach qualified local candidates. - Partnering with local training programs, vocational schools, and colleges. - Hosting and attending job fairs and community hiring events. - Leveraging our internal database of pre-screened candidates. iii. To ensure <u>readiness</u>, they evaluate candidates on: - Professional appearance, expectations are clearly communicated during onboarding and reinforced through policy. - Reliability, attendance history and references are reviewed, punctuality is emphasized during orientation - Communication skills, assessed during interviews and monitored through performance feedback. - Customer service and time management, evaluated through scenario-based questions and prior work experience. - Provide employee handbook that outlines and reinforces workplace readiness standards, conduct, and performance expectations.
	6. Demonstrate the ability to comply with the Background and Security Checks by: i. Describing the organization's process for background checks. ii. Describing the organization's process for drug testing. iii. Describing the organization's process for finger printing. iv. Describing the organization's process for any additional background and security checks that may be necessary or required
	i. Proposes to conduct comprehensive <u>Background checks</u> prior to placement.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

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	These include: National criminal screening, sex offender registry checks, employment and education verification, license and certification validation where applicable. Use of the Maine Background Check Center for roles requiring state-specific screening and compliance. ii. <u>Drug testing</u> performed as required by the Dept. or specific assignment. Testing through certified laboratories using 4, 5 or 10 panel screenings dependent on the role and client requirements. iii. When <u>fingerprinting</u> is required, they will coordinate with authorized fingerprinting agencies or facilities. The process is completed prior to placement and results will be provided to the Dept. iv. <u>Additional background/security checks</u> Project Staffing is prepared to comply with any additional background or security checks required by the Dept. or specific assignment. These may include: Federal background checks, Child Protective Services (CPS) registry checks, Credit checks for financial or sensitive roles, and Clearance verification for secure or restricted environments.
	7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by: i. Describing the organization's ability to comply with this requirement. ii. Providing a comprehensive list of the organization's current policies. iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.
	i. Project Staffing is in <u>compliance</u> with the State's policy and procedures as they are currently placing resources in various Departments. They actively monitor updates from state agencies to ensure practices remain aligned with current regulations. ii. Project Staffing adheres to the State's policy and procedures. A comprehensive list of at least <u>policies and procedures were provided</u> to include:

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	Title	Contract Manager
	Department	Health and Human Services

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	Equal Employment Opportunity (EEO) Policy Anti-Harassment and Non-Discrimination Policy Workplace Safety Policy Drug-Free Workplace Policy Background Screening and Security Clearance Policy Timekeeping and Payroll Policy Attendance and Punctuality Policy Code of Conduct and Professional Standards Social Media and Electronic Communication Policy Disciplinary Action Policy Non-Disclosure & No-Use of Confidential Information Policy Employee Handbook and Onboarding Procedures iii. Project Staffing enforces strict standards for protecting <u>sensitive</u> and confidential information. Non-Disclosure & No-Use of Confidential Information policy, located on page 13 of the employee handbook, is reviewed during onboarding and acknowledged by all Resources. This policy outlines expectations for maintaining confidentiality and secure handling of sensitive data across all work environments. Resources are trained in secure communication practices and data handling procedures. Violations of this policy are subject to disciplinary action, up to and including termination.
	8. Demonstrate the ability to comply with the Working Hours by: i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.
	i. Offices are open M-F 8-5. Dedicated response team located in the Augusta office to provide immediate response.
	9. Demonstrate the ability to comply with Resource Performance by: i. Describing the organization's ability to comply with this requirement. ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

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	absenteeism, tardiness, personality conflicts, or other employee relations issues).
	i. Indicates in <u>compliance</u> with performance expectations by clearly communicating job responsibilities, behavioral standards, and attendance requirements during onboarding and throughout the assignment. Project Staffing policies are designed to support accountability, professionalism and alignment with Dept. expectations. Maintains open lines of communication with the Dept. to address any concerns promptly. ii. Indicates a <u>Quality Assurance (QA)</u> process. Regular Check-Ins: Account Managers and Compliance Team conduct scheduled check-ins with Department contacts to gather feedback on Resource performance, attendance, and conduct. Performance Reviews: Review Resource performance based on Department feedback, attendance records, and adherence to job duties. Issue Resolution Protocol: If concerns are raised, they initiate a formal review process that includes investigation, documentation, and corrective action planning. Documentation and Reporting: All feedback and actions taken are documented and stored securely. Reports are shared with the Department when requested to ensure transparency and accountability. Continuous Improvement: Feedback from the Department is used to refine our onboarding, training, and support processes to better meet expectations. iii. Resources exhibiting <u>tardiness</u>, absenteeism, or personality conflicts, or other employee relations concerns, the issue is documented and reviewed by their HR and compliance teams.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

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	Attempt to resolve the issue through coaching, counseling or disciplinary action when appropriate. If resolution is not possible or impacts Dept. operations, they initiate replacement process to include immediate notification to Dept., identification and vetting of a replacement candidate and seamless transition planning to minimize disruption. After replacement, follow up with the Dept. to ensure satisfaction and confirm performance standards are restored.
	10. Demonstrate the ability to comply with Reporting by: i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.
	i. Project Staffing provided 8 standard <u>reports</u> with details. These include timekeeping, attendance, payroll, incident, turnover, and QA. Customizable reports are available on Dept. needs. ii. Project Staffing can provide <u>Ad Hoc reports</u>, however a timeframe was not given. The request is logged and assigned to the Reporting Coordinator. Data is clarified, if needed, regarding the scope, data fields and format. Data compilation is reviewed for accuracy. Reports are sent securely via email or shared portal. Follow up confirming receipt and satisfaction.

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Protiviti
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State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

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INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	Provided, signed Proposing Category 1
Responsible Bidder Certification Appendix B	Provided, signed.
Eligibility Requirements Appendix A	Bidders must have a staffed, established office located within 100 miles of Augusta, Maine – PASS.

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Protiviti
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	- Subsidiary of Robert Half International - Over 16,000 placements made in Maine - Can deliver staffing but also have experience with consulting - Overall generalized response - Projects: - o ME Unemployment – various roles - o NH DOE – grant manager - o NH Revenue – data entry roles
Subcontractors	- Not provided
Organizational Chart	- Not provided
Litigation	- Not provided
Financial Viability	- Not provided
Licensure/Certification	- Not provided
Certificate of Insurance	- Not provided

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Protiviti
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File 3 – Proposed Services

** mentions the words “structured process” on nearly every response... repetitive, overall response was lacking details

	Individual Notes
Proposed Services	
1. Check all staffing categories proposed	
☒ Category I – Office Environment ☐ Category II – Driving-Related Positions ☐ Category III – Lab/Medical Environment ☐ Category IV – Outdoor Labor/Remote ☐ Category V – Power Equipment Usage ☐ Category VI – At Sea/Boat Usage ☐ Category VII – Trades ☐ Category VIII - Security	
2. Demonstrate the ability to comply with the Types of Staffing Assignments by:	
i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.	
- Portland database has 50,000 job seekers - Good range of abilities within local job pool - National database has over 30 million candidates - Use salary guides based on previous placements made by Robert Half - Interesting that it's only based on placements Robert Half has made and not just national statistics/trends in general	
3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by:	
ii. Describing the process the organization would use to respond to a request for a Resource from the Department. iii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.	

Bidder Name	Protiviti
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- Not super clear on how requests should be submitted, or to who. Second part of the question mentions response times for phone and email and a Talent solutions Professional... assuming this is who requests should be submitted to.
- Once candidates are identified, presents them to Dept via phone for efficiency – seems strange – are they expecting an instant decision from the Dept?
- 2 business hours for phone/voicemail, same-day for email
- Provides regular updates as to the sourcing and onboarding process

4. Demonstrate the ability to comply with the Employment and Staffing Requirements by:

- i. Describing the organization's ability to comply with this requirement.
- ii. Describe the transition of existing employees, benefits matching, and staffing replacement.
- iii. Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.

- Demonstrated ability to comply
- Didn't really address transitioning of existing employees
- Good benefits matching response, including merit raises, bonuses, retirement, insurance coverage
- Will provide replacement for consideration within 1 hour of notification of need. Replacement process (brief) was specific to if the employee cannot report due to illness or unforeseen reason.. didn't mention anything about poor performance, etc. or who brings up the need for replacement
- Online system for timecards. Accessible 24/7.
- Can offer manual timecards submitted via fax
- Weekly payroll

5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by:

- i. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review.
- ii. Describing local recruitment process to fill agency staffing needs.
- iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few

- Analyze resume and develop specific follow up questions
- Skills testing for targeted assessments (up to 500 different)

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Protiviti
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- Weekly follow up for evaluation
- Weak response – have a database of jobseekers in Maine (Portland), but do not discuss actual local recruitment efforts.
- Keep capitalizing “Day One” – why? Not referenced/explained anywhere
- Basically repeated response to first part of this section

6. Demonstrate the ability to comply with the Background and Security Checks by:

- i. Describing the organization’s process for background checks.
- ii. Describing the organization’s process for drug testing.
- iii. Describing the organization’s process for finger printing.
- iv. Describing the organization’s process for any additional background and security checks that may be necessary or required

- “rigorous background check process” appears to be just calling references
- Can conduct drug tests though a subcontractor – not identified
- Vague response, no timelines or specifics provided
- Dept arranges with the third party vendor, when needed. Protiviti will “facilitate” but role seems limited.
- Requires written agreement to define type of tests requested
- Will provide results in a “timely manner” – timelines not defined

7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by:

- i. Describing the organization’s ability to comply with this requirement.
- ii. Providing a comprehensive list of the organization’s current policies.
- iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.

- For secure access, resources must use Dept’s VPN... kind of obvious
- Will provide State policies to the resource to comply with
- Provided link to Code of Business Conduct & Ethics, which includes good list of policies
- Will ensure resources sign any specific confidentiality agreements as requested by the Dept.
- Requires annual security training for all resources

8. Demonstrate the ability to comply with the Working Hours by:

- i. Describing the organization’s ability to comply with this requirement, including all practices or procedures currently in place.

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Protiviti
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- Resources are informed of working hours prior to placement - Can use talent pool to fill unusual hours
9. Demonstrate the ability to comply with Resource Performance by: i. Describing the organization's ability to comply with this requirement. ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).
- Client communicates need for replacement - Not billed for unsatisfactory time, if identified within "guarantee period" – previously mentioned as 8, 16, or 40 hours. - "rigorous" quality assurance checks seem to consist of weekly check-ins to discuss client and resource feedback, communicate praise, or identify unmet needs. - Process provided. - Includes a resolution attempt, then termination upon request. - Not a very detailed process.
10. Demonstrate the ability to comply with Reporting by: i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.
- Use Salesforce and Cognos to provide reports – many reports available - No timeframe provided - Standard 3-5 days for ad-hoc, may require additional time

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Protiviti Government Services, Inc. / John Owens
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State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

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INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	Completed and signed
Responsible Bidder Certification Appendix B	Completed and signed
Eligibility Requirements Appendix A	Eligible: Maine office is located in Portland. Within 100 miles of Augusta. Established 2000, 10 staff members Well established and appropriately staffed

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Protiviti Government Services, Inc. / John Owens
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	Robert Haft subsidiary, Founded in 2002 (office location states that it was established in 2000, has placed 16k positions across the state. Wide range of agencies. Projects – SOM, Bureau of Unemployment comp. State of NH DOE, and Department of revenue administration
Subcontractors	Not provided
Organizational Chart	Not provided
Litigation	Not provided
Financial Viability	Not provided
Licensure/Certification	Not provided
Certificate of Insurance	Not provided

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Protiviti Government Services, Inc. / John Owens
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File 3 – Proposed Services

Proposed Services	Individual Notes
	1. Check all staffing categories proposed X Category I – Office Environment O Category II – Driving-Related Positions O Category III – Lab/Medical Environment O Category IV – Outdoor Labor/Remote O Category V – Power Equipment Usage O Category VI – At Sea/Boat Usage O Category VII – Trades O Category VIII - Security
	2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) • Database of more than 50,000 job seekers • National database of 30 million job seekers ii. Describe how a market rate comparison is performed by the organization. • Market to market, labor supply and demand and current market rates. • Utilizing Robert Half. • Annual salary guide
	3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: i. Describing the process the organization would use to respond to a request for a Resource from the Department. • Proprietary technology to search their database to find the best fit. Then present to the hiring manager

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	ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource. • Phone within two business hours • Emails within same day • Communications are systematically logged and tracked
	4. Demonstrate the ability to comply with the Employment and Staffing Requirements by: i. Describing the organization's ability to comply with this requirement. • Confirms ability to comply • Maintains employer rights and responsibilities. • Adheres to laws, major ones listed (civil rights acts, ADA) ii. Describe the transition of existing employees, benefits matching, and staffing replacement. • Seamless transition of existing employees, benefits matching • Eligible for merit raises • Retirement • Benefits • Replacement provided within 1 hour of notification iii. Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource. • Online time reporting accessible 24/7 • Manual process • Prior approved overtime
	5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: i. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review. • Standard process outlined, ID, interview, testing references. • On the job evaluation i. Weekly phone calls or in person meetings

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

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	• Guarantee – 8, 16, or 40 hours evaluation process ii. Describing local recruitment process to fill agency staffing needs. • States their metrics again of placements, then circles back to their recruiting process. No mention of how or where they will recruit in the state of Maine other than their 50k internal database. iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few • Evaluation, behavioral and skills assessments • Professional standards and assessment • References • Ongoing QA – weekly check in and post assignment surveys • guarantee
525	6. Demonstrate the ability to comply with the Background and Security Checks by: i. Describing the organization's process for background checks. • Internal verification, including right to work documentation • No mention of CH or other BG checks.... ii. Describing the organization's process for drug testing. • facilitates though an independent third party • No mention of what they test for. Pre placement only stated. iii. Describing the organization's process for finger printing. • Typically the responsibility of the client (SOM) • Listed BG checks iv. Describing the organization's process for any additional background and security checks that may be necessary or required • Per the extent permitted by law.
	7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by: i. Describing the organization's ability to comply with this requirement. • All travel must be pre-approved

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

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	• Remote workers with secure access and data security • Access to SOM policies and materials. ii. Providing a comprehensive list of the organization's current policies. • Provided link to Robert Half • Listed key policies ○ Prohibition of bribery and corruption iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information. • Policies and procedures regarding the protection of information. • If the department wishes for an employee to have a specific agreement, they will ensure the agreement is reviewed and approved by their legal counsel prior to execution
	8. Demonstrate the ability to comply with the Working Hours by: i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place. • Confirms ability to comply with M-F 8-5 working hours • Can support non-standard schedules
	9. Demonstrate the ability to comply with Resource Performance by: i. Describing the organization's ability to comply with this requirement. • Fully equipped to comply with employee replacements • Immediately seek replacement • Never billed for unsatisfactory time ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. • Weekly monitoring with both the department and contracted employees. iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues). • Resolution attempt. Immediate removal upon request

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

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	• Guarantee.
	10. Demonstrate the ability to comply with Reporting by: i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. • Salesforce and Cognos real-time reports, listed 5 reports ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department. • 3 to 5 business days depending on the nature.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Protiviti Government Services, Inc.
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State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	- Completed. - Category I – Office Environment checked.
Responsible Bidder Certification Appendix B	- Completed
Eligibility Requirements Appendix A	- Facility at 100 Middle St. STE #303, Portland, Maine - Established March of 2000 - Approximately 56 miles of DAFS, within the 100-mile radius required in the RFP.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	- Indicates staffing for Category I – Office Environment. - Established in 2002 (File 1, office in Maine since 2000) - Indicates providing staff 16,341 across the State. - Provided 3 projects, with various staffing needs: - Maine Bureau of Unemployment Compensation, no dates. - State of New Hampshire, Dept. of Education, COVID time period. - State of New Hampshire, Revenue Administration, no dates. - FILE 2 ENDED
Subcontractors	- Not provided.
Organizational Chart	- Not provided.
Litigation	- Not provided.
Financial Viability	- Not provided.
Licensure/Certification	- N/A
Certificate of Insurance	- Not provided.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Protiviti Government Services, Inc.
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
	1. Check all staffing categories proposed ☒ Category I – Office Environment ☐ Category II – Driving-Related Positions ☐ Category III – Lab/Medical Environment ☐ Category IV – Outdoor Labor/Remote ☐ Category V – Power Equipment Usage ☐ Category VI – At Sea/Boat Usage ☐ Category VII – Trades ☐ Category VIII – Security
	2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.
	i. Proposes to meet <u>staffing needs</u> of Maine. Indicates a database of more than 50,000 job seekers. In addition to pre-evaluated administrative professionals, they also have 7,000 Informational Technology & 1,500 Marketing professionals. Indicates access to national network and a database exceeding 30 million job seekers nationwide. ii. Indicates they determine <u>market rates</u> through market-to-market structure influenced by local labor supply and demand, and current market rate necessary to attract and retain skilled talent. Indicates they have a Salary Guide which is derived from thousands of job searches; negotiations & placements conducted each year through Robert Half’s U.S. offices; Ongoing surveys of Chief Financial

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	Offices and other executives; and accumulated expertise of their Talent Solutions Professional.
	3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: i. Describing the process the organization would use to respond to a request for a Resource from the Department. ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.
	i. Proposes a thorough <u>process</u> when receiving a request for a resource from the Dept. - Talent Solutions Professional reviews the request and confirms the specific resource category. - Uses their proprietary technology to search their extensive candidate database for candidates. - The Dept. is contacted by phone to discuss each candidate's qualifications. - Once a selection is approved, Protiviti coordinates all onboarding. ii. Indicates a Talent Solutions Professional is assigned to the Dept. as the point of contact and responsible for maintaining consistent and informed <u>communication</u>. All communications are systematically logged and tracked, which allows Protiviti to monitor the status of each inquiry and ensure that no message goes unanswered. <u>Guaranteed response times:</u> Phone/voicemail messages returned within 2 hours during business hours. Email is within the same day response.
	4. Demonstrate the ability to comply with the Employment and Staffing Requirements by: i. Describing the organization's ability to comply with this requirement. ii. Describe the transition of existing employees, benefits matching, and staffing replacement.

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	Title	Contract Manager
	Department	Health and Human Services

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	iii. Describing the type of timecard the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.
	i. Indicates they have comprehensive <u>procedures and policies</u>. To ensure clarity and compliance, every resource placed on assignment participates in a detailed orientation program that clearly outlines their role and reporting structures as a Protiviti employee. ii. Proposes a seamless <u>transition</u> of existing employees, benefits matching, and staffing replacement. This is accomplished by combining benefits compliance, rapid staffing replacement, and structured communication protocols. If a resource is ill or other, Protiviti guarantees the name of a replacement to be provided within an hour of initial notification. iii. Proposes both manual and online <u>timecard</u> systems. Online timecards: - Access 24/7 - Timecard approvals can be individually or multiple approvals at once. Manual timesheet process: - Supervisors can manually assess and approve timesheets. - Approved timesheets can be faxed to Protiviti via a toll-free number ensuring all records are captured accurately. Department approval is required for all regular hours worked and for prior approved overtime hours.
	5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: i. Describing the organization's testing, screening and interview processes. Include the process of providing candidates for Department review. ii. Describing local recruitment process to fill agency staffing needs. iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability,

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	Title	Contract Manager
	Department	Health and Human Services

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	communication skills, customer service, and time management, to name a few.
	i. Proposes a 6-step comprehensive testing, screening, and interview process: - Initial Evaluation of a candidate's work history and education through a detailed analysis of their resume. - In-depth Interview by a Talent Solutions Professional via in-person and video interviews. - Skills Testing, administers computerized skills testing that measures proficiency and identifies training opportunities. - Reference checks from 2 supervisors per assignment/role. - On-The-Job-Evaluation once resource is placed by weekly phone calls or in-person meetings to gauge satisfaction with resource and overall service provided. - Guarantee period of 8, 16, or 40 hours, depending on the division assigning the contract resource. ii. Proposes a 3-step recruiting and selection process: - Initial Knowledge-Sharing Session: Protiviti account management team meets with all recruiters to learn the project scope, skills, timelines and volume goal for delivery. - Ongoing Monitoring and Communication: Protiviti account management team monitors and tracks candidate pipeline twice daily. - Updates on Onboarding Activities: Team will provide updates regarding the status of onboarding activities. iii. Protiviti employs a comprehensive, 6 step process to ensure every resource provided is fully prepared. - Tailored Candidate Evaluation. Interviews are conducted in the candidate's area of expertise to ensure alignment with both technical qualifications and soft skill expectations. - Behavioral and Skills Assessments. Evaluates competencies to identify strengths and training opportunities. - Professional Standards and Expectations: Resources are briefed on the Dept's. expectations regarding workplace conduct, professional appearance, and communication protocols. - Reference Verification: Team will contact at least two recent supervisory references in similar roles.

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	Title	Contract Manager
	Department	Health and Human Services

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	- Ongoing Quality Assurance: When resources are provided, Protiviti maintains regular communication with the Dept. and resource to monitor performance and satisfaction. - Performance Guarantee: Protiviti stands behind its evaluation and placement process with a performance guarantee.
	6. Demonstrate the ability to comply with the Background and Security Checks by: i. Describing the organization's process for background checks. ii. Describing the organization's process for drug testing. iii. Describing the organization's process for finger printing. iv. Describing the organization's process for any additional background and security checks that may be necessary or required
	i. Proposes a thorough and structured process for conducting <u>Background checks</u>. Protiviti speaks with candidate to review employment history, skills, and verify right to work documentation. Also checks references. ii. <u>Drug testing</u> is performed as required by the Dept. through an independent third-party vendor. iii. Protiviti does not perform <u>fingerprinting</u>, however they will cooperate with the Dept. to facilitate candidate participation. They provided a list of 14 background checks that Robert Half's 3rd party provider, FADV, can offer. iv. Upon request and to the extent permitted by law, Protiviti can provide a variety of <u>additional background/security checks</u> conducted by third-party vendors.
	7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by: i. Describing the organization's ability to comply with this requirement. ii. Providing a comprehensive list of the organization's current policies.

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	Title	Contract Manager
	Department	Health and Human Services

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	iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.
	i. Protiviti is equipped to comply with the requirement that all travel must be <u>preapproved</u> by the client and Protiviti in order to be eligible. Remote service can be provided. Resources will access the Dept's operating system through secure connection, such as the Dept's VPN or Amazon Workspace VPN. No data is downloaded or stored on the device used for the assignment. Protiviti ensures that each Resource is provided access to the State of Maine key policies and materials. ii. Protiviti maintains a <u>comprehensive set of organizational policies</u> to uphold the highest standards. These include, but not limited to: - Ethical business practices and integrity in all operations - Prevention of conflicts of interest - Protection of confidential and proprietary information - Fair employment practices and equal opportunity - Anti-Harassment and Anti-Discrimination Policy - Workplace Health and Safety standards - Data privacy and information security - Accurate financial reporting and record-keeping - Prohibition of bribery and corruption - Guidance on reporting concerns or violations iii. All Protiviti contract employees are required to adhere to strict policies and procedures regarding the <u>protection of sensitive</u> or confidential information. If the Dept. wishes a contract employee to sign a specific confidential agreement, Protiviti will ensure the agreement is reviewed and approved by their legal counsel. Protiviti provides a mandatory annual Information Security Awareness Training to all employees.
	8. Demonstrate the ability to comply with the Working Hours by:

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	Title	Contract Manager
	Department	Health and Human Services

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	i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.
	i. Protiviti will comply with the Dept's. standard operating hours M-F 8-5, excluding holidays and administrative closings. Propose that practices and procedures are in place. Onboarding process. Ensures all resources are informed of the Dept's. required working hours. Clear communication of expectations. Flexibility for non-standard schedules. Protiviti can accommodate non-standard schedules when necessary.
	9. Demonstrate the ability to comply with Resource Performance by: i. Describing the organization's ability to comply with this requirement. ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).
	i. Indicates a 5-step replacement process to include: When the Dept. needs a <u>replacement</u> for a contract employee, they are encouraged to contact Protiviti immediately to provide details of the issue and discuss options. The Talent team will immediately begin finding a replacement. If the Dept. contacts them that they are not satisfied during the guarantee period, they will <u>not be billed</u>. If immediate action termination is required, they will contact the resource at their place of business to inform them that the assignment has ended. For non-urgent matters, they will reach out to the resource at the end of the workday to communicate the conclusion of their assignment. Following the termination, they will assess the situation and determine appropriate next steps. It may include counseling, further

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	Title	Contract Manager
	Department	Health and Human Services

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	testing or training, or termination of the contract employee. If both the individual and the client company agree, the resource may be placed in another area of the organization. ii. Indicates a <u>Quality Assurance (QA)</u> process. Weekly contact to both the Dept. and the resource during the entire assignment period. This also provides feedback regarding satisfaction levels. Any concerns or issues during these check-ins are addressed. These are also documented and tracked through to a satisfactory resolution. Positive feedback from the Dept. is communicated to the resource reinforcing high performance and morale. If during the weekly check-ins it is determined that unmet needs are identified, Protiviti can provide further support to the Dept. iii. Proposes to have a clear and responsive process in place to <u>replace a resource</u> if performance issues arise such as tardiness, absenteeism, personality conflicts, or other employee relations concerns. The Dept. is encouraged to contact them immediately if the resource is not meeting expectations. Protiviti's Talent Solutions Professional will assess the situation and determine the appropriate course of action. In some cases, a discussion with the resource may resolve the issue. If the Dept. requests the removal of a resource, they will act promptly to end the assignment and begin the replacement process. After replacement, follow up with the Dept. to ensure satisfaction and confirm performance standards are being met throughout the assignment.
	10. Demonstrate the ability to comply with Reporting by: i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

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	i. Provided 5 standard <u>reports</u> with details. These include: spend report, headcount report, job title report, ad-hoc report, and business reviews. ii. <u>Ad Hoc</u>. Reporting process: The Dept. submits a request for customized reports. Protiviti assesses the details to determine the complexity of the report, data sources required and any potential challenges in data collections. Standard lead-time is <u>3-5 business days</u> depending on the complexity and current workload. Reports are reviewed for accuracy and delivered in the format agreed upon.
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Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Staffing Solutions Organization
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Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	Provided, signed Proposing Category 1
Responsible Bidder Certification Appendix B	Provided, signed.
Eligibility Requirements Appendix A	Bidders must have a staffed, established office located within 100 miles of Augusta, Maine – PASS.

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Staffing Solutions Organization
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	- Have provided staff to state and local governments (including Maine) in the past, in several categories - Remote HR and administrative functions – on site if needed - Didn't really provide any history of the organization - Projects – NY Health, ME DHHS (call center), NY Health
Subcontractors	- Will not use subcontractors
Organizational Chart	- Provided – chart, list of job descriptions, specific individuals identified related to the project
Litigation	- 2 closed cases provided – resolved through settlement
Financial Viability	- Subsidiary of PCG - Provided, included auditors report - Big company – appears stable
Licensure/Certification	- Provided resumes for staff
Certificate of Insurance	- Provided, current

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Staffing Solutions Organization
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
1. Check all staffing categories proposed	
☒ Category I – Office Environment ☐ Category II – Driving-Related Positions ☐ Category III – Lab/Medical Environment ☐ Category IV – Outdoor Labor/Remote ☐ Category V – Power Equipment Usage ☐ Category VI – At Sea/Boat Usage ☐ Category VII – Trades ☐ Category VIII - Security	
2. Demonstrate the ability to comply with the Types of Staffing Assignments by:	
i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.	
- Discussed short term and long term assignments - Multiple local offices - Listed several subcategories of recruitment under the Office Environment umbrella - Good depth of market rate analysis – national and state data, regional compensation data, internal data. Use targeted industry surveys for unique positions.	
3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by:	
ii. Describing the process the organization would use to respond to a request for a Resource from the Department. iii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.	
- 2-5 weeks from requisition to placement - Thorough process provided with timeline for each step - Dedicated team with guaranteed response times	

Bidder Name	Staffing Solutions Organization
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- All inquires acknowledged within 24 hours - Backup contacts communicated with DAFS up front to ensure continuity
4. Demonstrate the ability to comply with the Employment and Staffing Requirements by: i. Describing the organization's ability to comply with this requirement. ii. Describe the transition of existing employees, benefits matching, and staffing replacement. iii. Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.
- Employees will be covered by the Bidder and will not receive State benefits - Provides benefits to minimize turnover - Detailed response provided, list of benefits available - Strong history of transitioning to permanent positions - Maintain pre-screened candidates for quick backfilling - Ceridian Dayforce system – online timecard - Overtime must be approved by supervisor and Dept – flexible approval process depending on the position
5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: i. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review. ii. Describing local recruitment process to fill agency staffing needs. iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few
- Thorough vetting process defined - Lots of reviews - Use Hire Right for background screening - Detailed response for hard to fill roles – technology heavy approach - University and career partnerships in Maine - Orientation program covers workplace readiness factors
6. Demonstrate the ability to comply with the Background and Security Checks by: i. Describing the organization's process for background checks. ii. Describing the organization's process for drug testing.

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Staffing Solutions Organization
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iii. Describing the organization's process for finger printing. iv. Describing the organization's process for any additional background and security checks that may be necessary or required
- Drug free policies but doesn't do testing unless required - Can comply with other tests as required, lots of words but not a lot of detail in the response -
7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by: i. Describing the organization's ability to comply with this requirement. ii. Providing a comprehensive list of the organization's current policies. iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.
- Comprehensive list of policies provided, divided by policy type - Thorough suite of trainings
8. Demonstrate the ability to comply with the Working Hours by: i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.
- Indicates compliance – doesn't get into details
9. Demonstrate the ability to comply with Resource Performance by: i. Describing the organization's ability to comply with this requirement. ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).
- Thorough time and performance management process – includes continuous feedback to the employee, surveys, recognition programs - Team-building activities – unique - Verbal warning, written warning, termination
10. Demonstrate the ability to comply with Reporting by: i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Staffing Solutions Organization
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- Dayforce can provide reports - Comprehensive list of standard reports available - Real-time dashboards available - 3-5 days for ad-hoc, can accommodate urgent requests in 24-48 hours	

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Staffing Solutions Organization LLC / Marc Staublely
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State of Maine
Department of Administrative and Financial Services
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Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	Completed and signed
Responsible Bidder Certification Appendix B	Completed and signed
Eligibility Requirements Appendix A	Eligible: Maine office is located in Portland. Within 100 miles of Augusta. Established 5/1/2023, 3 staff members

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Staffing Solutions Organization LLC / Marc Staublely
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	Experience with multiple State organizations for projects including Maine DHHS and Office for Family Independence. Five projects provided.
Subcontractors	No subcontractors
Organizational Chart	Org chart provided
Litigation	Gee – denied claims – resolved in 2024 – what was the resolution? Kinney – dismissed in 2023, affirmed dismissal in 2024
Financial Viability	21-\$83m, 22-\$93.5, 23- \$96m; 24-\$79m
Licensure/Certification	Listed multiple certifications (trainings completed)
Certificate of Insurance	Exp 4/1/2026

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Staffing Solutions Organization LLC / Marc Staublely
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
	1. Check all staffing categories proposed X Category I – Office Environment O Category II – Driving-Related Positions O Category III – Lab/Medical Environment O Category IV – Outdoor Labor/Remote O Category V – Power Equipment Usage O Category VI – At Sea/Boat Usage O Category VII – Trades O Category VIII - Security
	2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) - Only Office Environment ii. Describe how a market rate comparison is performed by the organization. - National and State data - Regional benchmarks – New England - Internal Placement Data
	3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: i. Describing the process the organization would use to respond to a request for a Resource from the Department. 2 – 5 weeks from req to placement. - Well defined timeline ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

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	voicemail messages related to requests for a Resource.

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	• Responses within 24 hours or less
	4. Demonstrate the ability to comply with the Employment and Staffing Requirements by: ii. Describing the organization's ability to comply with this requirement. • Payroll administration (salary, taxes, benefits) • Compliance with State and Federal recordkeeping requirements • Vacation and holiday compensation aligned with the State of Maine holiday schedule • Recruitment, hiring, and accountability oversight • Resource communication and support throughout assignments • Timecard management and reporting iii. Describe the transition of existing employees, benefits matching, and staffing replacement. • Benchmarking benefits • Notated their staffing levels • Describes turnover and backfill procedures • Does not mention how they would manage the transition of current resources. iv. Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource. • Ceridian Dayforce, online timecard system • Bi-weekly payroll • Overtime approved in writing in advance
	5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: i. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review. • Outlined their vetting process to include technical and role specific assessments ii. Describing local recruitment process to fill agency staffing needs. • Dayforce applicant tracking system

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

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	- University and career partnerships with maine college systems iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few - Emphasize communication etiquette, accountability, and workplace expectations.
	6. Demonstrate the ability to comply with the Background and Security Checks by: i. Describing the organization's process for background checks. - ID, employment, education, criminal, and reference checks ii. Describing the organization's process for drug testing. - fairly vague, drug and alcohol free workplace standards iii. Describing the organization's process for finger printing. - When required they have new hires schedule through approved vendors (IdentoGO) iv. Describing the organization's process for any additional background and security checks that may be necessary or required - Fully prepared
	7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by: i. Describing the organization's ability to comply with this requirement. - Complies with standard SOM policies ii. Providing a comprehensive list of the organization's current policies. - Listed major policies iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information. - Access control, confidentiality and HIPAA, Incident response, media sanitization and disposal, and acceptable use policy. - Annual training via eLearning. - Security Awareness and Training policy

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

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	8. Demonstrate the ability to comply with the Working Hours by:

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

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	i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place. Ensures coverage, not necessarily M-F 8-5
	9. Demonstrate the ability to comply with Resource Performance by: i. Describing the organization's ability to comply with this requirement. - Background checks, supervisor feedback, routine QA and HR oversight. ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. - Outlines their processes regarding QA and retention programs - Recognition - Ongoing training - Teambuilding - Retention interviews iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues). - Progressive corrective action - Collaboration with DAFS supervisors No replacement timeline mentioned (assuming the 5 – 10 week placement timeline).
	10. Demonstrate the ability to comply with Reporting by: i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. - Standard reporting generated at request (assumed immediately) - Real time dashboards ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department. - Delivery within 3 – 5 business days.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

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State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	- Completed. - Category I – Office Environment checked.
Responsible Bidder Certification Appendix B	- Completed.
Eligibility Requirements Appendix A	- Facility at 97A Exchange St. STE 202, Portland, Maine - Approximately 60 miles of DAFS, within the 100-mile radius required in the RFP.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Staffing Solutions Organization, LLC
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	- Indicates staffing across the state and local governments including Maine, NY, NJ, PA, NC, SC, and Alaska. - In Maine last year (20-24) they contracted over 492,500 hours across a variety of categories. - Provided 5 projects, with various staffing needs: - New York, Dept. of Health – June 2022 to July 2026. - Maine DHHS, MaineCare, & CDC – Since 2021. - Maine DHHS, OFI – Since 2022 ongoing. - New York, Dept. of Health, OHI – Since 2017. - Alaska, Dept. of Health, Div. of Public Assistance – Since Nov. 2024.
Subcontractors	- N/A
Organizational Chart	- Provided a detailed organizational chart and one for the project. - Staffing Solutions Organization (SSO) is a subsidiary of Public Consulting Group (PCG). - Provided a brief description for each personnel. - Account Manager - Back-up Account Manager - Director of HR - Talent Management - Talent Acquisition – was misspelled on chart. - Recruiters - Resumes located between Licensure and Certificate of Insurance.
Litigation	- There are no current litigation matters that would compromise SSO's ability to perform the work described in this proposal. - Past litigation matters that were resolved by settlement are subject to confidentiality provisions. - Included 2 in the past 5 years.
Financial Viability	- Provided last 3 years. - Consolidated Balance Sheets - June 2022 & 2021 - June 2023 & 2022 - June 2024 & 2023 - Appears financially viable.
Licensure/Certification	- N/A

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	- Resumes of 4 main staff were found here.
Certificate of Insurance	- Provided & current.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

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File 3 – Proposed Services

	Individual Notes
Proposed Services	
	1. Check all staffing categories proposed ☒ Category I – Office Environment ☐ Category II – Driving-Related Positions ☐ Category III – Lab/Medical Environment ☐ Category IV – Outdoor Labor/Remote ☐ Category V – Power Equipment Usage ☐ Category VI – At Sea/Boat Usage ☐ Category VII – Trades ☐ Category VIII – Security
	2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.
	i. Indicates they are a subsidiary of Public Consulting Group (PCG). <u>Positions</u> SSO is unable to fill can be routed through PCG which is capable of fulfilling general staffing and specialized technical roles. ii. Indicates they conduct structured bench <u>marketing process</u> for every role. They utilize data from: National and State data such as Bureau of Labor and Maine Dept. of Labor. Regional bench marks including Northern New England compensation data for administrative and professional roles. Internal placement data from prior engagements in Maine and other states. For specialized or hard to fill positions, they consult targeted industry surveys and professional association data.

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	Title	Contract Manager
	Department	Health and Human Services

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	3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: i. Describing the process the organization would use to respond to a request for a Resource from the Department. ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.
	i. Proposes they maintain a rolling recruitment pipeline of pre-qualified candidates. Provided a table that shows their <u>process</u> and timeline: - Request intake is confirmed, clarifies position requirements, qualifications and timeline. - Post to sites, 0-2 days - Sourcing and screening, start looking for candidates 2-7 days. - Candidates are submitted to the Dept. with documents 5-7 days. - SSO will schedule and coordinate interview, facilitate preparation, and collect post-interview feedback 10-14 days. - Formal offer, background checks & credential verification, pending results, add the person to payment system, prepares them for first day. Within 10 business days of selection. - SSO placement is 2-5 weeks from requisition to onboarding. - Can be expedited if requested. ii. Indicates guaranteed <u>response time</u>. Phone/email/voicemail messages are acknowledged no later than the next business day, with urgent requests receiving an initial response within 24 hours.
	4. Demonstrate the ability to comply with the Employment and Staffing Requirements by: i. Describing the organization's ability to comply with this requirement. ii. Describe the transition of existing employees, benefits matching, and staffing replacement. iii. Describing the type of timecard the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.

Evaluator	Name	Althea Harris
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	i. Indicates that all resources remain employees of SSO and will not receive any State employment benefits. ii. Proposes competitive benefits to resources <u>transitioning</u>. In the event of a turnover, SSO is prepared to respond quickly by maintaining an active pipeline of pre-screened candidates. iii. Requires all employees to use their secure cloud-based time platform, Ceridian Dayforce. Platform gives supervisors real-time visibility into work activity. SSO's workweek runs Monday 12 a.m. through Sunday 11:59 p.m. All timesheets are submitted electronically by close of business Friday (or Sunday for weekend shifts). All overtime must be approved in writing and in advance by both the employees' supervisor and the Dept.
	5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: i. Describing the organization's testing, screening and interview processes. Include the process of providing candidates for Department review. ii. Describing local recruitment process to fill agency staffing needs. iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few.
	i. Proposes a rigorous pre-employment <u>screening</u> (background checks, license and credential verification, exclusion list monitoring). Technical skills and behavioral assessments. Proposes a 7 multi-stage vetting process: Application/resume review. Structured recruiter screening: interview to assess tech expertise, communication skills, and cultural alignment. Technical & role-specific assessments for positions requiring specialized skills. Reference checks, documented and shared with Dept. Background/credential verification. Could include drug test, fingerprinting or security checks.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

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	Final account manager review. Review of all notes, assessment and reference feedback to ensure good fit. Submission to Dept. fully vetted candidate packages, resumes, notes, assessment results, and reference check reports. ii. Proposes to: Broadcast postings across national platforms and <u>Maine-specific workforce boards</u> maximizing visibility. Proactive talent pipeline from prior and current projects in Maine and nationwide. Possibly redeploy proven talent where local talent matters. Partners with Maine's college systems. iii. To ensure <u>readiness</u>, resources complete a comprehensive orientation program before assignment begins. Training will cover the employee handbook, client-specific policies and professional standards to include: - Professional appearance and conduct. - Communication skills - Customer service - Reliability and Time management
	6. Demonstrate the ability to comply with the Background and Security Checks by: i. Describing the organization's process for background checks. ii. Describing the organization's process for drug testing. iii. Describing the organization's process for finger printing. iv. Describing the organization's process for any additional background and security checks that may be necessary or required
	i. Proposes to conduct <u>Background checks</u> and credential verification prior to placement to include: Identity verification - right to work in the United States. Employment and education checks. Professional credential verification. Criminal background and additional testing - such as drug and fingerprint where required. Reference checks. ii. SSO performs <u>Drug testing</u> in advance of their start date ensuring results are received, reviewed, and documented prior to placement. iii. Where <u>fingerprint-based</u> background checks are required, this is integrated seamlessly into the onboarding workflow. New hires are

Evaluator	Name	Althea Harris
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	provided with clear instructions to schedule fingerprinting through approved vendors. iv. <u>Additional background/security checks</u> SSO is fully prepared to collaborate with DAFS should additional background, assessments or security checks are required for specific projects or roles.
	7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by: i. Describing the organization's ability to comply with this requirement. ii. Providing a comprehensive list of the organization's current policies. iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.
	i. Proposes to <u>ensure resources</u>: Work during designated business hours and adhere to workplace rules. Follow confidentiality, non-disclosure, and data security requirements. Complete all required onboarding, training, and credentialing. Comply with HR, safety, and operational protocols specific to the State of Maine. ii. Maintains a comprehensive set of <u>policies</u> organized in 10 "Big Idea" categories with micro-policies all formally documented in their Employee Handbook which includes: code of conduct, general policies, health & safety, acceptable use & confidentiality, employment, day to day, benefits, leave of absences, performance management and career development. iii. <u>Protecting</u> sensitive or confidential information. Key policies and practices include: access control policies, confidentiality & HIPAA, incident response policy, encryption & secure communication standards, media sanitization & disposal standards, and acceptable use policy.
	8. Demonstrate the ability to comply with the Working Hours by:

Evaluator	Name	Althea Harris
	Title	Contract Manager
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	i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.
	ii. Proposes resources will comply with the State's operating hours, holiday schedules, and overtime protocols.
	9. Demonstrate the ability to comply with Resource Performance by: i. Describing the organization's ability to comply with this requirement. ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).
	i. Proposes resources will <u>report to work</u> as scheduled, exhibit professionalism in conduct, communication, and appearance. Complete assigned tasks as requested. Candidates undergo HireRight background checks. Performance is continuously monitored through supervisor feedback, routine QA checks and HR oversight. ii. Proposes <u>quality assurance</u> checks with ongoing Talent Management Activities to include: Performance Reviews with mid-year check-ins. Continuous feedback with weekly surveys to employees, quarterly employee pulse surveys and Dept. supervisor feedback forms. Recognition programs – newsletters for supervisors and staff. Ongoing training. Rapid response HR support. Team-building activities with quarterly virtual team meetings and on-site visits. Retention interviews with employees. iii. Resources exhibiting <u>tardiness</u>, absenteeism, personality conflicts, or performance expectations, SSO initiates a structured progressive corrective action process. Collaborate with the Dept. at every stage.

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	Title	Contract Manager
	Department	Health and Human Services

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	If Dept. requests removal, SSO will remove and activate replacement protocols. By combining corrective action, Dept. collaboration, and rapid replacement, SSO ensures staffing continuity.
	10. Demonstrate the ability to comply with Reporting by: i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.
	i. Proposes Dayforce workforce management system and internal quality assurance dashboards for reports. Provided a sample list of 6 <u>standard reports</u> with details. Real-time customizable reporting dashboard for the Dept. to have immediate visibility of key metrics without waiting for report cycles. ii. <u>Ad Hoc reporting process</u>: A request is received via email or phone and is logged in. Data is clarified within 1 business day. Report is developed and reviewed. Finalized reports are securely transmitted to the Dept. within 3-5 business days. Urgent requests can be provided within 24-48 hours when possible.

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Tri State Staffing
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State of Maine
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Office of State Procurement Services

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Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	Provided, signed Proposing all categories except Security.
Responsible Bidder Certification Appendix B	Provided, signed.
Eligibility Requirements Appendix A	Bidders must have a staffed, established office located within 100 miles of Augusta, Maine – PASS.

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Tri State Staffing
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	- Established 1999 - Multiple relationships with State agencies – DHHS, DOE, DMR, Gov, DACF, etc. - Currently holds MA - Projects: - o DHHS/Riverview – physicians, nursing, etc. - o DOE – school nurses - o IFW – Wildlife Park guest services wildlife keepers, groundskeeping, etc.
Subcontractors	- Physician Healthcare Consultant - Veterinarian
Organizational Chart	- 2 positions – President/CFO and HR/Office Admin handle all aspects
Litigation	- None.
Financial Viability	- Provided. Some fluctuation, but appears financially viable.
Licensure/Certification	- None provided. Did mention memberships with Maine Staffing Association and participation in Continuing Professional Education.
Certificate of Insurance	- Provided, current.

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Tri State Staffing
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
1. Check all staffing categories proposed ☒ Category I – Office Environment ☒ Category II – Driving-Related Positions ☒ Category III – Lab/Medical Environment ☒ Category IV – Outdoor Labor/Remote ☒ Category V – Power Equipment Usage ☒ Category VI – At Sea/Boat Usage ☒ Category VII – Trades ☐ Category VIII – Security	
2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.	
- Strengths lie in providing office staff - Maintain appropriate insurances to provide the proposed staffing categories - Rely on Indeed, Bureau of Labor Statistics, job boards, etc.	
3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: ii. Describing the process the organization would use to respond to a request for a Resource from the Department. iii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.	
- Email, or phone. - Emphasis on agreeing to the terms of the placement through signing of the Temp Staffing Authorization Form. - Identify candidate, send for approval, setup interview, if accepted inform candidate of specifics.	

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- Response within one business day. - M-Thu 8:00-4:30, 8:00-4:00 on Friday.
4. Demonstrate the ability to comply with the Employment and Staffing Requirements by: i. Describing the organization's ability to comply with this requirement. ii. Describe the transition of existing employees, benefits matching, and staffing replacement. iii. Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.
- Processes all payroll in house, details response provided. - Additional benefits available after one year of work - Didn't really discuss transition of existing employees, benefits matching, staffing replacement. - Timesheets available via PDF, Word, or Excel. Can accommodate various types of submission. Discussed timesheet submission process and overtime approval by supervisor.
5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: i. Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review. ii. Describing local recruitment process to fill agency staffing needs. iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few
- Identify candidate through existing database or recruiting, then phone screen, skills assessments. Have access to numerous testing platforms. Set up remote interview or host in-person. Conditional offer of employment to allow for background checks. Then can work with the agency to confirm the candidate or not. - Did not discuss local recruitment efforts - Email with employment details sent after offer is accepted. One or two week check in, unscheduled "follow up" to follow. No mention of when professional appearance, reliability, communication skills, customer service, etc. will be ensured... other than skills testing in the hiring process.
6. Demonstrate the ability to comply with the Background and Security Checks by: i. Describing the organization's process for background checks.

Evaluator	Name	Lindsey Kendall
	Title	Senior Procurement Manager
	Department	DAFS

Bidder Name	Tri State Staffing
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ii. Describing the organization's process for drug testing. iii. Describing the organization's process for finger printing. iv. Describing the organization's process for any additional background and security checks that may be necessary or required
- Maine Criminal Background and Sex Offender Registry checks - Finger printing coordinated with Maine State Police - Drug testing, if required, coordinated with Workplace Health. - Can perform other checks if necessary - Agency must pay for testing of State-Identified resources
7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by: i. Describing the organization's ability to comply with this requirement. ii. Providing a comprehensive list of the organization's current policies. iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.
- Discussed travel, remote work, consent to hire, other policies and a link to their handbook - Candidates must sign confidentiality agreement - Provided list of policies and example of confidentiality agreement
8. Demonstrate the ability to comply with the Working Hours by: i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.
- Thorough response – discussed time worked, holidays, storm closures, etc.
9. Demonstrate the ability to comply with Resource Performance by: i. Describing the organization's ability to comply with this requirement. ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).
- - One to two week check in, then can discuss additional check ins if required -

Evaluator	Name	Lindsey Kendall
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	Department	DAFS

Bidder Name	Tri State Staffing
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- Process for terminating and/or replacing an employee was provided. Will return all equipment back to the State if any is in possession when terminated.
10. Demonstrate the ability to comply with Reporting by: i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.
- Provided list of available reports - Typically 1-5 business days for ad hoc. Will provide a status report if longer.

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Tri-State Staffing Inc. / Anthony Theberge
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State of Maine
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Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	Completed and signed
Responsible Bidder Certification Appendix B	Completed and signed
Eligibility Requirements Appendix A	Eligible: Maine office is located in Augusta. Established 1999, 3 staff members

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Tri-State Staffing Inc. / Anthony Theberge
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	Founded in 1999, State and Federal temp services. Experience with SOM (DHHS, DOE, INF&W). Multiple State organizations for projects
Subcontractors	Two subcontractors, Doctors (specialized areas)
Organizational Chart	Org chart provided as a list of responsibilities
Litigation	None
Financial Viability	22-\$283k, 23- \$497k; 24-\$306k
Licensure/Certification	None
Certificate of Insurance	Exp 2/11/2026, workers comp 1/1/2026

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Tri-State Staffing Inc. / Anthony Theberge
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
	1. Check all staffing categories proposed X Category I – Office Environment X Category II – Driving-Related Positions X Category III – Lab/Medical Environment X Category IV – Outdoor Labor/Remote X Category V – Power Equipment Usage X Category VI – At Sea/Boat Usage X Category VII – Trades O Category VIII - Security
	2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) - Strong with Cat I, but can fill all others, except security. ii. Describe how a market rate comparison is performed by the organization. - Internet market rate comparisons, mostly through Indeed, BOL statistics, Job boards and professional memberships to identify trends
	3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: i. Describing the process the organization would use to respond to a request for a Resource from the Department. Email, or phone. If informal they will respond via email recapping terms of the temp service ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.

Bidder/Applicant Name	Tri-State Staffing Inc. / Anthony Theberge
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	• Within a business day. M-F 8-4:30 and F through 4pm. Closed state holidays, available after hours on a case-by-case basis.
	4. Demonstrate the ability to comply with the Employment and Staffing Requirements by: - Describing the organization's ability to comply with this requirement. • Manages timesheets and payroll in house adhering to tax laws. - Describe the transition of existing employees, benefits matching, and staffing replacement. • Spoke to their benefits, health, vacation, 401k and ACA. • Transitioning (selection process) process of communicating expectations. - Describing the type of time-card the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource. • Manual and electronic (word and excel) timesheets. • Overtime only to be processed with supervisor approval, prior approval preferred **but not mandatory, so a supervisor can approve OT alone without agency approval**
	5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: - Describing the organization's testing, screening and interview processes. Include the process for providing candidates for Department review. • Phone Screen to identify experience and skills, education, previous employment. If a good fit, skills assessments, numerous testing platforms online.. - Describing local recruitment process to fill agency staffing needs. • No mention of their recruitment processes other than their internal database. - Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Tri-State Staffing Inc. / Anthony Theberge
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	Following the phone screening, an interview to discuss work preferences safety requirement and ergonomics are discussed as well as other items like dependability and teamwork
	6. Demonstrate the ability to comply with the Background and Security Checks by: iii. Describing the organization's process for background checks. - Maine criminal BG and sex offender registry checks. iv. Describing the organization's process for drug testing. - Available if required and coordinated with Workplace Health v. Describing the organization's process for finger printing. - Available if required and coordinated with Maine State Police vi. Describing the organization's process for any additional background and security checks that may be necessary or required - State identified resources can be performed at a dollar for dollar cost to the agency, to be included in the DO.
	7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by: i. Describing the organization's ability to comply with this requirement. ii. Providing a comprehensive list of the organization's current policies. - Travel, remote, and other policies listed in their employee handbook. Including consent to hire iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information. - Provided their confidentiality agreement, but no additional context
	8. Demonstrate the ability to comply with the Working Hours by:

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Tri-State Staffing Inc. / Anthony Theberge
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	i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place. - Communicates expected work schedule per assignment. All days worked are considered regular working days (nights, weekends and holidays). - Overtime paid authorized by supervisor will be paid at 1.5 times if exceeding 40 hours
	9. Demonstrate the ability to comply with Resource Performance by: i. Describing the organization's ability to comply with this requirement. - Communication of expectations that are included in their handbook. ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. - One to two weeks on assignment, they check with employee and supervisor. encouraged to contact them if any issues arise so they can address, and correct as necessary. iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues). - They have dealt swiftly as well as recovered state equipment, and discuss if the agency wants to replace or terminate the DO. Would replace with a suitable replacement once found - No tentative timeline mentioned.
	10. Demonstrate the ability to comply with Reporting by: i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. - Listed readily produced reports ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department. - Typically within one to five working days.

Evaluator	Name	Matthew Vaughan
	Title	Resource Administrator
	Department	Education

Bidder/Applicant Name	Tri-State Staffing Inc. / Anthony Theberge
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Date of Individual Evaluation	<u>1/7/2026</u>
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Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Tri-State Staffing, Inc.
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Date of Individual Evaluation	12/2/2025
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State of Maine
Department of Administrative and Financial Services
Office of State Procurement Services

RFP# 202507096

Temporary Employment Service

INDIVIDUAL EVALUATION NOTES

File 1 – Preliminary Information

	Individual Notes
Proposal Cover Page Appendix A	- Completed. - Category I – VII checked.
Responsible Bidder Certification Appendix B	- Completed.
Eligibility Requirements Appendix A	- Facility at 225 Western Ave., STE 1, Augusta, Maine - Approximately 1 mile of DAFS, within the 100-mile radius required in the RFP.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Tri-State Staffing, Inc.
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Date of Individual Evaluation	12/2/2025
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization Appendix C	- Indicates providing staffing local, state, federal, and private sectors for more than 25 years. - Indicates they have over 125 contracts in multiple Dept's. with the State of Maine. - Provided 3 projects, with various staffing needs: - Maine DHHS, RPC & DDPC – Since 2017 - Maine DOE – Since 2020 - Maine IF & W – Over 10 years
Subcontractors	- Utilizes 2 subcontractors: - <i>Physician Healthcare Consultant</i> - Surveys healthcare facilities to ensure compliance with state and federal rules and regulations; - <i>Veterinarian</i> - examines horses for soundness to race, administers medication(s) if necessary, oversees the State testing area; and provides emergency medical treatment.
Organizational Chart	- Organizational chart for 2 staff. - Provided a brief description for each personnel: - President/CFO - HR/Office Administrator
Litigation	- None
Financial Viability	- Provided last 3 years. - Accrual Basis Assets, Liabilities & Equity/Balance Sheets - Accrual Basis Profit & Loss - Appears financially viable.
Licensure/Certification	- N/A
Certificate of Insurance	- Provided & current.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Tri-State Staffing, Inc.
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File 3 – Proposed Services

Proposed Services	Individual Notes
	1. Check all staffing categories proposed ☒ Category I – Office Environment ☒ Category II – Driving-Related Positions ☒ Category III – Lab/Medical Environment ☒ Category IV – Outdoor Labor/Remote ☒ Category V – Power Equipment Usage ☒ Category VI – At Sea/Boat Usage ☒ Category VII – Trades ☐ Category VIII – Security
	Responses were in paragraphs and the answers to the questions needed to be searched for. Answers were not in the numbering format as required in the RFP.
	2. Demonstrate the ability to comply with the Types of Staffing Assignments by: i. Describe the types of positions you have the means to fill, even if not commonly filled. (For example, you may not commonly fill positions in the “At Sea / Boat Usage” category, but you might have the experience, access to interested Resources, or insurance to otherwise fill these positions.) ii. Describe how a market rate comparison is performed by the organization.
	i. They have the <u>means</u> & insurance to fill all positions. Jobs are posted on a multitude of job boards, the Maine Dept of Labor Job Link, the Career Center, and with Chambers of Commerce to name a few. ii. Indicates they rely on the internet for <u>market rate</u> comparisons. They utilize Indeed, the Department of Labor’s Bureau of Labor Statistics, various job boards and professional memberships which provide analytics regarding supply and demand trend comparisons as well as competitive compensation comparisons locally and nationally.

Bidder/Applicant Name	Tri-State Staffing, Inc.
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	3. Demonstrate the ability to comply with the Type of Contract and Ordering Process by: i. Describing the process the organization would use to respond to a request for a Resource from the Department. ii. Describing how the organization would ensure the quality and timeliness of communication with the Department. Include guaranteed response times for telephone or voicemail messages related to requests for a Resource.
	i. If request is received via <u>email or by phone</u>, an email would be sent indicating it was received. If the request was made through a <u>Temporary Staffing Authorization Form</u>, a signature indicated agreement with the terms would be returned to the sender. ii. Indicates <u>Guaranteed response time</u>. Phone/email/voicemail messages are acknowledged no later than the next business day. Proposes to be available after hours on a case-by-case basis.
	4. Demonstrate the ability to comply with the Employment and Staffing Requirements by: i. Describing the organization's ability to comply with this requirement. ii. Describe the transition of existing employees, benefits matching, and staffing replacement. iii. Describing the type of timecard the organization uses (e.g., online or manual), the general process of time reporting, and obtaining Department approval for regular or prior approved overtime hours worked by the Resource.
	i. Proposes processing all payroll functions including reimbursement for travel weekly unless specified within the approved delivery order. ii. Proposes <u>benefits</u>: Earned paid leave for those that qualify. After a year of working with Tri-State - health insurance & vacation bonus and paid holidays are offered to those that qualify.

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Tri-State Staffing, Inc.
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	<u>Replacement</u>: During the selection process (if candidates are Tri-State Staffing identified resource) terms of the contract, expected hours/schedule, length of assignment and safety guidelines are discussed. Once candidates have been selected for an assignment, dress code, recording hours worked and submission of time sheets, payroll, benefits, safety, and the expectation to follow agency policies and guidelines are discussed at this time. Did not identify how they would handle <u>transitioning</u> employees. iii. Proposes both manual and electronic <u>timesheets</u>. Supervisors can e-sign, email, or drop off in person. Overtime will only be processed with supervisor approval. Prior approval is preferred, as indicated in the Delivery Order, and is also accepted via email from the supervisor.
	5. Demonstrate the ability to comply with the Candidate Pre-Interview and Pre-Screening Process by: i. Describing the organization's testing, screening and interview processes. Include the process of providing candidates for Department review. ii. Describing local recruitment process to fill agency staffing needs. iii. Describing the process used to ensure the workplace readiness of Resources, including professional appearance, reliability, communication skills, customer service, and time management, to name a few.
	i. Identified candidates are called and <u>screened</u>. Topics discussed: specific experience/skills, education, previous employment, reasons for ending, preferred work schedules, and desired hourly rate. Specifics related to the position are discussed, i.e. expected job duties, qualifications, and hours. If the candidate proves to be a good fit, skills assessments relevant to the position may be submitted to the candidate for completion. Proposes numerous <u>testing</u> platforms online which provide a wide variety of skills tests that can be customized to fit most work requirements.

Evaluator	Name	Althea Harris
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	<u>Interviews</u> are held via Zoom, Teams, or in-person. If the candidate decides to move forward, the agency/department and location of the assignment are disclosed as well as review of specified job responsibilities. Conditional offers of employment are given to allow for background requirements and reference checks. The candidate's resume, if requested, would be <u>shared</u> with the agency/department's point of contact for this placement. Next steps, whether they set up a meeting with the candidate and the agency and/or if they decide to offer a position. ii. <u>Potential candidates</u> are found through their existing database or recruitment resources/efforts. iii. An email is sent to the <u>selected candidate</u> including start date and time, location, building access specific to the agency, time sheets and payroll information, dress code, and a link to our employee handbook. One or two-week check-ins are conducted with both the agency and employee to make sure the needs and expectations are met. Going forward, our HR Manager will follow up with both parties to ensure that the assignment is successful.
	6. Demonstrate the ability to comply with the Background and Security Checks by: i. Describing the organization's process for background checks. ii. Describing the organization's process for drug testing. iii. Describing the organization's process for finger printing. iv. Describing the organization's process for any additional background and security checks that may be necessary or required
	i. Proposes to perform Maine Criminal <u>Background</u> and Sex Offender Registry checks for candidates reporting to State agency, if necessary and requested. State Identified Resources can be performed at a dollar-for-dollar cost of the screening to the agency requesting it. The requirements

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	Title	Contract Manager
	Department	Health and Human Services

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	and payment terms for these checks need to be included in the Delivery Order. ii. <u>Drug testing</u>, if required based on the position, is coordinated with Workplace Health. iii. <u>Finger printing</u> is available and is coordinated with the Maine State Police. iv. <u>Additional background/security checks</u>: Provided a background form for candidates to sign to include: criminal, FBI, sex offender, motor vehicle, and employment checks.
	7. Demonstrate the ability to comply with the Compliance with State Policies and Procedures by: i. Describing the organization's ability to comply with this requirement. ii. Providing a comprehensive list of the organization's current policies. iii. Describing all policies the organization has in place that require Resources to protect sensitive or confidential information.
	i. Proposes to request a <u>waiver</u> for consent to hire former State Employees returning to temporary placements after retirement. ii. Provided a copy of their <u>policies</u> which are also in their handbook to include: travel, remote work, EEO, discrimination, disability discrimination, sexual harassment, and safety. iii. Provided a copy of their <u>confidentiality</u> agreement to be signed by candidate.
	8. Demonstrate the ability to comply with the Working Hours by: i. Describing the organization's ability to comply with this requirement, including all practices or procedures currently in place.
	i. Proposes to communicate the expected <u>work schedule</u> per assignment. State holidays or State shutdown days including late

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	starts and leaving early due to emergency and/or weather-related instances are not paid unless they actually worked. Authorized and approved hours worked will be paid. Any overtime will be indicated in the Delivery Order or previously authorized and approved by a supervisor.
	9. Demonstrate the ability to comply with Resource Performance by: i. Describing the organization's ability to comply with this requirement. ii. Providing a detailed description of the organization's process to conduct quality assurance checks with the Department to verify that the Department's requirements are being met, and to the Department's satisfaction. iii. Describing the organization's current process or policy regarding replacing a Resource (e.g., Resource exhibits excessive absenteeism, tardiness, personality conflicts, or other employee relations issues).
	i. Proposes <u>clear expectations</u> are set with resources reporting to assignments to include: punctuality, work schedules, job duties, professionalism, communication, and appearance. These are also provided in their employee handbook. ii. Proposes <u>quality assurance checks</u> after an employee has been at an assignment for one to two weeks, a representative will check in with both the employee and point of contact at the agency to ensure expectations are being met. Future check-in expectations can also be discussed. iii. If it is determined that the resource must end an assignment due to poor job fit and/or <u>job performance</u>, Tri-State will work with the Dept. with all issues swiftly. State property that the resource had will be returned. At that time, Tri-State will discuss with the Agency whether to replace the employee or terminate the Delivery Order.
	10. Demonstrate the ability to comply with Reporting by:

Evaluator	Name	Althea Harris
	Title	Contract Manager
	Department	Health and Human Services

Bidder/Applicant Name	Tri-State Staffing, Inc.
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Date of Individual Evaluation	12/2/2025
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	i. Providing a list of reports that the organization has the ability to readily produce and include what data is provided on each report. ii. Describing the organization's process, and standard timeframe needed, for any ad hoc reporting requested by the Department.
	i. Provides a list of some <u>standard reports</u> with details they can provide. ii. Requests for <u>Ad Hoc reports</u> are preferred to be received by email or phone with a follow-up email. When received, it's printed and given to personnel for creation, completion and submission back to the requester. Depending on the amount of information required and the time frame being covered, most requests are typically done within 1-5 business days. If the report is expected to take more than 5 business days, a call or email will be sent to the requester indicating approximately how long it may be before the completed report can be submitted.



**STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE
AND FINANCIAL SERVICES**

Janet T. Mills
Governor

KIRSTEN LC FIGUEROA
Commissioner

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202507096
RFP TITLE: Temporary Employment Service**

I, Lindsey Kendall, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Administrative and Financial Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

DocuSigned by:

Lindsey Kendall

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Signature

9/25/2025

Date



**STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE
AND FINANCIAL SERVICES**

Janet T. Mills
Governor

KIRSTEN LC FIGUEROA
Commissioner

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202507096
RFP TITLE: Temporary Employment Service**

I, Matthew Vaughan, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Education. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

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DocuSigned by:

Matthew Vaughan

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Signature

9/29/2025

Date



**STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE
AND FINANCIAL SERVICES**

**Janet T. Mills
Governor**

**KIRSTEN LC FIGUEROA
Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202507096
RFP TITLE: Temporary Employment Service**

I, Althea Harris, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

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DocuSigned by:

Althea Harris

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Signature

9/25/2025

Date